

PSYCKES-Medicaid Release Notes – Release 7.9.0

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1. Unified API Clinical Summary View Updates

The client-level Clinical Summary views have been updated in PSYCKES due to the incorporation of a new Unified API process. This new process allows for streamlined data across platforms, including the PSYCKES web and mobile applications. Unified API allows for data consistency and will help to support the future integration of new data sources. The two updates to the client-level Clinical Summary views are as follows:

- The 1-year Clinical Summary view has been removed from PSYCKES
- The 5-Year Clinical Summary view has been relabeled to the “Full Summary” view

With these updates and the appropriate level of access, users will now have the option to select the Brief Overview or the Full Summary view in the client-level Clinical Summary.

2. New “Notifications” Section in the Clinical Summary

A new Notifications section has been added to the client-level Clinical Summary! The Notifications section was created to assist users in more easily identifying between specific care coordination contact information and service eligibility information.

- The new **Notifications** section will include the following data, if applicable to the client:
 - Prescription Prior Authorization
 - Health Home Plus (Services Received)
 - Health Home Plus Eligible
 - OnTrackNY Early Psychosis Program
 - Assisted Outpatient Treatment (AOT) Referral Under Investigation
 - POP High User
 - POP Potential Clozapine Candidate
 - High Mental Health Need
 - OPWDD NYSTART
 - CORE Eligibility
 - Medicaid Eligibility Alert
 - Active Registries
- The **Current Care Coordination** section will include the following data, if applicable to the client:
 - NYC Dept of Homeless Services Outreach
 - NYC Dept of Homeless Services Shelter
 - Assisted Outpatient Treatment (AOT)
 - Health Home Enrollment/Care Management Agency
 - Assertive Community Treatment (ACT)
 - Health Home Non-Medicaid Care Management (HHNMCM)

- Non-Medicaid Care Coordination (NMCC)
- Intensive Mobile Treatment (IMT)
- OMH Housing/Residential Program
- OMH Unsuccessful Discharge/Sustained Engagement Support team

3. Search Diagnoses from All Available Positions in Recipient Search

Recipient Search has now been expanded to allow diagnoses searches from all available positions! Previously, only the primary or primary/secondary diagnoses were available. In the “Medication & Diagnosis” section, the following changes have been made:

- The “BH Diagnosis” and “Medical Diagnosis” tree structures will now default to searches that include diagnoses from any position. Previously the tree structures only allowed searches using the primary diagnosis position.
- The “Diagnosis” text box will now default to searching for a specific diagnosis in all available positions and allows users to search by either the diagnosis name or the ICD-10 code. Users can still limit their search for diagnoses specifically in the primary position by selecting the new “Primary Only” checkbox option.

4. Name Format Updates on the Recipient Search Results Page

To help users more easily distinguish between first and last names on the Recipient Search results page, a comma has been added to the “Name” column. Names will be displayed as “Last, First” to match the name formatting in the Clinical Summary.

5. New Client Residence Region and County Filters in Statewide Reports

Statewide Reports now includes client residence region and county filters! Before, only the provider region and county filters were available. With the addition of these new client residence filters, users will now have the ability to view performance metrics based on where the client resides vs where the provider is located, according to Medicaid billing.

- **Statewide Reports:**
 - There are now four new filter options located in the region and county filters:
 - Client Region
 - Client County
 - Provider Region
 - Provider County

6. iOS Mobile App Release 7.0: Full Summary View Now Available!

The following changes have been implemented in the PSYCKES iOS mobile app:

- The Full Summary view is now available in iOS! When drilling into a client’s Clinical Summary with applicable access in iOS, users will now be able to view up to 5-years’ worth of treatment history. Previously, the PSYCKES iOS mobile app only displayed the Brief Overview version of the client-level Clinical Summary meaning most sections displayed a 1-year lookback period.
- To maintain parity between the iOS and web platforms, two new sections have been added to iOS:
 - Notifications
 - Social Determinants of Health (SDOH)

Users will also find that iOS now includes all available positions of diagnoses mirroring the web application. Both the iPhone and iPad now include the ability to drill into specific service sections to view other diagnoses given, in addition to the primary diagnosis.

Important Technical Requirement Update for iOS Mobile App

The PSYCKES iOS Mobile app will require the following updates in order to login to the app:

- 1) **iOS version 16.0 or higher** - If you are unsure what version iOS your device currently is, please navigate to Settings > General > About and look for “Software Version”
If your version is not 16.0 or higher, navigate to Settings > General > Software Update and select “Install Now” for latest update
- 2) **PSYCKES App update** – To update to the most recent version of the PSYCKES mobile app, please navigate to the App Store > Search for “PSYCKES” > Select “Update” button

NOTE: Apple’s iOS 16 operating system no longer supports certain older iPhone and iPad devices. To view which devices are compatible, please visit: <https://support.apple.com/en-us/HT213411>.