



Office of  
Mental Health

# Using MyCHOIS for Recipients

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Office of Population Health & Evaluation

NOVEMBER 18, 2025

# 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
- Today’s training will be recorded, and the recording/slides will be sent to all attendees after the webinar

# Agenda

- MyCHOIS overview
- How to request access & login to MyCHOIS
- Navigating MyCHOIS (web & mobile app)
  - Review your treatment data
  - Add plans & documents
  - Browse the recovery library
  - View crisis hotlines, crisis resources, and more!
- Frequently asked questions
- MyCHOIS technical support

# **MyCHOIS Overview**

# What is MyCHOIS?

- My Collaborative Health Outcomes Information System (MyCHOIS)
- MyCHOIS is an application within the PSYCKES database that can be used for both Medicaid and Non-Medicaid recipients. It's tool you can use to help track your health information and view other crisis and recovery resources, including:
  - My Treatment Data (e.g., services, medications, diagnoses)
  - My Plans & Documents (e.g., create a safety plan or Psychiatric Advance Directive)
  - Pat Deegan's Recovery Library, CommonGround survey
  - Crisis hotlines and resources
- Available as both a web and mobile application!
  - The MyCHOIS mobile app is available in iOS (App store) and Android (Google Play store)

# MyCHOIS Goals

- MyCHOIS aims to:
  - Increase empowerment among recipients
  - Improve communication between you and your clinician
  - Promote person-centered care and recovery
  - Enhance the ability for shared clinical decision making

# **How to request access to MyCHOIS**

# Requesting access to MyCHOIS

- If you're interested in viewing your treatment data and other resources included in MyCHOIS, you will need to provide the following information to either your provider or to the PSYCKES Helpdesk:
  - Required:
    - Your name, date of birth, & address
    - One form of photo ID **OR** two forms of non-photo ID
    - NY.gov ID username
  - Preferred:
    - Medicaid ID or Social Security Number



# NY.gov ID

- NY.gov ID is an online service that allows you to use your login username and password to sign in securely to any NY.gov ID participating government online service
- To protect your data, your provider or the PSYCKES Helpdesk uses your proof of identity and NY.gov ID username to securely allow access to your treatment information
  - **NOTE:** Your MyCHOIS account will be linked using your NY.gov ID username
- Once your MyCHOIS and NY.gov ID accounts are linked, you can use your NY.gov ID username and password to login to MyCHOIS
- For information on how to create a NY.gov ID account or to find out if an account for you already exists, you can view our [How-To Guide for Clients to Obtain NY.gov ID Account Information](#) user guide

# Requesting access to MyCHOIS

- **Option 1: Provider grants access**
  - You can request a MyCHOIS account from a provider that you're currently working with who has PSYCKES access
    - Give your provider the required information (e.g., name, date of birth, address, forms of ID, NY.gov ID username)
    - Providers can follow the steps in the [MyCHOIS How-To Guide for Providers Creating Client Accounts](#) user guide to create a MyCHOIS account and link it to your NY.gov ID account
    - If your provider doesn't have PSYCKES access or has questions on how to create or link a MyCHOIS account, they can contact the PSYCKES Helpdesk at: [PSYCKES-Help@omh.ny.gov](mailto:PSYCKES-Help@omh.ny.gov)

# Requesting access to MyCHOIS

- **Option 2: PSYCKES Helpdesk grants access**

- If your provider is unable to grant you access or if you would prefer not to request access from your providers, you may reach out to the PSYCKES Helpdesk to request that a MyCHOIS account be created for you
- You can email the PSYCKES Helpdesk at: [PSYCKES-Help@omh.ny.gov](mailto:PSYCKES-Help@omh.ny.gov)
  - Available Monday-Friday, 9AM-5PM
- You can provide the required information (e.g., name, date of birth, address, forms of ID, NY.gov ID username) to the PSYCKES Helpdesk securely in a password protected document (e.g., Excel, Microsoft Word, etc.)
  - If you need assistance with password protecting a document, the PSYCKES Helpdesk can provide you with those instructions
- Once your identity has been confirmed, the PSYCKES Helpdesk can create and link your MyCHOIS account to your NY.gov ID account

# How to login to MyCHOIS

# How to login to MyCHOIS

- Once your provider or the PSYCKES Helpdesk has linked your NY.gov ID username to your MyCHOIS account, you will then be able to login to the MyCHOIS application!
- To login to MyCHOIS on the web:
  - Navigate to the PSYCKES Homepage ([www.psyckes.org](http://www.psyckes.org))
  - Select 'MyCHOIS' from the lefthand navigation menu
  - Click 'Login to MyCHOIS'
  - Select 'External/Local Provider'
  - Enter in your NY.gov ID username and password
  - Click 'Sign In'

[Login to PSYCKES](#)[Login Instructions](#)[About PSYCKES](#)[PSYCKES Training  
Materials](#)[PSYCKES Training  
Webinars](#)[Quality Indicators](#)[Implementing  
PSYCKES](#)[Quality Improvement  
Collaboratives](#)[MyCHOIS](#)[Contact Us](#)

1. Go to  
[www.psyckes.org](http://www.psyckes.org)

2. Select “MyCHOIS”  
in the navigation  
menu

## PSYCKES Home

PSYCKES is a HIPAA-compliant web-based application designed to support clinical decision making, care coordination, and quality improvement in New York State.

LOGIN TO PSYCKES

### What's New?

- **PSYCKES new features release 8.4.0** 📄 went live on September 2, 2025. Updates include:
  - Separation of My QI Report's Indicator Set Tabs
  - Update to Health Home Plus (HH+) Eligibility Criteria
  - New Service Settings: Youth - ACT, Crisis Stabilization Center, and Comprehensive Outpatient Program (COP)
  - iOS Mobile App Enhancements
- Visit our [PSYCKES Training Webinars](#) page to register for upcoming live webinars!
- Instructions for how to use the Self-Service Console are available on our [Login Instructions](#) page. The console is a way to manage your RSA token and PIN, which are needed to login to PSYCKES. If you ever need to reset your own PIN or request, activate, or troubleshoot a token, the console is the place to go!

Comments or questions about the information on this page, including accessibility issues, can be directed to the [PSYCKES Team](#).

[Login to PSYCKES](#)[Login Instructions](#)[About PSYCKES](#)[PSYCKES Training](#)[Materials](#)[PSYCKES Training](#)[Webinars](#)[Quality Indicators](#)[Implementing](#)[PSYCKES](#)[Quality Improvement](#)[Collaboratives](#)[MyCHOIS](#)[Contact Us](#)

## MyCHOIS

My Collaborative Health Outcomes Information System (MyCHOIS) is a PSYCKES application for individuals receiving behavioral health services.

[LOGIN TO MYCHOIS](#)

Click “Login to MyCHOIS”



### MyCHOIS Features

- My Treatment Data – PSYCKES personal health record
- The Learning Center – Educational materials and recovery tools
- CommonGround – Shared decision-making application developed by Pat Deegan, PhD

### MyCHOIS Goals

- increase empowerment, activation and health literacy among consumers
- improve doctor-patient communication
- promote patient-centered care and recovery
- enhance the ability to make data-driven treatment decisions

### MyCHOIS User Resources

- [MyCHOIS Mobile App Sign Up and Login User Guide](#) 
- [MyCHOIS Mobile App User Guide](#) 
- [MyCHOIS Web: How-To Guide for Clients to Request an Account and Login to MyCHOIS](#) 
- [How-To Guide for Clients to Obtain NY.gov ID Account Information](#) 
- [MyCHOIS Privacy Policy](#)

Comments or questions about the information on this page, including accessibility issues, can be directed to the [PSYCKES Team](#).

### Sign-in Selection

The resource you are accessing requires you to authenticate. Please select how you would like to authenticate.

Select "External/Local Provider"

**OMH Providers**  
(State Employees)

Sign-in with OMH account

**External/Local Provider**  
(Non-State Employees)

Sign-in with NY.gov account



Enter your NY.gov ID  
username and your NY.gov  
ID password

Click 'Sign In'



## NY.GOV ID

Secure Access to New York State Services

Username

Test12345

Password

.....

Sign In

[Forgot Username?](#) or [Forgot Password?](#)

[Create an Account](#)

Need help? [Get Assistance](#)

This site is protected by reCAPTCHA and  
the Google [Privacy Policy](#) and [Terms of  
Service](#) apply

For NY.gov ID instructions, please review our “[How-To Guide for Clients to Obtain NY.gov ID Account Information](#)” for steps on how to:

- Create an account
- Navigate through the forgot username and forgot password steps



# NY.GOV ID

Secure Access to New York State Services

Username

Password

Sign In

[Forgot Username?](#) or [Forgot Password?](#)

[Create an Account](#)

Need help? [Get Assistance](#)

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply

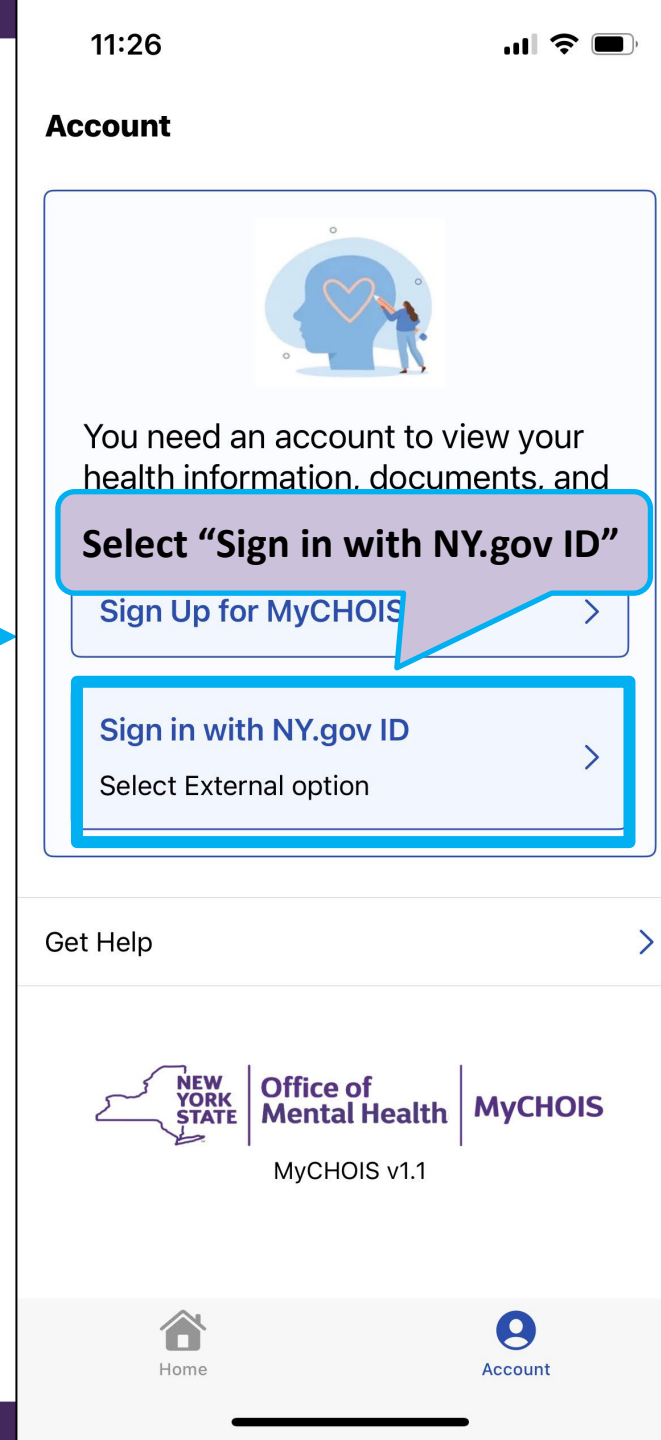
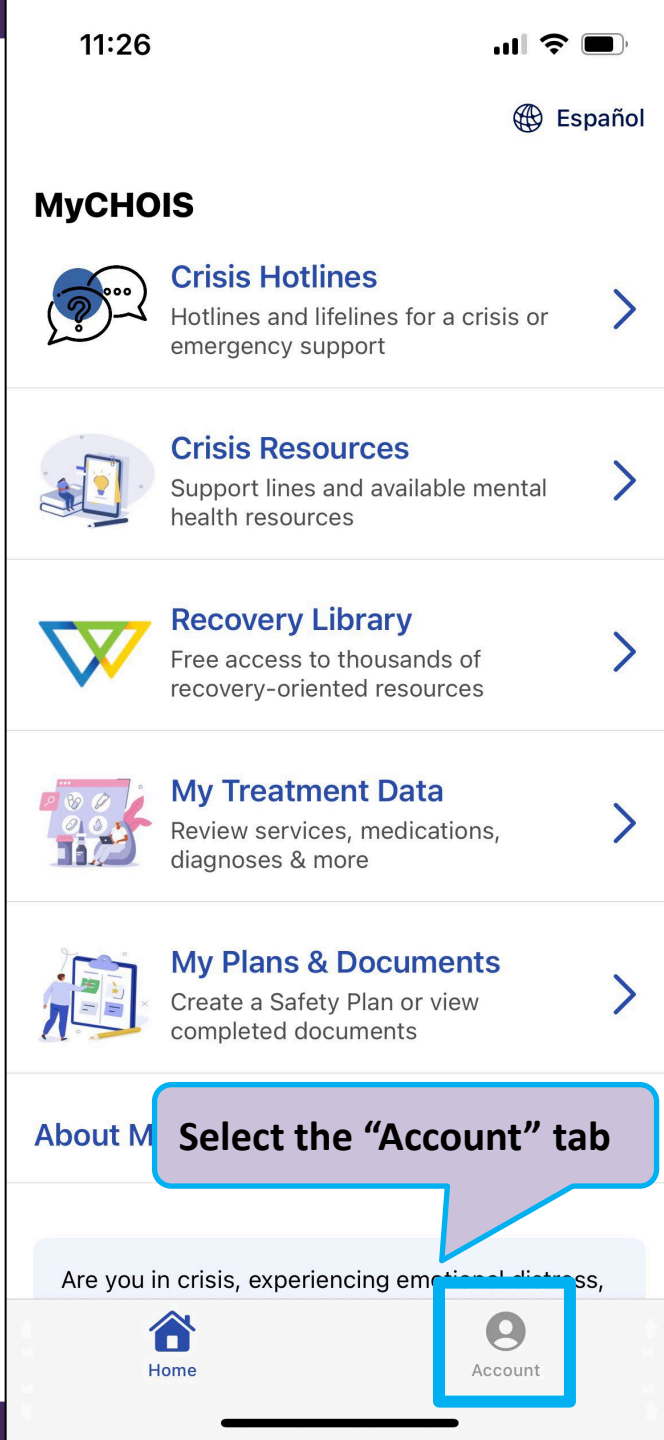
# How to login to MyCHOIS

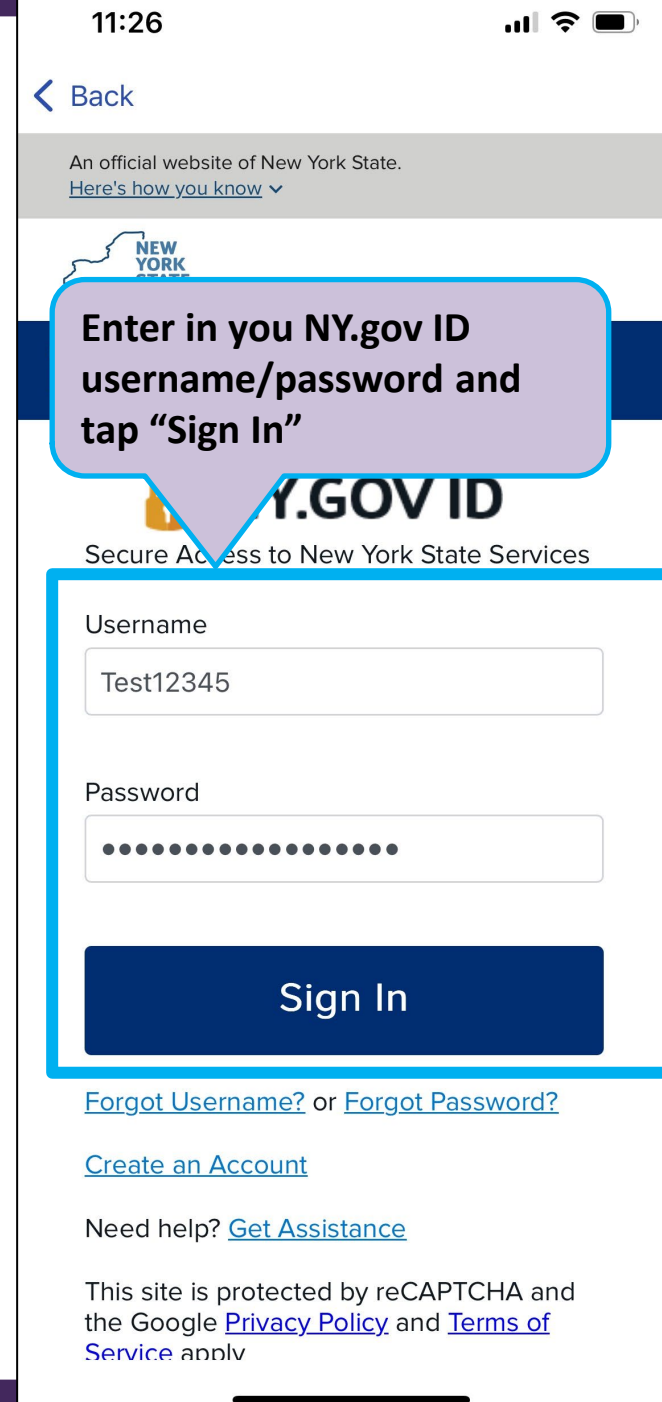
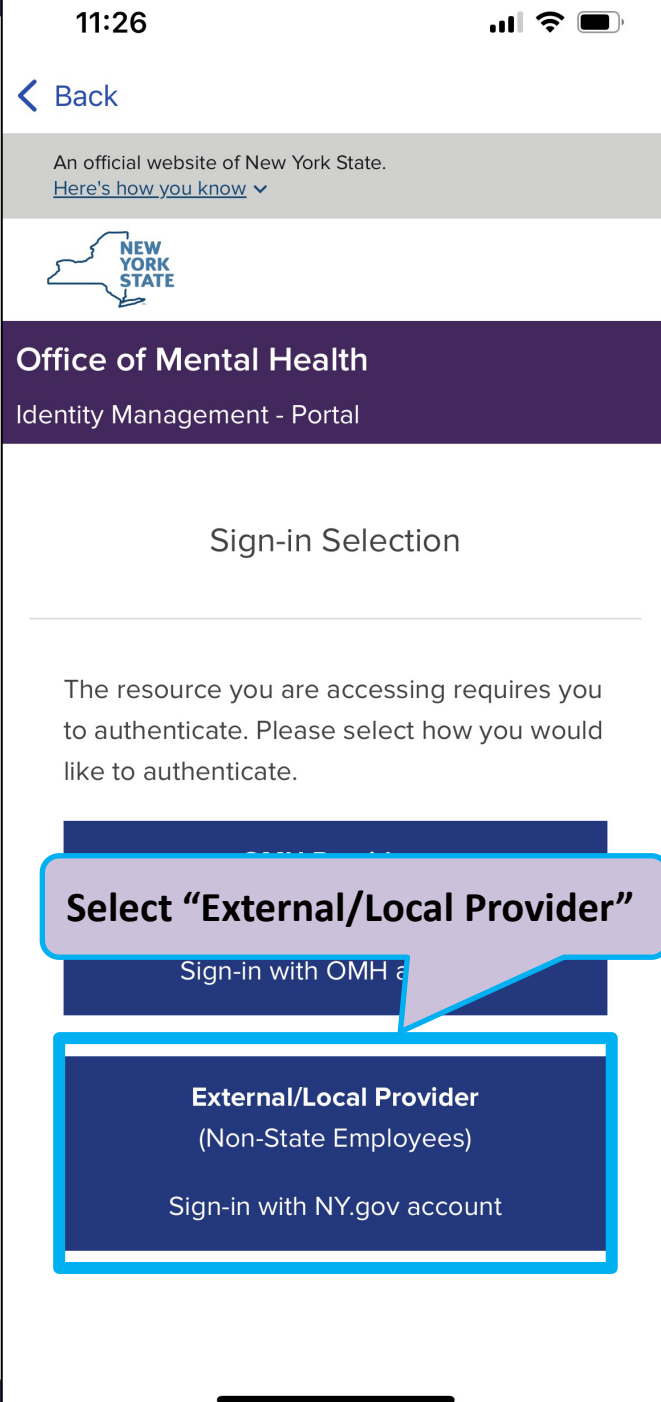
- To login to MyCHOIS on your mobile device:
  - In the app store (iOS) or Google Play store (Android), search for “MyCHOIS” or “MyCHOIS RFMH”
  - Download & open the MyCHOIS app
  - Go to the ‘Account’ screen
  - Select ‘Sign in with NY.gov ID’
  - Select ‘External/Local Provider’
  - Enter in your NY.gov ID username and password
  - Tap ‘Sign In’

Look for this app icon!

The image shows the MyCHOIS app icon, which consists of the word "MyCHOIS" in a bold, purple, sans-serif font, centered within a white square with a thin black border. A blue speech bubble with a tail pointing to the icon contains the text "Look for this app icon!".

**MyCHOIS**

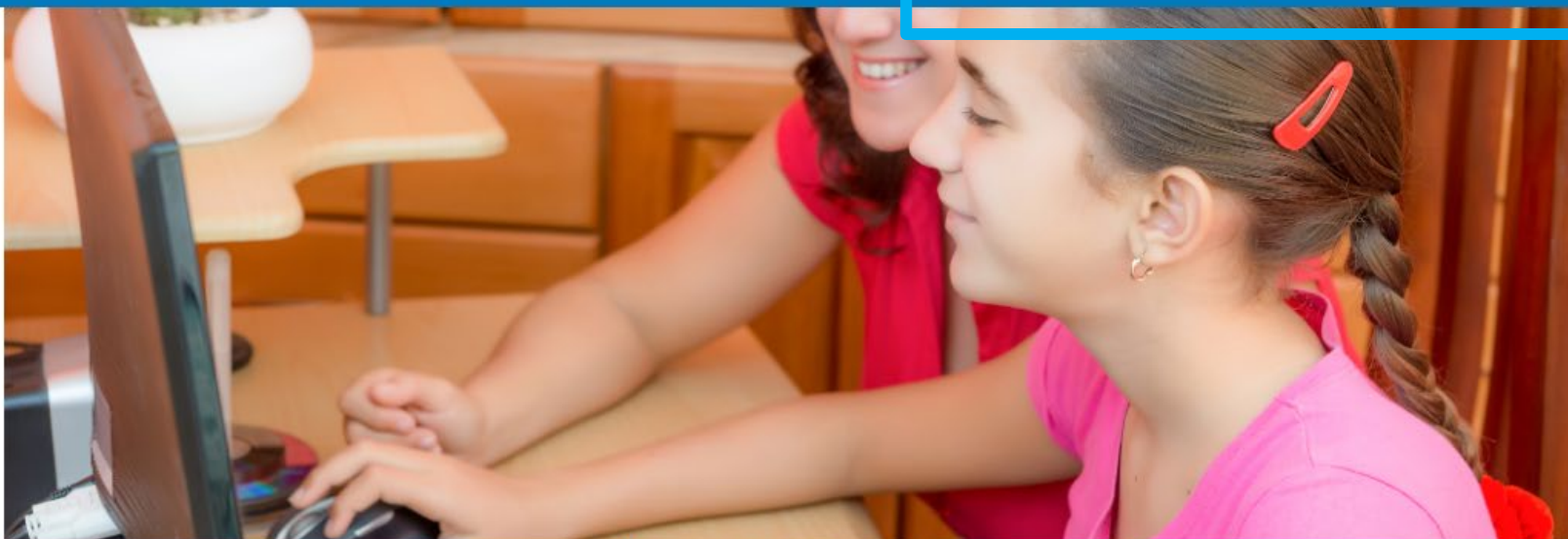




# Navigating MyCHOIS

# MyCHOIS web application

- The MyCHOIS web application features include:
  - Complete a screening, assessment, or the CommonGround survey
  - Review your past reports
  - View your Treatment Summary (e.g., medications, diagnoses, services)
    - Complete a safety plan or psychiatric advanced directive using the built-in templates
    - Upload other documents (e.g., care plans, discharge plans, etc.)
  - Access the Learning Center (worksheets, personal medicine cards, recovery videos, Pat Deegan's Recovery Library, and more!)
  - Update your information in the 'About Me' section
  - Translate to Spanish



CommonGround

PHQ9

CSSRS

Review my past reports

- Take a survey
- Track my recovery progress
- Communicate with my doctor

My Treatment Data

- Review my services
- Review my medications
- Review my diagnoses
- Upload a Psychiatric Advance Directive
- Create or upload a Safety Plan

Learning Center

Explore a library of resources to support my recovery

Health Resources »  
Recovery Videos »  
Worksheets »

Personal Medicine  
Cards »  
Multimedia Tutorials »  
Pat Deegan's Recovery  
Library »

Search





## About Me

My Name:

Jane

Medicaid ID :

AB12345C

Clinic ID :

Main Street Mental Health Clinic

Date of Birth or Age :

01/01/1960

Gender:

Other

Race/ethnicity :

White

Primary Language:

English

Psychiatrist:

Smith, John

Therapist:

Brown, James

Other Staff:

Highest Level of Education Completed:

Associate's degree

Current Employment Status:

Sporadic or casual employment for pay (includes odd jobs)

Marital Status:

Single, never married

Child Custody Status:

Have children all over 18 years old

Smoking Status:

Update

Cancel

The 'About Me' section provides your demographic information such as preferred name, age, gender, race, ethnicity, primary language, and more!

**B**ienvenido a M

The MyCHOIS application is available in English and Spanish. You may switch into Spanish by clicking on the “Español” tab located at the top right of the screen.

CommonGround

PHQ9

CSSRS

Revisar mis informes anteriores

- Tomar una encuesta
- Monitorear mi progreso hacia la recuperación
- Comunicarme con mi médico

Mis datos de tratamiento

- Revisar mis servicios
- Revisar mis medicamentos
- Revisar mis diagnósticos
- Cargar una directiva psiquiátrica por adelantado
- Elaborar o cargar un plan de seguridad

Centro de aprendizaje

Explorar una biblioteca de recursos para apoyar mi recuperación

Recursos de salud »  
Videos de recuperación »  
Hojas de trabajo »

Tarjetas de medicina personal »  
Guías didácticas multimediales »  
Biblioteca de recuperación de Pat Deegan »

Buscar





Complete a screening, assessment, or the CommonGround survey if assigned to you by your provider.

Review your past reports if you have completed any previously.

CommonGround

PHQ9

CSSRS

Review my past reports

- Take a survey
- Track my recovery progress
- Communicate with my doctor

My Treatment Data

- Review my services
- Review my medications
- Review my diagnoses
- Upload a Psychiatric Advance Directive
- Create or upload a Safety Plan

Learning Center

Explore a library of resources to support my recovery

Health Resources »  
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Pat Deegan's Recovery  
Library »

Search







CommonGround is a tool designed to empower those with psychiatric diagnoses to communicate with their doctors.

This survey can help individuals arrive at shared-decisions with their providers about next steps in the management of their recovery.

**CommonGround**

**PHQ9**

**CSSRS**

**Review my past reports**

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- Track my recovery progress
- Communicate with my doctor

**My Treatment Data**

- Review my services
- Review my medications
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**Learning Center**

Explore a library of resources to support my recovery

[Health Resources »](#)  
[Recovery Videos »](#)  
[Worksheets »](#)

[Personal Medicine Cards »](#)  
[Multimedia Tutorials »](#)  
[Pat Deegan's Recovery Library »](#)

Search





## CommonGround

Welcome to MyCHOIS, JANE

What is CommonGround?

Take a CommonGround survey now

### Your Power Statement

I want to work together with you to find a medicine that will help me have less panic attacks so that I can work at my job

Edit

### Your Personal Medicine

Taking a walk, Reading a book, Seeing my family

Edit

### Your Early Warning Signs

I sleep in the day, I don't want to see people, I miss appointments, I stop talking to people

Edit

### Your Mental Health Medicine

Haloperidol, Invega Sustenna, Risperidone, Quetiapine Fumarate, Lithium Carbonate

Edit



CommonGround

PHQ9

CSSRS

Review my past reports

- Take a survey
- Track my recovery progress
- Communicate with my doctor

Access the Learning Center which includes worksheets, personal medicine cards, recovery videos, Pat Deegan's Recovery Library, and more!

- Create or upload a Safety Plan

## Learning Center

Explore a library of resources to support my recovery

Health Resources »

Recovery Videos »

Worksheets »

Personal Medicine

Cards »

Multimedia Tutorials »

Pat Deegan's Recovery Library »

Search



## MyCHOIS Learning Center

Select a topic for links to Multimedia Tutorials, Health Resources, Personal Medicine Cards, Worksheets, Recovery Videos or Pat Deegan's Recovery Library. You are welcome to view these alone or with a MyCHOIS Manager at the Decision Support Center.

Multimedia Tutorials

Health Resources

Personal Medicine Cards

Worksheets

Recovery Videos

Pat Deegan's Recovery Library

Search

Touch the picture of the person whose recovery story you want to hear today.

### Empowerment and Treatment



Bonnie



Caitie



Lee



Lesa



Sylvia



Eddie



Nicholette

Use the purple tabs to toggle between resources, worksheets, videos, and more!

### Self Expression



Milissa



Stephanie

### Community Involvement and Support







2025

## Welcome to Recovery Library

### Hidden Gems

These hidden gems are some of our favorites and can be used individually or in groups. Each week we highlight a hidden gem and share how you can use it in your life and/or work.

November 17, 2025



#### Pastor Andy: Is God Punishing Me?

Does having a diagnosis of a mental illness mean that God is punishing us? In this [3-minute video \(transcript\)](#), a pastor who is in recovery, reflects on this question and shares his perspective on how God loves us and wants us to share our own message of hope and healing (also [en español y transcripción](#)).

Share this video with others who may be questioning if a diagnosis is a punishment from God.

### Monthly Theme Page

Each month we create a new theme page of interest to our community. The theme page changes each month and features a new topic or theme

November 2025



#### How Families Support Recovery

Our [theme page](#) this month is **How Families Support Recovery**. Family members can play an important role in our recovery process. These videos highlight the power of understanding, connection, and hope. These videos offer inspiration for family members who are walking alongside folks on their recovery journey.

Browse our [Past Collections](#) - they are great for structuring groups.

New to Recovery Library? These [resources](#) will help you learn how to integrate Recovery Library into your work or organization.

### Top Resources



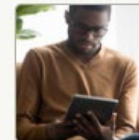
#### Get Inspired by Pat Deegan

Explore [Pat Deegan's video reflections](#) on recovery.



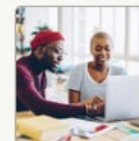
#### Pre-designed Courses

These [pre-designed courses](#) can help run on various topics, pre recovery-oriented training staff, or offer individual self-directed exploration on various topics.



#### Recovery Videos

Hear from [real people](#) about their lived experience of recovery in these brief videos.



#### Worksheets

These [worksheets](#) can help support people on their recovery journey.



#### Personal Medicine Cards

These [Personal Medicine Cards](#) contain specific

Pat Deegan's Recovery Library is a tool created by and for individuals in recovery which focus on recovery, whole health, self-advocacy, and medication awareness





**Access your Treatment Data to view your services, medications, diagnoses, and more.**

**You can also create a Safety Plan or upload other documentation like a Psychiatric Advance Directive, Care Plan, etc.**

- Track my recovery progress
- Communicate with my doctor

### My Treatment Data

- Review my services
- Review my medications
- Review my diagnoses
- Upload a Psychiatric Advance Directive
- Create or upload a Safety Plan

### Learning Center

Explore a library of resources to support my recovery

[Health Resources »](#)  
[Recovery Videos »](#)  
[Worksheets »](#)

[Personal Medicine Cards »](#)  
[Multimedia Tutorials »](#)  
[Pat Deegan's Recovery Library »](#)

Search



## Treatment Summary Sections

- General
- Current Care Coordination
- Notifications
- Social Determinants of Health (SDOH)
- Plans & Documents
- Behavioral Health (BH)/Medical Diagnoses
- Integrated View of Services
- Care Coordination (historical)
- Medications (Controlled, BH, Medical)
- Outpatient Services (BH, Medical)
- Crisis Services
- Hospital/Emergency Room
- Dental/Vision
- Living Support/Residential Treatment
- Laboratory & Pathology
- Radiology
- Medical Equipment
- Transportation

## My Treatment Summary

As of 11/3/2025 [Data sources](#)



### Sections

This report contains all available clinical data.

Preferred Name: JANE

### General

<b>Name</b> DOE, JANE	<b>Medicaid ID</b> AB12345C	<b>Medicare</b> No	<b>HARP Status</b> BH High-Risk/ HARP Eligible (H9)
<b>DOB</b> 1/1/1960 (65 Yrs)	<b>Medicaid Aid Category</b> MA-SSI	<b>Managed Care Plan</b> Molina Healthcare of New York (Mainstream)	<b>HARP HCBS Assessment Status</b> Never Assessed
<b>Address</b> 123 MAIN STREET MAIN CITY, NY 12345	<b>Medicaid Eligibility Expires on</b> 11/30/2026	<b>MC Plan Assigned PCP</b> SMITH, JOHN	

### Current Care Coordination

ACT	ONONDAGA CASE MGMNT SERVICES, INC (Admission Date: 06-MAR-25, Discharge Date: 06-OCT-25)
Health Home (Enrolled)	SRH CHN LEAD HEALTH HOME LLC (Begin Date: 01-JAN-25) • Status : Active Care Management (Enrolled): ESSEN MEDICAL ASSOCIATES PC

### Notifications

<b>Health Home Plus Eligibility</b>	You may be eligible for enhanced services called Health Home Plus. Please discuss with your provider for more information.
<b>CORE Eligibility</b>	You may be eligible for Community Oriented Recovery and Empowerment (CORE) services. For more information, go to: • <a href="https://omh.ny.gov/omhweb/bho/core">https://omh.ny.gov/omhweb/bho/core</a> . Talk to your provider to see if you're eligible.

### Social Determinants of Health (SDOH) reported in billing

Other problems related to primary support group, including family circumstances	<a href="#">Other specified problems related to primary support group</a>
Problems related to housing and economic circumstances	<a href="#">Homelessness unspecified</a> • <a href="#">Sheltered homelessness</a> • <a href="#">Problems related to living in residential institution</a> • <a href="#">Unsheltered homelessness</a>

View your general information, Care Coordination services, Notifications (what services you may be eligible for), and Social Determinants of Health (SDOH)

Plans & Documents [Upload](#) [Create New](#)

Date Document Created	Document Type	Provider Name	Document Created By	Role	Delete Document
8/21/2025	Safety Plan	MAIN STREET CLINIC	Client	N/A	
8/13/2025	PSYCKES Consent Form (e-sign)	NYC Dept of Homeless Services	Administered in iOS	Clinician	
7/15/2025	Safety Plan	MAIN STREET HEALTH CENTER	Client	N/A	
10/6/2024	Care Plans			Therapist	
10/2/2024	Relapse Prevention Plan			Clinician	
10/2/2024	Psychiatric Advance Directive			Clinician	

- View completed Plans & Documents and Screenings & Assessments
- Create a Safety Plan or Psychiatric Advance Directive using the available templates
- Upload other types of documentation to your Treatment Summary

Screenings & Assessments [Definitions](#)

Table [Graph](#)

Assessment Name	Number of Assessments Entered	Last Assessment Date	Last Assessment Provider	Last Assessment Rated By(Role)	Last Assessment Results	
PHQ-9	2	1/23/2025	MONTEFIORE MEDICAL CENTER	Administered in PSYCKES mobile app	Moderately Severe Depression (Score = 18 out of 27) - Thoughts of better off dead and/or hurting self	
C-SSRS	8	12/30/2024	HUTCHINGS PSYCHIATRIC CENTER	SMITH JOHN	No Suicidal Ideation/Behavior	

# Upload a plan or document

**Upload an Existing Plan or Health Document**

Type of Document \* Relapse Preventi

Date Document Created \* 11/17/2025

Document Created By \* JANE Role \* CLIENT

Document Source \* Relapse Prevention I

Choose File

Maximum File Size:10 mb  
Supported File Types:pdf, doc, jpg, gif

This document will be accessible for the individual client and/or provider agency involved in uploading it. Other provider agencies may view only with client consent or in a clinical emergency.

Cancel Upload

- Select the type of document you'd like to upload
- Fill out the required details
- Select 'Choose File' to locate your document on your computer
- Click 'Upload' to attach that document to your Treatment Summary

# Create a new plan or document

**Create New Plans & Documents** ✕

[Safety Plan](#)

[Psychiatric Advance Directive](#) >

[Close](#)

Once you've filled out the Safety Plan template, click 'Submit' and it will be immediately loaded to your Treatment Summary

**+ Create a new Safety Plan** Click the clear button to clear all fields of this form [Clear](#) ✕

**Safety Plan - JANE DOE** \*Date Document Created:

**Step 1:** Warning signs (thoughts, images, feelings, behaviors) that a crisis may be developing:

1. \*

2. \*

3.

**Step 2:** Internal coping strategies - Things I can do to take my mind off my problems without contacting another person (distracting and calming activities):

1. \*

2. \*

3.

**Step 3:** People and social settings that provide distraction:

1. Name \*

2. Name

3. Place \*

Phone

Phone

4. Place

**Step 4:** People I can ask for help with the crisis:

1. Name \*

2. Name \*

3. Name

Phone

Phone

Phone

**Step 5:** Professionals or agencies I can contact during a crisis:

1. Clinician Name \*

Clinician Emergency Contact # \*

2. Clinician Name

Clinician Emergency Contact #

3. Local Urgent Care or Emergency Room \*

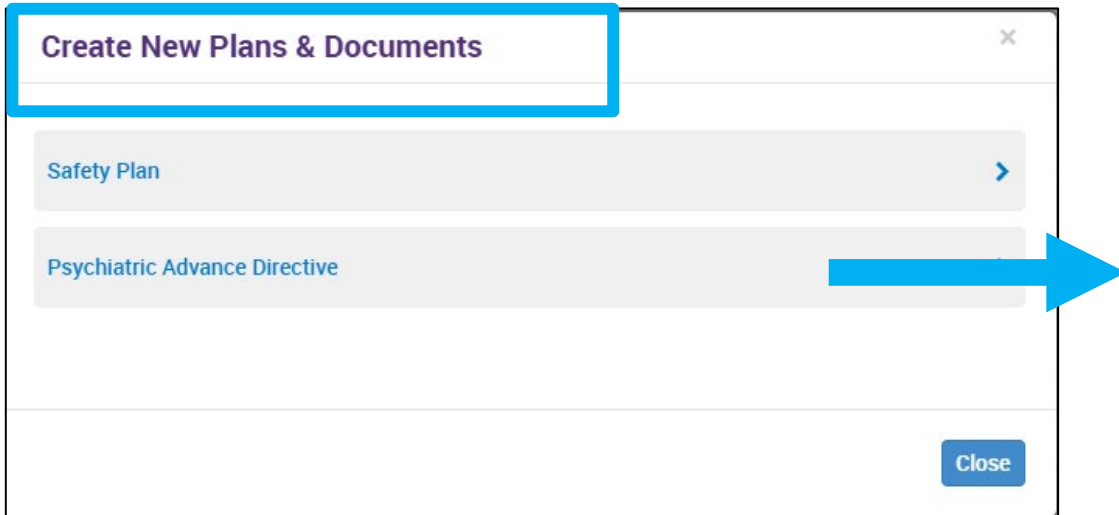
Phone \*

Phone

Phone



# Create a new plan or document



Create New Plans & Documents

Safety Plan

Psychiatric Advance Directive

Close

Once you've filled out the Psychiatric Advance Directive (PAD), save it securely.

You can then go to the 'Upload' Plans & Documents feature and upload the PAD PDF to your Treatment Summary.

## ADVANCE DIRECTIVE FOR MENTAL & PHYSICAL HEALTH CARE

I, \_\_\_\_\_, hereby make known my desire that, should I lose the capacity to make health care decisions, the following are my instructions regarding consent to or refusal of medical treatment, and if I choose, the designation of my health care agent. I intend that all completed sections of this advance directive be followed.

### PART I. HEALTH CARE PROXY

A. **APPOINTMENT OF A HEALTH CARE AGENT:** I hereby appoint the following individual as my health care agent to make any and all health care decisions for me, except to the extent that I state otherwise. This health care proxy shall take effect when and if I become unable to make my own health care decisions.

\_\_\_\_\_  
(Agent's Name)

\_\_\_\_\_  
(Agent's Home Address)

\_\_\_\_\_  
(Agent's Telephone Number)

B. **AUTHORITY OF HEALTH CARE AGENT:** My health care agent may make decisions regarding\* (choose ONE):

- ☐ all mental and physical health care
- ☐ mental health care ONLY
- ☐ physical health care ONLY
- ☐ the following health care decisions ONLY

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
*Note: While you may limit your health care agent's decision-making authority, you cannot appoint more than one health care agent at a time. For example, you cannot appoint one health care agent to make only physical health care decisions and another one to make only mental health care decisions.*

Behavioral Health Diagnoses

Primary, secondary, and quality flag-related diagnoses (most frequent first)

Schizoaffective Disorder • Tobacco related disorder • Cannabis related disorders • Schizophrenia • Unspecified/Other Psychotic Disorders • Cocaine related disorders • Other psychoactive substance related disorders • Unspecified/Other Anxiety Disorder • Brief Psychotic Disorder (ICD10 Only) • Unspecified/Other Depressive Disorder • Alcohol related disorders

Click on a diagnosis to view more details such as when and where the diagnosis was given

Medical Diagnoses

Primary, secondary, and quality flag-related diagnoses (most frequent first)

Certain infectious and parasitic diseases	Unspecified viral hepatitis • Chronic viral hepatitis • Scabies • Other bacterial agents as the cause of diseases classified elsewhere
Codes for special purposes	COVID-19

Services provided for the selected Diagnosis:  
Schizoaffective Disorder

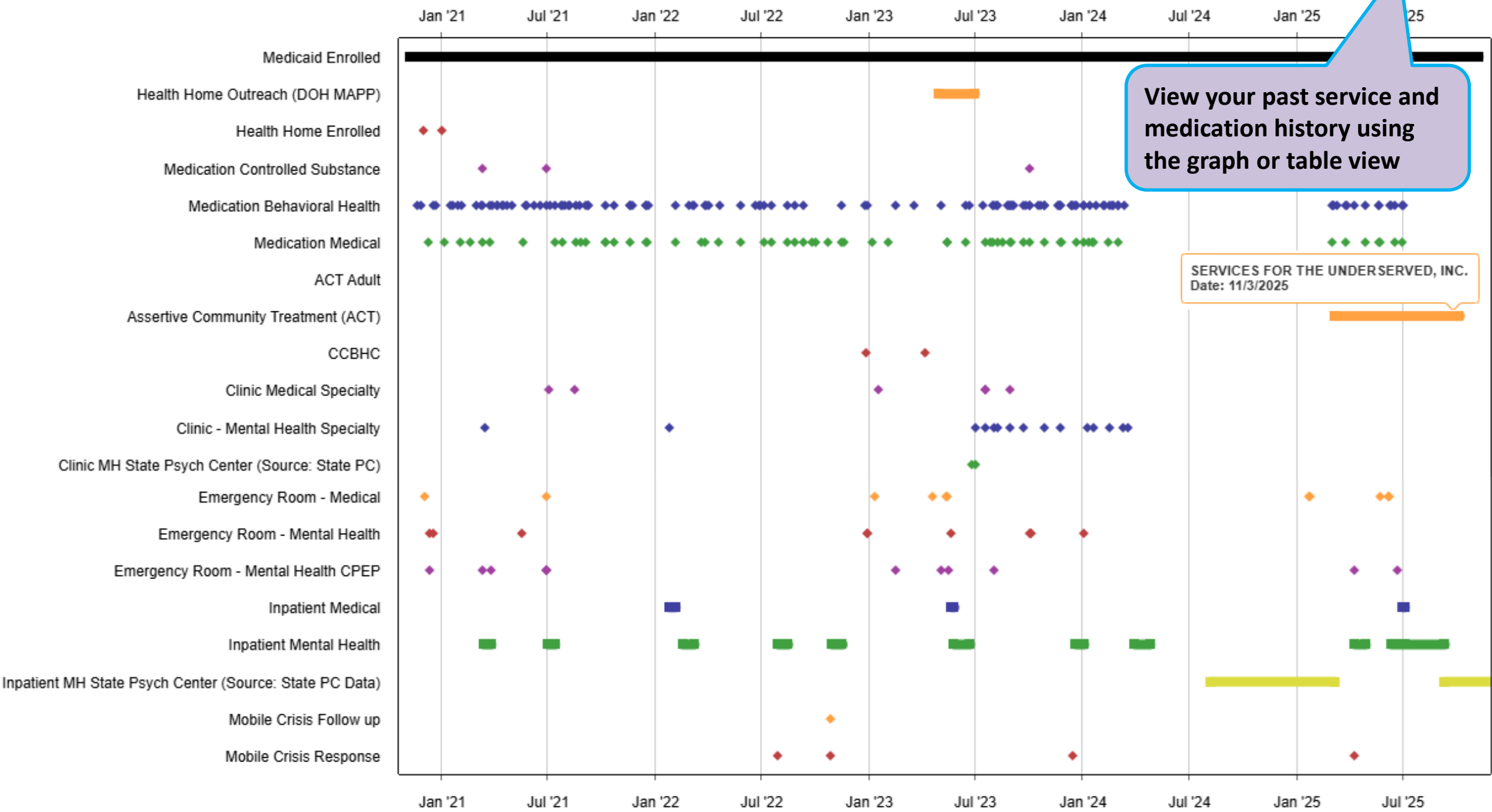
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Previous 1 2 3 4 5 ... 75 Next

Date of Service	Service Type	Service Subtype	Provider Name	Primary, secondary, and quality flag-related diagnoses
10/10/2025	Inpatient-ER	Inpatient - MH	MAIN STREET HOSPITAL	Schizoaffective disorder, bipolar type



Integrated View of Services Over Time



**Care Coordination**[Details](#)

Table

Graph

Service Type	Provider	First Date Billed	Last Date Billed	Number of bills	
Mobile Integration Team (MIT) - State Psych Center (Source: State PC)	HUTCHINGS PC	2/10/2025	Current		
Assertive Community Treatment (ACT)	SERVICES FOR THE UNDERSERVED	3/6/2025			
Health Home Plus	ONONDAGA CASE MGMT SVCS MH	7/31/2025	9/30/2025	2	
Health Home - Enrolled	SRH CHN LEAD HEALTH HOME LLC	6/30/2025	8/31/2025	2	

You can also look at these sections in a graph view!

**Medication: Controlled Substance**[Details](#)

Table

Graph

Schedule	Drug Class	Drug Name	Last Dose*	Estimated Duration	First Day Picked Up	Last Day Picked Up	
	Anxiolytic/Hypnotic	Lorazepam, Injection	2 MG	2 Year(s) 6 Month(s) 3 Week(s) 1 Day(s)	3/12/2021	4/9/2025	

**Medication: Behavioral Health**[Details](#)

Table

Graph

Drug Class	Drug Name	Last Dose*	Estimated Duration	First Day Picked Up	Last Day Picked Up	
Antipsychotic	Quetiapine Fumarate	400 MG , 1/day	4 Month(s) 4 Week(s) 1 Day(s)	3/3/2025	7/2/2025	
Antipsychotic	Haloperidol Decanoate	100 MG/ML	8 Month(s) 3 Week(s) 2 Day(s)	2/26/2025	6/30/2025	
Mood Stabilizer	Gabapentin	300 MG , 3/day	1 Month(s)	6/30/2025	6/30/2025	

**Medication: Medical**[Details](#)

Table

Graph





Drug Class	Drug Name	Last Dose*	Estimated Duration	First Day Picked Up	Last Day Picked Up	
Iron	Ferrous Sulfate (Ferosul)	325 (65 Fe) MG	1 Month(s)	6/30/2025	6/30/2025	
Anti-infective Misc. - Combinations	Sulfamethoxazole Trimethoprim (Sulfamethoxazole-Trimethoprim)	800-160 MG	1 Day(s)	6/17/2025	6/17/2025	

## Behavioral Health Services

 Details

Table

Graph

Service Type	Provider	First Date Billed	Last Date Billed	Number of Visits	Most Recent Primary Diagnosis	Most Recent Procedures (Last 3 Months)	
ACT - Adult	SERVICES FOR THE UNDERSERVED	3/31/2025	5/31/2025	3	Schizoaffective disorder, bipolar type	- Assert Comm Tx Pgm Per Diem	
Clinic - MH Specialty	HUTCHINGS PSYCHIATRIC CENTER	7/3/2023	3/18/2024	13	Schizophrenia, unspecified	- Family Psytch W/Pt 50 Min, Ther/Proph/Diag Inj Sc/Im - Ther/Proph/Diag Inj Sc/Im - Family Psytch W/Pt 50 Min, Office O/P Est Low 20 Min - Office O/P Est Low 20 Min	
Clinic - MH Specialty	ROCKLAND PSYCHIATRIC CENTER	5/31/2023	1/22/2024	8	Schizophrenia, unspecified	- Comprehensive Med Svc 15 Min, Office O/P Est Low 20 Min - Psytch W Pt 30 Minutes	
Clinic - Medical Specialty	UNIVERSITY HSP SUNY HLTH SC	7/20/2023	8/31/2023	2	Other psychoactive substance abuse, uncomplicated	- Drug Test Prsmv Chem Anlyzr - Assay Of Lithium, Hiv-1 Ag W/Hiv-1&-2 Ab Ag Ia, Metabolic Panel Total Ca, Treponema Pallidum	
Clinic - Medical Specialty	STATE UNIVERSITY OF NEW YORK	7/2/2021	7/20/2023	2	Other psychoactive substance abuse, uncomplicated	- Electrocardiogram Report	

## Medical Outpatient Services

 Details

Table

Graph

Service Type	Provider	First Date Billed	Last Date Billed	Number of Visits	Most Recent Primary Diagnosis	Most Recent Procedures (Last 3 Months)	
Clinic - Medical Specialty	STATE UNIVERSITY OF NEW YORK	7/2/2025	7/2/2025	1	Drug induced retention of urine	- Electrocardiogram Report	
Physicians Group - Family Practice	MONTEFIORE MEDICAL CENTER	6/17/2025	9/16/2025	2	Unspecified urinary incontinence	- Office O/P Est Mod 30 Min - Office O/P Est Low 20 Min, Prev Visit Est Age 18-39, Scr Dep Neg, No Plan Req'd	





## Crisis Services

[Details](#)
[Table](#)
[Graph](#)

Service Type	Provider	Admission/ First Billed	Discharge Date/ Last Date Billed	#Visits/ Length of Stay	Most Recent Primary Diagnosis	Most Recent Procedures (Last 3 Months)	
Residential Crisis Support (age 21+)	ACCESSCNY	5/22/2025	5/22/2025	1	Schizoaffective disorder, unspecified	- Crisis Interven Waiver/Diem	
Residential Crisis Support (age 21+)	ACCESSCNY	5/21/2025	5/21/2025	1	Schizoaffective disorder, unspecified	- Crisis Interven Waiver/Diem	

## Hospital/ER Services

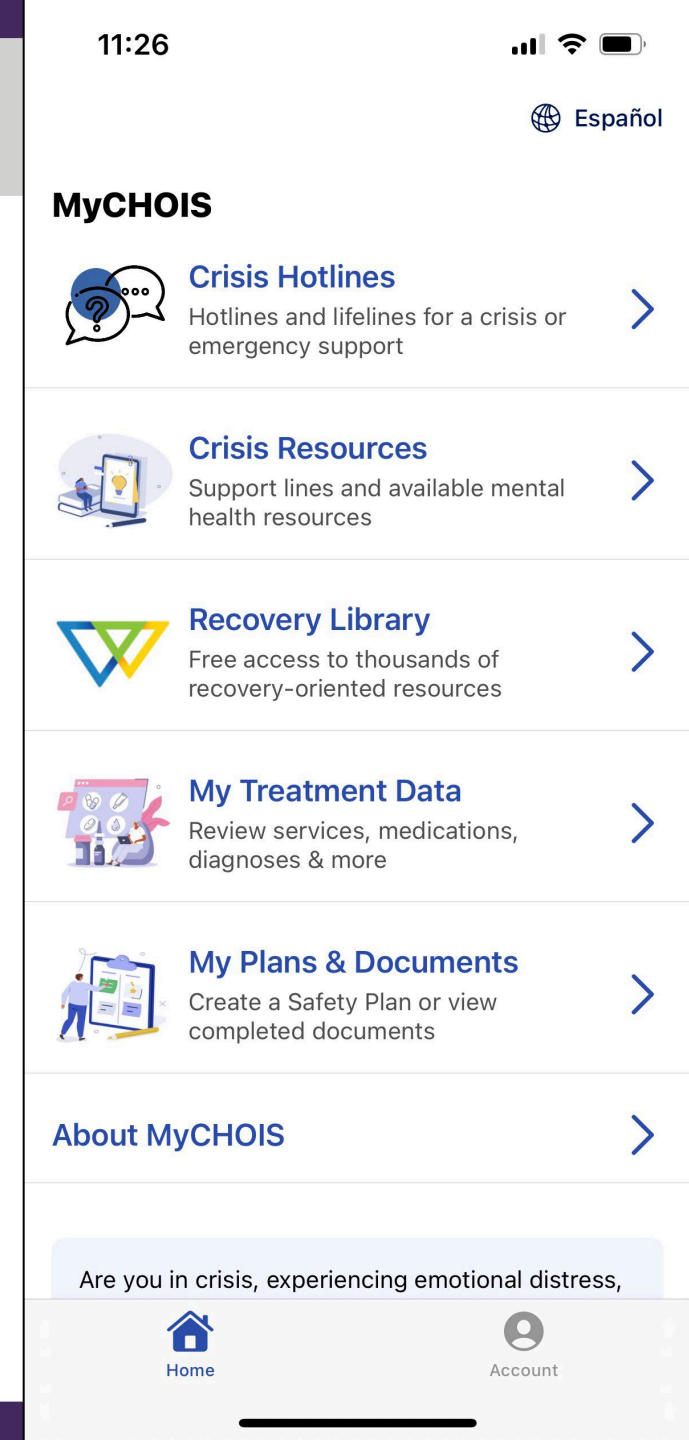
[Details](#)
[Table](#)
[Graph](#)

Service Type	Provider	Admission	Discharge Date/Last Date Billed	Length of Stay	Most Recent Primary Diagnosis	Procedure(s) (Per Visit)	
Inpatient - MH State Psych Center (Source: State PC Data)	HUTCHINGS PSYCHIATRIC CENTER	10/10/2025	Current		Bradycardia, unspecified	- Psych Diagnostic Evaluation	
Inpatient - MH	UNIVERSITY HSP SUNY HLTH SC	7/4/2025	9/10/2025	68	Schizophrenia, unspecified	- Group Counseling For Substance Abuse Tre, Individual Counseling For Substance Abus	
ER - MH	NYACK HOSPITAL	8/14/2025	8/15/2025	1	Unspecified psychosis not due to a substance or known physiological condition	- Diphenhydramine Hcl Injectio, Haloperidol Injection, Lorazepam Injection	
ER - Medical	MONTEFIORE MEDICAL CENTER	2/16/2025	2/16/2025	1	Persons encountering health services in other specified circumstances	- Emergency Dept Visit Sf Mdm	

# MyCHOIS mobile application

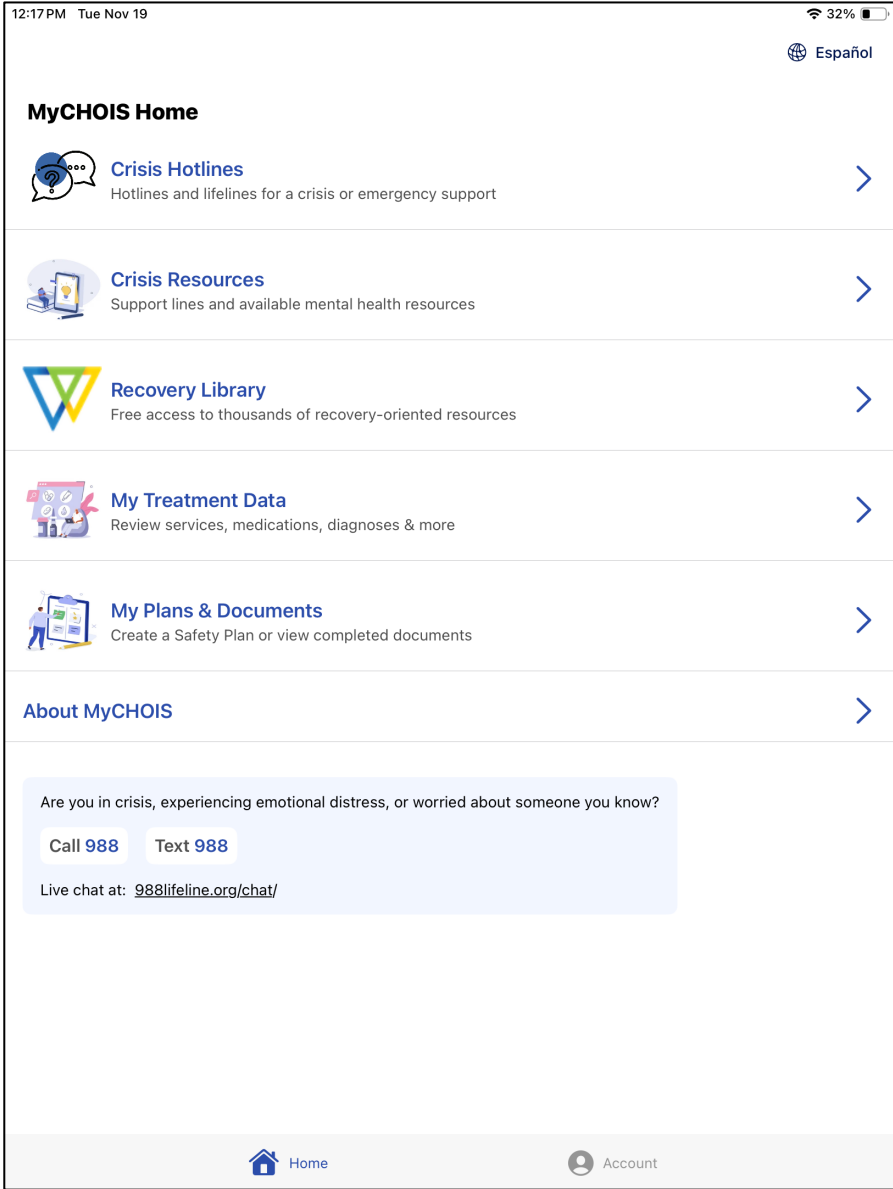
- The MyCHOIS mobile application features include:
  - Crisis hotlines
  - Crisis resources
  - About MyCHOIS
  - View your Treatment Summary\*
  - Complete a safety plan\*
  - View completed plans & documents\*
  - Access Pat Deegan's Recovery Library (includes worksheets, personal medicine cards, recovery videos, and more!)\*
  - Translate to Spanish

*\*Account required to view this section*

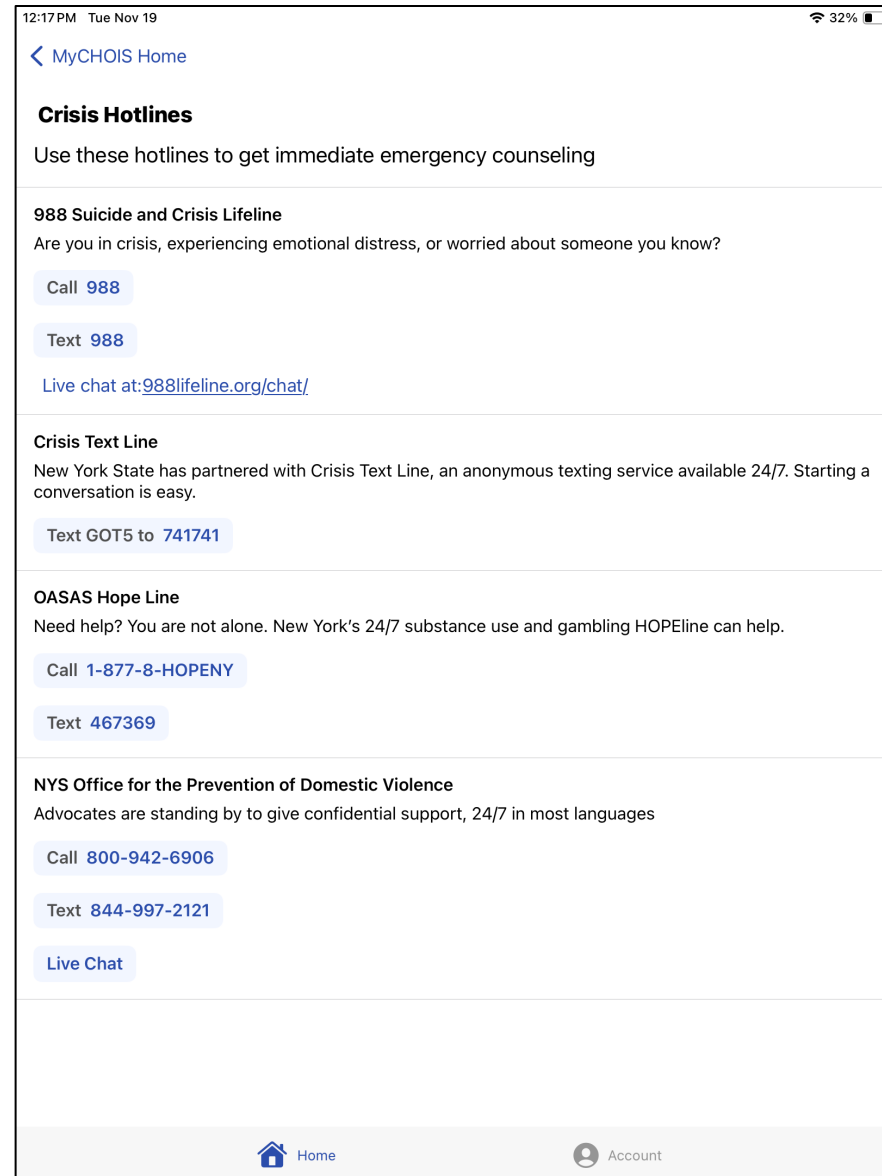


**Live demo!**

# Home Screen



# Crisis Hotlines





12:17 PM Tue Nov 19

32%

[MyCHOIS Home](#)

### Crisis Resources

#### Crisis Services and Education

##### 988 Suicide and Crisis Lifeline

Educational resources and public outreach materials about 988, the new three-digit number for the National Suicide Prevention Lifeline.

[https://omh.ny.gov/omhweb/crisis/988.html?utm\\_medium=301&utm\\_source=988.ny.gov](https://omh.ny.gov/omhweb/crisis/988.html?utm_medium=301&utm_source=988.ny.gov)

##### Community Mental Health Promotion and Support

COMHPS teams provide support and access to mental health professionals where you live.

<https://omh.ny.gov/comhps-contacts.pdf>

##### Suicide Prevention

Learn more about what New York is doing to prevent suicide.

[https://omh.ny.gov/omhweb/suicide\\_prevention/](https://omh.ny.gov/omhweb/suicide_prevention/)

#### Statewide Warmlines

A warmline, (also known as a helpline or hopeline), is a phone number you can call to get support and learn about available mental health and recovery resources relevant to you or your loved ones. These are often staffed by people with lived experience of mental health issues to provide peer support and information.

##### Mental Health Empowerment Project (MHEP) Warmline

MHEP's peer support line is a private phone line that you can call to get support and connect with a trained peer support person. This line does not collect personal information, perform assessment, or call crisis or the police.

1-800-643-7462

Available 24/7

##### National Alliance for the Mentally Ill (NAMI) helpline

The NAMI HelpLine is a free, peer-support service providing information, resource referrals and support to people living with a mental health condition, their family members and caregivers, mental health providers and the public.

(518) 245-9160

Available M-F 8am-3pm

##### Peer Support Warmline – Mental Health Association of the Southern Tier

This warmline is for people who need to talk to someone with lived experience that can provide empathy and understanding.

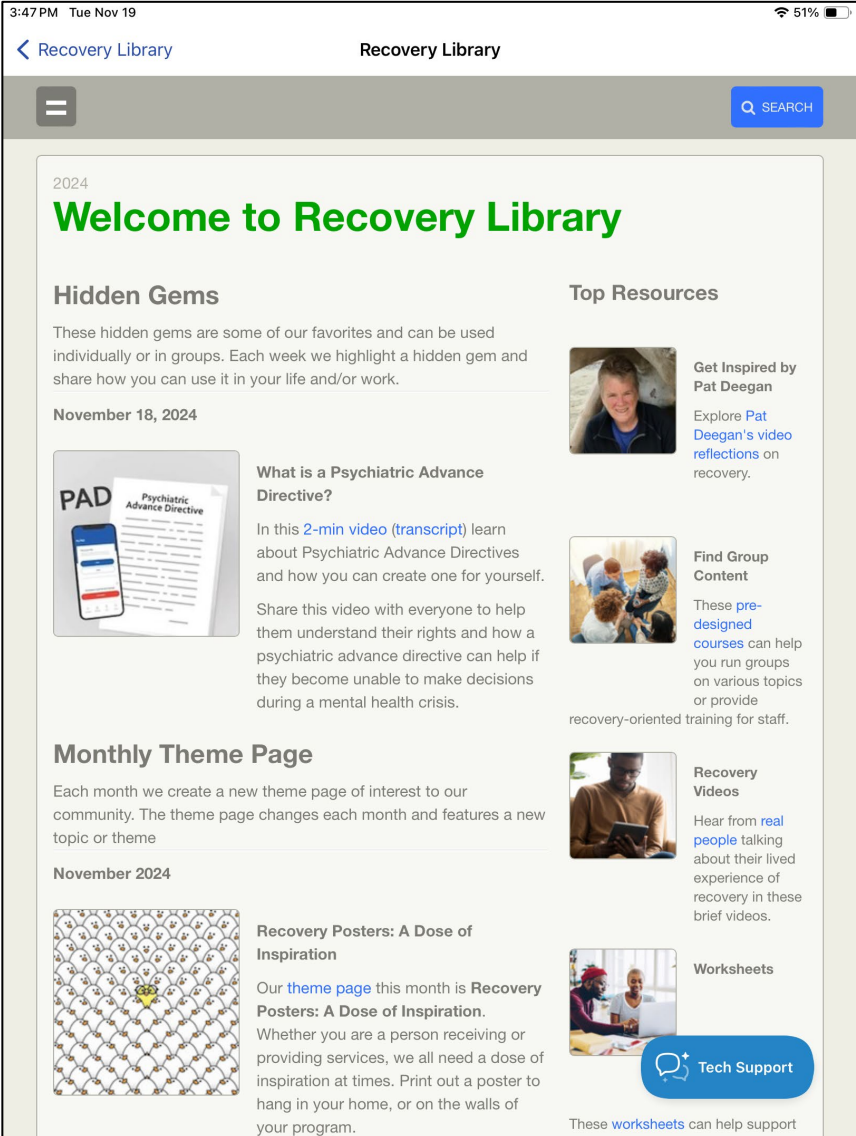
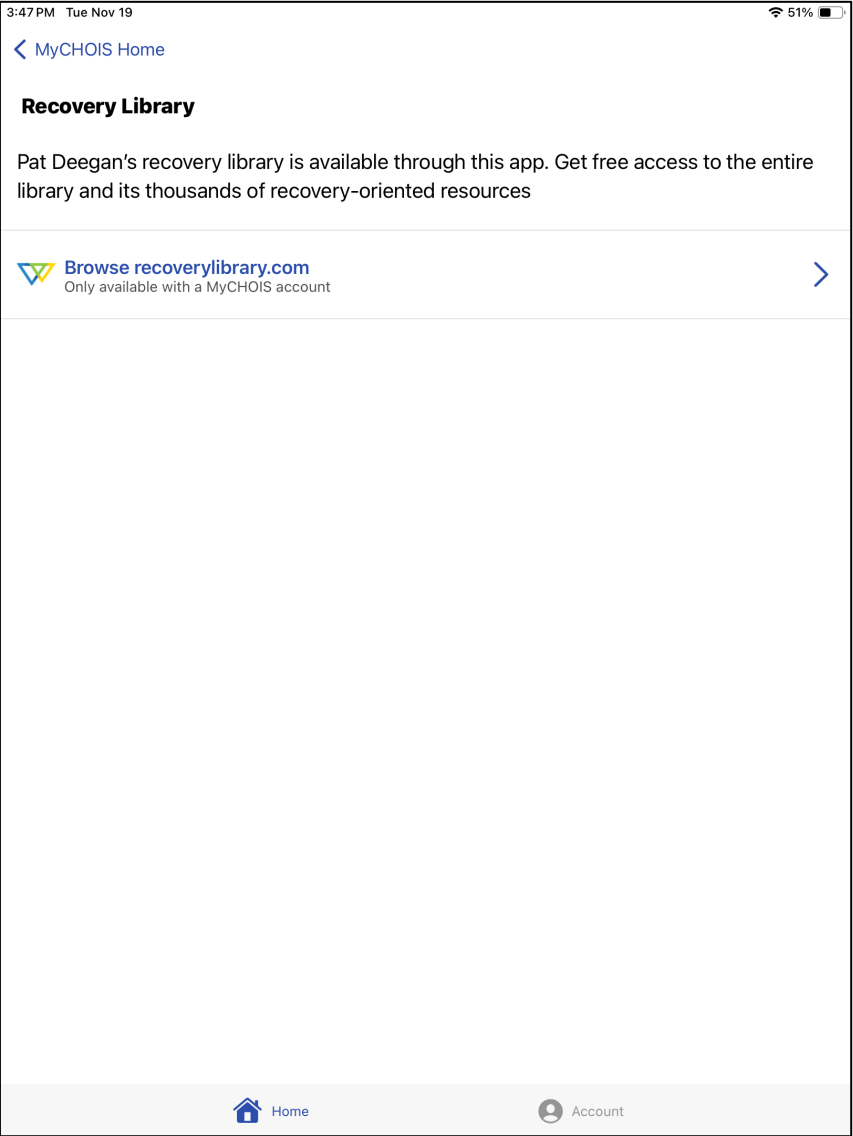
(607) 240-7291

Available M-F 8am-3pm

Home

Account

# Recovery Library



# My Treatment Data

4:10 PM Tue Nov 19

44%

< MyCHOIS Home

My Treatment Data

As of 11/17/2025

General

Name

SMITH, JOHN

Gender

MALE

Date of Birth

01/01/1960

Address

123 MAIN STREET, MAIN CITY, NY 12345

Medicaid ID

AB12345C

Medicaid Aid Category

N/A

Medicaid Eligibility Expires On

N/A

Medicare

No

Managed Care Plan Assigned Primary Care Physician

No Managed Care(FFS Only)

HARP Status

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

Notifications

Information about what services you may be eligible for

Limited Data

This individual has less than 1 year of Medicaid eligibility and therefore has limited data available in their Clinical Summary

Medicaid Eligibility Alert

This client uses the New York State of Health (NYSoH) enrollment system for Medicaid recertification  
For more information contact NYSoH at 1-855-355-5777.

Social Determinants of Health (SDOH)

Conditions that can impact your health risks and outcomes

Plans & Documents

1 Safety Plan

1 Care Plans

1 Psychiatric Advance Directive

3:48 PM Tue Nov 19

51%

< MyCHOIS Home

My Treatment Data

1 PSYCKES Consent Form (e-sign)

>

Diagnoses

A list of your diagnoses indicated by providers

Behavioral Health

>

Medical

>

Medications

Picked up at a pharmacy or administered by a provider

All Medication Records

>

Controlled Substance

>

Behavioral Health

>

Medical

>

Services

Your services received from providers

All Services

>

Medical Outpatient

>

Hospital/ER

>

Living Support/Residential

>

Laboratory & Pathology

>

Radiology

>

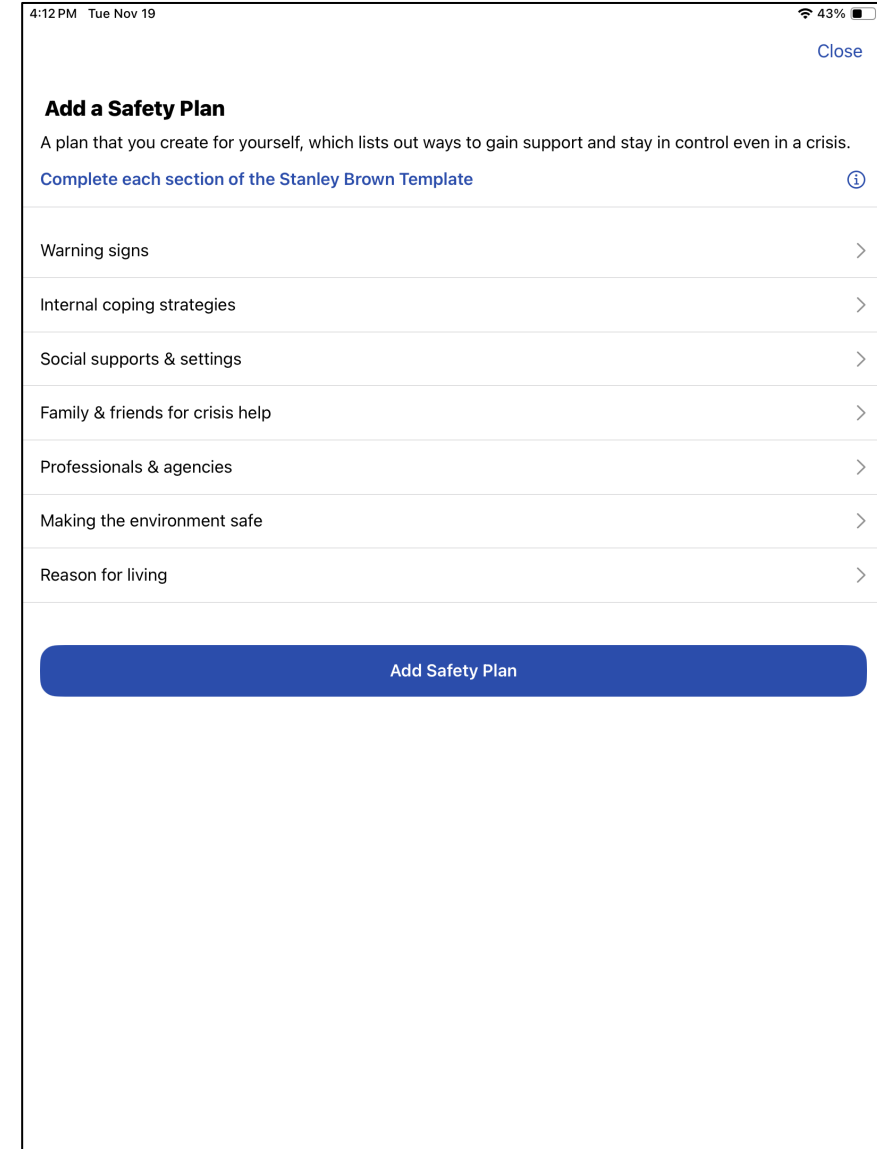
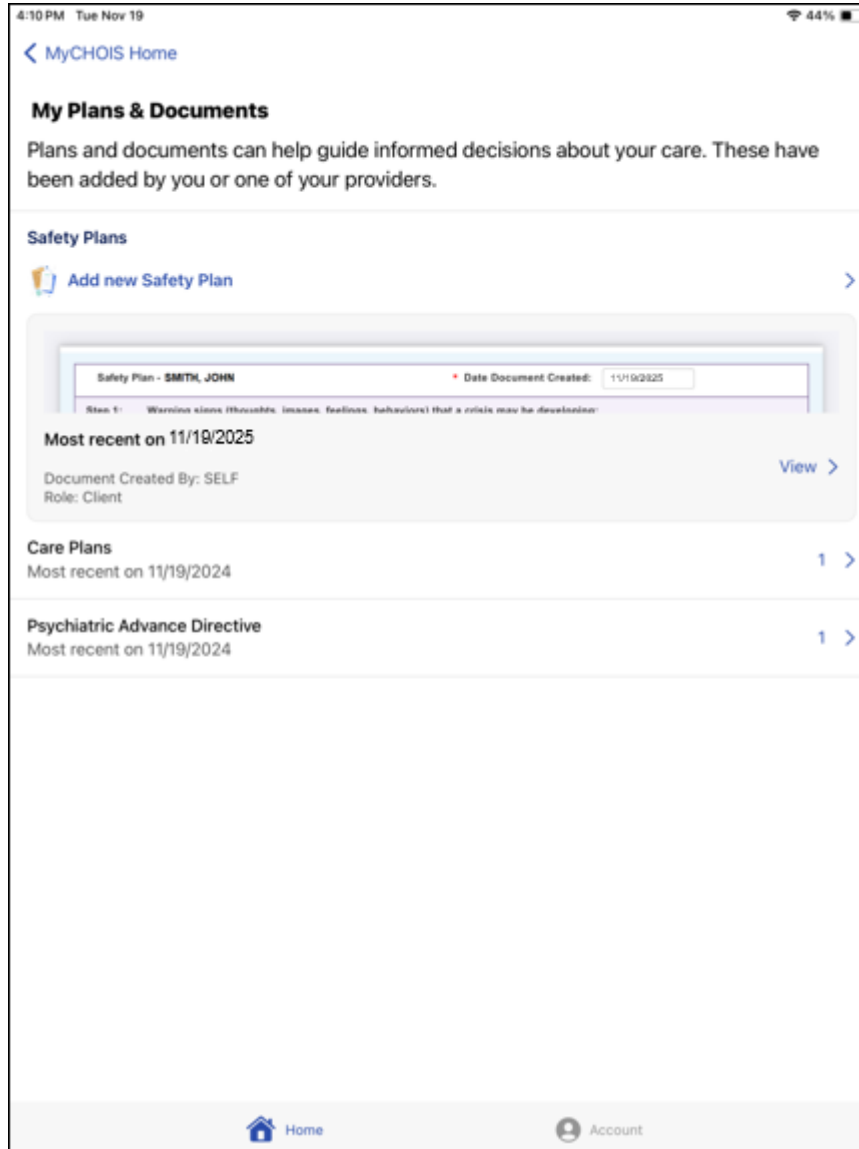
Medical Equipment

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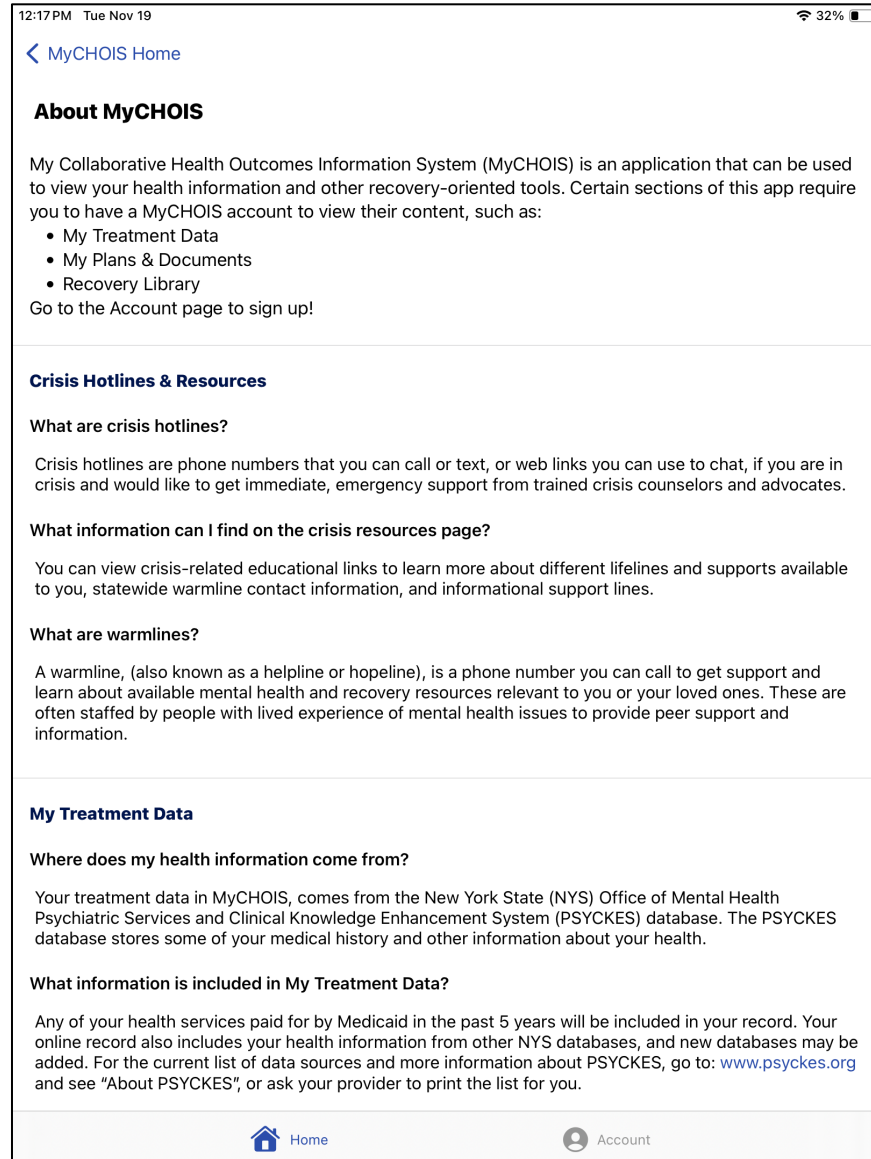
Transportation

>

# My Plans & Documents



# About MyCHOIS



# Frequently Asked Questions

MyCHOIS FAQs	Answers
<p><b>Where does my health information come from?</b></p>	<p>Your treatment data in MyCHOIS, comes from the New York State (NYS) Office of Mental Health Psychiatric Services and Clinical Knowledge Enhancement System (PSYCKES) database. The PSYCKES database stores some of your medical history and other information about your health.</p>
<p><b>What information is included in My Treatment Data?</b></p>	<p>Any of your health services paid for by Medicaid in the past 5 years will be included in your record. Your online record also includes your health information from other NYS databases, and new databases may be added. For the current list of data sources and more information about PSYCKES, go to: <a href="http://www.psyckes.org">www.psyckes.org</a> and see “About PSYCKES”, or ask your provider to print the list for you.</p>
<p><b>Who will see my data and how will it be used?</b></p>	<p>The information will be safeguarded just like your medical record. Only staff members with your signed or verbal consent, or if there is a clinical emergency, will be able to view your information in order to help deliver the right level of care to you.</p>

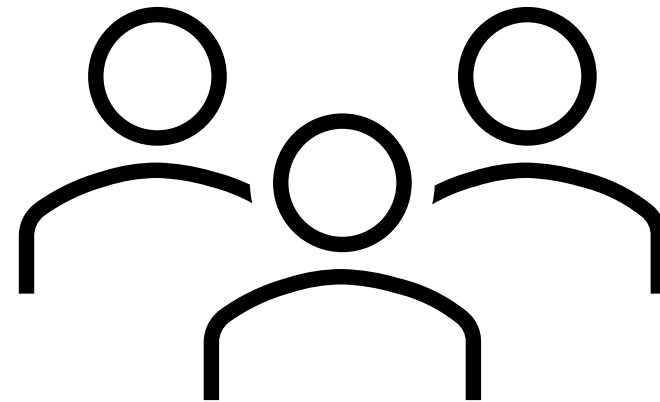


MyCHOIS FAQs	Answers
<p><b>What if I think a provider has accessed my health information improperly?</b></p>	<p>There are penalties for improper access to or use of your health information. If you ever suspect that someone has seen or accessed your information – and they shouldn’t have – call the NYS Office of Mental Health Customer Relations at 800-597-8481.</p>
<p><b>How can I withdraw my consent?</b></p>	<p>You can withdraw your consent at any time by signing and submitting a Withdrawal of Consent Form to your provider. You can get the Withdrawal of Consent form at <a href="http://www.psyckes.org">www.psyckes.org</a> or by contacting your provider.</p>
<p><b>What is a Safety Plan?</b></p>	<p>A Safety Plan is a plan that you create for yourself, which lists out ways to gain support and stay in control even in a crisis. The MyCHOIS Consumer app uses the Stanley Brown Safety Plan template. When completing a Safety Plan, you would fill out information on warning signs, coping strategies, social supports, how to make the environment safe, and a reason for living.</p>

# **MyCHOIS Technical Support**

# We'd love to hear from you!

- Please share with us things you like, dislike, or would love to see included in the MyCHOIS application!
- If you'd like to share your feedback with us, please reach out to our PSYCKES Helpdesk and let us know your thoughts on the MyCHOIS web and mobile applications:
  - [PSYCKES-Help@omh.ny.gov](mailto:PSYCKES-Help@omh.ny.gov)



# Training Resources & Technical Assistance

- Training resources recipients include:
  - User Guides
    - [How-To Guide for Clients to Obtain NY.gov ID Account Information](#)
    - [MyCHOIS How-To Guide for Providers Creating Client Accounts](#)
    - [MyCHOIS Consumer App: How to Sign Up and Login User Guide](#)
    - [MyCHOIS Consumer App Content User Guide](#)
- If you have any questions regarding the MyCHOIS application, please reach out to the PSYCKES Helpdesk:
  - 9:00AM – 5:00PM, Monday – Friday
  - [PSYCKES-help@omh.ny.gov](mailto:PSYCKES-help@omh.ny.gov)

**Q&A**

**Thank you!**