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PSYCKES Access and Implementation

We will begin shortly

To hear the webinar, click "Call Me" in the Audio Connection box and enter your phone number - the WebEx system will call your phone

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Kristen McLaughlin
PSYCKES Medical Informatics Team
April 22, 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 top center 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

- PSYCKES-Medicaid Overview
- Best Practices for Implementing PSYCKES
- Obtaining Access to PSYCKES
- Security Management System (SMS)
- Training and Technical Assistance
- Question & Answer

PSYCKES-Medicaid Overview

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What is PSYCKES?

- A web-based platform for sharing…
  - Medicaid claims and encounter data
  - Other state health administrative data
  - Data and documents entered by providers and patients
- Secure, HIPAA-compliant
- Supports:
  - Quality improvement: quality measures, quality flags
  - Clinical decision-making and care coordination: individual client information

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Who is Viewable in PSYCKES?

- Over 8 million NYS Medicaid enrollees (current or past)
  - Fee for service claims
  - Managed care encounter data, all product lines
  - 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 available – general medical, behavioral health, residential, etc.

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, lab, and more!
- Multiple other state health databases (0-7 day lag):
  - State Psychiatric Center EMR
  - Assertive Community Treatment provider contact (OMH CAIRS)
  - Assisted Outpatient Treatment provider contact (OMH TACT)
  - Health Home enrollment & CMA provider (DOH MAPP)
  - Suicide attempt (OMH NIMRS)
  - Managed Care Plan & HARP status (MC Enrollment Table)
  - Safety Plans/Screenings and assessments entered by clients or providers into PSYCKES MyCHOIS

What Types of Reports Are Available?

- Individual client level reports
  - Clinical Summary: Medicaid and State PC treatment history, up to 5 years
- Provider and Managed Care level reports
  - My QI Report: current performance on all quality indicators, drill down to clients involved
  - Recipient Search Reports: run ad hoc reports to identify cohorts of interest
  - PSYCKES Usage Reports: monitor PHI access by staff
  - Utilization Reports: support provider VBP and BHCC data needs
- Statewide Reports
  - Can select a quality indicator an review statewide proportions by region, county, plan, provider, network, PPS, etc.

Quality Indicators "Flags"

- PSYCKES identifies clients flagged for quality concern in order to inform the treating provider, care manager or network 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
- Over 60 quality indicators, such as:
  - No diabetes monitoring for individuals with diabetes and schizophrenia
  - Low medication adherence for individuals with schizophrenia
  - Antidepressant trial of < 12 weeks for individuals with depression
  - High utilization of inpatient/emergency room, Hospital Readmission
  - HARP Enrolled-Not Health Home Enrolled, HARP Enrolled-Not Assessed for HCBS

PSYCKES User Settings

- 12,000+ active PSYCKES users in the following settings:
  - State Psychiatric Centers
  - Freestanding Mental Health Clinics
  - Hospital Inpatient Units, ER/CPEP, and hospital clinics
  - OMH Residential Programs
  - Health Home and Care Management Programs
  - Assertive Community Treatment (ACT)
  - Personalized Recovery Oriented Services (PROS)
  - HCBS
  - Federally Qualified Health Centers
  - OASAS Providers
  - Local Government Units
  - NYC-HHC Correctional Health Services (Rikers)
  - Medicaid Managed Care Organizations
  - State Agencies
  - DSRIP Performing Provider Systems (PPS)
  - Behavioral Health Care Collaboratives (BHCC)

PSYCKES-Medicaid Screens

- Work is organized in the following 8 tabs
  - My QI Report
  - Statewide Reports
  - Provider Search
  - Recipient Search
  - Registrar Menu
  - Usage Reports
  - Utilization Reports
  - MyCHOIS
  - User Settings

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De-identify Settings Log Off

My QI Report | Statewide Reports | Recipient Search | Provider Search | Registrar | Usage Reports | Utilization Reports | MyCHOIS

MAIN STREET CLINIC

Quality Indicator Overview As Of 11/01/2019

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

Indicator Set	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %
BH QARR - DOH Performance Tracking Measure - as of 06/01/2019	All	458	289	63.1	66.09	64.88
BH QARR - Improvement Measure	All	525	230	43.81	35.57	34.11
General Medical Health	All	1,432	461	32.19	13.46	11.73
Health and Recovery Plan (HARP)	Adult 21+	244	174	71.31	80.13	81.06
High Utilization - Inpt/ER	All	1,435	454	31.64	26.70	23.24
Polypharmacy	All	479	138	28.81	12.35	12.36
Preventable Hospitalization	Adult	1,133	9	0.79	0.70	0.87
Readmission Post-Discharge from any Hospital	All	412	64	15.53	11.43	11.29
Readmission Post-Discharge from this Hospital	All	149	16	10.74	10.22	11.34
Substance Use Disorders - as of 06/01/2019	Adol & Adult (13+)	107	91	85.05	67.09	68.59
Treatment Engagement	(0-64) yrs	247	82	33.2	39.80	37.96

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De-identify Settings Log Off

My QI Report | Statewide Reports | Recipient Search | Provider Search | Registrar | Usage Reports | Utilization Reports | MyCHOIS

Statewide Report

As of 05/01/2019

Select an Indicator Set and any other filters:

Indicator Set	High Utilization - Inpt/ER
Indicator Type	2+ Inpatient / 2+ ER - Summary
Region	ALL
County	ALL
Managed Care	ALL
MC Product Line	ALL
Program Type	ALL
DSRIP PPS	ALL
Age Group	ALL

Submit Reset

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De-identify Settings Log Off

My QI Report | Statewide Reports | Recipient Search | Provider Search | Registrar | Usage Reports | Utilization Reports | MyCHOIS

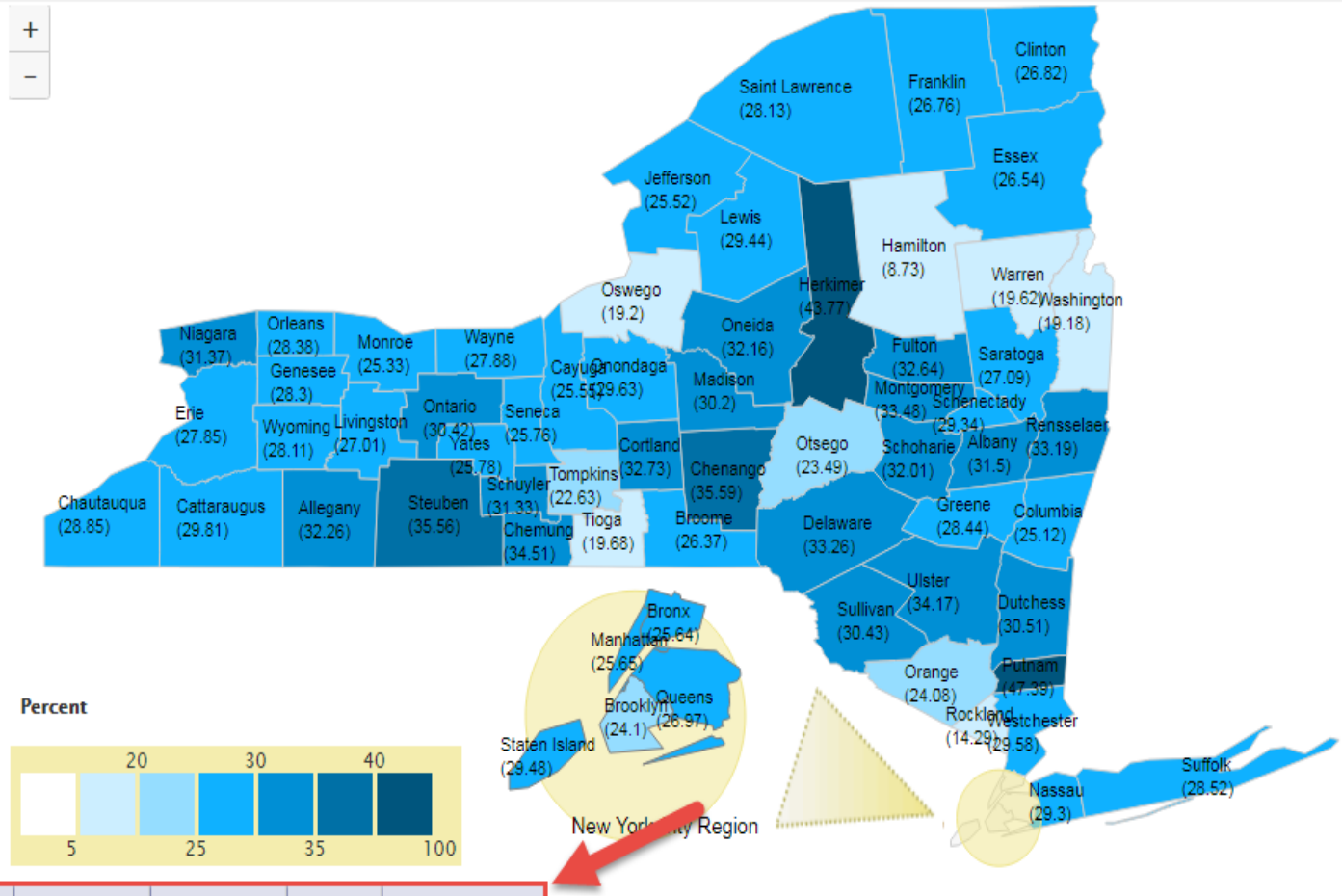
Statewide Report

As of 05/01/2019

PDF Excel

INDICATOR SET: HIGH UTILIZATION - INPT/ER **INDICATOR**: 2+ INPATIENT / 2+ ER - SUMMARY

Filters



Region | County | Network | Provider | Plan | DSRIP PPS

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De-identify | Settings | Log Off

My QI Report | Statewide Reports | Recipient Search | Provider Search | Registrar | Usage Reports | Utilization Reports | MyCHOIS

Recipient Search

Limit results to 50 | Search | Reset

Recipient Identifiers

Search in: Full Database / MAIN STREET CLINIC

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

Characteristics as of 02/19/2020

Age Range To Gender

Population

High Need Population

AOT Status

Alerts & Incidents

Managed Care

MC Product Line

Medicaid Restrictions

DSRIP PPS

Children's Waiver Status

HARP Status

HARP HCBS Assessment Status

HARP HCBS Assessment Results

Quality Flag as of 11/01/2019

Definitions

HARP Enrolled - Not Health Home Enrolled - (updated weekly)
HARP-Enrolled - No Assessment for HCBS - (updated weekly)
Antipsychotic Polypharmacy (2+ >90days) Children
Antipsychotic Two Plus
Antipsychotic Three Plus
Antidepressant Two Plus - SC
Antidepressant Three Plus
Psychotropics Three Plus
Psychotropics Four Plus
Polypharmacy Summary
Discontinuation - Antidepressant <12 weeks (MDE)
Adherence - Mood Stabilizer (Bipolar)
Adherence - Antipsychotic (Schiz)
Treatment Engagement - Summary
No Metabolic Monitoring (Gluc/HbA1c and LDL-C) on Antipsychotic (Child)
No Metabolic Monitoring (Gluc/HbA1c and LDL-C) on Antipsychotic (All)
No Metabolic Monitoring (Gluc/HbA1c) on Antipsychotic
No Metabolic Monitoring (LDL-C) on Antipsychotic
No Diabetes Screening (Gluc/HbA1c) Schiz or Bipolar on Antipsychotic Adults
No Diabetes Monitoring (HbA1C and LDL-C) Diabetes and Schiz Adults

Services: Specific Provider as of 11/01/2019

Past 1 Year

Provider: HUTCHINGS PSYCHIATRIC CENTER

Region | County

Current Access

Service Utilization | Number of Visits

Service Setting:

- Care Coordination
- Inpatient - ER
- Living Support/Residential
- Outpatient - MH
- State Psych Center Services (Source:

Service Detail: Selected

Medication & Diagnosis as of 11/01/2019

Past 1 Year

Prescriber Last Name

Drug Name | Active Drug

Psychotropic Drug Class*

Non-Psychotropic Drug Class*

Services by Any Provider as of 11/01/2019

Past 1 Year

Provider

Region | County

Service Utilization | Number of Visits

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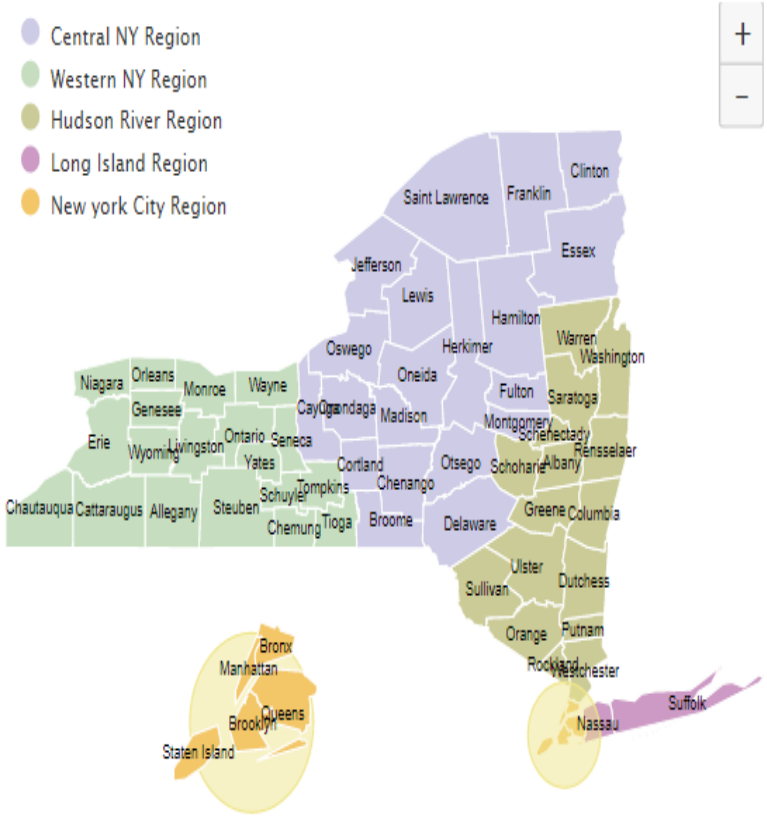
De-identify Settings Log Off

My QI Report | Statewide Reports | Recipient Search | Provider Search | Registrar | Usage Reports | Utilization Reports | MyCHOIS

Search Provider



Pick Region or County

Alphabetical Search

0-9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Manage PHI Access

Enable PHI Access

Print PSYCKES Consent form: English Spanish Other languages

Enable access to client's Clinical Summary by attesting to one or more of the following:

- Client signed the PSYCKES Consent Form
- Client signed the Health Home Patient Information Sharing Consent (DOH 5055, adult)
- Client signed the BHCC Patient Information Sharing Consent for specific BHCC(s)
- Client data is needed due to clinical emergency
- Client is served by/ being transferred to your provider agency

Search & Enable Access ›

Provider Details for Consent form

Use this function to add/edit name(s) and phone number(s) displayed in the consent form before printing.

Add/Edit Details ›

Withdraw Consent

Print Withdrawal of Consent form: English Spanish Other languages

Register client's withdrawal of consent to disable access to client data. Client must sign the PSYCKES withdrawal of Consent form, the DOH Health Home Withdrawal of Consent form, or the BHCC Withdrawal of Consent form.

Note: Under certain circumstances (e.g, client quality flag), your provider agency may still have access to limited client data.

Search & Withdraw Consent ›

Deactivate Attestation of Service

Deactivate an attestation of service that created a manual link between a client and your provider agency.

Note: Clients may still be linked to your provider agency based on Medicaid data.

Search & Deactivate Attestation ›

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De-identify Settings Log Off

My QI Report | Statewide Reports | Recipient Search | Provider Search | Registrar | Usage Reports | Utilization Reports | MyCHOIS

PSYCKES User Activity

Provider: Main Street Mental Health Center

User Status: ALL

Date Range: 08/28/2018 To 08/28/2019

Graph Interval: Quarterly Monthly Weekly

User Details

Role In Organization: ALL

Setting/Program Type: ALL

Licensed Profession: ALL

Non Licensed Professional Discipline/ Training: ALL

Submit Reset

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De-identify | Settings | Log Off

My QI Report | Statewide Reports | Recipient Search | Provider Search | Registrar | Usage Reports | Utilization Reports | MyCHOIS

MAIN STREET MENTAL HEALTH CENTER

PDF Excel

PROVIDER: Main Street Mental Health Center

Filters Reset

Medicaid Managed Care Plan and Product Line | Provider Network | Service Settings and Volume

The distribution of agencies providing services to Main Street Mental Health Center's **current Medicaid clients.**

Provider Name	Total Clients	IP-Medical	IP-SUD	IP-MH	ER/CPEP Medical	ER/CPEP MH	ER/CPEP SUD	OP-Medical	OP-SUD	OP-MH	OP-DD	Health Home	Residential/Living	Pharm	Other Services
Unduplicated Count of Clients	**2,276**	**284**	**146**	**88**	**1,112**	**141**	**109**	**1,948**	**268**	**334**	**9**	**662**	**245**	**1,875**	**2,090**
*MEDS OOS PHYSICIAN & OTHE	1,029	58	3	5	193	9	5	685					84		491
QUEST DIAGNOSTICS INC	555														555
SHIEL HOLDINGS LLC	544														544
NEW YORK-PRESBYTERIAN BROOKLYN METHODIST HOSP	363	55	2	5	186	14	8	197		2			26		92

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De-identify

Settings

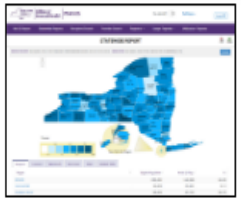
Log Off

My QI Report | Statewide Reports | Recipient Search | Provider Search | Registrar | Usage Reports | Utilization Reports | MyCHOIS

Update My Home Page

Changes will be reflected at next login

My QI Report


Statewide Reports

Recipient Search

Provider Search

MyCHOIS

Manage MyCHOIS Users

Manage PHI Access

Save

Access to Client-Level Data

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Access to Client Data in PSYCKES

Clients are assigned to a provider agency/hospital in one of two ways:

- Automatically: Client had a billed service at the provider facility within the past 9 months or client is enrolled in facility's Health Home/CM program
- Manually:
  - Signed consent
  - Emergency (72 hours)
  - Attest client is served by / being transferred to facility prior to billing and/or signed consent

Access to Client Data

Without Consent

- Certain data provided **without** consent...
  - Positive for any quality concern flagged in PSYCKES
  - At least one billed service anywhere in agency/hospital in past 9 months
- Rationale: monitor quality and safety of Medicaid program
- Does **not** include Protected Health Information (PHI) with special protections
  - Substance use information/treatment
  - HIV
  - Genetic testing
  - Reproductive / family planning

Access to Client Data

With Consent / Clinical Emergency

- Expanded access
  - New clients who have not yet been linked to provider facility through Medicaid billing can be viewed
  - Clients who do not have quality flags can be viewed
  - Includes information with special protections (substance use, HIV, genetic testing, family planning)
- Access to client-level data
  - With consent (3 years)
  - In clinical emergencies (limited duration, 72 hours)

Work Flow of Consent Process

- Staff obtain client's signature on PSYCKES Consent Form OR determine that it is a clinical emergency
  - Have copies of PSYCKES Consent Form available
  - Integrate Consent Form with other paperwork
- Use Recipient Search in PSYCKES to attest to rationale for access to client data
  - Establish an internal process that fits with organization work flow
- Any PSYCKES user at the provider facility can then access client data in PSYCKES
  - Clinical Summary can be printed and made available in chart/EMR
- Other Consent Forms that have PSYCKES language:
  - BHCC Patient Information Sharing Consent
  - DOH Health Home Patient Information Sharing Consent (DOH 5055) for Adults

Best Practices for Implementing PSYCKES

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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 Organizational Access to PSYCKES

- Complete “PSYCKES Access Online Contact Form” via Survey Monkey:

https://www.surveymonkey.com/r/PSYCKES_Access_Contact_Form

- CEO/ED signs PSYCKES Confidentiality Agreement
  - Return agreement to PSYCKES-Help@omh.ny.gov

Establish PSYCKES Workgroup

- Members of the work group might include:
  - Leadership – promotes initiative
  - Medical champion – promotes clinical use
  - PSYCKES point person(s) – oversees project
  - 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
  - Use client-level Clinical Summaries to support clinical reviews, treatment planning, care coordination and discharge planning
  - Use My QI Report to support quality improvement projects
  - Use Recipient Search and Utilization Reports to support population health management

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)
  - Many organizations already have a security manager who uses SMS
  - Security manager is appointed by organization's CEO/ED
  - Will be reviewed in today's webinar

Develop Policies & Procedures

- Develop and document PSYCKES-specific policies and procedures to support PSYCKES use plan
  - Example Policies and Procedures are available
  - Obtain administrative approvals
  - Proposed workflow endorsed by all departments involved
- PSYCKES Forms
  - PSYCKES Consent Form: approved procedures for obtaining consent 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 and ensure they have:
  - Internet access
  - Compatible browsers
  - PDF readers
- Save PSYCKES shortcut on desktop or in favorites
  - Bookmark homepage, not login screen: www.psyckes.org

Train Designated Staff

- Security Manager
  - Security Management System
- PSYCKES Users
  - PSYCKES functionality: Clinical summaries, Registrar Menu, Recipient Search, Quality Indicator (QI) Reports, etc.
- PSYCKES-related workflow and documentation
- Privacy and information security procedures
- Resources available:
  - Training Recommendation Document
  - PSYCKES Train the Trainer Webinar

PSYCKES - Put into Use

- Staff begin using PSYCKES in accordance with the plan established by workgroup
- Have “super users” available on “Go Live” day
- 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 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 Usage Reports are available in the application for monitoring use

PSYCKES Access

Protocol for PSYCKES ACCESS

- Step 1: Complete and return documentation to obtain organizational access to PSYCKES
- Step 2: CNDA for access to 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

Access to PSYCKES

- Access is managed via OMH Security Management System (SMS)
- SMS is at the organization level, used by one or more Security Managers designated by the CEO
- Security Manager uses SMS to grant PSYCKES access to staff
  - Those who have OMH user ID for this facility use same ID
  - Those who have OMH tokens use same one for PSYCKES
  - If needed, tokens are automatically sent from OMH/ITS
- *Every* user gets his/her own User ID and Token

What is SMS?

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

Complete Registration in SMS

- Organizations **already** registered in SMS:
  - 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 SMS self-registration e-mail be sent to CEO/ED
    - CEO/ED forwards email to person appointed to be new/additional Security Manager
  - Able to enroll PSYCKES users when PSYCKES organizational access is granted

Complete Registration in SMS

- Organizations **not** already registered in SMS
  - OMH/ITS e-mails instructions to CEO/ED on how to electronically sign the OMH Confidentiality & Non-Disclosure Agreement (CNDA)
  - CEO follows instructions to sign OMH CNDA
    - Different from the PSYCKES Confidentiality Agreement that was sent to us for organizational access

Confidentiality & Non-Disclosure Agreement

- Legal document defining an organization's responsibilities with regards to information obtained via any and all OMH applications
- Required to ensure that an organization understands its responsibilities regarding access to and use of the data
- Must be signed before access to SMS by security manager

Designate a Security Manager(s)

- Workgroup recommends 1 or more Security Manager (SM)
- OMH/ITS e-mails CEO the self-registration link needed to assign one or more SM (SMS Self-Registration Email)
- CEO forwards email to person(s) who is to become SM
- Staff follow instructions in e-mail for online self-registration process as Security Manager
- OMH sends SM an e-mail with User ID and security token
- SM follows instructions provided with the token to set PIN and login to SMS

Determine 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 enabling access to PHI access using Recipient Search and using Registrar Menu to fill-in and print consent form
- Enrollment information from users is obtained by workgroup and passed on to Security manager
  - New user request form available as a tool for providing information to SM be added as a user

Enroll PSYCKES Users

- For staff who do not have an OMH-issued user ID, Security Manager creates an account in SMS
- Once user account is created, or for staff with existing User IDs, Security Manager selects the "PSYCKES-Medicaid Access" option in their SMS user account

Enroll PSYCKES Users

- Granting new PSYCKES Medicaid access triggers a token request if the staff does not already have one for that facility
- OMH emails the software token to new user
  - User downloads the RSA SecurID Token software to computer (and smartphone if desired)
  - User then imports token into RSA software

Security Management System (SMS)

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Self-Registration in SMS

- Appointed Security Manager registers in SMS using instructions provided by OMH/ITS
- Enter the following in self-registration page:
  - Name and title
  - Email address; mailing address if hard token preferred
  - Phone number
  - Existing OMH User ID for this agency, if any
- Token will be sent if needed

Security Manager Self-Registration

Agency Information:

Agency Name: A-Home

Address: 185 Kisco Avenue, Suite 4

City State Zip: Mount Kisco NY 10549-_____

Security Manager Information:

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.

If you DO NOT have an existing OMH User ID, please leave this box blank.

Existing OMH User ID:

	First Name:	M.I.:	Last Name:
* Name:			

* Date of Birth: * Gender:

* Title:

Mailing Address for SecurID® Tokens:

- (•) Use the Agency Address above as my Mailing Address for SecurID® Tokens
- ( ) Use the following address as my Mailing Address for SecurID® Tokens:

Mailing Address:

P.O. Box:

City State Zip: NY _____-_____

* Work Email:

* Re-enter Work Email:

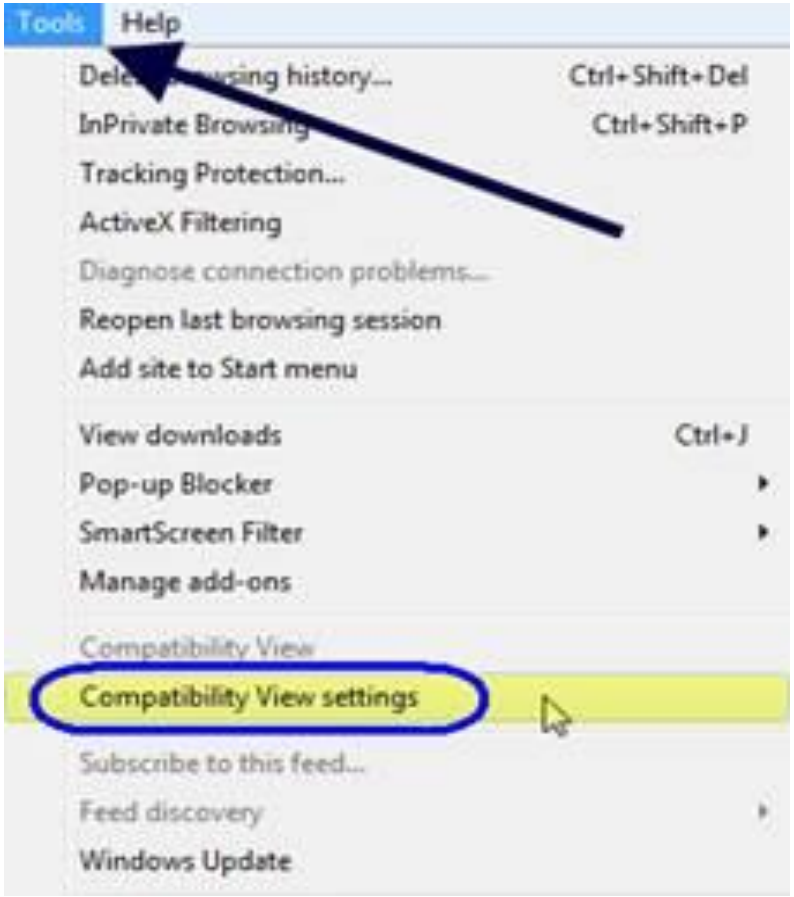
* Work Phone #: (____) ____-_____ Ext.: _____

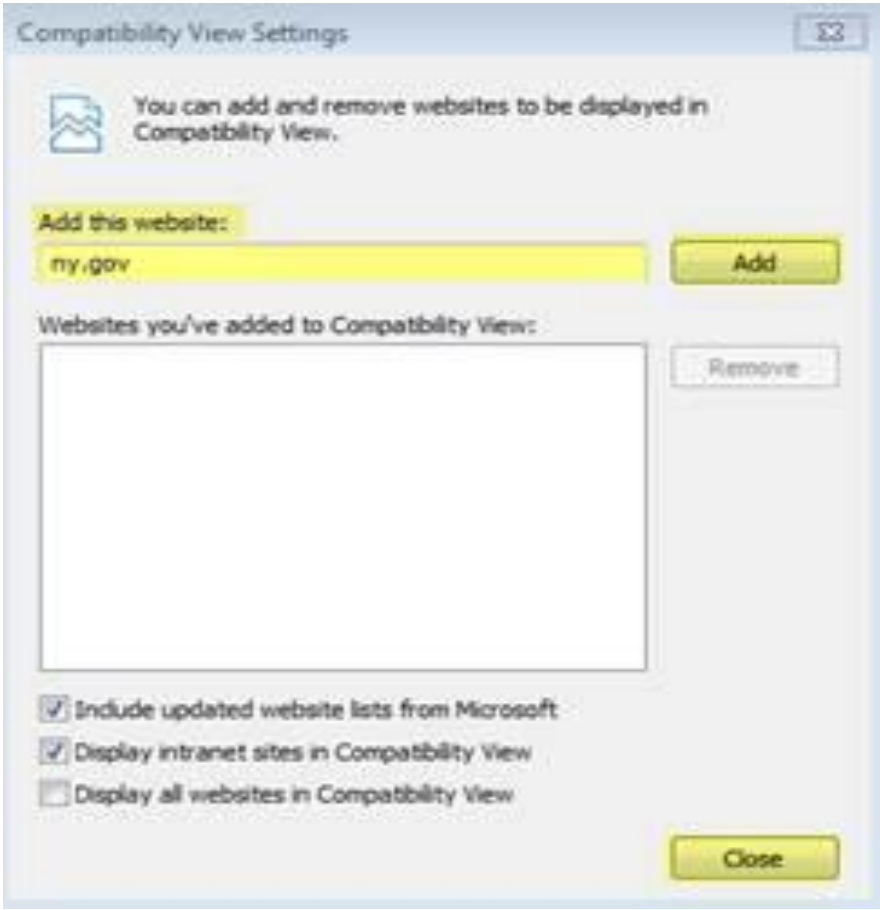
* [ ] I have read and agree to the Confidentiality & Non-Disclosure Agreement

Submit

Tip for SMS: Compatibility View

1. Open your "*Internet Explorer*" browser and select "*Tools*" from the menu bar.
2. Scroll down and select "*Compatibility View settings*."
3. When the "*Compatibility View Settings*" pop up box appears, enter *ny.gov* in the "*Add this website*" field. Click "*Add*" and then "*Close*."

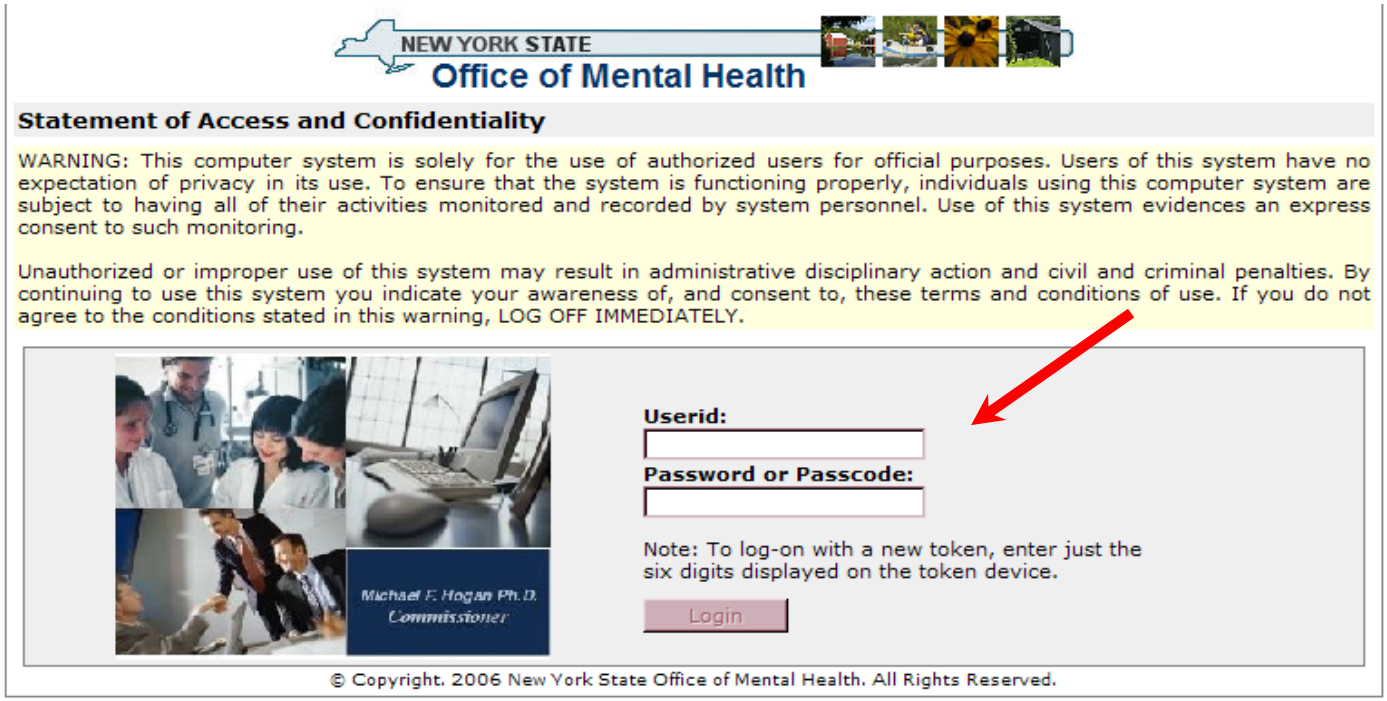




RSA SecurID Token

- Security Token Required
  - “Soft token” (at right)
    - Computer or
    - Smartphone
  - “Hard token” (below)
- PIN set at first log-on

Security Manager Login to SMS



User Page – User List

New York State Office of Mental Health

Wednesday, August 05, 2009

Security Management System [SMS]

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.

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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

New User

Search for Existing User

SMS: Users

Page Tools

Edit 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

Clear Search Criteria | Search

Edit Existing User

Click on pencil icon

SMS: Users

Page Tools

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Show Deactivated User

Show Security Manager

Clear Search Criteria | Search

Edit Existing User

Scroll down to PSYCKES-Medicaid and check box

SMS: Edit User

Statewide - Viewer

System Auditor

Patient Characteristics Survey [PCS]

Authentication: Password or Token

Groups:

	Group Name	
☐	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: Facility/Unit/Site Name

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

Psyckes Medicaid [PSYCKES MEDICAID]

Authentication: Token

Groups:

	Group Name
☑	PsyckesMedicaid QA

Provider ID's: Provider ID

Click “Update”

View Favorites Tools Help

SMS: Edit User

New York State Office of Mental Health

Tuesday, December 21, 2010

Security Management System [SMS]

OMH Central Office

Kate M. Sherman

Go To Help About Logout

Edit User

User Information:

User ID: ISTCKQS

	* First Name:	M.I.:	* Last Name:
Name:	Kate	M	Sherman

Date of Birth: Gender:

Title: Program Manager

Email: kate.sherman@omh.state.ny.us

Work Phone #: (212) 543-6180 Ext.:

Agency: OMH Central Office

SecurID ® Token: Not assigned

Last Updated By: **Kate M. Sherman on 12/20/2010 05:21:32 PM**

Update Users

Mental Health Provider Directory [MHPD]

Authentication: Password or Token

Groups:

	Group Name	
☐	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

Create "New User"

New York State Office of Mental Health

Wednesday, August 05, 2009

Security Management System [SMS]

A-Home

Vinod R. Ravikumar

Go To | Help | About | Logout

Users

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D	Dfdafadfd, Sdaff	no
12410DD	Dobre, Djien	no
ZJD12410	Donald, Zobre J.	no

New User

Create "New User"

New York State Office of Mental Health

Thursday, March 3, 2016

Security Management System [SMS]

New York University Hospitals Center

Go To | Help | About | Logout

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:

Name: * First Name: M.I.: * Last Name:

Date of Birth: Gender:

Title:

* Email:

* Work Phone #: Ext.:

* Agency: New York University Hospitals Center

SecurID® Token: Not assigned

Token Type Needed: Software Token Hardware Token

Assurance Level 2: No

Create User | Users

Select Access Type

Psyckes Medicaid [PSYCKES MEDICAID]

Authentication: Token

Groups:

	Group Name
☑	PsyckesMedicaid

Provider ID's:

Provider ID

User Token & Login

- Software tokens are emailed to user directly
  - User downloads the RSA SecurID Token software to computer (and smartphone if desired)
  - User then imports token into RSA software
- When new user logs into PSYCKES for the first time, they create Personal Identification Number (PIN) to be used on all subsequent logins
  - Note: PINs cannot start with “0”

Training & Technical Assistance

NEW YORK STATE OF OPPORTUNITY. | Office of Mental Health

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
    - Using PSYCKES Quality Indicator Reports
    - PSYCKES Mobile App for iPhones & iPads
    - PSYCKES Train the Trainer
- PSYCKES User's Guides
  - www.psyckes.org > About PSYCKES > Training

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