PSYCKES-Medicaid Release Notes – Release 7.3.0

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1. Revised Layout of Filters at the Top of Recipient Search

Filters in the "Characteristics" section of Recipient Search were rearranged to make room for new filters. Filters such as "High Need Population," "AOT Status," and "Alerts & Incidents" are now located at the top right. Filters related to Managed Care, Medicaid, Children's Waiver, and HARP were relocated to their own section called "Managed Care Plan & Medicaid," directly beneath the "Characteristics" section.

2. Race and Ethnicity Filters Added to Recipient Search

Two new report filters, "Race" and "Ethnicity" were added to the "Characteristics" section in Recipient Search. The "Race" filter options include Asian, Black, Native American, Pacific Islander, White, Multiracial, and Unknown race. When more than one race is selected from the drop-down, this will create an "or" search logic; up to 4 race options can be selected in each search. The "Ethnicity" filter options include Hispanic or Latinx, Not Hispanic or Latinx, and Unknown ethnicity. The "Race" and "Ethnicity" filters may be used together if desired, creating an "and" search logic.

3. New BH QARR Measures Added to Quality Indicator Reports

The following new measures were added to the BH QARR - DOH Performance Tracking Measure indicator set in My QI Report, Statewide Reports, Recipient Search, and the Clinical Summary:

- No Follow Up after Mental Health Emergency Department Visit – 7 Days
- No Metabolic Monitoring (Glucose/HbA1c and LDL-C) Child & Adolescent on Antipsychotic
- No Metabolic Monitoring (Glucose/HbA1c) Child and Adolescent on Antipsychotic
- No Metabolic Monitoring (LDL-C) Child and Adolescent on Antipsychotic

The above metabolic measures were previously combined as one measure, and now they are broken out into 3 separate measures. As a reminder, the measures in this specific indicator set are run monthly after a 6-month data maturation period.

4. Diagnoses in Clinical Summary Beyond Primary and Secondary

The client-level Clinical Summary now includes diagnoses beyond just the primary and secondary level in Medicaid claims/encounters. Diagnoses given at the tertiary level and beyond will be displayed in a client's Clinical Summary if they are related to a quality flag in PSYCKES overall. These diagnoses include any of the following: Schizophrenia, Bipolar Disorder, Major Depression, Other Psychotic and Developmental Disorders, Alcohol, Opioid or Other Drug Abuse/Dependence (with client consent), Diabetes, Acute Myocardial Infarction, Ischemic Vascular Disease, and Intentional Self-Harm.

If a client has one of these diagnoses beyond the primary or secondary level on a Medicaid claim/encounter, they will be listed in either the Behavior Health Diagnoses or Medical Diagnoses sections as well as in the diagnosis column associated with the date of service in the outpatient or hospitalization services sections.

5. Real-Time Health Home Plus Service Information from DOH MAPP

In addition to using Medicaid billing as a source for identifying clients who received a Health Home Plus (HH+) level of service, the DOH MAPP Health Home tracking system will now be an additional, more real-time source for this information.

In Recipient Search, a new filter option was added to "High Need Population" called "HH+ Service – Received at least once in past 3 months (Source: DOH MAPP)." This report filter will identify clients who received at least one HH+ service at any time in the past 3 months, according to MAPP.

In the Clinical Summary, a new message was added to the "Current Care" section at the top indicating when a client is currently receiving Health Home Plus. The message will indicate the most recent month the client received HH+ and the Care Management Agency that provided the service.

6. Clinical Summary Message for Clients Using NYSoH to Recertify Medicaid

A message will appear in a client's Clinical Summary if their method of Medicaid enrollment and recertification is the New York State of Health (NYSoH) web-based system, as opposed to the Welfare Management System (WMS). This feature also uses a more robust data source for identifying all clients who use NYSoH for Medicaid recertification, compared to identifying only those targeted to use NYSoH.

When applicable to a client, the message will state: "Medicaid Eligibility Alert: This client uses the New York State of Health (NYSoH) enrollment system for Medicaid recertification *(<expiration date>).* For more information contact NYSoH at 1-855-355-5777."

7. Perform a Non-Medicaid Population Search in Recipient Search

Certain filters in Recipient Search pull from OMH administrative databases that do not rely on Medicaid billing. For example, suicide attempt information also pulls from the OMH NIMRS database, AOT information pulls from the OMH TACT database, and State-Operated Psychiatric Center information pulls from the OMH MHARS database. More information on these data sources is available here.

Now when selecting one of these filters, even clients not on Medicaid may be included in the search results when the clients a) meet criteria for the selected filter and b) have consented to the provider agency for release of PSYCKES information. When a client with no Medicaid history is included in one of these searches, it will say "Non-Medicaid" in their "Medicaid ID" column of the results page.

8. Create Client Accounts for MyCHOIS Consumer Application

The PSYCKES team is expanding the use of MyCHOIS Consumer, the client-facing version of PSYCKES, so that any provider using PSYCKES can create a user ID and password for a client they serve. Clients can then login to MyCHOIS from any web browser and access "My Treatment Data," the client-facing version of the Clinical Summary, as well as other recovery-oriented tools.

To create a MyCHOIS consumer ID and password for a client you serve:

a. Login to PSYCKES and go to "MyCHOIS" in the purple navigation bar
b. Find the client in your "All Clients" tab or select "Add Client" to securely add them to this tab
c. Select "Consumer Login Account" from "Edit Client" menu on the far right for intended client
d. Enter the required information
e. A username and a one-time password will be generated to give to the client
f. The MyCHOIS Consumer login page is posted at www.psyckes.com > MyCHOIS

Training guides and webinars will be distributed soon. If you don't see MyCHOIS in the navigation bar and want to use this feature, contact PSYCKES-Help@omh.ny.gov.

9. Enhancements to Managed Care POP Data Entry Portal

PSYCKES is used for data entry of intensive care transition services for the Managed Care Performance Opportunity Project (POP). The following changes were made to the data entry portal:

- The data entry page was reformatted, so that "Program Type" and "Provider Agency" data entry fields are located above "Date of Service"
- Three new options were added to the "Program Type" drop-down:
  - Crisis Residential Services: Intensive Crisis Residence
  - Crisis Residential Services: Residential Crisis Support
  - Crisis Residential Services: Children's Crisis Residence
- More options were added to "Duration" drop-down to accommodate the new program types

Note: When using a Crisis Residential Service program type for a POP intensive service, only the admission date should be entered as the "Date of Service" in the POP portal, rather than entering every date of service at the crisis residence.

10. iOS Mobile App Release 5.0: Redesigned Clinical Summary for iPad

The newly designed Clinical Summary for iPads is here! With PSYCKES iOS Mobile App 5.0, the Clinical Summary look and feel is similar to the "Brief Overview" available on the desktop, and it maximizes the space of the iPad bringing the most critical information in view. Review the "Overview" page and then drill-in for more information using the left-hand navigation.

In addition, the "Care Coordination" section will now show up to 5 years of historical care coordination information in the mobile app, as opposed to only showing current and recent care coordination.

For information about how to access the PSYCKES iOS mobile app, use the mobile app user guide, view the PSYCKES Mobile App for iPhones & iPads training webinar, or contact PSYCKES-Help@omh.ny.gov.