

# PSYCKES ACCESS AND IMPLEMENTATION FOR BEHAVIORAL HEALTH INPATIENT PROVIDERS

**We will begin shortly**

**Please keep your phone line muted during the  
webinar**



# Agenda

- Welcome
- PSYCKES Overview
- Best Practices for Implementing PSYCKES
- Obtaining Access to PSYCKES
- Training and Technical Assistance
- Your Questions

# What is PSYCKES?

- A secure, HIPAA-compliant web-based application that makes Medicaid claims data available to behavioral health providers to support clinical decision-making and quality improvement
- PSYCKES implementation:
  - State hospitals (2003): 27 hospitals
  - Free-standing mental health clinics (2008): 340 clinics
  - NYC hospital affiliated clinics (2010): 25 clinics/CDTs
  - ACT Transitions Project (2010): 27 teams
  - MyPSYCKES pilot (2010) 2 clinics
  - LGU pilot (2010): NYC, Erie
  - ER pilot (2011): 4 ERs
  - Access for OMH and OASAS licensed hospitals and detox programs (2011)

# Client Records Accessible in PSYCKES

- NYS Medicaid enrollees
  - Fee-for-service claims
  - Managed care encounter data
  - Dual-eligible (Medicare/Medicaid): includes Medicaid data only
- Behavioral health population, i.e., at least one of the following:
  - Behavioral health or SUD service
  - Behavioral health or SUD diagnosis
  - Psychotropic medication
- Currently over 3.7 million individuals

# Data Available in PSYCKES

- All Medicaid-reimbursable services for which a claim was submitted, across treatment settings
  - Behavioral health (outpatient and inpatient)
  - Pharmacy (psychotropic and medical)
  - Medical (services, lab tests, and procedures)
  - Living supports (if Medicaid-billable)
- Up to 5 years of data
- Currently does not include data from Medicare or private insurance
  - For dual-eligible clients (Medicare and Medicaid), includes services but not pharmacy

# Quality Indicators

- Hospital/ ER related measures
  - High utilization (4+/yr): BH, Medical, any cause
  - Readmission: 7 days, 30 days
  - Preventable admissions: Diabetes, Dehydration, Asthma
- Medication related indicator sets
  - Psychotropic polypharmacy (by class and over all)
  - Dose (by class of psychotropic)
  - Cardiometabolic (high/moderate risk AP + cardiometabolic condition)
  - Youth (“too many, too much, too young”)
- High need ineffectively engaged

# Value of PSYCKES Data

- Evaluation and treatment planning
- Medication reconciliation
- Coordination of care across clinical settings
- Assess medication compliance
- Identify utilization patterns (high use, readmission)
- Discharge planning
- Timely – weekly updates

# Which Clients Can Be Accessed Through PSYCKES?

- Two ways clients are “assigned” to you:
  - Automatically: Clients you billed in the past 9 months
  - Manually: through the Consent Module
    - Clients you consent
    - Clients you attest you are serving in a clinical emergency

# Client Information in PSYCKES: Without Consent

- Access is provided without consent for clients...
  - Positive for a quality concern tracked in PSYCKES, **AND**
  - At least one billed service anywhere in your hospital in past 9 months
- Rationale: Federal mandate to monitor the safety and effectiveness of Drug Utilization in Medicaid
- Does not include Protected Health Information (PHI) with special protections
  - Substance abuse
  - HIV
  - Genetic information
  - Reproductive / family planning

# Client Information in PSYCKES: With Consent

- Expanded access
  - Entire Medicaid behavioral health population, including:
    - Those not positive for a quality concern
    - Those not yet linked to hospital through claims data
  - Includes PHI with special protections
- Access to client-level data
  - With consent from the consumer (duration: 3 years after last service or clients withdraws consent)
  - In clinical emergencies (limited duration: 72 hours)

# Consent Process in Hospital Workflow

- Hospital staff obtain written consent from clients OR determine that it is a clinical emergency.
  - Use PSYCKES consent form (English and Spanish)
  - Clinical emergency
- Registrar uses Consent Module in PSYCKES to attest to rationale for access to client data (consent or emergency).
- Any PSYCKES user at the hospital can then access client data.

# **BEST PRACTICES FOR IMPLEMENTING PSYCKES**

# Best Practices

## ■ Plan

- Complete/Return Documents for PSYCKES Access.
- Establish PSYCKES Workgroup
- Determine PSYCKES Use Cases

## ■ Prepare

- Complete Protocol for Granting Users Access to PSYCKES
- Develop Policies and Procedures
- Prepare Computers
- Train Designated Staff

## ■ Put into Use

- Put PSYCKES and Established Procedures into Practice

## ■ Sustain

- Develop a Plan to Sustain Practices

# Complete/Return Documents to Obtain Institutional Access to PSYCKES

- Provider completes “PSYCKES Provider Contact Form” and returns to PSYCKES-Help
- CEO signs OMH Confidentiality Agreement
  - Returns agreement to OMH
  - OMH PSYCKES Director countersigns and returns a copy to provider for its records
    - Hospitals participating in the Greater New York Hospital Association PSYCKES Quality Collaborative already signed the Agreement.

# Establish Workgroup

- Hospital establishes a workgroup
  - Hospital leadership – promotes initiative
  - Medical champion – promotes clinical use
  - PSYCKES point person(s) – oversees project
  - BHO liaison - coordinates activities with BHO
  - Quality manager - coordinates utilization of services
  - Training staff - coordinates/conducts training
  - Administrative staff /clinical staff - obtains clients' consent; manages consent processes required to view client-level data in PSYCKES
  - Clinical staff who will use PSYCKES data

# Workgroup Determines PSYCKES Use Cases

- Workgroup assesses potential uses of PSYCKES
- Determines how PSYCKES will be used, who will use PSYCKES, and how it will be integrated into the workflow in different settings.
  - Promote use of client-level data to support clinical reviews, treatment planning, care coordination and discharge planning
  - Support BHO coordination

# Grant Users Access to PSYCKES

- Follow Protocol for PSYCKES Access
  - 5-Step Protocol for obtaining access to and using on-line Security Management System (SMS)
  - Sent to CEOs in introduction package
  - Posted on PSYCKES website
  - Will be reviewed in today's webinar, and sent to attendees

# Develop Policies & Procedures

- Develop and document PSYCKES-specific policies and procedures to support PSYCKES use plan
  - Administrative approvals
  - Proposed workflow endorsed by all departments involved
- PSYCKES Forms
  - Consent - approved procedures for obtaining and including in charts
  - Internal forms/checklists created/revised to incorporate PSYCKES procedures

# Prepare Computers

- Identify the computers that will be used to access PSYCKES. Ensure all have:
  - Internet access
  - Compatible browsers
  - PDF readers
- Install PSYCKES shortcut: [www.psyckes.org](http://www.psyckes.org)

# Train Designated Staff

- Security Manager
  - Security Management System
- PSYCKES Users
  - PSYCKES functionality - clinical summaries, quality reports, consent module
- PSYCKES-related workflow and documentation
- Privacy and information security procedures

# PSYCKES - Put into Use

- Staff begins using PSYCKES in accordance with the PSYCKES usage plan established by workgroup.
- Workgroup team monitors operations, identifies challenges/barriers, adapts and modifies implementation plan and procedures, as needed.

# Sustain

- Procedures are put into place to:
  - Audit PSYCKES and Consent Module use, and ongoing supervision/support of PSYCKES users.
  - Provide PSYCKES access and training to new staff, and deactivate tokens of departing staff.
  - Monitor the PSYCKES usage plan and consider modifying/expanding the use of PSYCKES, if appropriate.

# PSYCKES ACCESS

# Access to PSYCKES

- Access is managed via OMH Security Management System (SMS)
- Access is managed at the local level by one or more Security Managers designated by the hospital's CEO
- Security Manager grants access to staff via SMS
  - Those who have OMH user ID in any program use same ID
  - Those who have OMH tokens use the same one for PSYCKES
  - If needed, tokens are automatically sent from Central Office
- ***Every*** user gets his/her own User ID and Token

# What is SMS?

- OMH web-based application
- Institutions use SMS to authorize staff to access certain OMH applications
  - Patient Characteristics Survey (PCS)
  - PSYCKES
- Security Manager(s) designated by CEO grant users access to OMH applications

# Protocol for PSYCKES ACCESS

- Step 1: Complete and return documentation to obtain institutional access to PSYCKES
- Step 2: Complete registration in SMS
- Step 3: Designate Security Manager(s)
- Step 4: Security Manager Enrolls PSYCKES Users
- Step 5: Security Manager revokes PSYCKES access when staff no longer requires access

# Complete Registration in SMS

Hospitals **already registered** in SMS (e.g., participated in PCS):

- Already have a designated Security Manager
- Can keep same Security Manager or designate a new one for this project.
  - If new/additional Security Managers are needed: Contact OMH Helpdesk to request e-mail with self-registration link to assign one or more Security Managers
- Able to enroll PSYCKES users

# Complete Registration in SMS

- Hospitals **not** already registered in SMS
  - OMH e-mails instructions to CEO (named on “PSYCKES Provider Contact Form”) how to electronically sign Confidentiality & Non-Disclosure Agreement (CNDA).
  - CEO follows instructions to sign CNDA
    - Different from Confidentiality Agreement

# Confidentiality & Non-Disclosure Agreement

- Legal document defining an institution's responsibilities with regards to information obtained via any and all OMH applications
- Required to ensure that an institution understands its responsibilities regarding access to and use of the data.

# Designate a Security Manager(s)

- CEO designates 1 or more Security Manager
- OMH e-mails CEO the information and self-registration link needed to assign one or more security managers
- CEO forwards email to person(s) who is to become security manager(s)
- Staff follow instructions in e-mail for online self-registration process as Security Manager.

# Security Manager - continued

- OMH sends the Security Manager an e-mail notification and a token (if needed; staff with existing OMH tokens can use same token).
- Security Manager follows instructions provided with the token to activate it.

# Determining PSYCKES Users

- Workgroup determines:
  - Staff requiring PSYCKES access, and whether or not they already have an OMH-issued user ID
  - Staff who will be responsible for using the PSYCKES Consent Module to attest to the institution's right to view client-level data.
- Enrollment data from users is obtain by workgroup and passed on to Security manager

# Enrolling PSYCKES Users

- For staff who do not have an OMH-issued user ID, Security Manager creates an account in SMS.
  - Creation of user account triggers a token request.
  - OMH mails a token to the Security Manager.
  - When the token is received, the Security Manager activates the token.
  - Security Manager delivers the token to the user.

# Enrolling PSYCKES Users

- Once user account is created, or for staff with existing User IDs, Security Manager:
  - selects the “PSYCKES-Medicaid Access” option.
  - selects “Registrar” option.
    - For those staff who will attest to the right of the institution to view client- level data via Consent Module

# **OMH SECURITY MANAGEMENT SYSTEM**

# Self-Registration in SMS

- Log onto SMS using instructions provided by OMH
- Proceed to self-registration page, and enter
  - Name and title
  - Mailing address for token, e-mail address
  - Existing OMH User ID, if any
  - Date of birth and gender
- Token will be sent if needed

# Security Manager Self-Registration

<b>Agency Information:</b>			
Agency Name:	A-Home		
Address:	185 Kisco Avenue, Suite 4		
City State Zip:	Mount Kisco	NY	10549-____
<b>Security Manager Information:</b>			
<p>If you use any OMH application (e.g. WebSalute, CAIRS, MHPD, NIMRS, NYISER, PCS, etc.) please enter your existing OMH User ID in the box below. Otherwise, we will assign a new ID for SMS and you will need to keep track of your multiple User IDs.</p> <p>If you DO NOT have an existing OMH User ID, please leave this box blank.</p>			
Existing OMH User ID:	<input type="text"/>		
First Name:	M.I.:	Last Name:	
* Name:	<input type="text"/>	<input type="text"/>	<input type="text"/>
* Date of Birth:	<input type="text"/>	* Gender:	<input type="text" value="v"/>
* Title:	<input type="text"/>		
Mailing Address for SecurID® Tokens:	<input checked="" type="radio"/> Use the Agency Address above as my Mailing Address for SecurID® Tokens		
	<input type="radio"/> Use the following address as my Mailing Address for SecurID® Tokens:		
Mailing Address:	<input type="text"/>		
	<input type="text"/>		
P.O. Box:	<input type="text"/>		
City State Zip:	<input type="text"/>	NY	<input type="text"/>
* Work Email:	<input type="text"/>		
* Re-enter Work Email:	<input type="text"/>		
* Work Phone #:	<input type="text"/>	Ext.:	<input type="text"/>
* <input type="checkbox"/>	I have read and agree to the <a href="#">Confidentiality &amp; Non-Disclosure Agreement</a>		
<input type="button" value="Submit"/>			

# Token Activation

## Security Manager Activates Tokens for Self and Users

**RSA Web Express: Activate Token - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Address: <http://xdmgr/RSASWE/WXUserApprovalCode.do>

Google

**RSA SecurID® Web Express** Help Options Logout

Home Tokens Your Account

### Activate Token

Complete this form after your request for a token has been approved.

\* is a required field.

#### Token Request Approval Information

User ID:	PmUser
Activation Code:	12345678

#### Token Information

Token Serial Number: \*  See the illustration to the right to locate the serial number.

Cancel

#### Your Serial Number

Hide

If you are activating a key fob, PINPad or standard card token, you may be asked to enter the token serial number. The serial number is on the back of your token.

#### Key Fob

This is the location of your serial number

#### Standard Card & PINPad

Done Local intranet

 **NEW YORK STATE**  
**Office of Mental Health**



**Statement of Access and Confidentiality**

**WARNING:** This computer system is solely for the use of authorized users for official purposes. Users of this system have no expectation of privacy in its use. To ensure that the system is functioning properly, individuals using this computer system are subject to having all of their activities monitored and recorded by system personnel. Use of this system evidences an express consent to such monitoring.

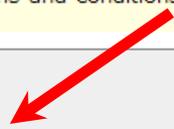
Unauthorized or improper use of this system may result in administrative disciplinary action and civil and criminal penalties. By continuing to use this system you indicate your awareness of, and consent to, these terms and conditions of use. If you do not agree to the conditions stated in this warning, LOG OFF IMMEDIATELY.



**Userid:**

**Password or Passcode:**

Note: To log-on with a new token, enter just the six digits displayed on the token device.



# User Page – User List

New York State Wednesday, August 05, 2009

**om** Security Management System [SMS]  
Office of Mental Health A-Home Vinod R. Ravikumar

Go To Help About Logout

## Users

**User List:** **User Count = 65**

Select a userID from the list below to grant the user access to an application. (Currently, PSYCKES Medicaid and PCS are the only applications available.) If an individual is not listed, you can create a userID for him/her by clicking on the "New User" button and completing the "New User" screen.

Note: The list below may not include all OMH userIDs at your agency. In rare circumstances, UserIDs will not be displayed. If you need to grant access to a user missing from the list and you know the individual already has an OMH userID, please click on the "New User" button and then enter the individual's OMH userID on the "New User" screen.

Edit User ID	Name	Token Assigned
 HJA12410	Adshs, Herald J.	requested: 07/29/2009
 GA12410	Ahome, Garfieldmoore	no
 AAB12410	Bhaumik, Amith A.	sent: 11/12/2008
 L8633EZB	Brew, Erin Z.	no
 JLC12410	Cary, James L.	no
 L8633ESD	Daslkjd, Erin S.	no
 GD12410	Derbyshire, George	requested: 07/01/2009
 D	Dfdafadfd, Sdaff	no
 12410DD	Dobre, Djien	no
 ZJD12410	Donald, Zobre J.	no

# Search for Existing Users

The screenshot shows the 'SMS: Users' web application. At the top, there is a table listing users with columns for 'User ID', 'Name', and 'Token Assigned'. Below the table is a 'Search Criteria' section with various input fields and checkboxes. A red arrow points to the 'Application' dropdown menu.

User ID	Name	Token Assigned
ISTCMJA	Abbatiello, Matthew	yes
ISTCKEA	Adalian, Kristen	no
SOMS_A1	Admin 1, Soms	no
SOMS_A2	Admin 2, Soms	no
MHPADMIN	Administrator, Mhpd	no
ADMINIST...	Administrator, Salute	no
SYRAGENT	Agent, Syracuse	no
ISTCNAA	Ahmad, Naushad	yes
COCCNXA	Aldrich, Norm B.	no
CORAJBA	Allen, John	expired

**Search Criteria:**

Agency: OMH Central Office

Application: **PSYCKES MEDICAID**

User ID:

Name: Last Name:  First Name:

Show Deactivated User:

Show Security Manager:

# “New User” Button

New York State Wednesday, August 05, 2009

**om** Security Management System [SMS]  
Office of Mental Health A-Home Vinod R. Ravikumar

[Go To](#) [Help](#) [About](#) [Logout](#)

## Users

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L8633EZB	Brew, Erin Z.	no
JLC12410	Cary, James L.	no
L8633ESD	Daskjd, Erin S.	no
GD12410	Derbyshire, George	requested: 07/01/2009
D	Dfdafdfd, Sdaff	no
12410DD	Dobre, Djien	no
ZJD12410	Donald, Zobre J.	no



# Creating a New User

## User Information:

If the user has an existing OMH User ID, please enter it in the User ID box. If the user does not have an OMH User ID, please leave the User ID box blank. SMS will auto generate a new User ID.

User ID:

\* First Name:

M.I.:

\* Last Name:

Name:

\* Date of Birth:

\* Gender:

\* Title:

\* Email:

\* Agency:

A-Home

SecurID® Token:

Not assigned

Create User

Users

# Edit Existing User(s)

SMS: Users

User ID	Name	Token Assigned
ISTCMJA	Abbatiello, Matthew	yes
ISTCKEA	Adalian, Kristen	no
SOMS_A1	Admin 1, Soms	no
SOMS_A2	Admin 2, Soms	no
MHPDADMIN	Administrator, Mhpd	no
ADMINIST...	Administrator, Salute	no
SYRAGENT	Agent, Syracuse	no
ISTCNAA	Ahmad, Naushad	yes
COCCNXA	Aldrich, Norm B.	no
CORAJBA	Allen, John	expired

**Search Criteria:**

Agency: OMH Central Office

Application: PSYCKES MEDICAID

User ID:

Name: Last Name:  First Name:

Show Deactivated User

Show Security Manager

# Edit User Screen

## Edit User Information / Access Type(s)

The screenshot displays the 'Edit User' interface within the Security Management System (SMS). The browser window title is 'SMS: Edit User - Windows Internet Explorer'. The URL is 'https://sms.qa.omh.state.ny.us/User.aspx'. The page header includes 'New York State Security Management System [SMS]' and 'Office of Mental Health OMH Central Office'. The user being edited is 'Kate M. Sherman'. The 'User Information' section contains the following details:

- User ID: ISTCKQS
- Name: Kate M. Sherman
- Title: Program Manager
- Email: kate.sherman@omh.state.ny.us
- Work Phone #: (212) 543-6180
- Agency: OMH Central Office
- SecurID Token: Not assigned
- Last Updated: Kate M. Sherman on 12/20/2010 05:21:32 PM

Below the user information, there is a section for 'Mental Health Provider Director' with a dropdown menu set to 'MHPD1'. This section contains five buttons: 'New User', 'Update', 'Deactivate', 'Reset Password', and 'Users'. A red arrow points to the 'Update' button. Below this section is a 'Groups' table with the following entries:

Group Name	Description
<input type="checkbox"/> Administrator	
<input type="checkbox"/> County - Admin	Has all the County User functionality and can edit the county DMH's Facility maintenance page and update the facility record
<input type="checkbox"/> County - User	Has the same functionality as a Provider User for each facility in the county
<input type="checkbox"/> Field Office - Admin	
<input type="checkbox"/> Field Office - User	
<input type="checkbox"/> Provider - Admin	Has all the Provider User functionality and can edit the facility maintenance page and update the facility record

The Windows taskbar at the bottom shows the Start button, several open windows (4 No..., 2 Win..., SMS: ..., Micros..., Docu...), and the system tray with the time 4:46 PM.

# Scroll down to PSYCKES-Medicaid

The screenshot shows a Windows Internet Explorer browser window titled "SMS: Edit User". The address bar displays the URL "https://sms.qa.omh.state.ny.us/User.aspx". The page content is organized into several sections:

- Statewide - Viewer** and **System Auditor**: Each with an unchecked checkbox.
- Patient Characteristics Survey [PCS]**:
  - Authentication:** Password or Token
  - Groups:**
    - PCS Submitter QA**: A Person assigned by the Security Manager to enter/edit data and view/print reports in the PCS application for the units or sites with which he is associated.
    - PCS Supervisor QA**: Allows user to see and enter data for ALL unit/sites, and further allows user to upload and download facility data and reports.
  - PCS Access:** A table with columns for Facility/Unit/Site Name.
  - Show units and sites not assigned to the PCS Submitter group:
- Psyches Medicaid [PSYCKES MEDICAID]**:
  - Authentication:** Token
  - Groups:**
    - PsychesMedicaid QA**
    - PsychesMedicaid Registrar QA**
  - Provider ID's:** A list of Provider ID entries.

A red arrow points from the left side of the screen to the "Psyches Medicaid [PSYCKES MEDICAID]" section header.

# Access Types

- PSYCKES-Medicaid
  - Granted to **ALL** PSYCKES designated users
  - Access to PSYCKES data, at the hospital, program, prescriber and client levels
  
- PSYCKES-Medicaid Registrar
  - Access granted as needed, in addition to PSYCKES-Medicaid access
  - Uses PSYCKES Consent Module to attest that consumer has granted consent to access Protected Health Information (PHI), or that PHI may be disclosed due to an emergency

# Select Access Type

SMS: Edit User

Show units and sites not assigned to the PCS Submitter group:

**Psyckes Medicaid [PSYCKES MEDICAID]**

Authentication: Token

Groups:

Group Name
<input checked="" type="checkbox"/> PsyckesMedicaid
<input type="checkbox"/> PsyckesMedicaid Registrar

Provider ID's:

Provider ID

# Update and Return to User List

The screenshot displays the 'SMS: Edit User' interface in Internet Explorer. The browser address bar shows the URL <https://sms.qa.omh.state.ny.us/User.aspx>. The page header includes the 'omh' logo, 'Security Management System [SMS]', and the user 'Kate M. Sherman'. The main content area is titled 'Edit User' and contains a form with the following fields:

- User ID: ISTCKQS
- Name: \* First Name: Kate, M.I.: M, \* Last Name: Sherman
- Title: Program Manager
- Email: kate.sherman@omh.state.ny.us
- Work Phone #: (212) 543-6180
- Agency: OMH Central Office
- SecurID Token: Not assigned
- Last Updated By: Kate M. Sherman on 12/20/2010 05:21:32 PM

Below the form is a navigation bar with buttons: 'New User', 'Update', 'Deactivate', 'Reset Password', and 'Users'. Two red arrows point from the 'Update' and 'Users' buttons to the 'Last Updated By' field. Below the navigation bar is a list of roles with checkboxes:

- Administrator
- County - Admin: Has all the County User functionality and can edit the county DMH's Facility maintenance page and update the facility record
- County - User: Has the same functionality as a Provider User for each facility in the county
- Field Office - Admin
- Field Office - User
- Provider - Admin: Has all the Provider User functionality and can edit the facility maintenance page and update the facility record

The Windows taskbar at the bottom shows the Start button, several open windows, and the system clock at 4:46 PM on December 21, 2010.

# Token Activation

- Tokens are sent to Security Manager, who activates them for all users before distributing them to users.
- Users then log onto PSYCKES and establish Personal Identification Numbers (PIN) to be used in conjunction with token number.

**TRAINING  
TECHNICAL ASSISTANCE  
RESOURCES**

# Training and Technical Assistance

- Ongoing Webinars
  - Implementation and Access to PSYCKES
  - Using PSYCKES to support Clinical Review and Care Coordination
    - Reports and functions available in PSYCKES
    - Clinical summaries, quality indicator reports
    - Levels of accessing data and the Consent Module

# Training and Technical Assistance

- PSYCKES WEBSITE
  - SMS Reference Guide
  - PSYCKES Users' Guide
  - Frequently Asked Questions
  - Recorded Webinars
  
- [www.psyckes.org](http://www.psyckes.org)

# PSYCKES Website

**PSYCKES MEDICAID**

**Behavioral Health Inpatient Providers**

Log Into PSYCKES

Introduction Implementation **Using PSYCKES**

About PSYCKES  
Calendar  
News  
Quality Concerns  
Initiatives  
Freestanding Clinics  
Hospital Clinics  
Other Initiatives  
Resources  
QI Teams  
Clinicians  
Inpatient Providers  
Consumers/Families  
FAQ's  
A to Z Site Map  
Contact Us

## Behavioral Health Inpatient Providers

### Overview of Project

The New York State Office of Mental Health is pleased to offer behavioral health inpatient providers access to Psychiatric Services and Clinical Knowledge Enhancement System (PSYCKES). PSYCKES is a web-based portfolio of tools designed to support quality improvement and clinical decision-making in the New York State Medicaid population. Providers can use PSYCKES data for clinical evaluation, treatment planning, coordination of care, and quality improvement. Providers with PSYCKES access have a common platform for viewing the information that is available to Behavioral Health Organizations (BHOs).

### News

- The PSYCKES team has developed a series of [webinars](#) to support PSYCKES implementation in hospitals. Please see the [Calendar](#) to register.

### Calendar

Date	Time	Title
Thursday, Nov. 17, 2011	11:00 am to 12:00 pm	<a href="#">Introduction to PSYCKES for Behavioral Health Inpatient Providers</a>

# PSYCKES Website



## Behavioral Health Inpatient Providers

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[Initiatives](#)

[Freestanding Clinics](#)

[Hospital Clinics](#)

[Other Initiatives](#)

[Resources](#)

[QI Teams](#)

[Clinicians](#)

[Inpatient Providers](#)

[Consumers/Families](#)

[FAQ's](#)

[A to Z Site Map](#)

[Contact Us](#)

### Using PSYCKES

The Psychiatric Services and Clinical Knowledge Enhancement System (PSYCKES) is a web-based portfolio of tools designed to support quality improvement and clinical decision-making in the New York State (NYS) Medicaid population. PSYCKES uses administrative data from the Medicaid claims database to generate information about quality indicators and to summarize treatment histories. This administrative data is collected when providers bill Medicaid for services, and no data entry by providers is required.

PSYCKES can be used to track performance on quality indicators, manage quality improvement projects, and obtain client-level information for use in clinical decision-making. PSYCKES is compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Quality reports in PSYCKES are updated monthly, and clinical information is updated weekly.

[Access to PSYCKES](#) is managed internally in the agency or hospital through the Office of Mental Health (OMH) on-line Security Management System (SMS). The [SMS/Security Management System Reference Manual](#) provides information about accessing and using SMS.

The [PSYCKES User's Guide](#) (📎 5,717KB) is a training and reference resource for all users. Users can also learn about using PSYCKES by viewing a live Using PSYCKES Webinar which is offered monthly (see [calendar](#)) or by watching a recorded version of the [Using PSYCKES Webinar](#) which is available to view anytime.

[Brief Instructions for Using PSYCKES in Clinical/Emergency Settings](#) (📎 90KB) is a concise and user-friendly guide developed to meet the needs of clinicians using PSYCKES. It provides step-by-step instructions for documenting client consent or emergency status and accessing the Clinical Summary.

Technical support for users of the PSYCKES application is provided by [PSYCKES-Help](#).

# Contact Information

- OMH Help Desk  
800-HELP-NYS (800-435-7697)
  - SMS support
  
- PSYCKES-Help
  - PSYCKES Application
  
- Contact Us Page – PSYCKES Website

Your Questions?