Using PSYCKES Quality Indicator Reports

We will begin shortly

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Jeremy Herring
PSYCKES Implementation Team
March 26th, 2020

Q&A via WebEx

- All phone lines are muted
- Access "Q&A" box in WebEx menu at the right of your screen; if you expanded the view of the webinar to full screen, hover cursor over green bar at top of screen to see menu
- Type questions using the "Q&A" feature
  - Submit to "all panelists" (default)
  - Please do not use Chat function for Q&A
- Note: slides will be emailed to attendees after the webinar

Overview

- ▪ What is PSYCKES?

- ▪ Quality Indicators "Flags"

- ▪ Demonstration using "High Utilization" Indicator

  – My QI Report

  – Recipient Search

  – Clinical Summary

- ▪ PSYCKES Training and Technical Assistance

- ▪ Question & Answer

What is PSYCKES?

- A secure, HIPAA-compliant web-based platform for sharing Medicaid claims and encounter data and other state administrative data

- Designed to support data-driven clinical decision-making and quality improvement

- Ongoing data updates

NEW YORK STATE OF OPPORTUNITY. | Office of Mental Health

Who is Viewable in PSYCKES?

- Over 7 million NYS Medicaid enrollees (currently or previously enrolled)

  – Fee for service claims

  – Managed care encounter data

  – Dual-eligible (Medicare/Medicaid): Medicaid data only

- Behavioral Health Population, i.e., at least one of the following:

  – Psychiatric or substance use service,

  – Psychiatric or substance use diagnosis, OR

  – Psychotropic medication

- Provides all data – general medical, behavioral health, residential

What Data is Available in PSYCKES?

- Clinical Summary provides up to 5 years of data, updated weekly

- All Medicaid FFS claims and Managed Care encounter data, across treatment settings

  - Medications, medical and behavioral health outpatient and inpatient services, ER, care coordination, residential, etc.

  - Time lag varies from weeks to months, depending on how quickly providers bill and Managed Care plans submit to DOH

- "Real time" (0-7 day lag) data sources currently in PSYCKES:

  - Health Home enrollment and CM provider information (DOH MAPP)

  - Managed Care Plan & HARP status (MC Enrollment Table)

  - State Psychiatric Center EMR

  - ACT provider and contact information (OMH CAIRS)

  - AOT provider and contact information (OMH TACT)

  - Suicide attempt incidents (OMH NIMRS)

Quality Indicators "Flags"

- PSYCKES identifies clients flagged for quality concern in order to inform the treating provider and to support clinical review and quality improvement

- When a client has a quality flag, the provider is allowed access to that individual's Clinical Summary

- My QI Report provides prevalence information at the program, agency, MC plan, region, and state levels

- Examples of current quality flags include:
  - Medication-Related, e.g., Polypharmacy, Low Adherence
  - Acute Care Utilization, e.g., High utilization, Readmission
  - General Medical, e.g., No Diabetes Screening on AP, No Outpatient Medical Visit > 1 year
  - HARP-Enrolled, Not Health Home Enrolled & HARP, Not Assessed

QI Flag: High Utilization

PSYCKES Quality Indicator: High Utilization Inpt/ER

Clients of all ages who had two or more ER visits or inpatient stays in the past 12 months for any cause, or for specific cause in selected sub-indicator

- 2+ ER – BH (Behavioral Health)
- 2+ ER – Medical
- 2+ ER – MH (Mental Health)
- 2+ Inpatient – BH
- 2+ Inpatient – Medical
- 2+ Inpatient – MH
- 4+ Inpatient/ER – MH
- Clozapine Candidate with 4+ Inpatient/ER - MH
- 2+ Inpatient / 2+ ER - Summary

PSYCKES Quality Indicator: High Utilization Inpt/ER

- My QI Report

  - Updated Monthly

  - Eligible Population (Denominator) is clients served

  - Number with QI Flag (Numerator) is clients who had 2 or more inpatient or ER visits in past 12 months, as of report date

  - Compare prevalence rates for provider agency, region, state

  - Drill down into list of recipients who meet criteria for flag

  - Filter report by: Program Type, MC Plan, Age

- Recipient Search

  - Updated Monthly

  - Identify number of clients who meet criteria for HU flag and view list

  - Choose from wide variety of other report filters

- Reports can be exported to Excel and PDF

My QI Report

My QI Report

MAIN STREET MENTAL HEALTH CENTER ⓘ
Quality Indicator Overview As Of 11/01/2018
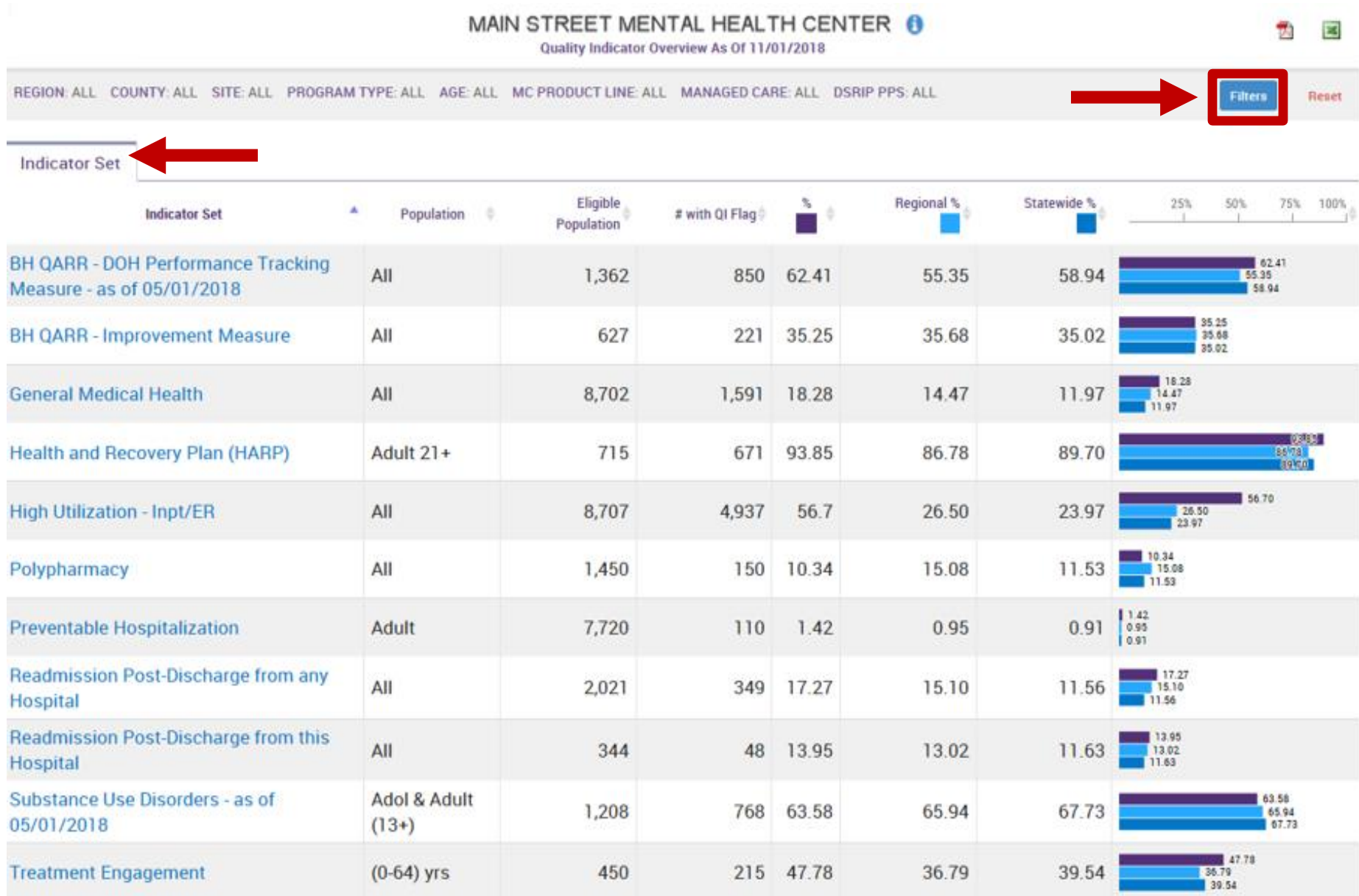
REGION: ALL   COUNTY: ALL   SITE: ALL   PROGRAM TYPE: ALL   AGE: ALL   MC PRODUCT LINE: ALL   MANAGED CARE: ALL   DSRIP PPS: ALL   **Filters**   Reset

Indicator Set

Indicator Set ▲	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %	25% 50% 75% 100%
BH QARR - DOH Performance Tracking Measure - as of 05/01/2018	All	1,362	850	62.41	55.35	58.94	62.41 / 55.35 / 58.94
BH QARR - Improvement Measure	All	627	221	35.25	35.68	35.02	35.25 / 35.68 / 35.02
General Medical Health	All	8,702	1,591	18.28	14.47	11.97	18.28 / 14.47 / 11.97
Health and Recovery Plan (HARP)	Adult 21+	715	671	93.85	86.78	89.70	93.85 / 86.78 / 89.70
High Utilization - Inpt/ER	All	8,707	4,937	56.7	26.50	23.97	56.70 / 26.50 / 23.97
Polypharmacy	All	1,450	150	10.34	15.08	11.53	10.34 / 15.08 / 11.53
Preventable Hospitalization	Adult	7,720	110	1.42	0.95	0.91	1.42 / 0.95 / 0.91
Readmission Post-Discharge from any Hospital	All	2,021	349	17.27	15.10	11.56	17.27 / 15.10 / 11.56
Readmission Post-Discharge from this Hospital	All	344	48	13.95	13.02	11.63	13.95 / 13.02 / 11.63
Substance Use Disorders - as of 05/01/2018	Adol & Adult (13+)	1,208	768	63.58	65.94	67.73	63.58 / 65.94 / 67.73
Treatment Engagement	(0-64) yrs	450	215	47.78	36.79	39.54	47.78 / 36.79 / 39.54

My QI Report: Filter by Program Type

MAIN STREET MENTAL HEALTH CENTER ℹ

Quality Indicator Overview As Of 11/01/2018

REGION: ALL   COUNTY: ALL   SITE: ALL   PROGRAM TYPE: ALL   AGE: ALL   MC PRODUCT LINE: ALL   MANAGED CARE: ALL   DSRIP PPS: ALL   **Filters**   Reset

Indicator Set

Indicator Set ▲	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %	25% 50% 75% 100%
BH QARR - DOH Performance Tracking Measure - as of 05/01/2018	All	1,362	850	62.41	55.35	58.94	62.41 / 55.35 / 58.94
BH QARR - Improvement Measure	All	627	221	35.25	35.68	35.02	35.25 / 35.68 / 35.02
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Health and Recovery Plan (HARP)	Adult 21+	715	671	93.85	86.78	89.70	93.85 / 86.78 / 89.70
High Utilization - Inpt/ER	All	8,707	4,937	56.7	26.50	23.97	56.70 / 26.50 / 23.97
Polypharmacy	All	1,450	150	10.34	15.08	11.53	10.34 / 15.08 / 11.53
Preventable Hospitalization	Adult	7,720	110	1.42	0.95	0.91	1.42 / 0.95 / 0.91
Readmission Post-Discharge from any Hospital	All	2,021	349	17.27	15.10	11.56	17.27 / 15.10 / 11.56
Readmission Post-Discharge from this Hospital	All	344	48	13.95	13.02	11.63	13.95 / 13.02 / 11.63
Substance Use Disorders - as of 05/01/2018	Adol & Adult (13+)	1,208	768	63.58	65.94	67.73	63.58 / 65.94 / 67.73
Treatment Engagement	(0-64) yrs	450	215	47.78	36.79	39.54	47.78 / 36.79 / 39.54

My QI Report: Filter by Program Type

My QI Report: Drill into Indicator Set

MAIN STREET MENTAL HEALTH CENTER ⓘ

Quality Indicator Overview As Of 11/01/2018

PROGRAM TYPE: CLINIC MH - ALL

[Filters] [Reset]

Indicator Set ⬅

Indicator Set ▲	Population ⇕	Eligible Population ⇕	# with QI Flag ⇕	% ⬛ ⇕	Regional % 🟦 ⬆	Statewide % 🟦 ⬆	25% 50% 75% 100%
BH QARR - DOH Performance Tracking Measure - as of 05/01/2018	All	10	5	50	50.21	52.25	50.00 / 50.21 / 52.25
BH QARR - Improvement Measure	All	11	5	45.45	36.47	36.90	45.45 / 36.47 / 36.90
General Medical Health	All	86	11	12.79	18.43	16.35	12.79 / 18.43 / 16.35
Health and Recovery Plan (HARP)	Adult 21+	6	5	83.33	84.19	86.72	83.33 / 84.19 / 86.72
High Utilization - Inpt/ER ⬅	All	86	42	48.84	25.13	24.82	48.84 / 25.13 / 24.82
Polypharmacy	All	27	3	11.11	18.11	15.73	11.11 / 18.11 / 15.73
Preventable Hospitalization	Adult	86	3	3.49	0.76	0.82	3.49 / 0.76 / 0.82
Readmission Post-Discharge from any Hospital	All	28	1	3.57	14.81	14.35	3.57 / 14.81 / 14.35
Readmission Post-Discharge from this Hospital	All	3	0	0	15.83	14.25	0.00 / 15.83 / 14.25
Substance Use Disorders - as of 05/01/2018	Adol & Adult (13+)	8	2	25	69.91	65.94	25.00 / 69.91 / 65.94
Treatment Engagement	(0-64) yrs	9	3	33.33	34.46	38.56	33.33 / 34.46

High Utilization - Inpatient/ER

MAIN STREET MENTAL HEALTH CENTER

Quality Indicator Overview As Of **11/01/2018**

PDF Excel

PROGRAM TYPE: CLINIC MH - ALL

Filters Reset

Indicator Set: High Utilization - Inpt/ER

Indicator Set   Indicator

Indicator	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %	25% 50% 75% 100%
2+ ER - BH	All	86	4	4.65	4.86	4.02	4.65 / 4.86 / 4.02
2+ ER - Medical	All	86	37	43.02	19.98	20.32	43.02 / 19.98 / 20.32
2+ ER - MH	All	86	3	3.49	3.71	3.10	3.49 / 3.71 / 3.10
2+ Inpatient - BH	All	86	3	3.49	4.37	3.16	3.49 / 4.37 / 3.16
2+ Inpatient - Medical	All	86	6	6.98	2.75	2.94	6.98 / 2.75 / 2.94
2+ Inpatient - MH			2	2.33	2.62	1.70	2.33 / 2.62 / 1.70
4+ Inpatient/ER - MH			2	2.33	2.19	1.59	2.33 / 2.19 / 1.59
Clozapine Candidate with 4+ Inpatient/ER - MH	All	1	1	100	86.15	91.46	100/100 / 86.15 / 91.46
2+ Inpatient / 2+ ER - Summary	All	86	42	48.84	25.13	24.82	48.84 / 25.13 / 24.82

Select indicator to generate report of flagged clients

List of Clients who Meet Criteria: Export to Excel

MAIN STREET MENTAL HEALTH CENTER ⓘ

Quality Indicator Overview As Of **11/01/2018**

PDF   Excel

PROGRAM TYPE: CLINIC MH - ALL

Filters   Reset

Indicator Set: High Utilization - Inpt/ER Indicator: 2+ Inpatient / 2+ ER - Summary

Indicator Set	Indicator	Site	MCO	Attending	Recipients	New QI Flag	Dropped QI Flag

Report can be exported to PDF or Excel

Recipient ▲	Medicaid ID	DOB	Quality Flags	Medications (BH; excludes enhanced PHI)	Most Recent BH Outpatient Attending	Clinical Summary Last Viewed
Aaahcfg Dedddhc	Adbafee Daebfea	12/31/9999	2+ ER-Medical		None Identified	No
Aacjjce Fecdeab	Ddhcaff Diffcif	12/31/9999	2+ ER-Medical, HARP No Assessment for HCBS	CARBAMAZEPINE	None Identified	No
Abaeacc Befdaec	Dbfda Gaced		edical, Adher-	BUPROPION HCL, HYDROXYZINE HCL, RISPERIDONE, SERTRALINE HCL, TRAZODONE HCL	None Identified	No
Abaeacc Befdaec	Bcdbebn Fibbcee	12/31/9999	2+ ER-Medical		None Identified	No
Abafabj Hbbecdd	Ccjeaeg Bfefchf	12/31/9999	2+ ER-Medical		None Identified	No
Abefjgi Cagfajf	Degcbcg Cadgiba	12/31/9999	2+ Inpt-Medical, Readmit 30d - Medical	METOPROLOL SUCCINATE, SERTRALINE HCL, TRAZODONE HCL	None Identified	No

Click on a client name to review Clinical Summary

New QI Flag & Dropped QI Flag Tabs

MAIN STREET MENTAL HEALTH CENTER ⓘ

Quality Indicator Overview As Of **11/01/2018**

PDF   Excel

PROGRAM TYPE: CLINIC MH - ALL

Filters   Reset

Indicator Set: High Utilization - Inpt/ER   Indicator: 2+ Inpatient / 2+ ER - Summary

Show new/dropped for last: ● 1 Month   ○ 3 Months

Indicator Set	Indicator	Site	MCO	Attending	Recipients	New QI Flag	Dropped QI Flag		

Recipient ▲	Medicaid ID	DOB	Current Quality Flags	New Quality Flags	Medications (BH; excludes enhanced PHI)	Most Recent BH Outpatient Attending
Aaahcfg Dedddhc	Adbafee Daebfea	12/31/9999	2+ ER-Medical	2+ ER-Medical		...fied
Abaeacc Befdaec	Dbfdaib Gacecdc	12/31/9999	2+ ER-Medical, Adher-MS	2+ ER-Medical	RISPERIDONE, SERTRALINE HCL, TRAZODONE HCL	None Identified
Abefjgi Cagfajf	Degcbcg Cadgiba	12/31/9999	2+ Inpt-Medical, Readmit 30d - Medical to Medical	2+ Inpt-Medical, Readmit 30d - Medical to All Cause, Readmit 30d - Medical to Medical	METOPROLOL SUCCINATE, SERTRALINE HCL, TRAZODONE HCL	None Identified
Bbcgeaa ...	Dhhchda ...	12/31/9999	2+ Inpt-Medical, Readmit 30d - ...	2+ Inpt-Medical, Readmit 30d - Medical to All ...	BUSPIRONE HCL	None Identified

Identify clients who are new to your list or dropped from your list since last QI report refresh

HH/CM Sites Tab for Health Homes & CMAs

MAIN STREET MENTAL HEALTH CENTER ⓘ

Quality Indicator Overview As Of **11/01/2018**

PDF   Excel

REGION: ALL   COUNTY: ALL   SITE: ALL   PROGRAM TYPE: ALL   AGE: ALL   MC PRODUCT LINE: ALL   MANAGED CARE:ALL   DSRIP PPS:ALL

Filters   Reset

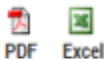**Indicator Set:** High Utilization - Inpt/ER   **Indicator:** 2+ Inpatient / 2+ ER - Summary

| Indicator Set | Indicator | Site | **HH/CM Site(s)** | MCO | Attending | Recipients | New QI Flag | Dropped QI Flag |

Site Name (Source: DOH)	Site Address	Program Type (Enrollment Status) ▼	Eligible Population	# with QI Flag	%
QUEENS COORDINATED CARE PARTNERS LL	60 MADISON AVE FL 5	Health Home - Enrolled (Source: DOH)	6,026	1,759	29.19
COMMUNITY CARE MANAGEMENT PARTNERS	1250 BROADWAY FL 22	Health Home - Enrolled (Source: DOH)	5,889	1,727	29.33
COMMUNITY HLTHCARE NETWORK AI	60 MADISON AVE FL 5	Health Home - Enrolled (Source: DOH)	5,570	1,636	29.37
HOUSING WORKS INC AI		Care Management - Enrolled (Source: DOH)	172	59	34.30
COMMUNITY HEALTH ACTION OF SI		Care Management - Enrolled (Source: DOH)	14	5	35.71
		Care Management -			

Select HH or CMA to view list of clients in that program who meet criteria for the indicator

HH/CM's Recipients

MAIN STREET MENTAL HEALTH CENTER ⓘ

Quality Indicator Overview As Of **11/01/2018**

PDF | Excel

REGION: ALL   COUNTY: ALL   SITE: ALL   PROGRAM TYPE: ALL   AGE: ALL   MC PRODUCT LINE: ALL   MANAGED CARE:ALL   DSRIP PPS:ALL   Filters   Reset

Indicator Set: High Utilization - Inpt/ER   **Indicator:** 2+ Inpatient / 2+ ER - Summary

| Indicator Set | Indicator | Site | HH/CM Site(s) | HH/CM's Recipient(s) | MCO | Attending | Recipients | New QI Flag | Dropped QI Flag |

Recipient ▲	Medicaid ID	DOB	Quality Flags	Attending	Site Address	Program Type
Aaihdbf Ajcdjde	Iadfaih Jffgheh	12/31/9999	2+ ER-BH, 2+ ER-Medical	MBAIDJOL MOROMBAYE KABRA	57 WILLOUGHBY ST STE 2	Care Management - Enrolled (Source: DOH)
Acgcjae Jcffdfb	Hjbafdd Hhdcfid	12/31/9999	2+ ER-Medical	SHRIER ERIC MAURICE	57 WILLOUGHBY ST STE 2	Care Management - Enrolled (Source: DOH)
Adcafed Eecbecb	Agdbcac Diahaff	12/31/9999	2+ Inpt-Medical	YOE LINUS MYINT LWIN	57 WILLOUGHBY ST STE 2	Care Management - Enrolled (Source: DOH)
	Biafecq			GROSSMAN EVAN	57 WILLOUGHBY ST STE 2	Care Management

Understanding My QI Report

- Attributing clients to agency QI reports:

  – Clients linked to provider agency if served by agency in the past 9 months

  – This rule is used to automatically link clients to providers so that current clients are included in the report each month

- Period of observation for the quality indicator:

  – Assessed by a measure, varies for each measure

  – For example, the period of observation for the High Utilization quality indicator is 12 months

- Trending over time:

  – The PSYCKES team is working to add trending reports to My QI Report to show the prevalence rates of quality flags by provider over time

Recipient Search

Recipient Search: Search for Clients Flagged for High Utilization

1. Select "Recipient Search" from Navigation Bar

2. Select one of the High Utilization flags (2+ or 4+ Inpatient or ER) from "Quality Flag" filter box

3. Choose from other filter options, if desired

4. Consider expanding "Limit results to" option in order to see more than 50 names in results page

5. Click Search

Select "2+" or "4+" High Utilization flag and click "Search"

My QI Report	Statewide Reports	**Recipient Search**	Provider Search	Registrar ▾	Usage Reports ▾	Utilization Reports

Recipient Search

Limit results to [50 ▼]

Recipient Identifiers

Medicaid ID	SSN	First Name	Last Name	DOB
AB00000A	000-00-0000			MM/D

Characteristics as of 01/28/2019

Age Range [ ] To [ ]

Gender [▼]

HARP Status [▼]

AOT Status [▼]

High Need Population [▼]

Population [▼]

Managed Care [▼]

MC Product Line [▼]

DSRIP PPS [▼]

Medicaid Restrictions [▼]

Alerts & Incidents [▼]

Quality Flag as of 11/01/2018

General Medical Health Summary
Preventable Hosp Asthma
Preventable Hosp Dehydration
Preventable Hosp Diabetes
Preventable Hosp Summary
POP : High User
POP : Potential Clozapine Candidate
2+ ER - BH
2+ ER - MH
2+ ER - Medical
2+ Inpatient - BH
2+ Inpatient - MH
2+ Inpatient - Medical
2+ Inpatient / 2+ ER - Summary
4+ Inpatient/ER - MH
4+ Inpatient/ER - BH
4+ Inpatient/ER - Med
Clozapine Candidate with 4+ Inpatient/ER - MH
Readmission (30d) from any Hosp: MH to MH

⧉ Definitions

Services: Specific Provider as of 11/01/2018

County [ ]

[▼] Num

il: Selected

┼─Outpatient - Medical
┼─Outpatient - Medical Specialty

Select other filter options and click "Search"

Characteristics as of 01/28/2019

Age Range		To
Gender		▾
HARP Status		▾
AOT Status		▾
High Need Population		▾
Population		▾
Managed Care		▾
MC Product Line		▾
DSRIP PPS		▾
Medicaid Restrictions		▾
Alerts & Incidents		▾

Quality Flag as of 11/01/2018

General Medical Health Summary
Preventable Hosp Asthma
Preventable Hosp Dehydration
Preventable Hosp Diabetes
Preventable Hosp Summary
POP : High User
POP : Potential Clozapine Candidate
2+ ER - BH
2+ ER - MH
2+ ER - Medical
2+ Inpatient - BH
2+ Inpatient - MH
2+ Inpatient - Medical
2+ Inpatient / 2+ ER - Summary
4+ Inpatient/ER - MH
4+ Inpatient/ER - BH
4+ Inpatient/ER - Med
Clozapine Candidate with 4+ Inpatient/ER - MH
Readmission (30d) from any Hosp: MH to MH

🗇 Definitions

Services: Specific Provider as of 11/01/2018   Past 1 Year ▾

	County	▾
		▾
	▾ Number of Visits	▾

il: Selected

─Outpatient - Medical
─Outpatient - Medical Specialty

Medication & Diagnosis as of 11/01/2018   Past 1 Year ▾

Prescriber Last Name	
Drug Name	☐ Active Drug

Psychotropic Drug Class*
- ADHD Med
- Antidepressant
- Antipsychotic
- Antipsychotic - Long Acting Injectabl

Non-Psychotropic Drug Class*
- Analgesics and Anesthetics
- Anti-Infective Agents
- Anti-Obesity Agents
- Antidiabetic

Diagnosis	
Diagnosis given	1+ ▾ ● Primary Only ○ Primary/Secondary

BH Diagnosis
- ─Anxiety Disorders
- ─Bipolar and Related Disorders
- ─Depressive Disorders
- ─Disruptive, Impulse-Control, and C

Medical Diagnosis
- ─Certain conditions originating in the perina
- ─Certain infectious and parasitic diseases
- ─Congenital malformations, deformations a
- ─Diseases of the blood and blood-forming c

Services by Any Provider as of 11/01/2018   Past 1 Year ▾

Provider			
Region		County	▾
Service Utilization		▾ Number of Visits	▾

Service Setting:
- ─Care Coordination
- ─Foster Care
- ─Inpatient - ER
- ─Living Support/Residential
- ─Other
- ─Outpatient - DD
- ─Outpatient - Medical
- ─Outpatient - Medical Specialty
- ─Outpatient - MH
- ─Outpatient - SU
- ─Outpatient - Unspecified
- ─Practitioner - BH

Service Detail: Selected

─ Recipient Related data is refreshed weekly and all other sections are refreshed monthly.
─ Search uses "OR" criteria within a list and "AND" criteria between lists.

Limit results to 50 ▾   **Search**   Reset

Search Results: Click on name to view Clinical Summary

< Modify Search

10 Recipients Found

PDF   Excel

	Quality Indicator	4+ Inpatient/ER - MH
AND	[Provider Specific] Provider Name	Main Street Mental Health Center

Search results can be exported to PDF or Excel.

Review recipients in results carefully before accessing Clinical Summary.

Maximum Number of Rows Displayed: 50

Name	Medicaid ID	DOB	Gender	Quality Flags	Managed Care Plan	Current PHI Access
SVJJWaFSUbJZ SazTRQ	WaIoMDMrNqM	MDElM92lMTasMA	TQ LQ NTa	2+ ER-BH, 2+ ER-MH, 2+ ER-Medical, 2+ Inpt-BH, 2+ Inpt-MH, 4+ Inpt/ER-BH, 4+ Inpt/ER-MH, Cloz Candidate, HARP No Assessment for HCBS, No Gluc/HbA1c & LDL-C - AP, No LDL-C - AP, No MAT Utilization - OUD, No OUD MAT Initiation - 30d, No Rehab f/u 14d, Readmit 30d - BH to BH	Healthfirst PHSP, Inc.	All Data - Consent
SEFSVaVZUEFSSrM VEzOSUNIRUnMRQ	UqEmNDAmNb2	MTAlMTAlMTaxMO	R6 LQ M92	2+ ER-BH, 2+ ER-MH, 2+ Inpt-BH, 2+ Inpt-MH, 4+ Inpt/ER-BH, 4+ Inpt/ER-MH, Adher-AP, Adher-MS, BH QARR - DOH, Cloz Candidate, HARP No Assessment for HCBS, No Gluc/HbA1c & LDL-C - AP, No LDL-C - AP, POP High User, POP Potential Cloz Candidate	Healthfirst PHSP, Inc.	Quality Flag
UEVSRVe QUvHRUm	VFAtxNDEpMal	MDalM9QlMTavM6	TQ LQ M9Y	2+ ER-BH, 2+ ER-MH, 2+ ER-Medical, 4+ Inpt/ER-BH, 4+ Inpt/ER-MH, 4+ Inpt/ER-Med, HARP No Assessment for HCBS, Readmit 30d - Medical to All Cause		Quality Flag
VaFSRqFTUqFOQq7FW6 VabWSUFO	WaMuNpYnNrU	MTIlM9MlMTatNA	R6 LQ NDQ	2+ ER-BH, 2+ ER-MH, 2+ ER-Medical, 2+ Inpt-Medical, 4+ Inpt/ER-BH, 4+ Inpt/ER-MH, 4+ Inpt/ER-Med, No Outpt Medical		All Data - Consent

Click on a recipient name to review Clinical Summary

Clinical Summary

Clinical Summary: Quality Flags

UqNSSUJBLA TabDSqzMQVM
Clinical Summary as of 6/6/2019

‹ Quality Indicator Results

PDF

| Brief Overview | 1 Year Summary | 5 Year Summary |

This report does not contain clinical data with special protection - consent required.

DOB: NCynOCynOT6o (Mp2 Yrs)

Address: M9InMm Um RqVEREVT UrQi UrbSQUNVUqUi Tbai MTMoMD2

Medicaid ID: QV6nOT6pMEE

Managed Care Plan: UnitedHealthcare Community Plan (Mainstream)

Medicare: No

HARP Status: Not Eligible

DSRIP PPS: Central New York Care Collaborative, Inc. PPS

Active Quality Flags · as of monthly QI report 5/1/2019

BH QARR - Improvement Measure

No Metabolic Monitoring (LDL-C) on Antipsychotic

General Medical Health

No Metabolic Monitoring (Gluc/HbA1c and LDL-C) on Antipsychotic

High Risk (Language can be updated)

POP : High User

High Utilization - Inpt/ER

2+ ER - BH · 2+ ER - MH · 2+ ER - Medical · 4+ Inpatient/ER - BH

Diagnoses Past Year

Behavioral Health (6)

5 Most Recent: Unspecified/Other Bipolar · Major Depressive Disorder · PTSD · Other Mental Disorders · Bipolar I ...

5 Most Frequent (# of services): Major Depressive Disorder (13) · PTSD (12) · Unspecified/Other Bipolar (3) · Adjustment Disorder (1) · Other Mental Disorders (1) ...

Medical (20)

5 Most Recent: Encounter for screening for infectious and parasitic diseases · Chronic viral hepatitis · Other and unspecified soft tissue disorders, not elsewhere classified · Problems related to lifestyle · Testicular dysfunction ...

Clinical Summary: Hospital/ER Services

Outpatient Providers Past Year	Last Service Date & Type	
FAMILYCARE MEDICAL GROUP PC	5/22/2019	Physicians Group - Internal Medicine
SYRACUSE ORTHOPEDIC SPECIALISTS PC	3/22/2019	Physicians Group - Surgery
ONONDAGA CASE MGMT SVCS MH	2/4/2019	Clinic - MH Specialty
HUTCHINGS PSYCHIATRIC CENTER	9/20/2018	Clinic - MH Specialty
UNIVERSITY HSP SUNY HLTH SC	8/3/2018	Clinic - Medical Specialty

All Hospital Utilization · 5 Years

ER Visits		# Facilities	Last Facility Visit
14	Behavioral Health	3	ST JOSEPHS HOSPITAL HEALTH CE on 7/30/2018
10	Medical	4	UNIVERSITY HSP SUNY HLTH SC on 6/18/2018

Inpatient Admissions		# Facilities	Last Facility Visit
1	Behavioral Health	1	Last on 5/26/2016

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PSYCKES Training & Technical Assistance

PSYCKES Training

- PSYCKES website: www.psyckes.org

- Webinars
  - Live webinars: Register on PSYCKES Calendar
  - Recorded webinars: Posted on PSYCKES Website
    - Using PSYCKES for Clinicians
    - Enable Access to Client-Level Data in PSYCKES
    - Using PSYCKES Recipient Search
    - PSYCKES Mobile App for iPhones & iPads
    - Access & Implementation

- PSYCKES User's Guides
  - www.psyckes.org > About PSYCKES > Training
  - Each User's Guide explains an individual section of the PSYCKES application

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Helpdesk Support

- PSYCKES Help (PSYCKES support)
  - 9:00AM – 5:00PM, Monday – Friday
  - PSYCKES-help@omh.ny.gov

- ITS Help Desk (Login & SMS support)
  - Provider Partner ITS Helpdesk:
    - 1-800-435-7697; healthhelp@its.ny.gov
  - OMH Employee ITS Helpdesk:
    - 1-844-891-1786; fixit@its.ny.gov

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