

PSYCKES-Medicaid Release Notes – Release 8.4.0

1. Separation of My QI Report's Indicator Set Tabs

In My QI Report, the Quality Improvement and Performance Tracking indicator sets will now be separated into two tabs to help users more easily identify the different indicator set's 'as of' dates. The Quality Improvement measures are run on a monthly basis, whereas the Performance Tracking measures are run with an intentional lag of 6 or more months to allow for complete data to display. The DOH Performance Tracking measures are as of 12/1/2024 as DOH have not yet updated data.

2. Update to Health Home Plus (HH+) Eligibility Criteria

The criteria for Health Home Plus (HH+) eligibility criteria in PSYCKES has been updated to better align with the Health Home Plus definition. The criteria will now include individuals who have had homelessness in the past 6 months and a Department of Health (DOH) defined Serious Mental Illness (SMI) diagnosis in the past year. This criterion has been added to the Recipient Search High Need Population dropdown as its own filter selection, and to the PSYCKES HH+ Eligibility algorithm. This new criterion will also be applied to the Health Home Plus eligible quality indicators located within the "Health Home Care Management – Adult" and "Vital Signs Dashboard – Adult" indicator sets. For reference, the homelessness data is coming from both Medicaid billing and the NYC Department of Homeless Services (DHS) database.

3. New Service Settings: Youth ACT, Crisis Stabilization Center, and Comprehensive Outpatient Program (COP)

New service settings have been added to the Recipient Search "Service Setting" filter boxes, the client-level Clinical Summary, My QI Report, and Statewide Reports. These new settings include Youth ACT, Crisis Stabilization Centers, and Comprehensive Outpatient Programs (COP):

- **Recipient Search:** In the "Services by Specific Provider" or "Services by Any Provider" sections, the following filters are available within the "Service Setting" filter box:
 - Care Coordination:
 - ACT – Adult/Youth
 - ACT – Adult
 - ACT – Youth
 - Crisis Service:
 - Crisis Stabilization Center – Intensive
 - Crisis Stabilization Center – Supportive
 - Outpatient – SU:
 - Clinic – SU – Comprehensive Outpatient Treatment
- **Clinical Summary:** The new service settings can be found in the following sections of the Clinical Summary:
 - **Brief Overview:**
 - Outpatient Providers Past Year
 - ACT – Adult
 - ACT – Youth
 - Clinic – SU – Comprehensive Outpatient Treatment
 - Hospital & Crisis Utilization
 - Crisis Stabilization Center – Intensive
 - Crisis Stabilization Center – Supportive

- **Full Summary:**
 - Care Coordination (historical)
 - ACT – Adult
 - ACT – Youth
 - Behavioral Health Services
 - ACT – Adult
 - ACT – Youth
 - Clinic – SU – Comprehensive Outpatient Treatment
 - Crisis Services
 - Crisis Stabilization Center – Intensive
 - Crisis Stabilization Center – Supportive
- **My QI Report & Statewide Reports:** The new service settings can be found in the filter box within the “Program Type” dropdown.

Note: The “Clinic – SU – Comprehensive Outpatient Treatment” service setting is considered enhanced Protected Health Information (PHI) and will only be viewable with signed consent or clinical emergency level of access.

4. iOS Mobile App Release 8.4 Enhancements

To maintain parity between the iOS and web platforms, the new service settings (ACT – Youth, Crisis Stabilization Center, and Comprehensive Outpatient Program) will be available within the iOS Clinical Summary, when applicable to the client.

Important Technical Requirement Update for iOS Mobile App

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

- 1) **iOS version 17.0 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 17.0 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 & iPad devices. To view which devices are compatible, please visit: <https://support.apple.com/en-us/103267>