

Protocol for PSYCKES Access – Behavioral Health Inpatient Providers

Step 1: Complete and return required documentation to Psychiatric Services and Clinical Knowledge Enhancement System (PSYCKES) Team

- a) Provider completes “PSYCKES Provider Contact Form” and faxes or e-mails it to PSYCKES-Help (fax 212-740-7379; e-mail psyckes-help).

Hospitals participating in the Greater New York Hospital Association PSYCKES Quality Collaborative have already signed the Confidentiality Agreement. If your hospital is participating in the Quality Collaborative, please skip to Step 3 (if new/additional Security Managers are needed) or Step 4 (to begin enrolling users).

- b) Provider Chief Executive Officer (CEO) (or another person who is legally authorized to bind the hospital to the contractual terms) signs the Office of Mental Health (OMH) “Confidentiality Agreement” in which the institution acknowledges that PSYCKES provides access to Medicaid claims data and protected health information, and agrees to comply with all New York State and Federal privacy laws and regulations. Agreements will be countersigned by the OMH PSYCKES Director, and a copy will be returned to the provider for its records.

- Scan signed copy and e-mail to psyckes-help

or

- Fax signed copy to 212-740-7379

or

- Mail 2 hard copies to:

Attn: Dr. Molly Finnerty
PSYCKES NYPI
1051 Riverside Dr., Unit 100, New York, NY 10032

Step 2. Complete registration in OMH Security Management System (SMS)

Access to all secure OMH applications, including PSYCKES, is managed through an on-line SMS (for more information, see http://www.omh.ny.gov/omhweb/sms/reference_manual.html). If your institution participates in the Patient Characteristics Survey (PCS), it is already registered in Security Management System (SMS). Please skip to Step 3 (if new/additional Security Managers are needed) or Step 4 (to begin enrolling users).

- a) OMH e-mails instructions to the CEO on how to electronically sign a Confidentiality and Non-Disclosure Agreement (CNDA). (This is separate from the PSYCKES-specific Confidentiality Agreement referenced in step 1b above.)
- b) The CEO follows instructions provided in the e-mail to electronically sign the Confidentiality and Non Disclosure Agreements (CNDA).

Step 3. Designate one or more Security Manager

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Institutions that have existing Security Managers in SMS, but wish to designate additional staff as Security Managers to support the PSYCKES implementation, should contact the [OMH Helpdesk](#) to request that OMH re-send the e-mail described in step 3a below.

- a) OMH e-mails the CEO with information and self-registration link needed to assign one or more SMS Security Managers.
- b) CEO forwards e-mail to person or persons who are to become Security Managers.
- c) Staff follow instructions in e-mail for online self-registration process as Security Manager.
- d) OMH sends the Security Manager an e-mail notification and a token (if needed; staff with existing OMH tokens will be able to use the same device).
- e) The Security Manager follows instructions provided with the token to activate it.

Step 4. Security Manager enrolls PSYCKES users

- a) Provider determines
 - i. Staff requiring PSYCKES access, and whether or not they already have an OMH-issued user ID (for example, staff with access to New York State Incident Management and Reporting System (NIMRS))
 - ii. Staff who will be responsible for using the PSYCKES Consent Module to attest to the institution's right to view client-level data.
- b) For staff who do not have an OMH-issued user ID, the Security Manager creates an account in SMS.
- c) Once the user account is created, or for staff with existing user IDs, the Security Manager uses SMS to grant access to PSYCKES by selecting the "PSYCKES-Medicaid Access" option.
 - i. Granting PSYCKES Medicaid access triggers a token request.
 - ii. OMH mails a token to the Security Manager.
 - iii. When the token is received, the Security Manager activates the token.
 - iv. Security Manager delivers the token to the user.
- d) For those staff who will be responsible for attesting to the right of the institution to view client-level data, the Security Manager uses SMS to grant access to the PSYCKES Consent module by selecting the "Registrar" option in addition to the "PSYCKES-Medicaid Access" option.

The Security Manager should **not** select the "PsyckesM Consumer Peer" option for any staff.

Step 5. Security Manager revokes PSYCKES access for staff no longer requiring access

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- a) If the individual no longer requires PSYCKES access but still uses other OMH applications (such as NIMRS or PCS), the Security Manager disables PSYCKES Medicaid access in SMS. The individual keeps the token.
- b) If the person no longer needs access to any OMH application, or has left the institution, the Security Manager disables the user's account in SMS and mails the token back to OMH.