

PSYCKES-Medicaid Release Notes – Release 7.6.0

Verbal Consent Feature & Policy Update

For providers enabling access to client-level data in PSYCKES, a new consent check box option is now available labeled “Client gave Verbal PSYCKES consent.” To use this consent option, the Verbal PSYCKES Consent Policy must be followed:

- Content of the PSYCKES consent form is verbally reviewed with the client
- Staff obtaining verbal consent completes the PSYCKES Consent form
- The completed PSYCKES consent form is filed and saved in agency’s records
- A copy of the completed PSYCKES consent form with the date of verbal consent is provided to the client via mail, email, or in person at a future date

When signed consent is not an option, and only verbal consent is obtained from the client, data with special protections will not be included in the Clinical Summary access, such as substance use information, HIV, family planning, genetic testing, and safety plans. Access to client data with verbal consent will remain in effect for 9 months or until consent is withdrawn, whichever is sooner.

After verbal PSYCKES consent is obtained following the policy, the steps to attest to verbal consent in the PSYCKES application are:

1. Login to PSYCKES and navigate to “Recipient Search” using the purple navigation bar at the top
2. Enter a recipient identifier such as Medicaid ID, SSN, or name and date of birth and click “Search”
3. Review the client found in the results page carefully and confirm if it is the correct match
4. Check your current level of access to client’s data and select “Enable Access” or “Update Access”
5. From there you will select why you’re allowed to view the client’s data: “Client gave Verbal PSYCKES consent” and select “Next”
6. You will then be shown the verbal consent policy, and if the policy was adhered to when you obtained verbal consent, select “Next”
7. The final step is to confirm how the client’s identify was verified. You can either select “Provider attests to client’s identity” or “Client provided 1 form of photo ID or 2 forms of non-photo ID”
8. Select “Enable” or “Enable and View Clinical Summary” to complete the steps.

Homeless Outreach Information from NYC DHS

In addition to the existing homeless shelter information, new information has been added to PSYCKES for people receiving homeless outreach currently, recently or in the past. This information comes from the New York City Department of Homeless Services (NYC DHS) and will include outreach provider name, program type, case load start date, case end date, and contact information.

This homeless outreach information will be available in two PSYCKES reports:

- **Clinical Summary:** When applicable, the client-level Clinical Summary will show homeless outreach information in the following sections:
 - **Current Care Coordination** – If the client is currently receiving homeless outreach services, or was anytime in the past 6 months, this section will display the outreach provider name, program type, case load start date, case end date and contact information.
 - **Alerts** – Uses information from NYC DHS to construct a “Homelessness – NYC DHS Outreach” alert, including number of alerts, first date of the alert type, most recent date of the alert type, outreach service provider name, and program type.
 - **Care Coordination** – This section looks back over the past 5 years and will display historical outreach provider information, start date, and end date.
- **Recipient Search:** In the “Characteristics” section, in the existing report filter box called “Homelessness Alerts,” the following new filter options are now available:
 - **Homelessness: NYC DHS**
 - Outreach (DHS)
 - Outreach past 1 year (DHS)

Lab Results from State-Operated Psychiatric Center Data

For clients who received laboratory testing from a State-Operated Psychiatric Center, results of the lab tests will be available in a new section of the client-level Clinical Summary called “Laboratory Results (EMR).” The data source for this information is an OMH database called Cerner.

Information in this “Laboratory Results (EMR)” section will be organized by test name and the information provided will include:

- Test Name
- Most Recent Test Panel
- Date first collected
- Date last collected
- Number of Tests
- Number of Abnormal Tests
- Most Recent Test Results and an indication if the most recent result was Low, Critically Low, High, or Critically High
- Normal Range for that test
- Critical Range for that test

New High Hospital Utilization Quality Measures

The following two new quality indicators have been added to the existing “High Utilization – Inpt/ER” indicator set, available in My QI Report, Statewide Reports, Recipient Search, and the Clinical Summary, when applicable:

- **10+ ER – All Cause:** The percentage of individuals with 10 or more ER visits for any cause (medical or behavioral health) in the past 13 months.
- **10+ ER - MH:** The percentage of individuals with 10 or more MH (mental health) ER visits in the past 13 months.

iOS Mobile App Release 5.3 Enhancements

The following changes made to the PSYCKES client-level Clinical Summary in release 7.6.0 have been included in the iOS mobile app:

- Ability to check “Client gave Verbal PSYCKES Consent” when enabling access to client-level data in the mobile app, after verbal consent is obtained following PSYCKES policy
- Homeless outreach services information from NYC Department of Homeless Services, as described above
- 10+ ER – All Cause and/or 10+ ER – MH quality flags will be displayed in the mobile app, if applicable to the client