

PSYCKES

Mobile Application

User's Guide



Office of Mental Health
PSYCKES



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PSYCKES Mobile Application

The PSYCKES mobile application was developed for iOS and Android devices to allow users to search for clients from the field, enable consent (including e-sign consent) or emergency access as needed, review Clinical Summary details, and complete Safety Plans or screenings and assessments (C-SSRS, PHQ-9). For more information about the PSYCKES application, visit the [About PSYCKES](#) webpage.

Requirements for Using the PSYCKES Mobile App

Before installing the PSYCKES mobile app, the following requirements must be met:

Technical Requirements

1. For iOS users, the PSYCKES mobile app supports iOS version 18.0 or higher
 - a. If you are unsure what iOS version your device currently runs, navigate to Settings > General > About and look for “Software Version”
 - b. If your software version is not 18.0 or higher, navigate to Settings > General > Software Update and select “Install Now” to install the latest update.
2. For Android users, the PSYCKES mobile app supports Android version 8.0 or higher
 - a. If you are unsure what Android version your device currently runs, navigate to Settings > About Phone or About Tablet > Look for the Android Version entry
 - b. If your Android Version is not 8.0 or higher, navigate to Settings > System or Software Update > Check for Updates. If an update is available, select ‘Download and Install.’

Pre-Login Requirements

1. To use the PSYCKES mobile app, you must be granted PSYCKES-Medicaid access by your organization. Access for individual users is managed by each organization’s Security Manager(s). To find out if your agency has access to PSYCKES or who your Security Manager is, contact PSYCKES-Help@omh.ny.gov.
2. An RSA SecurID token is required to log in to PSYCKES. There are two forms of security tokens — a physical “hardware” token that looks like a keychain and a “software” token that can be downloaded onto a smartphone. For detailed instructions on how to request and activate a software or hardware token, visit the [Authorization Management System \(AMS\)](#) webpage.

Installing the PSYCKES Mobile App

You will need to install the PSYCKES mobile application from the iOS App Store or Android Google Play Store:

1. Tap the App Store or Google Play Store icon on your mobile device
2. Search for “PSYCKES”
3. Install the free PSYCKES mobile application (App Store or Google Play Store account credentials may be required)

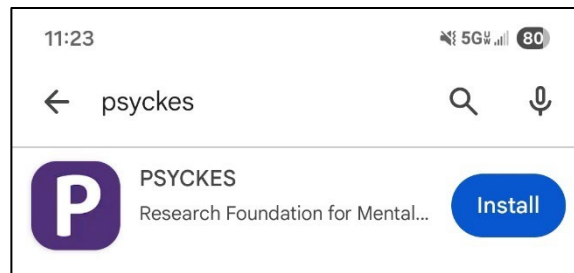


Figure 1: PSYCKES App Installation

Logging in to the PSYCKES Mobile App

Follow the steps below to log in to the PSYCKES mobile app:

1. Tap on the PSYCKES mobile app icon
2. Enter your assigned OMH User ID
3. Passcode:
 - If you have a software token:
 - a. Open the RSA app
 - b. Enter your 8-digit PIN
 - c. Tap ‘Submit’
 - d. An 8-digit passcode will generate
 - e. Tap on the 8-digit passcode to copy and paste it into the “Passcode” field on the PSYCKES app login screen.
 - If you have a hardware token:
 - a. Enter your 8-digit PIN into the “Passcode” field on the PSYCKES login screen followed by the 6 digits on your hardware token
4. Once logged in, the Medicaid Confidentiality agreement will appear. If you select ‘Agree,’ you’ll be fully logged into PSYCKES. If you select ‘Disagree,’ you will be brought back to the login screen.

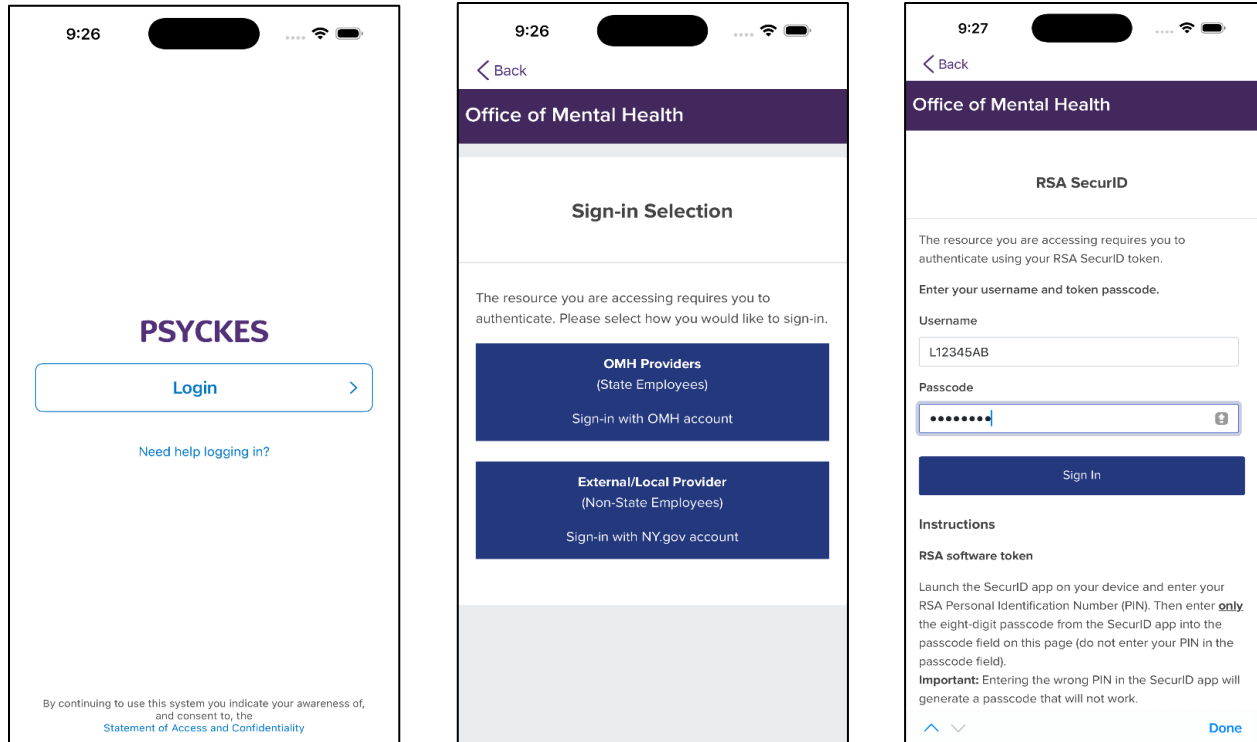


Figure 2: PSYCKES Login Screens

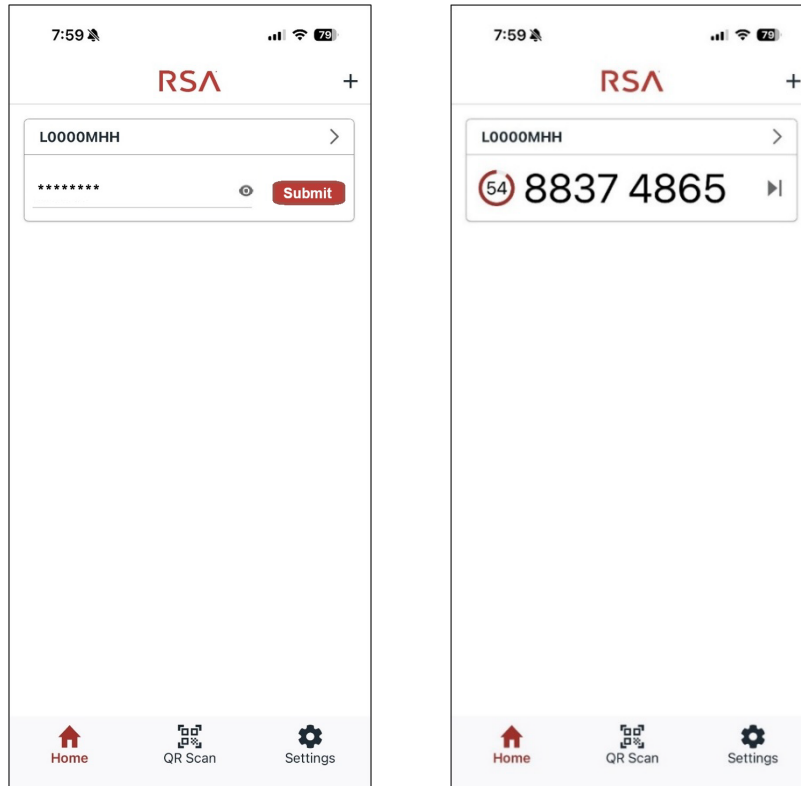


Figure 3: Generating RSA Passcode

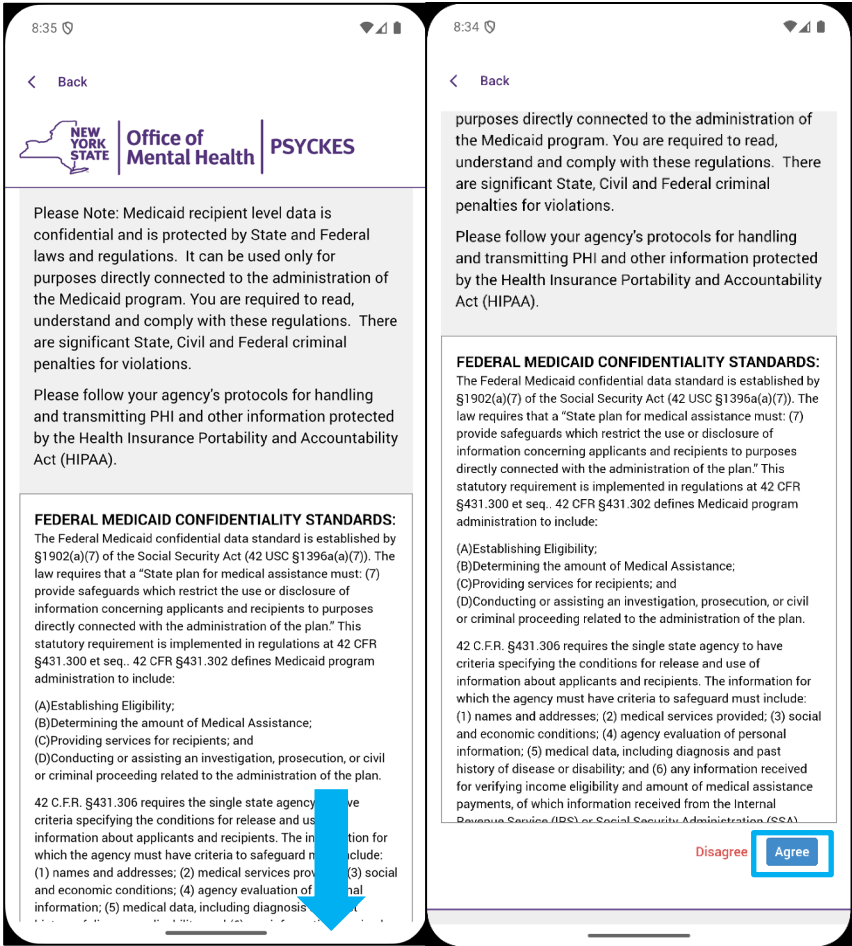


Figure 4: Medicaid Confidentiality Agreement

Need Help Logging In?

The PSYCKES mobile app Login Help page includes instructions and answers to common login questions. Additionally, helpdesk contact information is provided if you need further assistance with logging in.

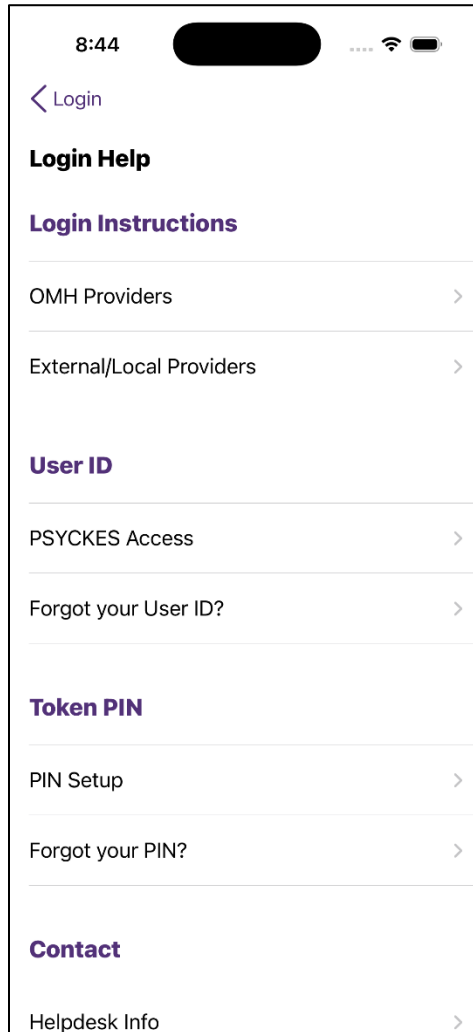


Figure 5: Login Help Screen

For login issues, contact the appropriate helpdesk:

- For NYS OMH/state PC employees:
 - a. Contact the NYS Helpdesk at <https://chat.its.ny.gov> or call 844-891-1786
- For non-OMH/non-state PC employees:
 - b. Email healthhelp@its.ny.gov or call (518) 474-5554, option 2

For questions about the PSYCKES application, please contact [the PSYCKES Helpdesk](#).

Recipient Search

Once you have logged into the PSYCKES mobile app, the landing page is the Recipient Search screen. From here, you can look up clients to view their Clinical Summaries with appropriate access. You can search for individuals using one or more of their recipient identifiers.

Recipient Identifiers

- Medicaid ID
- Social Security Number (SSN)
- First Name
- Last Name
- Date of Birth (DOB)
- OMH State ID (for state users only)
- OMH Case Number (for state users only)

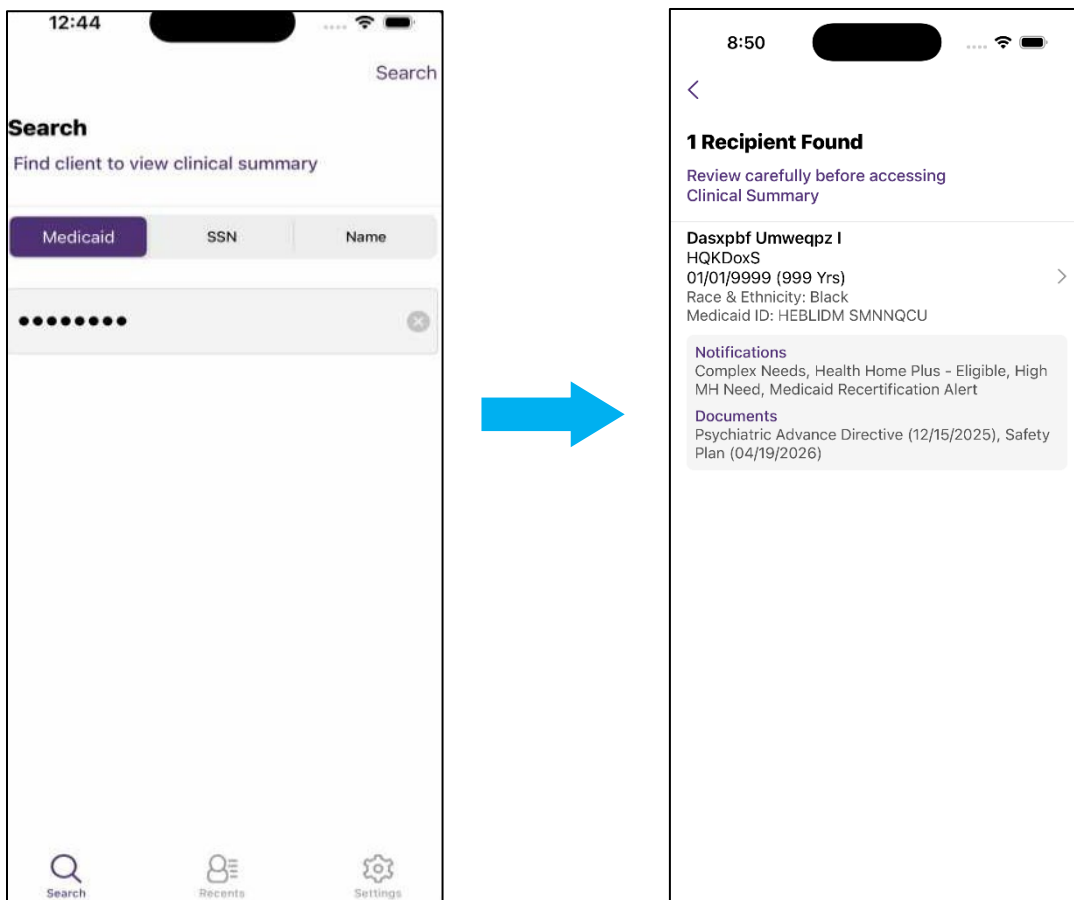


Figure 6: Recipient Search

Why did my search yield no results?

There could be a few different reasons why a search could yield no results:

- Error entering client's Medicaid ID or SSN
- Client is not in PSYCKES because they are new to Medicaid or have no behavioral health history
- Client received behavioral health services using another Medicaid ID or other insurance

Why did my search yield too many results?

If your search criteria match more than 10 recipients in PSYCKES, you will receive a message that describes how you can narrow results to find the intended recipient:

- Using unique identifiers (Medicaid ID or SSN)
- Searching by First Name, Last Name, AND DOB
- Searching by "Other" (e.g., OMH State ID or OMH Case Number)

Recent Recipients

A feature specific to the PSYCKES mobile app is the "Recents" tab located on the bottom of the Search screen.

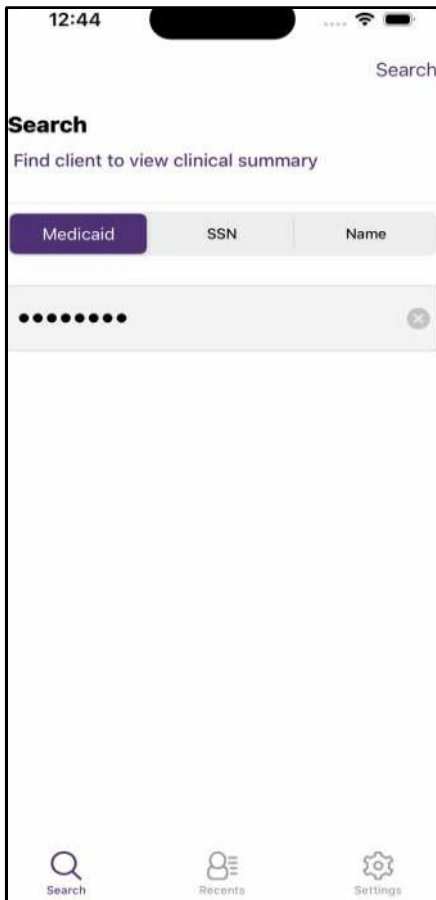


Figure 7: Recent Tab Icon

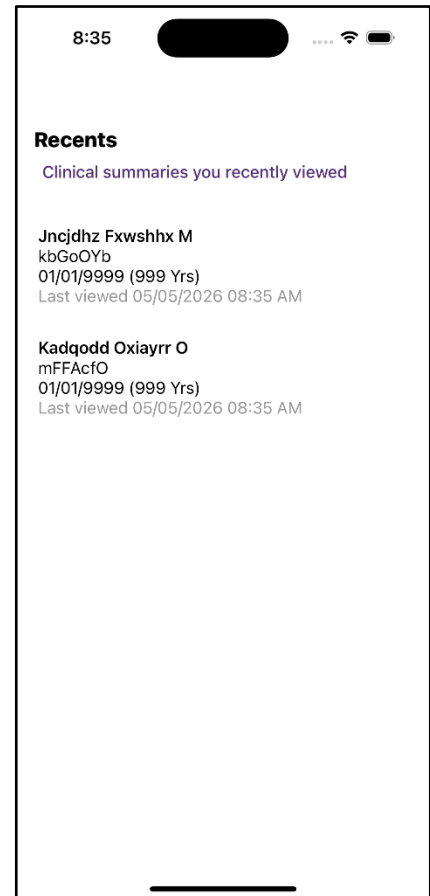


Figure 8: Recents List

This feature displays a list of Clinical Summaries that you have recently viewed, including the date and time in which they were viewed. The Recents list will be in descending order (latest viewed record will appear first).

Remove Recipients from Recents List

To remove a client name from the Recents list, swipe left on the client's name and select "Delete."

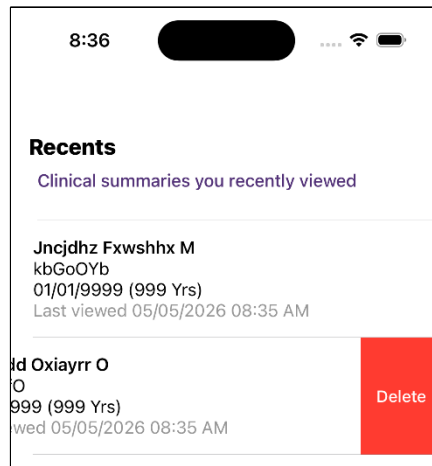


Figure 9: Remove Recipient from Recents List

Clinical Summary

The Clinical Summary in the PSYCKES mobile app includes the Full Summary view as seen on the PSYCKES web application. It includes the past 5 years' worth of data for individual clients across treatment settings. Certain data has special protections, including information on substance abuse, HIV, family planning, and genetic testing, and will only be displayed in the Clinical Summary with signed consent or in a clinical emergency (for more information, see the [How to Enable PHI Access](#) section below).

Note: Clinical Summary data is refreshed on a weekly basis.

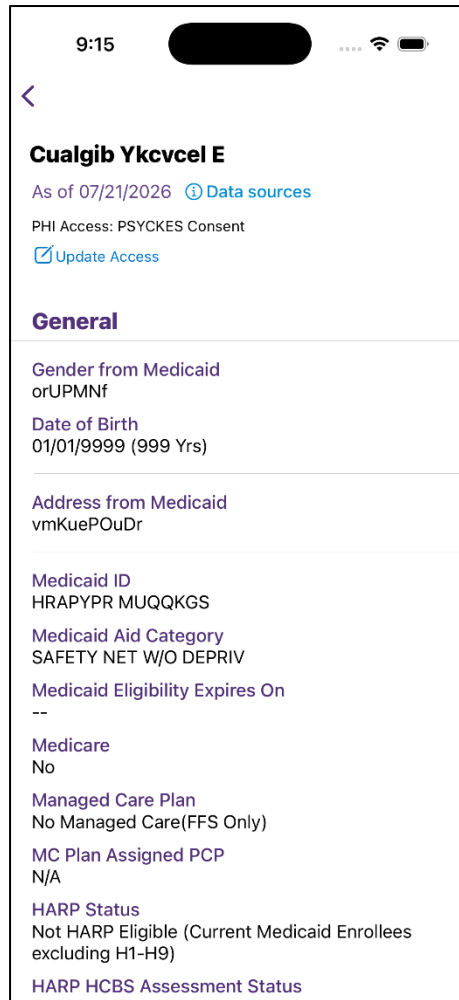
The Clinical Summary is separated into the following 12 sections:

- General
- Current Care Coordination
- Notifications
- Alerts
- Social Determinants of Health
- Active Medicaid Restrictions
- Quality Flags
- Plans & Documents
- Screenings & Assessments
- Diagnoses
- Medications
- Services

General

The General section of the Clinical Summary includes:

- Gender from Medicaid
- Date of Birth
- Address from Medicaid
- Medicaid ID
- Phone (Source: NYC DHS) *(if applicable)*
- Medicaid Aid Category
- Medicaid Eligibility Expires on
- Medicare
- Managed Care Plan
- MC Plan Assigned PCP (Primary Care Physician)
- HARP Status
- HARP HCBS Assessment Status



9:15

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As of 07/21/2026 [Data sources](#)

PHI Access: PSYCKES Consent

[Update Access](#)

General

Gender from Medicaid
orUPMNF

Date of Birth
01/01/9999 (999 Yrs)

Address from Medicaid
vmKuePOuDr

Medicaid ID
HRAPYPR MUQQKGS

Medicaid Aid Category
SAFETY NET W/O DEPRIV

Medicaid Eligibility Expires On
--

Medicare
No

Managed Care Plan
No Managed Care(FFS Only)

MC Plan Assigned PCP
N/A

HARP Status
Not HARP Eligible (Current Medicaid Enrollees
excluding H1-H9)

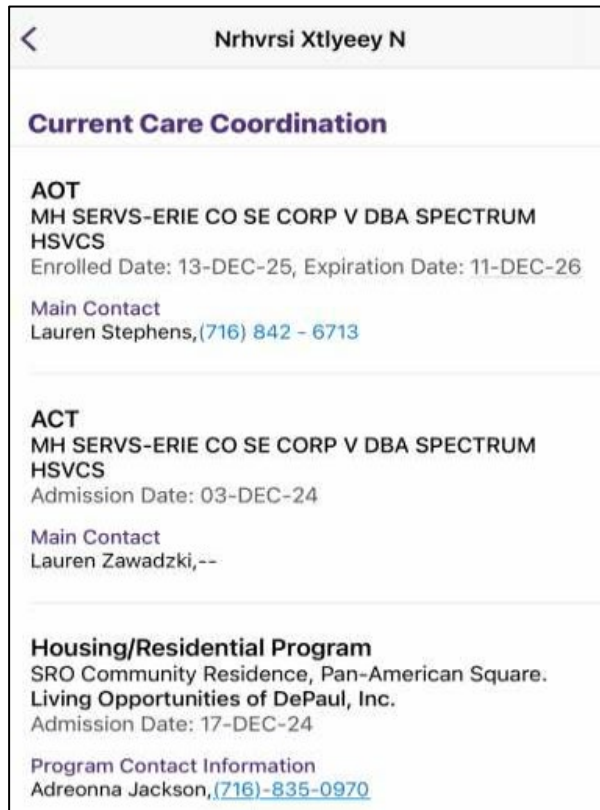
HARP HCBS Assessment Status

Figure 10: Clinical Summary: General Section

Current Care Coordination

The Current Care Coordination section includes the following data, if applicable to the client:

- Safe Options Support (SOS) Team Program and Contact Information
- Critical Time Intervention (CTI)
- Home Based Crisis Intervention (HBCI)
- Care Coordination Organization (CCO) Contact Information
- Health Home and Care Management (Enrolled/Outreach)
- Health Home Non-Medicaid Care Management (HHNMCM)
- Non-Medicaid Care Coordination (NMCC)
- Assisted Outpatient Treatment (AOT)
- Assertive Community Treatment (ACT)
- NYC Jail Based Care
- NYC Department of Homeless Services (Shelter or Outreach)
- Intensive Mobile Treatment (IMT)
- OMH Housing/Residential Program
- OMH Unsuccessful Discharge/Sustained Engagement Support team



Current Care Coordination

AOT
MH SERVS-ERIE CO SE CORP V DBA SPECTRUM
HSVCS
Enrolled Date: 13-DEC-25, Expiration Date: 11-DEC-26
Main Contact
Lauren Stephens, (716) 842 - 6713

ACT
MH SERVS-ERIE CO SE CORP V DBA SPECTRUM
HSVCS
Admission Date: 03-DEC-24
Main Contact
Lauren Zawadzki, --

Housing/Residential Program
SRO Community Residence, Pan-American Square.
Living Opportunities of DePaul, Inc.
Admission Date: 17-DEC-24
Program Contact Information
Adreonna Jackson, (716)-835-0970

Figure 11: Clinical Summary: Current Care Coordination Section

Notifications

The Notifications section will include the following data, if applicable to the client:

- Complex Needs
- Medicaid Eligibility Alert (Renewal through NYSoH or LDSS)
- Inactive Medicaid Alert
- Mobile Crisis Team (DOHMH)
- OnTrackNY Early Psychosis Program
- Health Home Plus Eligibility
- Health Home Plus Services Received (DOH - MAPP)
- High Fidelity Wraparound – Likely Eligible
- OPWDD NYSTART
- AOT Referral Under Investigation
- Prescription Prior Authorization
- High Mental Health Need
- CORE Eligibility
- Mental Health Placement Consideration
- Limited Data
- Active Registries

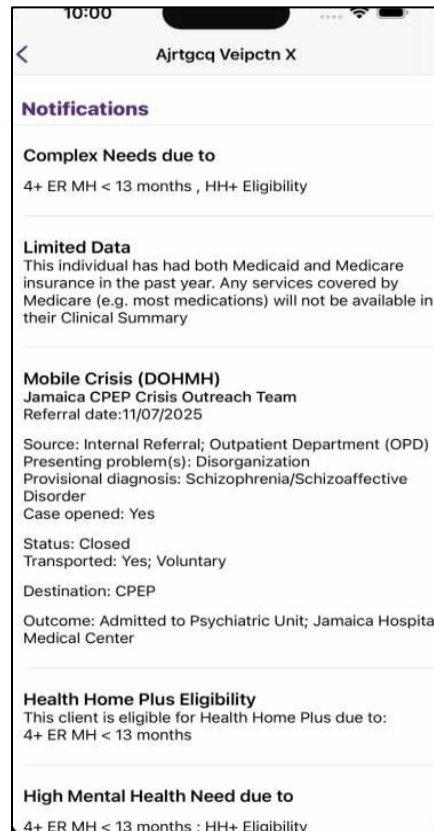


Figure 12: Clinical Summary: Notifications Section

Active Medicaid Restrictions

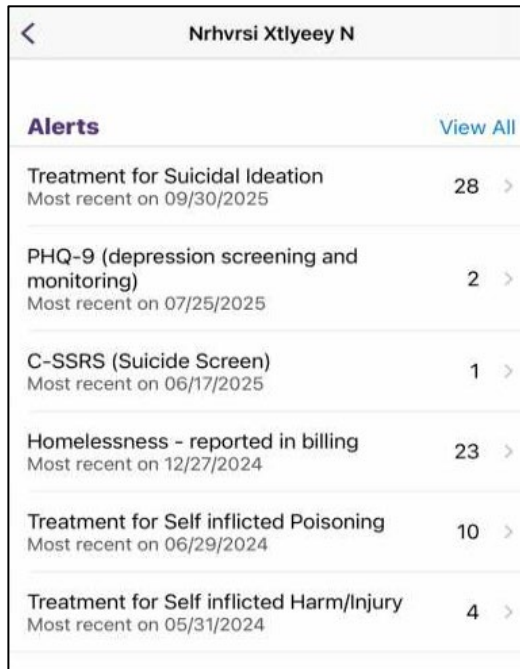
This section will only appear if the client has an active Medicaid Restriction. This data includes the type of restriction(s) (e.g., inpatient pharmacy, physician), begin date, and the name and contact information of the provider(s) to which the client is restricted. *This data is updated weekly from the Medicaid database.* You can contact physicians/pharmacies directly by selecting the phone number.

Alerts

The Alerts section in the Clinical Summary displays information from the New York State Incident Reporting and Management System (NIMRS) as well as Medicaid service information, including:

- Suicide Attempt
- Suicidal Ideation
- Self-Inflicted Harm
- Self-Inflicted Poisoning
- Homelessness (DHS/billing)
- Overdose Risk – Concurrent Opioid & Benzodiazepine
- Overdose – Opioid
- Positive Suicide Screening (C-SSRS)
- Positive Depression Screening (PHQ-9)

Note: There is also a “View All” option located at the top of the section to view all alerts and incidents in chronological order.



Nrhrvrsi Xtlyeey N	
Alerts	View All
Treatment for Suicidal Ideation Most recent on 09/30/2025	28 >
PHQ-9 (depression screening and monitoring) Most recent on 07/25/2025	2 >
C-SSRS (Suicide Screen) Most recent on 06/17/2025	1 >
Homelessness - reported in billing Most recent on 12/27/2024	23 >
Treatment for Self inflicted Poisoning Most recent on 06/29/2024	10 >
Treatment for Self inflicted Harm/Injury Most recent on 05/31/2024	4 >

Figure 13: Clinical Summary: Alerts Section

Social Determinants of Health (SDOH)

The Social Determinants of Health (SDOH) section includes societal and environmental conditions that can impact a wide range of health risks and outcomes. You can select a specific SDOH to view more details, such as date of service, service type, service subtype, provider name, and any other primary/secondary/quality flag-related diagnoses. This data comes from Medicaid billing Z-codes.

Social Determinants of Health (SDOH)		
Other problems related to primary support group, including family circumstances	5	>
Problems related to housing and economic circumstances	49	>
Adult and child abuse, neglect and other maltreatment, suspected	6	>
Personal risk factors, not elsewhere classified	1	>
Problems related to other psychosocial circumstances	1	>
Adult and child abuse, neglect and other maltreatment, confirmed	6	>
Problems related to social environment	1	>
Problems related to employment and unemployment	11	>
Problems related to upbringing	14	>

Figure 14: Clinical Summary: Social Determinants of Health Section

Quality Flags

Quality flags identify areas of concern in a client's care or service utilization. Specific quality flags will be displayed for clients who meet criteria. For more information about quality flags, please visit the [Quality Indicators page](#) on the PSYCKES website.

Plans & Documents

This section allows you to view existing plans/documents or complete a Safety Plan using the Stanley-Brown Template. Safety Plans completed in the mobile app will attach to the client's Clinical Summary and be available for any PSYCKES user working with that client (with signed consent or in a clinical emergency).

Note: Plans can be saved as a draft and finished later with the same device if it cannot be completed in one session.



Figure 15: Plans and Documents

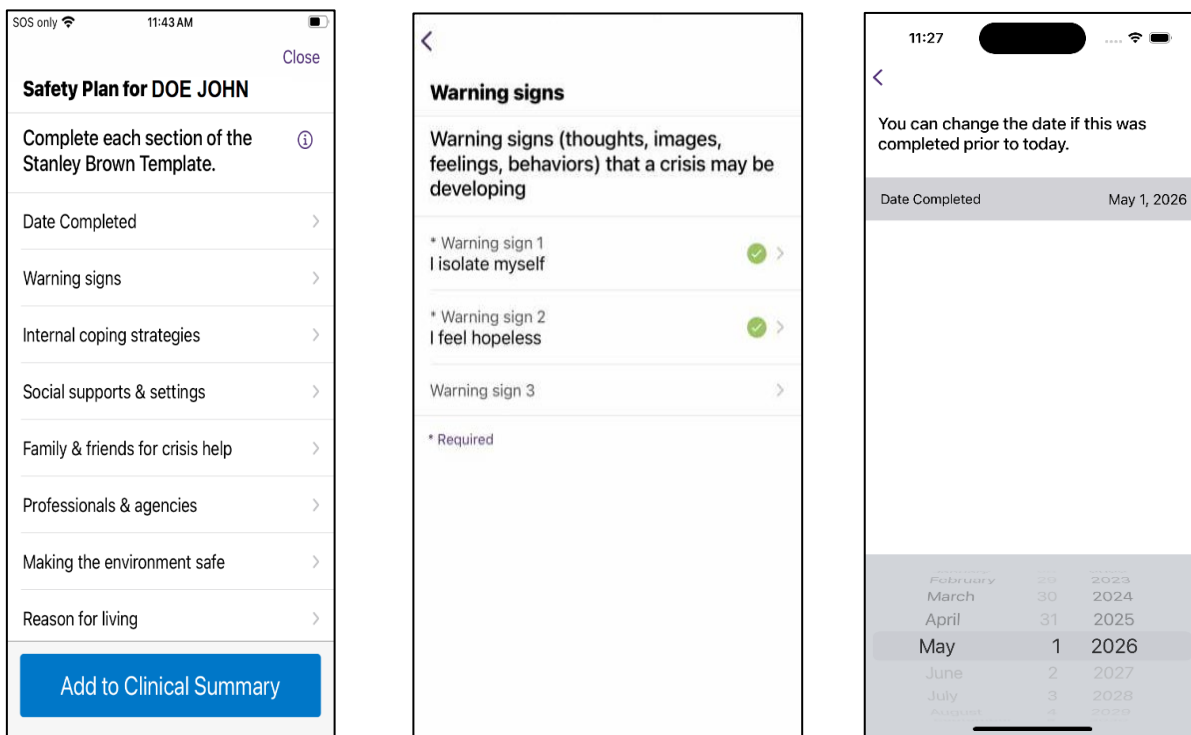


Figure 16: Stanley Brown Safety Plan Template

Screenings and Assessments

In this section, you can complete new screenings and assessments and review results. The Columbia Suicide Severity Rating Scale (C-SSRS) and Patient Health Questionnaire (PHQ-9) measuring depression are both available in the mobile app.

Results of the screenings and assessments completed on the mobile app will attach to the client's Clinical Summary and will be visible to any PSYCKES user working with that client (with signed consent or in a clinical emergency).

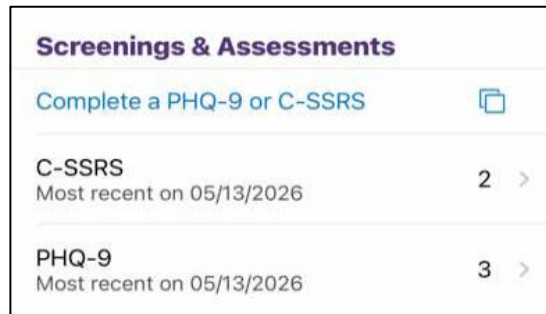


Figure 17: View or Complete Assessment

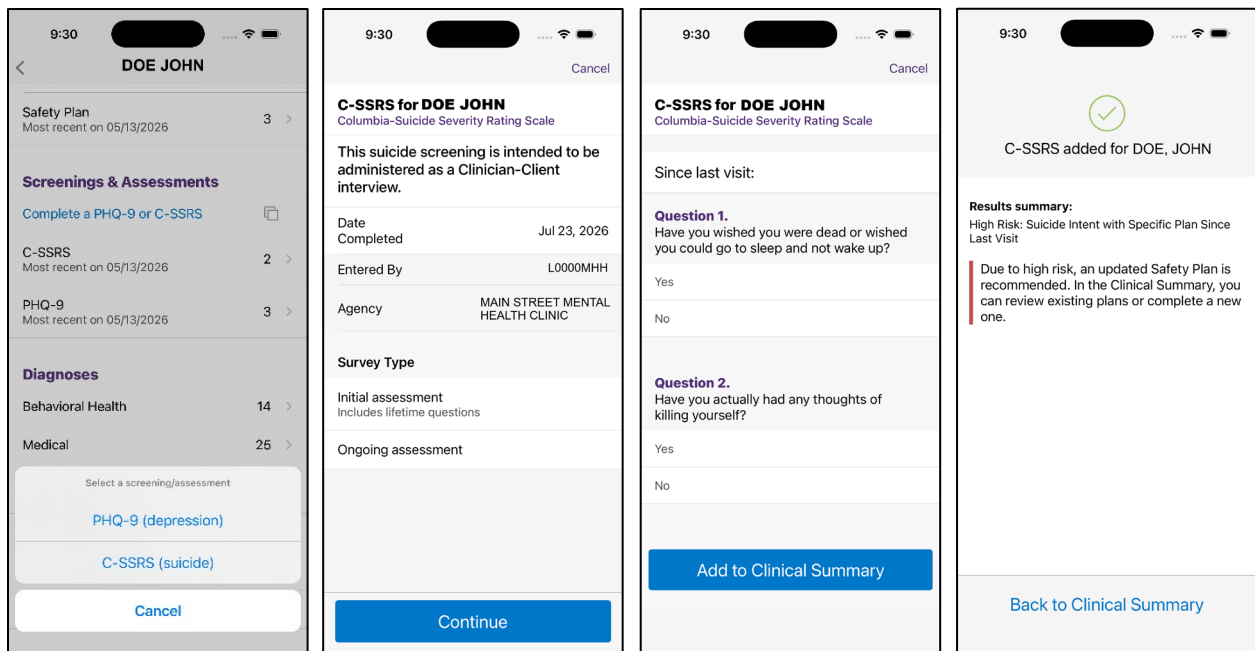


Figure 18: Completing the C-SSRS

Diagnoses

Diagnostic information in the Clinical Summary is split into two sections:

- Behavioral Health
- Medical

Each section lists the number of unique diagnoses on the right-hand side. Select the Behavioral Health or Medical sections to view all primary, secondary, and quality flag-related diagnoses associated with any Medicaid claim submitted for the recipient in the past 5 years.

Select the diagnosis to view provider invoices associated with the diagnosis, including the provider's name and date of service.

Behavioral Health Diagnoses	
Diagnosis	# Services for diagnosis
Schizoaffective Disorder	93 >
Unspecified/Other Anxiety Disorder	58 >
Major Depressive Disorder	5 >
Autism Spectrum Disorder	19 >
PTSD	121 >
Antisocial Personality Disorder	7 >
Borderline Personality Disorder	148 >
Tobacco related disorder	42 >
Schizophrenia	130 >
Delusional Disorder	4 >
Adjustment Disorder	30 >
Unspecified/Other Depressive Disorder	27 >
Alcohol related disorders	11 >
Cannabis related disorders	32 >

Figure 19: Clinical Summary: Behavioral Health Diagnoses Section

Medications

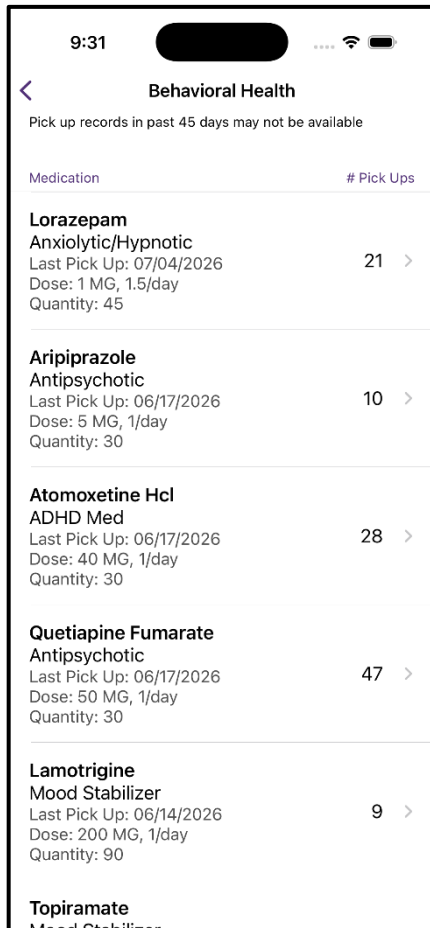
Medication information in the Clinical Summary is split into 3 sections:

- Controlled Substance
- Behavioral Health
- Medical

Tap on the medication section to view a list of medications that have been picked up within the past 5 years, including information on drug class, date of last pick-up, and total days' supply of each medication in the past 5 years.

If you would like to view distinct pick-ups for medication in the past 5 years, tap on the right-hand arrow of the medication row. The individual medication details would include the pick-up date, strength, tabs per day, route, quantity dispensed, days supply, prescriber, and pharmacy details.

Note: Pickup records from the past 45 days may not be available due to Medicaid data lags.



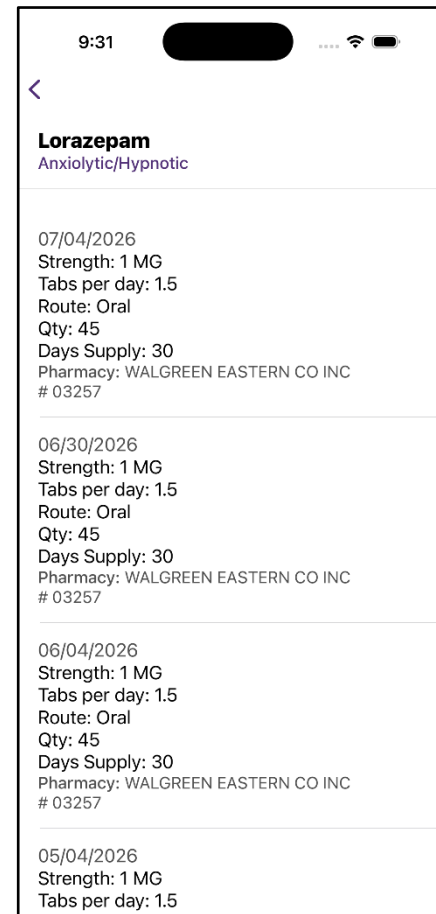
9:31

Behavioral Health

Pick up records in past 45 days may not be available

Medication	# Pick Ups
Lorazepam Anxiolytic/Hypnotic Last Pick Up: 07/04/2026 Dose: 1 MG, 1.5/day Quantity: 45	21 >
Aripiprazole Antipsychotic Last Pick Up: 06/17/2026 Dose: 5 MG, 1/day Quantity: 30	10 >
Atomoxetine Hcl ADHD Med Last Pick Up: 06/17/2026 Dose: 40 MG, 1/day Quantity: 30	28 >
Quetiapine Fumarate Antipsychotic Last Pick Up: 06/17/2026 Dose: 50 MG, 1/day Quantity: 30	47 >
Lamotrigine Mood Stabilizer Last Pick Up: 06/14/2026 Dose: 200 MG, 1/day Quantity: 90	9 >
Topiramate Mood Stabilizer	

**Figure 20: Clinical Summary:
Behavioral Health Medications**

9:31

Lorazepam
Anxiolytic/Hypnotic

07/04/2026 Strength: 1 MG Tabs per day: 1.5 Route: Oral Qty: 45 Days Supply: 30 Pharmacy: WALGREEN EASTERN CO INC # 03257
06/30/2026 Strength: 1 MG Tabs per day: 1.5 Route: Oral Qty: 45 Days Supply: 30 Pharmacy: WALGREEN EASTERN CO INC # 03257
06/04/2026 Strength: 1 MG Tabs per day: 1.5 Route: Oral Qty: 45 Days Supply: 30 Pharmacy: WALGREEN EASTERN CO INC # 03257
05/04/2026 Strength: 1 MG Tabs per day: 1.5

Figure 21: Medication Drill-in

Services

The Clinical Summary provides information on the following services:

- Care Coordination
- Behavioral Health
- Medical Outpatient
- Crisis
- Hospital/ER
- Dental
- Vision
- Living Support/Residential
- Laboratory & Pathology
- Laboratory Results (State PC)
- Radiology
- Medical Equipment
- Transportation

The numbers on the right are the number of services provided in the past 5 years. Additionally, there is a “View All” option located at the top of the section that will display all services in chronological order.

Select the service category to view information on the specific services provided, including date(s) of service, provider name, and diagnosis given at time of service.

Note: You may filter the services within each section to highlight services of interest.

Services	View All
Care Coordination	42 >
Behavioral Health	104 >
Medical Outpatient	6 >
Crisis Services	26 >
Hospital/ER	95 >
Vision	4 >
Living Support/Residential	31 >
Laboratory & Pathology	2 >
Laboratory Results (State PC)	>
Radiology	5 >
Transportation	92 >

Figure 22: Clinical Summary: Services



<	Filter
Behavioral Health	
Service Types	
ACT - Adult	13
CCBHC	84
Physicians Group - Family Practice	1
Physicians Group - Emergency Medicine	3
Urgent Care - MH Dx	1
Clinic - MH State Psych Center (Source: State PC)	2
Provider Invoices	
1 month ago	
01/31/2026	
ACT - Adult (Telehealth)	>
MH SVC ERIE SOUTHEAST CORP V	
Schizoaffective disorder, bipolar type	
2 months ago	
12/31/2025	
ACT - Adult	>
MH SVC ERIE SOUTHEAST CORP V	
Schizoaffective disorder, bipolar type	
3 months ago	

Figure 23: Clinical Summary: Behavioral Health Services



9:57

Filter

Hospital/ER

Service Types

Inpatient - Mental Health	11
ER - Mental Health	32
Inpatient - Medical	3
ER - Substance Use	45
ER - Medical	26
Inpatient - Substance Use	3

Provider Invoices

1 month ago

01/21/2026
ER - MH
JACOBI MEDICAL CENTER
Auditory hallucinations

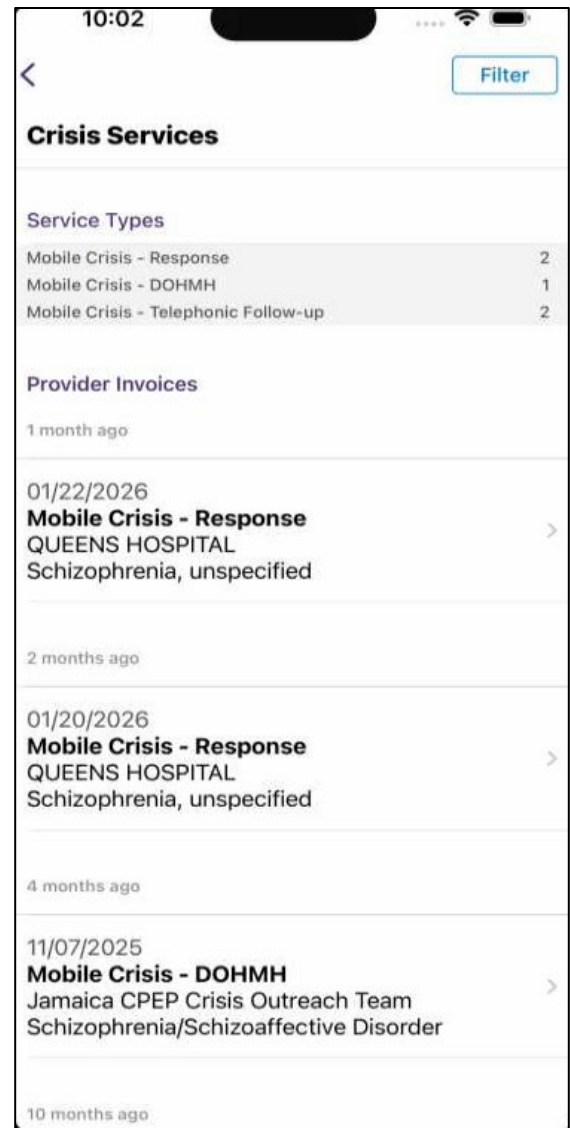
01/21/2026
ER - MH - Group - Physician - Emergency Medicine
PHYSICIAN AFFILIATE GROUP OF NEW
Auditory hallucinations

01/16/2026 - 01/21/2026
Inpatient - Medical
MOUNT SINAI HOSPITAL
Sepsis, unspecified organism

2 months ago

01/12/2026

Figure 24: Clinical Summary: Hospital/ER Services



10:02

Filter

Crisis Services

Service Types

Mobile Crisis - Response	2
Mobile Crisis - DOHMH	1
Mobile Crisis - Telephonic Follow-up	2

Provider Invoices

1 month ago

01/22/2026
Mobile Crisis - Response
QUEENS HOSPITAL
Schizophrenia, unspecified

2 months ago

01/20/2026
Mobile Crisis - Response
QUEENS HOSPITAL
Schizophrenia, unspecified

4 months ago

11/07/2025
Mobile Crisis - DOHMH
Jamaica CPEP Crisis Outreach Team
Schizophrenia/Schizoaffective Disorder

10 months ago

Figure 25: Clinical Summary: Crisis Services

iPad/Tablet Exclusive Features

The iOS iPad and Android tablet versions of the mobile app were designed based on focus group findings and use the additional space allowed on this type of device, such as displaying data in a table format for maximum comprehension. Some other exclusive iPad/tablet features include:

Brief Overview

The Brief Overview will be the default screen you land on when drilling into a client's Clinical Summary. It follows the same logic as the Brief Overview in the web application. You will be able to scroll on the page while the left-hand navigation menu remains fixed. Sections with data entry options or data contained within them are selectable. Sections with no data entry options or available data will be hidden.

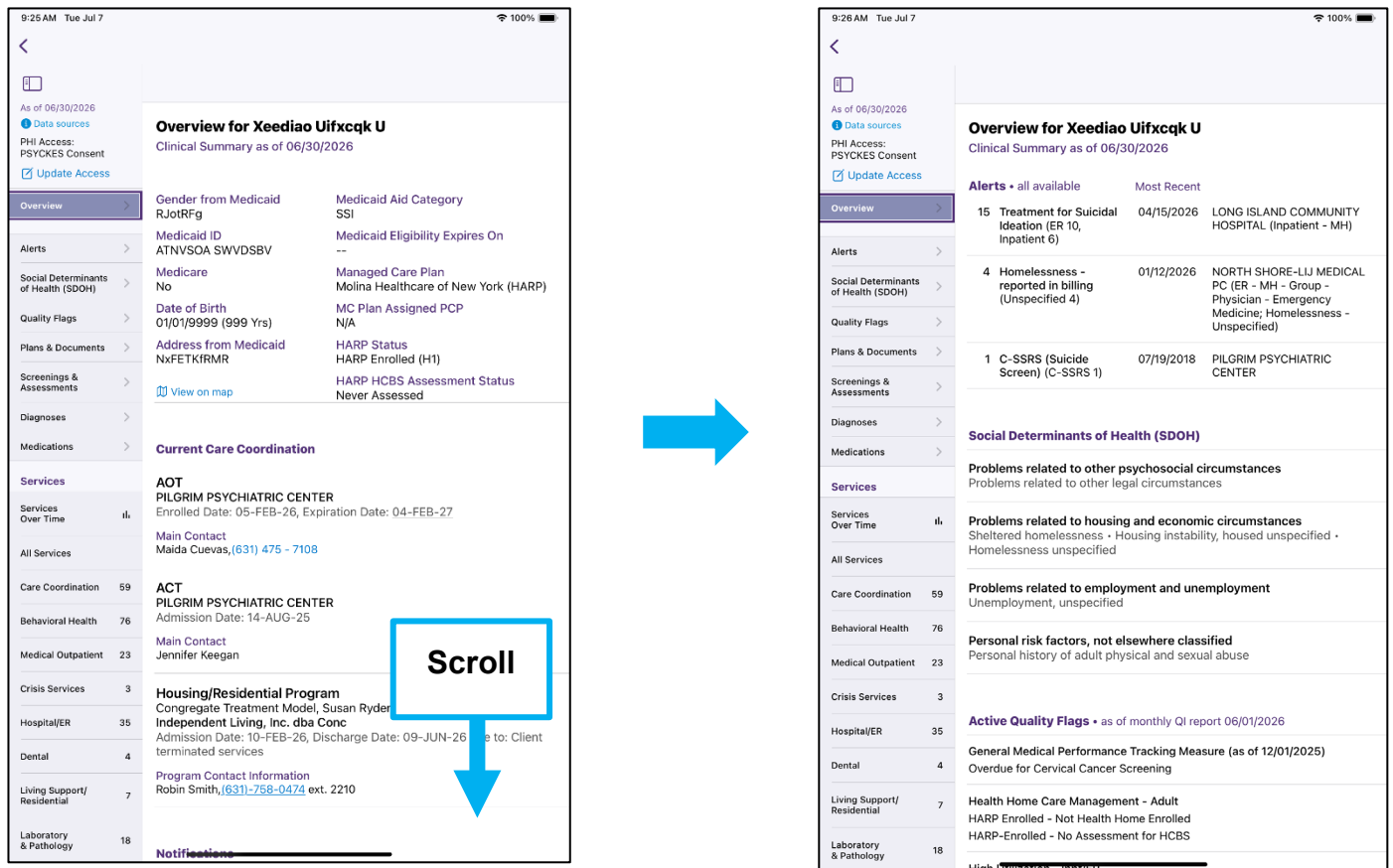


Figure 26: Clinical Summary: Brief Overview

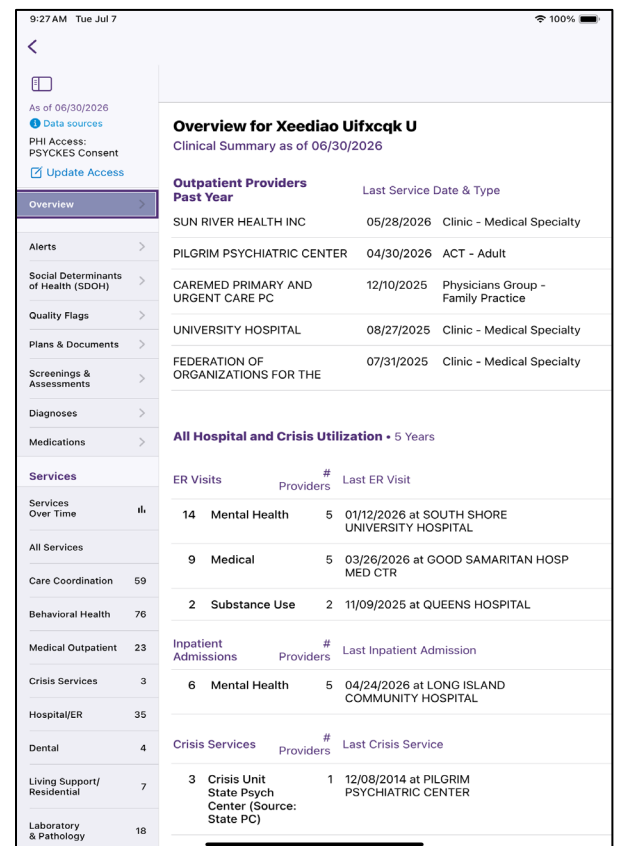
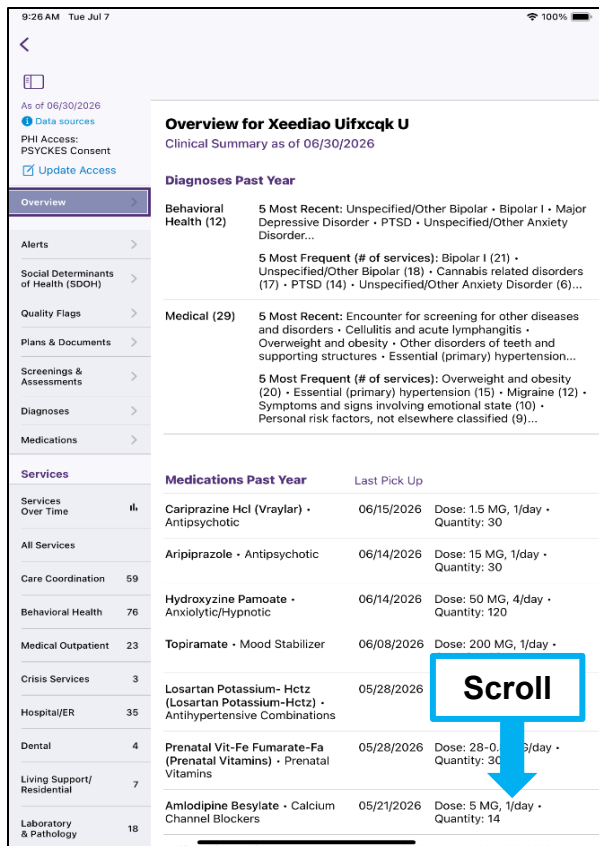


Figure 27: Clinical Summary: Brief Overview (continued)

Services Over Time Graph

The iPad/tablet version of the mobile app includes the “Services Over Time” graph, which is located under the “Services” section of the left-hand navigation menu. It displays the past year of client data in graph form. The graph uses dots to represent distinct services/medication pickups and lines to represent continuous services (e.g., hospital inpatient stays). The graph also displays a “Medicaid Eligibility” line showing the period during which a client was eligible for Medicaid and identifies any gaps in eligibility. The graph view can help you identify patterns in the client’s medication adherence and/or treatment consistency.

You can also tap the dots/lines within the graph to view details like dates and provider names. If you pinch the screen, it will zoom into that specific time frame to enlarge. There is a ‘Reset’ button on the top right corner to return the graph to its full size. Additionally, you can turn your device horizontally to create more space for the graph.

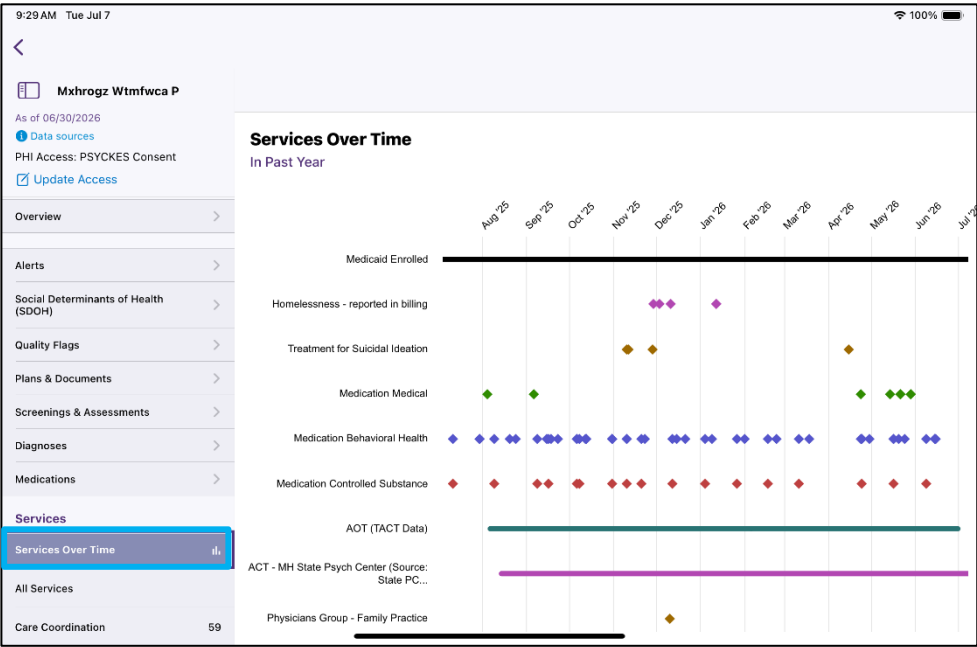


Figure 28: Clinical Summary: Integrated View of Services Over Time

Service Type Cards and Filters

Certain service sections will have a gray “Service Types” card listed above the section’s table. It will include the unique Service Types as well as their distinct counts for that specific section. Beneath the service type card will be a table displaying the date, type, provider, and diagnoses/procedure.

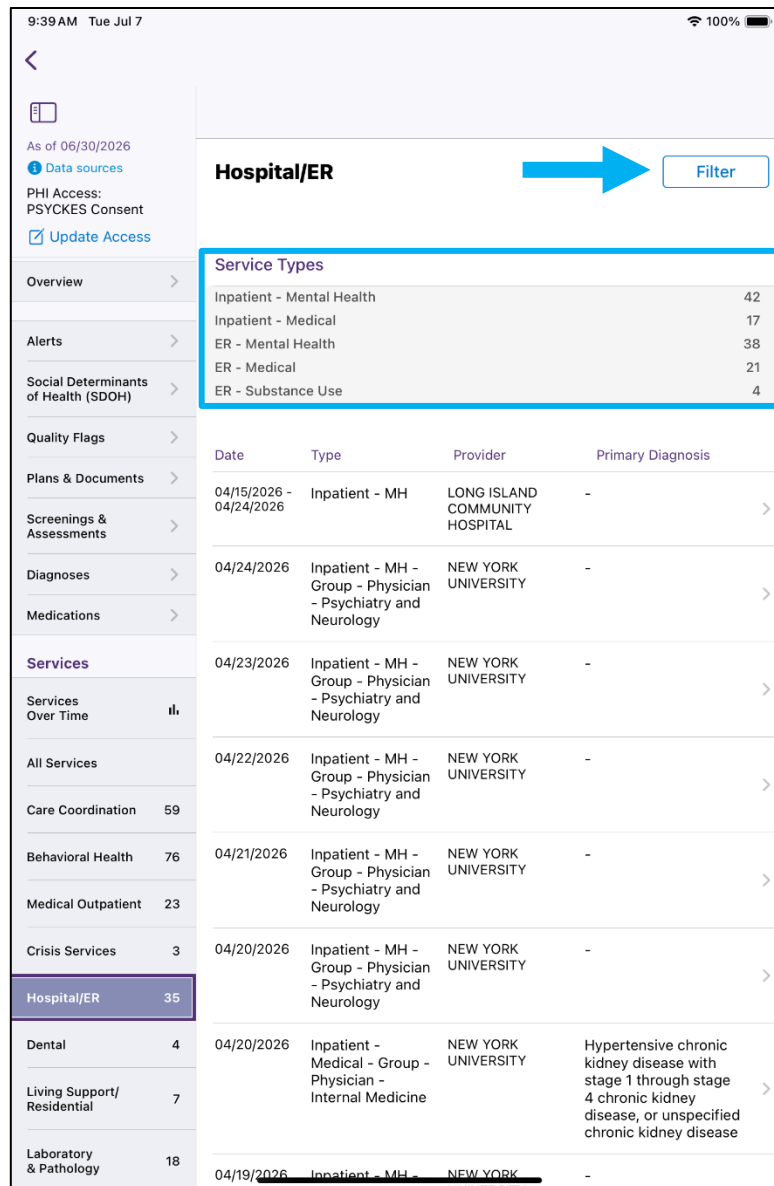


Figure 29: Clinical Summary: Service Type Cards

Within each of the service sections, there will be a “Filter” button option. When selected, a window will pop up with the section’s unique service types/counts and corresponding checkboxes. You can select whichever service types you are interested in and tap “apply.” Once the filters are applied, the section’s table will only display the service types that were selected, and the service type card box will reflect the filtered services.

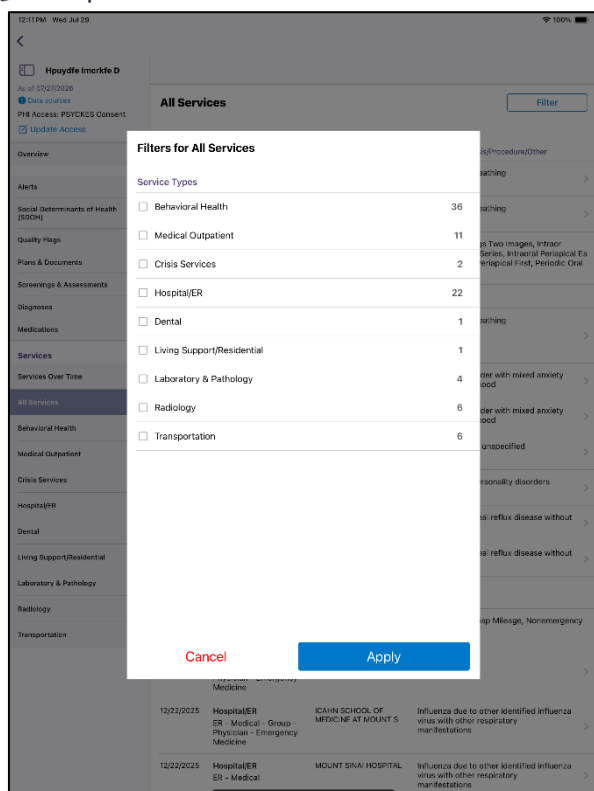


Figure 30: Clinical Summary: Filters

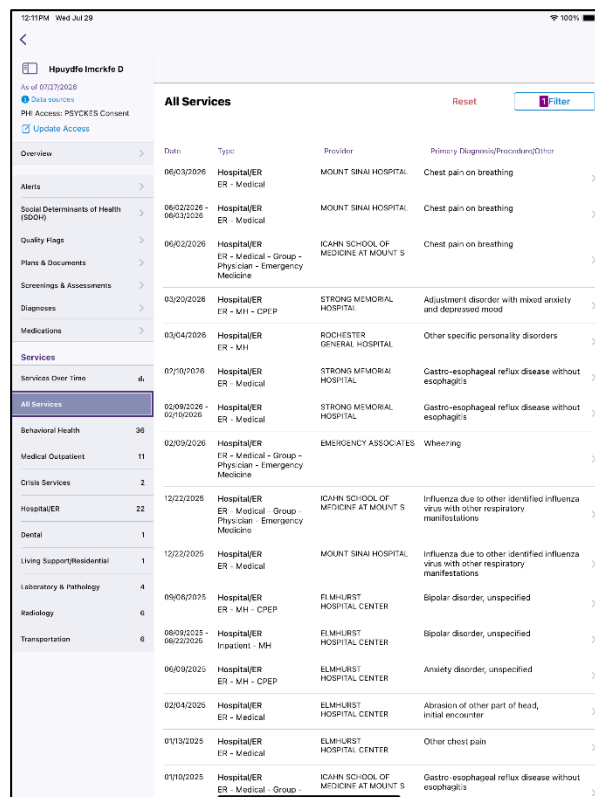


Figure 31: Clinical Summary: Filtered Results

How to Enable PHI Access

If a client is found in PSYCKES and has not given consent or a clinical emergency has not been attested to, the search results page will allow you to “Enable PHI Access.” This is a four-step process where you will attest to your organization’s right to access the client’s Clinical Summary.

Step 1: Search for client in the entire PSYCKES database

- a) Enter Medicaid ID, SSN, or a combination of Name and DOB in Search box.
- b) Confirm the data matches the intended client:
 - If data does not match the intended client, return to Search Results
 - If data matches intended client, tap “Enable PHI Access.”

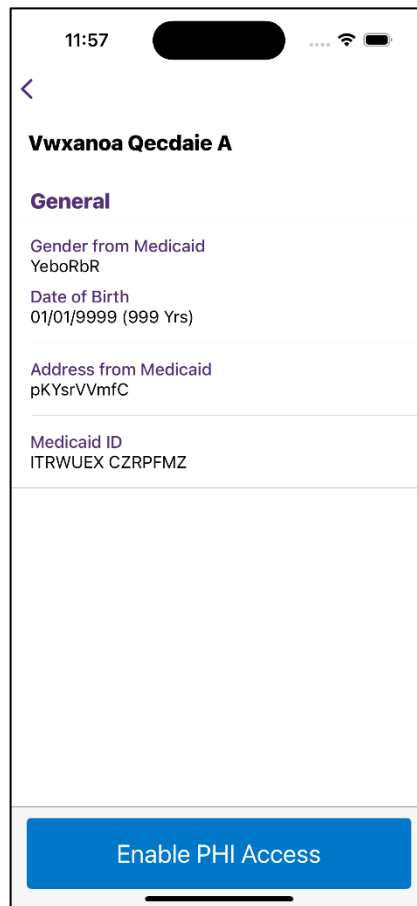


Figure 32: Enable PHI Access

Step 2: Select reason for having a right to access the client's data

If the *client signed consent*, select:

- a. **E-sign PSYCKES consent** – You can have a client e-sign the PSYCKES consent form when enabling access to their data. This provides the same access as the original PSYCKES consent option.
- b. **Client signed the PSYCKES consent form** – With signed consent, PSYCKES users at your agency will have access to all available Clinical Summary data, including data with special protections, for three years after the consent was entered, or three years after the last Medicaid claim from the agency has been processed by the New York State Medicaid Program, whichever is later.
 - *PSYCKES consent forms can be found/printed from the desktop version of PSYCKES under the Registrar Menu or from our [PSYCKES Implementation webpage](#).*
- c. **Client signed the BHCC consent form** – With signed consent, all clinical level data including data with special protections will be viewable. Data will be available to both the provider/agency that entered this BHCC consent as well as the selected BHCC/IPA Network until the day the client withdraws consent, or until three years after the last date the client received services from the agency, whichever comes first.
- d. **Client signed the DOH Health Home consent form** – With signed consent, users at your agency will have access to all available Clinical Summary data, including data with special protections, according to their User Role Survey. The user types that will have access to the data are Care Management and Health Home Administration. This access will remain in effect until the day the client withdraws DOH Health Home consent, or until the client is no longer enrolled in that Health Home, whichever comes first.

If the *client did not sign consent*, select:

- a. **This is a clinical emergency** – Selecting this option will give you the ability to view the client's data, including data with special protections, for 72 hours.
- b. **Verbal PSYCKES Consent** – Selecting this option will give you the ability to view the client's data, except for data with special protections, for 9 months.

- c. **Client is currently served by or being transferred to my agency** – Selecting this option will not give you the ability to view a client’s Clinical Summary data, but it will link the client to provider agency for Recipient Search reports.

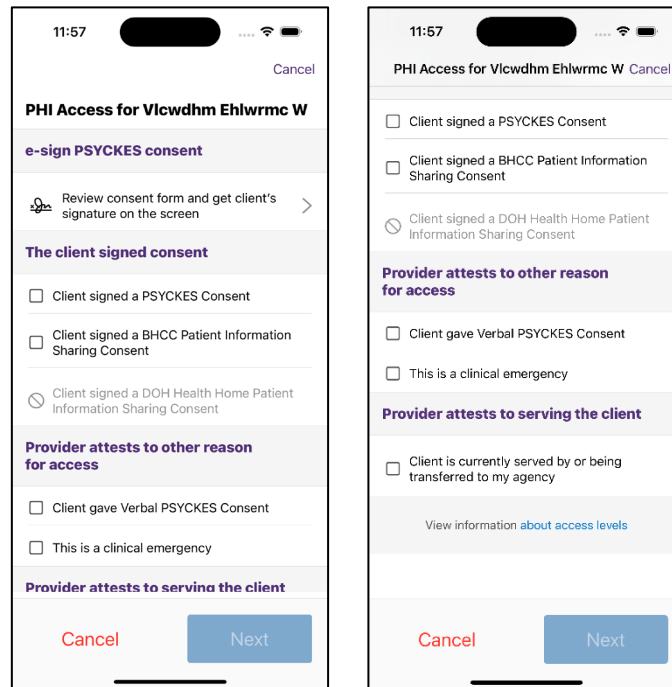


Figure 33: Reason for viewing data

Step 3: Indicate how the client’s identity has been verified and submit

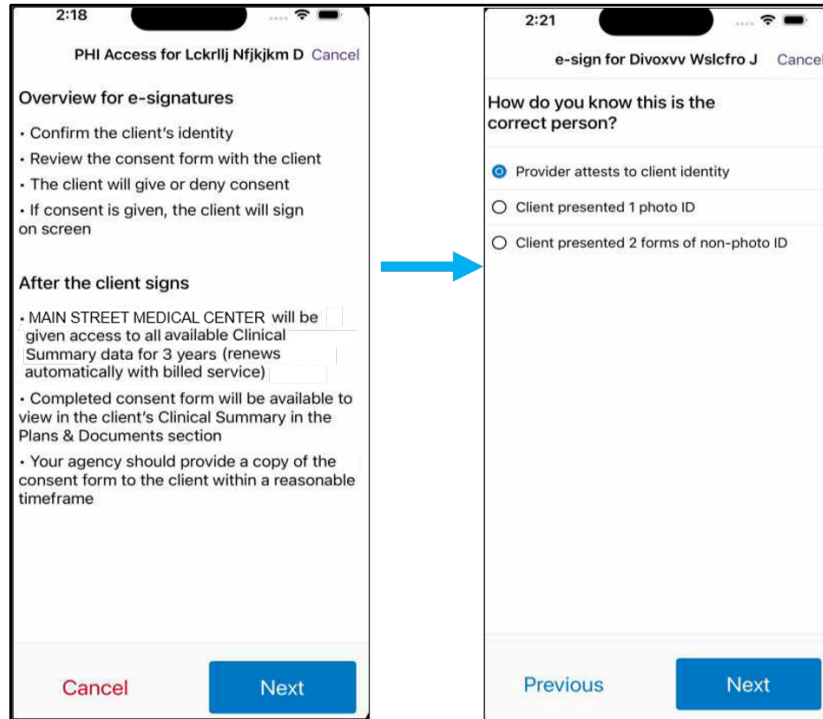
Attest to client identity via the following:

- Select “*Provider attests to client identity,*” if you or someone at your agency has experience with the client and select ‘Next’
- Select “*Client presented 1 photo ID*” OR “*Client presented 2 forms of non-photo ID*” and select ‘Next.’ You will be prompted to select the form(s) of identification from an approved list.

Workflow for e-signatures

- Read overview for e-signatures and then tap “Next” to attest to client’s identity
- Client is then prompted to give or deny consent
 - If the client *denies* consent, client will be prompted to give the device back to the provider, who will return to access options.
 - If the client *gives* their consent, they will be prompted to select who will provide the e-signature (themselves or a legal representative).
- If the client gives their consent, they will sign their name when prompted. They will also have the option to clear their signature if needed.

- Client will then select ‘Confirm’ to save their consent form in the Plans and Documents section of the Clinical Summary.



Left Screen (2:18):

PHI Access for Lckrlj Nfjkjkm D Cancel

Overview for e-signatures

- Confirm the client's identity
- Review the consent form with the client
- The client will give or deny consent
- If consent is given, the client will sign on screen

After the client signs

- MAIN STREET MEDICAL CENTER will be given access to all available Clinical Summary data for 3 years (renews automatically with billed service)
- Completed consent form will be available to view in the client's Clinical Summary in the Plans & Documents section
- Your agency should provide a copy of the consent form to the client within a reasonable timeframe

Cancel Next

Right Screen (2:21):

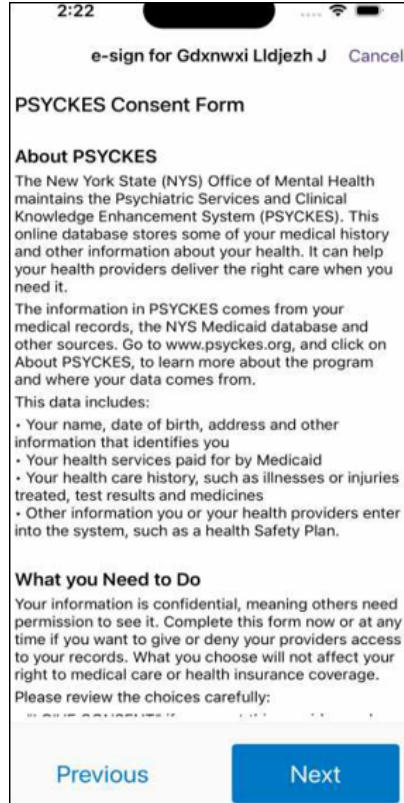
e-sign for Divoxvv Wslcfro J Cancel

How do you know this is the correct person?

- ☒ Provider attests to client identity
- ☐ Client presented 1 photo ID
- ☐ Client presented 2 forms of non-photo ID

Previous Next

Figure 34: Confirming Client's Identity



Top Bar: 2:22, e-sign for Gdxnwxj Lldjzjh J, Cancel

PSYCKES Consent Form

About PSYCKES

The New York State (NYS) Office of Mental Health maintains the Psychiatric Services and Clinical Knowledge Enhancement System (PSYCKES). This online database stores some of your medical history and other information about your health. It can help your health providers deliver the right care when you need it.

The information in PSYCKES comes from your medical records, the NYS Medicaid database and other sources. Go to www.psyckes.org, and click on About PSYCKES, to learn more about the program and where your data comes from.

This data includes:

- Your name, date of birth, address and other information that identifies you
- Your health services paid for by Medicaid
- Your health care history, such as illnesses or injuries treated, test results and medicines
- Other information you or your health providers enter into the system, such as a health Safety Plan.

What you Need to Do

Your information is confidential, meaning others need permission to see it. Complete this form now or at any time if you want to give or deny your providers access to your records. What you choose will not affect your right to medical care or health insurance coverage.

Please review the choices carefully:

Previous Next

Figure 35: Consent Form

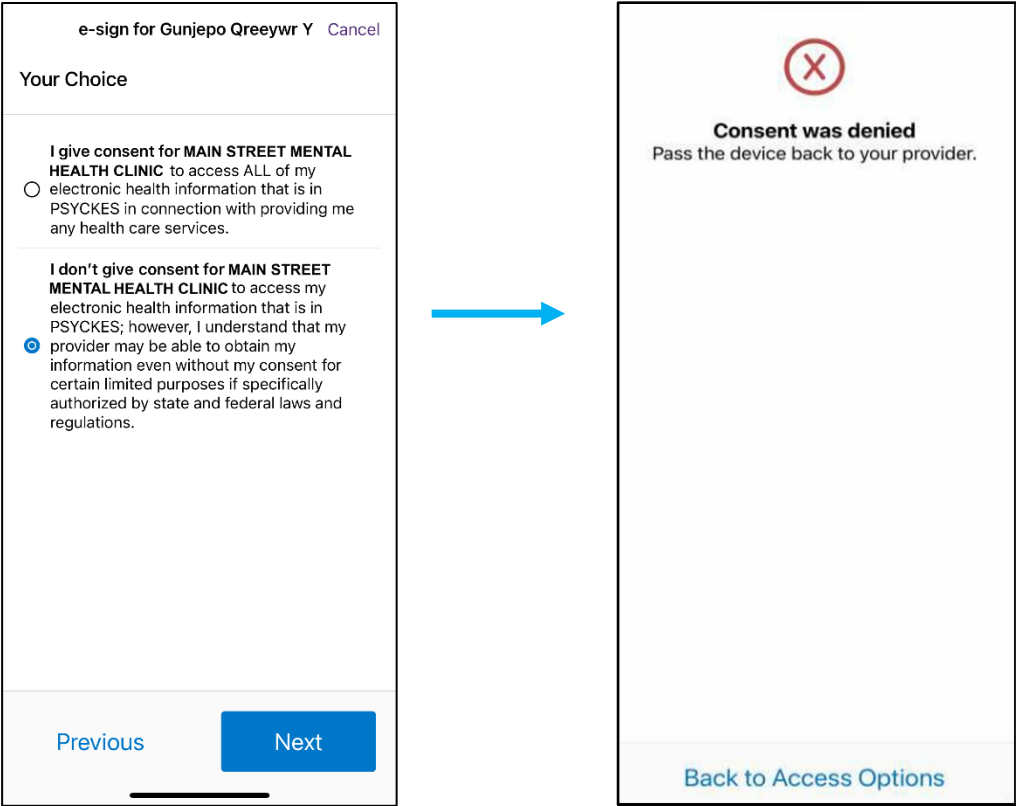


Figure 36: Client denies consent

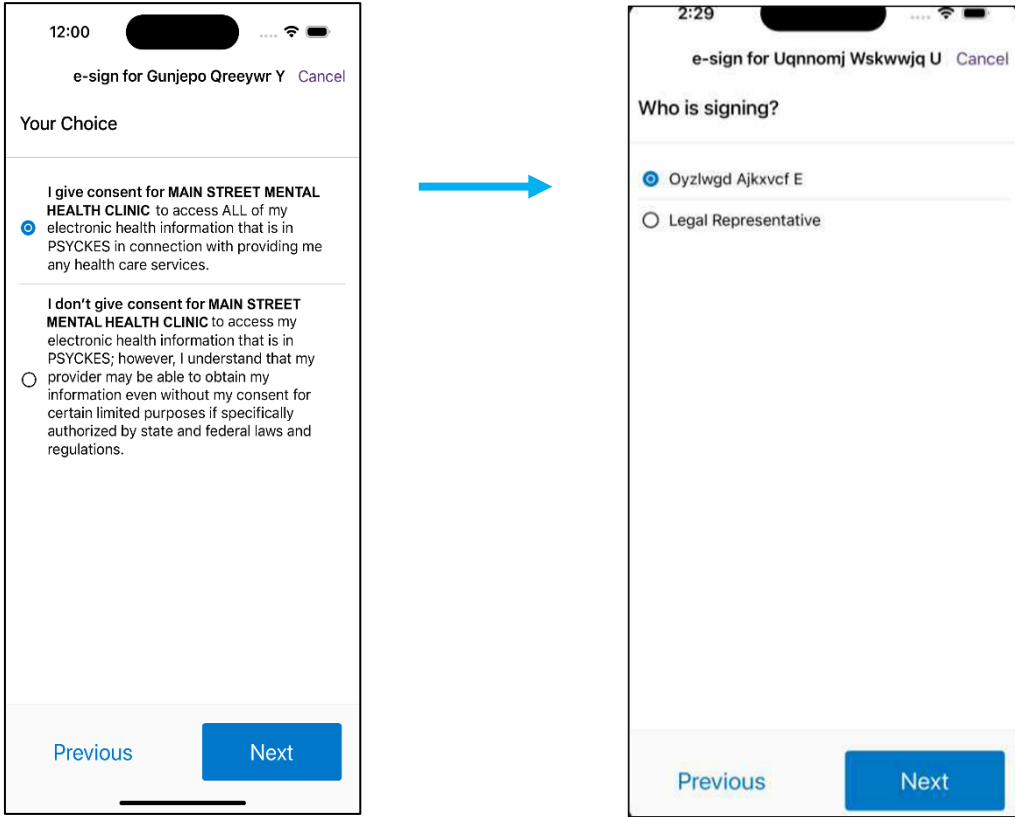


Figure 37: Client gives consent

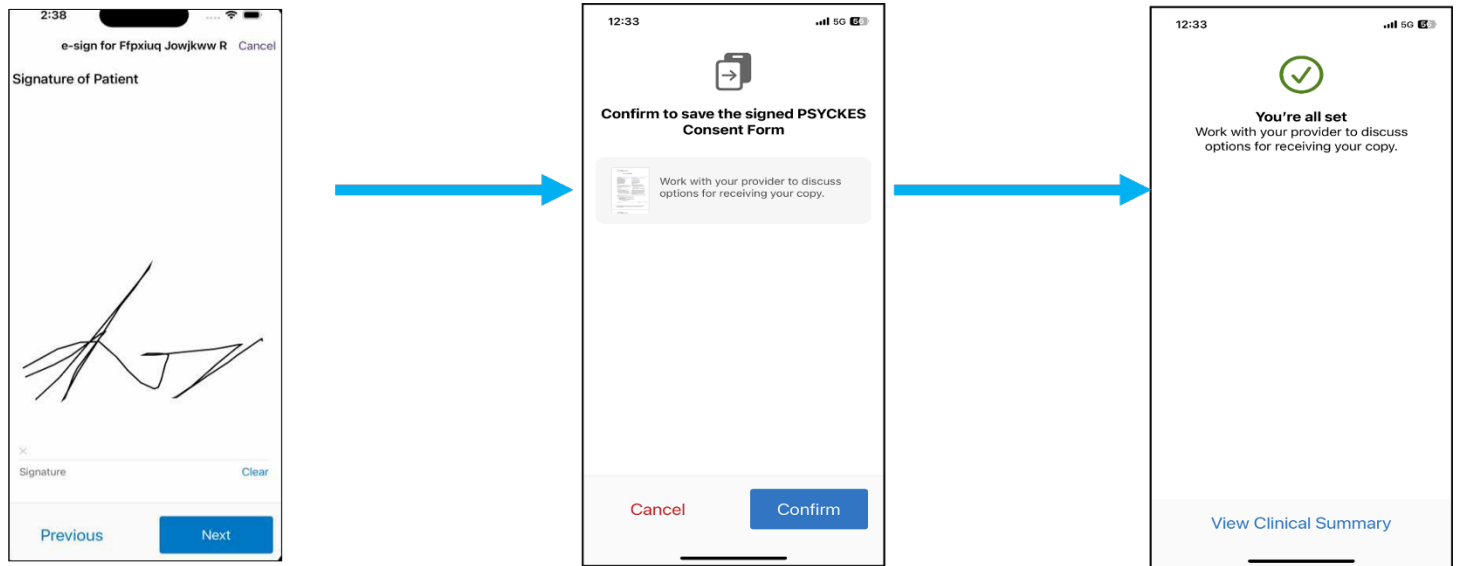


Figure 38: e-Signature workflow

Step 4: Enable access

Depending on the reason you selected as your right to view a client's Clinical Summary, the "Enable" page will display a message describing the length and extent of your access to the client's data:

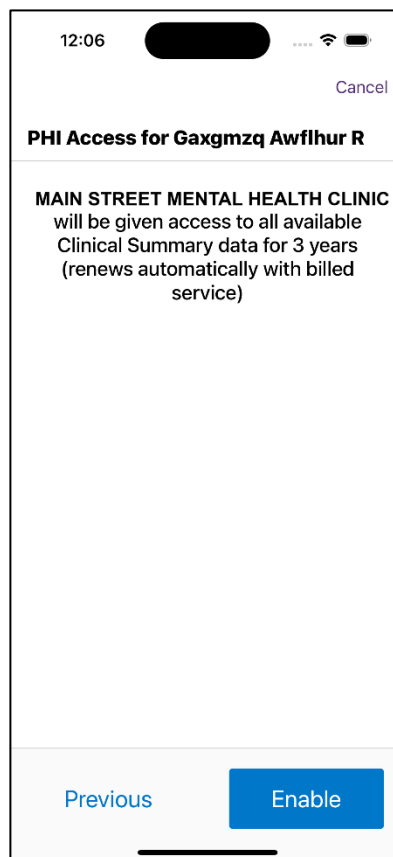


Figure 39: Enable PHI Access

Change PHI Access

At the top of a recipient's Clinical Summary, you can see what type of PHI access your agency has for an individual.

Ntgxllg Xegcjpp I

As of 07/27/2026 [Data sources](#)

PHI Access: Verbal PSYCKES Consent

[Update Access](#)

Figure 40: PHI Access: Verbal Consent - Updating PHI Access

If you wish to update the access you currently have for a recipient, you can do so by selecting "Update Access". Follow Steps 1-4 listed above in the "[How to Enable PHI Access](#)" section. Once you have enabled the access you selected, you'll see the change reflected in the recipient's Clinical Summary.

Ntgxllg Xegcjpp I

As of 07/27/2026 [Data sources](#)

PHI Access: PSYCKES Consent

[Update Access](#)

Figure 41: Clinical Summary: PHI Access: PSYCKES Consent

Withdrawing Consent

A client who has granted PSYCKES consent may withdraw consent at any time by signing the PSYCKES Withdrawal of Consent form. To withdraw their consent in PSYCKES, you would need to:

- Print the Withdrawal of Consent form from the web application (or have pre-printed copies available)
- Go to the PSYCKES web application and find them using the "search and withdraw consent" feature in the Registrar Menu

Note: If you accidentally enable consent for a client, immediately withdraw consent in the web application. If you are unable to access a computer, you should contact the [PSYCKES Help Desk](#) immediately.

Logging Off

When you have finished using the PSYCKES mobile app, it is important to log off. To do so, navigate to the Settings icon on the bottom right-hand side of your screen.



Figure 42: Settings icon

Within the Settings page, you can view the following:

- The User ID you are logged in with
- The agency you are associated with in PSYCKES
- De-identify toggle
- The User Role Profile

To log out, you will need to select “Log Out” at the top right-hand side of your screen. Once you have logged out, you will be brought back to the log in screen.

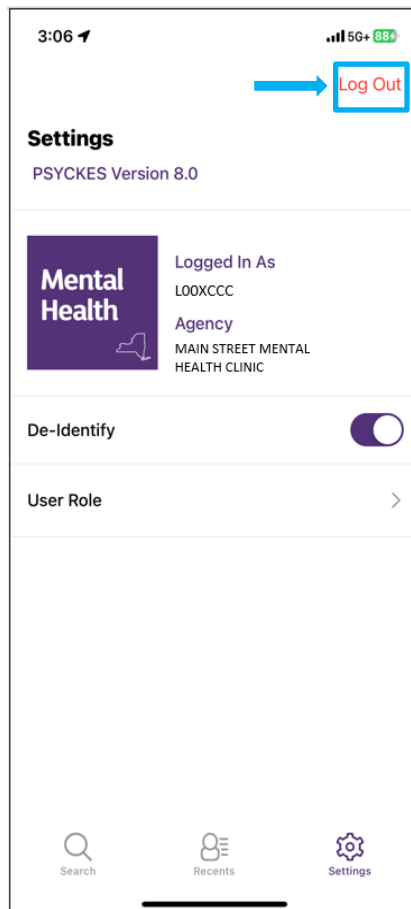


Figure 43: Settings: Log Out

De-identify

This feature allows you to scramble client identifying information within the mobile app (name, date of birth, Medicaid ID, address).

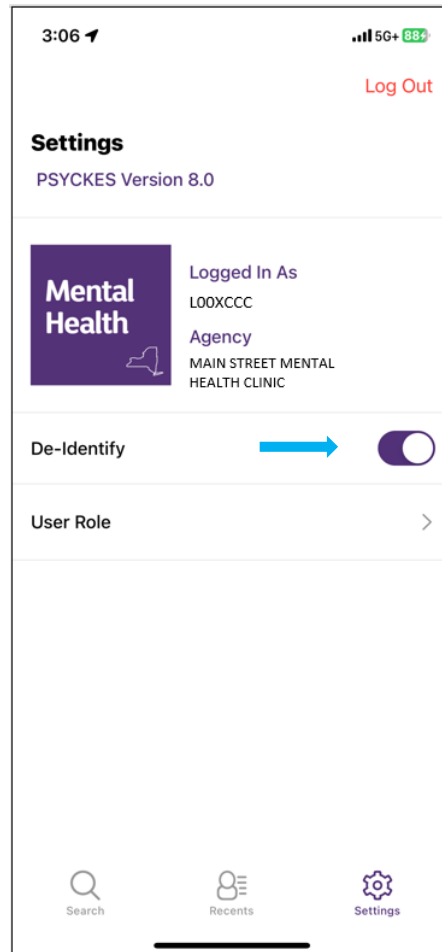


Figure 44: Settings: De-identify

The User Role Profile

When you first log into PSYCKES, you will be prompted to complete the User Role Profile. You can update your User Role Profile in the iOS and Android apps. The User Role Profile is located under the Settings menu. From there, you have the option to update any field as necessary. Before saving, you will be able to review your responses.

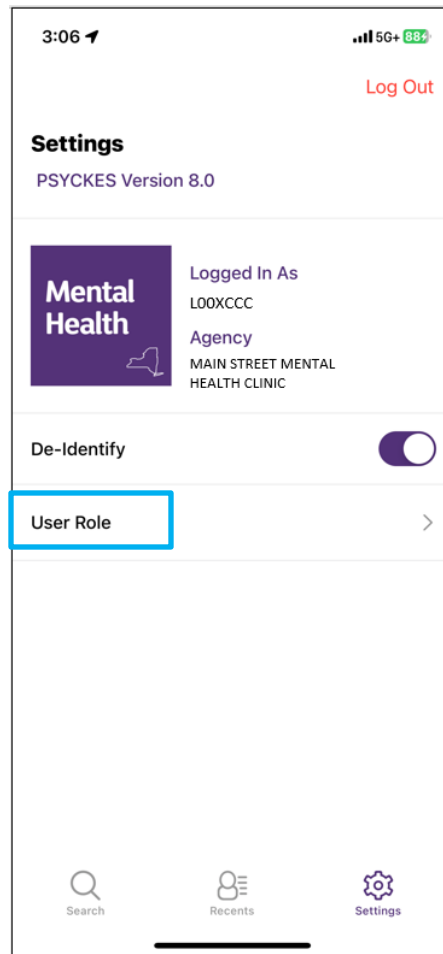


Figure 45: Settings: User Role Profile

Timing Out

The PSYCKES mobile app has a “time out” feature that will log you out if the screen has been idle for more than 15 minutes. This is to ensure the security of personal and sensitive client information.

Screenshots Prohibited

Security of recipients’ sensitive and personal information is of the utmost importance in PSYCKES. Due to this emphasis on security, you are prohibited from taking screenshots while using the PSYCKES mobile app. If you attempt to take a screenshot, you will receive a message instructing you to go into your device’s photos and remove the screenshot.

PSYCKES also reserves the right to audit users who have taken multiple screenshots and may take steps to remove access from those users.

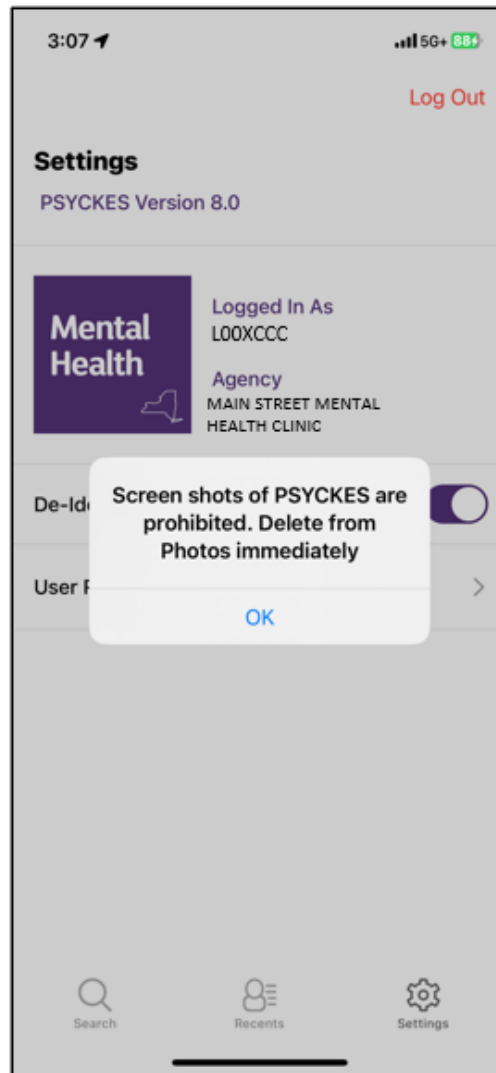


Figure 46: “Screenshot prohibited” message

Updates to PSYCKES Mobile App

Both the PSYCKES application itself and the PSYCKES mobile app are continually evolving. There are two kinds of updates that can occur with the PSYCKES mobile app:

- Device software update
- PSYCKES app version update

You will receive automatic update messages when you need to bring the software and/or PSYCKES mobile app up to date. These messages will include instructions on how you can perform the update.