

PSYCKES-Medicaid Release Notes – Release 8.5.0 and 8.6.0

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1. Recipient Search Redesign: Individual Search and Cohort Search Tab

Recipient Search will now be separated into two distinct tabs: Individual Search and Cohort Search. These two search tabs will function independently. The Individual Search page can be used to search for a single recipient using Recipient Identifiers, or a combination of full Last Name and either DOB or First Name. Known client characteristics can be added to narrow results. The Cohort Search page can be used to identify a group of recipients who meet specified criteria from the selected filters.

- **Individual Search:**
 - Recipient Identifiers: Medicaid ID, SSN (Social Security Number)
 - First Name, Last Name, Date of Birth
 - Characteristics:
 - Age Range
 - Gender
 - Race
 - Ethnicity
 - Client Region
 - Client County
- **Cohort Search:**
 - Characteristics
 - Populations & Planning Considerations
 - Social Determinants of Health (SDOH)
 - Managed Care Plan & Medicaid
 - Quality Flag
 - Medication & Diagnosis
 - Services: Specific Provider
 - Services by Any Provider

2. New Planning Consideration Column

A new “Planning Consideration” column has been added to the Recipient Search Standard results view. This addition enables users to quickly identify key flags, notifications, documents, and other

considerations relevant to planning and service coordination, without client consent or the need to drill into the Clinical Summary. No ePHI (Enhanced Protected Health Information) will be displayed in this column. The Planning Consideration column will display the following information, when applicable to the client:

- **Notifications:**
 - Complex Needs
 - Health Home Plus – Eligible
 - High MH (Mental Health) Need
 - MH Placement Consideration
 - Medicaid Recertification Due < 3 months
 - OPWDD (Office for People with Developmental Disabilities) Services Eligible (RE95)
- **Documents:**
 - Safety Plan
 - Relapse Prevention Plan
 - Psychiatric Advance Directive
 - Care Plan
 - Discharge Plan
 - Other

3. Medicaid Recertification Recipient Search Filter and Clinical Summary Notification Updates

Based on new federal regulations for Medicaid coverage, PSYCKES is capturing individuals needing to re-certify their Medicaid coverage via New York State of Health (NYSoH) OR their Local Department of Social Services (LDSS). A new Notifications message has been added to the Clinical Summary for clients that need to re-certify Medicaid via their LDSS. Two new filters will be added to Recipient Search – Cohort Search page in the Managed Care Plan & Medicaid section to 1) search by clients that re-certify Medicaid via NYSoH and 2) search by clients that re-certify Medicaid via LDSS.

- **PSYCKES Clinical Summary Notification for recertification via NYSoH**
 - Medicaid Eligibility Alert
 - This client must re-certify their Medicaid enrollment through the New York State of Health (NYSoH) enrollment system (expiration: XX/XX/XXXX). For more information contact NYSoH at 1-855-355-5777 or visit: [How to Renew Your Health Insurance | NY State of Health](#). If the client needs help with this process, please contact an [Enrollment Assistor](#).
- **PSYCKES Clinical Summary Notification for recertification via LDSS**
 - Medicaid Eligibility Alert
 - This client must re-certify their Medicaid enrollment through their County Local Department of Social Services (LDSS) (expiration: XX/XX/XXXX). For more information visit [How to Renew Your Health Insurance | County LDSS](#). Or contact the client's county LDSS [New York State Local Departments of Social Services \(LDSS\)](#). If the client needs help with this process, please contact a [Facilitated Enroller](#).
- **PSYCKES Medicaid Recertification Filters in Recipient Search – Cohort Search**
 - Managed Care Plan & Medicaid Section
 - Medicaid Enrollment Status
 - Medicaid Recertification Due < 3 mo.
 - Medicaid Recertification Due < 3 mo. (renew via NYSoH)
 - Medicaid Recertification Due < 3 mo. (renew via LDSS)

4. New Complex Needs/Health Home Plus Eligibility/High-Fidelity Wraparound Advanced View in Recipient Search Results

“Complex Needs/Health Home Plus Eligibility/High-Fidelity Wraparound” (Complex Needs/HH+/HFW) is a new Advanced View located within the Recipient Search results page. When this view is applied it will display additional columns for Complex Needs (All ages), Health Home Plus Eligibility (Ages 18+), and High-Fidelity Wraparound - Likely Eligible (Ages 6-20). These three columns will display ‘Yes’ if the recipient meets any criteria. Additional columns for Risk, High ER/Inpatient Utilization or Youth with Residential Treatment, Intensive Outpatient, and Crisis Services Among Youth will display which individual criterion the recipient meets. The Advanced View columns for Complex Needs/HH+/HFW will be viewable in the following order:

- **Name**
- **Medicaid ID**
- **DOB**
- **Gender-Age**
- **Race & Ethnicity**
- **Medicaid Managed Care Plan**
- **Complex Needs (All Ages)**
- **Health Home Plus Eligibility (Ages 18+)**
- **High Fidelity Wraparound-Likely Eligible (Ages 6-20)**
- **Risk**
 - AOT active or expired in the past year
 - CNYPC Release <12 months
 - Homicidal ideation in past year and 1+ MH ED/CPEP/IP in past year
 - Suicide attempt: Any history
 - Opioid overdose in the past year
 - Homeless in past 6 months with DOH SMI in past year
 - K3 Serious Emotional Disturbance in past year (Youth only)
 - Foster Care in past year (Youth only)
- **High ER/Inpatient Utilization or Youth with Residential Treatment**
 - 3+ Inpt MH <13 mos
 - State PC Inpatient Discharge <12 months
 - 3+ Inpt Med & Schiz/Bipolar Dx <13 months
 - 4+ ER MH <13 mos
 - Ineffectively Engaged – No Outpt MH <12 months & 2+ Inpt MH/3+ ER MH
 - 1+ Inpt MH <13 mos (Youth only)
 - Residential Treatment Facility in past year (Youth only)
 - Children’s Community Residence in past year (Youth only)
 - Residential SUD Treatment in past year (Youth only)
- **Intensive Outpatient**
 - ACT Enrolled or Discharged in past year
 - HH+ service in the past year with MH diagnosis
 - IMT in the past year with MH diagnosis
 - Mobile Integration Team (MIT) in past year (Youth Only)
 - Day Treatment in past year (Youth only)
 - Partial Hospitalization in past year (Youth only)
- **Crisis Services among Youth**
 - 2+ crisis services in past year
 - Home Based Crisis Intervention in past year

Note: Information within the Risk, High ER/Inpatient Utilization or Youth with Residential Treatment, Intensive Outpatient, and Crisis Services among Youth columns will only be displayed for recipients with signed consent or clinical emergency level of access.

5. SOS Team Program and Contact Information in the Clinical Summary

The Safe Options Support (SOS) program delivers intensive outreach and care coordination services to high-need individuals in New York State. In the Clinical Summary, SOS team program and contact information will now display in the Current Care Coordination section, for clients who have received this service in the past year. SOS information will also be viewable in the historical Care Coordination section and the Integrated View of Services (IVOS) Over Time graph to support users in identifying SOS service history or patterns.

- **Current Care Coordination (CCC) Section:**
 - SOS Team Name
 - Enrollment Date
 - Discharge Date
 - Discharge Reason
 - SOS Team Contact
- **Care Coordination Section:**
 - Service Type
 - Provider
 - First Date Billed
 - Last Date Billed
 - Number of Bills

6. Mobile Crisis Team (MCT) Notification and Additional Data in the Clinical Summary

Mobile Crisis Team (MCT) data from the New York City (NYC) Department of Health and Mental Hygiene (DOHMH) MAVEN database has been added to the PSYCKES Clinical Summary Notifications and Crisis Services sections. The Notifications section will display MCT - DOHMH data for individuals who have open or closed adult and child MCT cases in the past year. MCT – DOHMH data from the past five years will be displayed in the Crisis Services section and within the Integrated View of Services (IVOS) Over Time graph. The MCT - DOHMH data is updated on a weekly basis.

- **Brief & Full Summary – Notifications Section**
 - Team Name
 - Referral Date
 - Referral Source
 - Presenting Problem(s)
 - Provisional Diagnosis
 - Case Status
 - Transport Information
 - Reason Case was not opened
- **Brief Overview – Crisis Services Section**
 - Crisis Service
 - # Providers
 - Last Crisis Service
- **Full Summary – Crisis Services Section**
 - Service Type
 - Provider
 - Admission/Date of Service
 - Discharge/Date of Service

- #Visits/Length of Stay
- Most Recent Primary Diagnosis
 - Note: Provisional Diagnosis is considered ePHI and will only be viewable for recipients with signed consent or clinical emergency level of access.
- Most Recent Procedures (Last 3 Months)
- **Integrated View of Services Over Time (IVOS) graph**
 - Mobile Crisis – DOHMH data will be displayed below the existing Medicaid Mobile Crisis details. PSYCKES users can hover over points on the IVOS graph and view the provider name and date of service.

7. New Plans & Documents Filter in Recipient Search

A new “Plans & Documents” filter has been added to the Recipient Search – Cohort Search page. This filter allows PSYCKES users to quickly identify recipients who have had crucial risk-related plans or documents uploaded to their Clinical Summaries. This new dropdown filter is located within the Cohort Search “Populations & Planning Considerations” section. The “Plans & Documents” filter will display a list of recipients meeting criteria on the results page, however, provider agency access to view the specific plans and document details within the Clinical Summary requires signed consent or clinical emergency level of access.

- **Populations & Planning Considerations**
 - Plans & Documents
 - Any Plan or Document
 - Safety Plan
 - Relapse Prevention Plan
 - Psychiatric Advance Directive (PAD)
 - Care Plan
 - Discharge Plan
 - Other

8. Addition of Care Coordination Organization (CCO) Contact Information in the Clinical Summary

Care Coordination Organization (CCO) contact information has now been added to the Current Care Coordination section of the Clinical Summary for clients who have received CCO services in the past year. This message will display the CCO name, main CCO contact line, and CCO website. CCOs provide coordination of health care, behavioral health, and developmental disability services to New Yorkers who qualify for OPWDD services.

9. Expansion of CCBHC Procedure Codes

The Certified Community Behavioral Health Clinics (CCBHC) procedure codes in the Clinical Summary have now been expanded beyond the first procedure, allowing users to view detailed information on all CCBHC services received by a client. Within the Full Summary Behavioral Health Services section, the CCBHC services will now display all CCBHC procedures that have occurred within the past three months. In addition, the CCBHC drill in option will present a complete record of all CCBHC procedures for the client, including each service date and all procedures associated with those dates.

10. New CAIRS Service Settings: Community Residence – Children and Youth, Community Residence for Eating Disorder Integrated Treatment Program

New service settings have been added to the Recipient Search – “Service Setting” filter boxes and the Clinical Summary. These new settings include Community Residence – Children & Youth, and Community Residence for Eating Disorder Integrated Treatment Program.

- **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:
 - **Living Support/Residential**
 - Housing – Community Residence – Children & Youth (Source: OMH CAIRS)
 - Housing – Community Residence for Eating Disorder Integrated Treatment Program (Source: OMH CAIRS)

- **Clinical Summary:** The new service settings can be found in the following sections of the Clinical Summary:
 - **Brief Overview:**
 - Current Care Coordination:
 - Housing/Residential Program
 - ♦ Community Residence – Children & Youth
 - ♦ Community Residence for Eating Disorder Integrated Treatment Program
 - **Full Summary**
 - Current Care Coordination:
 - Housing/Residential Program
 - ♦ Community Residence – Children & Youth
 - ♦ Community Residence for Eating Disorder Integrated Treatment Program
 - Living Support/Residential Treatment
 - Community Residence – Children & Youth (Source: OMH CAIRS)
 - Community Residence for Eating Disorder Integrated Treatment Program (Source: OMH CAIRS)

11. Recipient Search Lookback Period Filter Updates

The lookback period filter for the Services: Specific Provider, Services by Any Provider, and Medication & Diagnosis sections of the Recipient Search – Cohort Search page have been updated to include 2023 and 2024 information.

- **Services: Specific Provider, Services by Any Provider, and Medication & Diagnosis section lookback periods:**
 - Past 6 Months
 - Past 9 Months
 - Past 1 Year
 - Past 2 Years
 - Past 3 years
 - Jan ‘23 – Dec ‘23
 - Jan ‘24 – Dec ‘24

12. PSYCKES Mobile App Now Available in Android!

The PSYCKES-Medicaid mobile application is now available in Android! To download the PSYCKES app in Android, navigate to the Google Play Store and search for ‘PSYCKES’. The mobile app allows users to search for clients from the field, access a Clinical Summary with consent or emergency access (including an e-sign consent feature!), complete a Safety Plan or screening and assessment, and more!



13. Mobile App 8.5.0 and 8.6.0 Enhancements

To maintain parity between the mobile app and web platforms, the following new features have been implemented in the PSYCKES-Medicaid iOS and Android apps:

- Login screen updates
- Mobile Crisis Team and SOS Team data
- New CAIRS service settings
- Additional CCBHC procedure codes
- Care Coordination Organization (CCO) contact information
- Practitioner data added to Behavioral Health services, when applicable

Important Technical Requirements for the PSYCKES Mobile Apps

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 iOS version 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>

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

- 1) **Android version 7.0 or higher** - If you are unsure what version your Android device currently is, please navigate to Settings > About Phone or About Tablet > Look for the Android Version entry
If your version is not 7.0 or higher, navigate to Settings > System or Software Update > Check for Updates > If an update is available, tap on ‘Download and Install’
- 2) **PSYCKES App update** – To update to the most recent version of the PSYCKES mobile app, please navigate to the Google Play Store > Search for “PSYCKES” > Select “Update” button