



**Office of
Mental Health**

Using PSYCKES for Crisis Work

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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**Michelle Hand
Medical Informatics
Office of Population Health & Evaluation
August 22, 2023**

Q&A via WebEx

- All phone lines are muted
- Access the “Q&A” box by clicking on the 3 horizontal dots in the lower right-hand corner
- Type questions using the “Q&A” feature
 - Submit to “all panelists” (default)
 - Please do not use Chat function for Q&A
- Note: slides and recording will be emailed to attendees after the webinar

Agenda

- PSYCKES overview
- Access to client-level data
- Crisis-related filters in Recipient Search
- My QI Report (crisis-related measures and filters)
- Review client-level details within the Clinical Summary
- ***Live Demo!*** PSYCKES mobile app
- Training and Technical Assistance

PSYCKES Overview

What is PSYCKES?

- A secure, HIPAA-compliant online platform for sharing Medicaid billing data and other state administrative data
- Designed to support data-driven clinical decision-making, care coordination and quality improvement
- Ongoing data updates
 - Clinical Summary updated weekly
 - Quality Indicator reports updated monthly

Who is Viewable in PSYCKES?

- Over 11 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 billing data, across treatment settings
 - Medications, medical and behavioral health outpatient and inpatient services, ER, health home care coordination, housing and residential, lab, and more!
- Multiple other state administrative databases (0-7 day lag):
 - New York City Department of Homeless Services (NYC DHS)
 - Health Home enrollment & CMA provider (DOH MAPP)
 - Managed Care Plan & HARP status (MC Enrollment Table)
 - MC Plan assigned Primary Care Physician (Quarterly, DOH)
 - Assisted Outpatient Treatment provider contact (OMH TACT)
 - Assertive Community Treatment provider contact (OMH CAIRS)
 - Adult Housing/Residential program Information (OMH CAIRS)
 - Intensive Mobile Treatment (DOHMH)
 - AOT Referral Under Investigation (DOHMH)
 - State Psychiatric Center EMR
 - Suicide attempt (OMH NIMRS)
 - Safety plans, screenings, assessments entered in MyCHOIS



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 an applicable quality flag, the provider is allowed access to that individual’s Clinical Summary
- Examples of current quality flags include:
 - High Utilization, e.g., 10+ ER – MH, 4+ Inpatient/ER – MH
 - Medication-Related, e.g., Discontinuation – Antidepressant < 12 weeks (MDE), Psychotropics Four Plus
 - Acute Care Utilization, e.g., 2+ ER – BH, Readmission
 - MH Performance Tracking Measures, e.g., No Follow Up After MH ED Visit – 7/30 Days, No Follow Up After MH Inpatient – 7/30 Days

What Types of Reports Are Available?

- Individual Client Level Reports
 - Clinical Summary: Medicaid and State PC treatment history, up to 5 years
- Provider Agency Level Reports
 - Recipient Search Reports: run ad hoc reports to identify cohorts of interest using crisis-related filters
 - My QI Report: current performance on all quality indicators, drill down to client-level views
 - PSYCKES Usage Reports: monitor PHI access by staff
 - Utilization Reports: support provider VBP data needs
- Statewide Reports
 - Can select a quality indicator and review statewide proportions by region, county, plan, network, or provider

Access to Client-Level Data

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 HH/CM program according to DOH MAPP
- Manually:
 - Signed consent
 - Verbal PSYCKES consent
 - Clinical Emergency (72 hours)
 - Attest client is served by/being transferred to facility prior to billing and/or signed consent

Access to Client Data

Without Signed Consent

- Certain data provided without consent...
 - Positive for an applicable 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 Signed 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 any or applicable 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 after last billed service)
 - With Verbal PSYCKES consent (9 months)
 - In clinical emergencies (limited duration, 72 hours)

Access to Client Data

Clinical Emergency

New York State Public Health Law Section 4900.3

"Emergency condition" means a medical or behavioral condition, **the onset of which is sudden**, that manifests itself by symptoms of sufficient severity, including severe pain, that a prudent layperson, possessing an average knowledge of medicine and health, could reasonably expect the **absence of immediate medical attention** to result in (a) placing the health of the person afflicted with such condition in serious jeopardy, or in the case of **a behavioral condition placing the health of such person or others in serious jeopardy**; (b) serious impairment to such person's bodily functions; (c) serious dysfunction of any bodily organ or part of such person; or (d) serious disfigurement of such person.

Client Data for Providers: Comparison

Client data- agency link Type	Client data access type	Quality flag?	Any client data?	Data with special protection? (SUD, HIV, Family Planning, Genetic)	
Automatic	Billed service in past 9 months	No	No, client name only		
		Yes	Yes	No	While flag is active, up to 9 months after last service
Manual	Attest client is being served at / transferred to agency	No	No, client name only	No	9 months after last service
		Yes	Yes	No	While flag is active, up to 9 months after last service
	Clinical emergency	n/a	Yes	Yes, all data	72 hours
	Verbal PSYCKES Consent	n/a	Yes	No	9 months
	Consent	n/a	Yes	Yes, all data	3 years after last service

Two Ways to Enable PHI Access

- Recipient Search: Recipient identifier search

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

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				MM/DD/YYYY

- Registrar: Manage PHI Access submenu

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

Manage PHI Access 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
- Client signed the BHCC Patient Information Sharing Consent for specific BHCC(s)
- Client gave Verbal PSYCKES Consent
- Client data is needed due to clinical emergency
- Client is served by/ being transferred to your provider agency

[Search & Enable Access >](#)

Enable PHI Access

Step 1: Search for client

Enter one or more recipient identifier(s) and click “Search”

Recipient Identifiers

Search in: Full Database MAIN STR

Medicaid ID	SSN	First Name	Last Name	DOB
AB00000A				MM/DD/YYYY

- Medicaid ID
- Social Security Number (SSN)
- First Name – at least first two characters required, if entered
- Last Name – full last name required, if entered
- Date of Birth (DOB) – enter to improve search results when searching with name

Enable PHI Access

Confirm client match and select “Enable Access” or “Update Access”; if no match, click “Modify Search”

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

[← Modify Search](#)

1 Recipients Found



Medicaid ID AB12345C

Review recipients in results carefully before accessing Clinical Summary.

Maximum Number of Rows Displayed: 50

Name (Gender - Age)	Unique Identifiers	DOB	Address	Medicaid Quality Flags	Medicaid Managed Care Plan	Current PHI Access	
DOE JANE F - 53	Medicaid ID: AB12345C	10/10/1970	12 MAIN ST #5 BROOKLYN, NY 12345		Healthfirst PHSP, Inc.	No Access	Enable Access



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Enable PHI Access

Step 2: Attest to why you're allowed to view the data

PHI Access for **DOE JANE (F - 53), DOB 10/10/1970** ×

Why are you allowed to view this data? [About access levels](#)

The client signed consent

- Client signed a PSYCKES Consent
- Client signed a BHCC Patient Information Sharing Consent
- Client signed a DOH Health Home Patient Information Sharing Consent

Provider attests to other reason for access

- Client gave Verbal PSYCKES Consent
- This is a clinical emergency
- Client is currently served by or being transferred to my facility

[Cancel](#) [Next](#)

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My QI Report ▾ Statewide Reports

Settings ▾ Log Off

Home

PDF Excel

Maximum Number of Rows Displayed: 50

Name (Gender - Age)	Unique Identifier	Care	Current PHI Access
DOE JANE F - 53	Medicaid ID: AB	Inc.	No Access Enable Access 🔒

PSYCKES

Logged in as: L0000MHH MAIN STREET CLINIC

Enable PHI Access

Step 3: Confirm client identity and Enable

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



PHI Access for **DOE JANE (F - 53), DOB 10/10/1970**



How do you know this is the correct person?

- Provider attests to client identity
- Client provided 1 photo ID or 2 forms of non-photo ID

Identification 1 U.S. Driver's License ▾

Identification 2 select ▾

MAIN STREET CLINIC will be given access to all available data for 72 hours.

[Previous](#)

[Cancel](#)

[Enable](#)

[Enable and View Clinical Summary](#)

Maximum Number of Rows Displayed: 50

Care	Current PHI Access	
P, Inc.	No Access	Enable Access

[← Modify Search](#)

Medicaid ID

Review recipients in results carefully

Name (Gender - Age)	Unique Ident
DOE JANE F - 53	Medicaid ID: AB

Clinical Emergency Access

All available data (including data with special protections) for 72 hours

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

Clinical emergency access will display as “All Data – Emergency” in the ‘Current PHI Access’ column



1 Recipients Found

Medicaid ID AB12345C

Review recipients in results carefully before accessing Clinical Summary.

Maximum Number of Rows Displayed: 50

Name (Gender - Age)	Unique Identifiers	DOB	Address	Medicaid Quality Flags	Medicaid Managed Care Plan	Current PHI Access	
DOE JANE F - 53	Medicaid ID: AB12345C	10/10/1970	12 MAIN ST #5 BROOKLYN, NY 12345		Healthfirst PHSP, Inc.	All Data - Emergency	Update Access



Recipient Search

Recipient Search Options

- **Individual Search**
 - Look up one person to view their Clinical Summary
- **Group Search**
 - Flexible search to identify cohort of individuals served in your agency/hospital who meet specified criteria, for example:
 - Social Determinants of Health (SDOH) domains or conditions
 - Alerts (e.g., suicide attempt, opioid overdose, etc.)
 - Those experiencing homelessness (any homelessness past year, shelter, unsheltered, outreach, etc.)
 - Crisis service utilization
 - High utilizers
- We have **Advanced Views!** Focus your search results using any of the following Advanced View categories:
 - Care Coordination, High Need/High Risk, Hospital Utilization, Outpatient Providers

Recipient Search

Limit results to

50 ▾

Search

Reset

Individual Search

Recipient Identifiers

Search in: Full Database MAIN STREET CLINIC

Medicaid ID

SSN

First Name

Last Name

DOB

AB00000A

MM/DD/YYYY

Characteristics as of 07/30/2023

Group Search

Age Range To Gender ▾

Race ▾

Ethnicity ▾

Region ▾

County ▾

Special Populations

Social Determinants of Health (SDOH)

Past 1 Year ▾

Population ▾

High Need Population ▾

AOT Status ▾

Alerts ▾

Homelessness Alerts ▾

SDOH Conditions (reported in billing)

SDOH Conditions: Selected

- Problems related to upbringing
- Problems related to social environment
- Problems related to physical environme
- Problems related to other psychosocial
- Problems related to medical facilities ar
- Problems related to life management di

Managed Care Plan & Medicaid

Managed Care ▾

MC Product Line ▾

Children's Waiver Status ▾

HARP Status ▾

Social Determinants of Health (SDOH)

Past 1 Year ▼

SDOH Conditions (reported in billing)

SDOH Conditions: Selected

- Problems related to housing and economic circumstances
 - Housing instability, housed, with risk of homelessness
 - Inadequate housing
 - Insufficient social insurance and welfare support
 - Other problems related to housing and economic circumstances
- Material hardship
- Transportation insecurity
- Lack of adequate food
- Extreme poverty

Select a domain category or expand the domain category to select a specific SDOH condition within that domain (up to 4 different SDOH filters can be selected at one time)

Children's Waiver Status

HARP Status

HARP HCBS Assessment Status

HARP HCBS Assessment Results

Social Determinants of Health (SDOH)

Past 1 Year ▾

SDOH Conditions (reported in billing)

- Material hardship
- Transportation insecurity
- Extreme poverty
- Lack of adequate food
- Homelessness unspecified
- Housing instability, housed, homeless

SDOH Conditions: Selected



- Problems related to housing and economic circumstances
 - Transportation insecurity
 - Extreme poverty
 - Lack of adequate food

Characteristics as of 07/30/2023

Age Range

Race

Ethnicity

- Alerts - Any below
- Suicide Attempt (Medicaid/NIMRS) past 1 year
- Suicide Attempt (Medicaid/ NIMRS)
- Suicidal Ideations (Medicaid)
- Self-Inflicted Harm/ Injury (Medicaid)
- Self-Inflicted Poisoning (Medicaid)
- Overdose - Opioid past 1 year
- Overdose - Opioid (Intentional) past 1 year
- Overdose - Opioid (Unintentional) past 1 year
- Overdose - Opioid past 3 years
- Overdose - Opioid (Intentional) past 3 years
- Overdose - Opioid (Unintentional) past 3 years
- Overdose Risk - Concurrent Opioid & Benzodiazepine
- Registry - Suicide Care Pathway - active at any agency
- Registry - High Risk List - active at any agency
- Registry - COVID-19 - active at any agency
- OMH Unsuccessful Discharge

Special Populations

The 'Alerts' dropdown contains filters for suicide attempt, suicide ideations, self-harm/poisoning, opioid overdose, etc.

Population

Special Population

AOT Status

Alerts

Business Alerts

Social

SDOH

Managed Care Plan & Medicaid

Special Populations

Population

High Need Population

AOT Status

Alerts

Homelessness Alerts

Shelter (DHS) or Outreach (DHS) or Behavioral H...

- Homelessness: All Sources**
 - Any (DHS/Medicaid)
 - Any past 1 year (DHS/Medicaid)
- Homelessness: NYC DHS**
 - Any (DHS)
 - Any past 1 year (DHS)
 - Shelter (DHS)
 - Shelter past 1 year (DHS)
 - Outreach (DHS)
 - Outreach past 1 year (DHS)
 - Behavioral Health Shelter past 1 year (DHS)
 - Safe Haven or Stabilization Shelter past 1 year (DHS)
- Homelessness: Medicaid**
 - Any (Medicaid)
 - Any past 1 year (Medicaid)
 - Unsheltered past 1 year (Medicaid)
 - Sheltered past 1 year (Medicaid)

Up to 4 homelessness options can be selected in each search, creating an "or" logic

Social Determinants of Health (SDOH)

SDOH Conditions (reported in billing)

- Problems related to upbringing
- Problems related to social environment
- Problems related to physical environmen
- Problems related to other psychosocial c
- Problems related to medical facilities and
- Problems related to life management diff

Quality Flag as of 07/01/2023

- HARP Enrolled - Not Health Home Enrolled
- HARP-Enrolled - No Assessment for HCB
- Eligible for Health Home Plus - Not Health
- Eligible for Health Home Plus - No Health
- Eligible for Health Home Plus - No Health
- HH Enrolled, Eligible for Health Home Plus

Services: Specific Provider as of 07/01/2023

Children's Waiver Status

HARP Status

HARP HCBS Assessment Status

HARP HCBS Assessment Results

Provider

Region

Current Access

Managed Care Plan & Medicaid

Managed Care

MC Product Line

Medicaid Enrollment Status

Medicaid Restrictions

Children's Waiver Status

HARP Status

HARP HCBS Assessment Status

HARP HCBS Assessment Results

Quality Flag as of 07/01/2023

 [Definitions](#)

Services: Specific Provider as of 07/01/2023

- Preventable Hosp Denigration
- Preventable Hosp Diabetes
- Preventable Hospitalization Summary
- POP : High User
- POP : Potential Clozapine Candidate
- 10+ ER - All Cause
- 10+ ER - MH
- 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
- Readmission (30d) from any Hosp: MH to All Cause
- Readmission (30d) from any Hosp: Medical to Medical

Search for hospital-related quality flags, such as “10+ ER - MH” or any of the High Utilization measures (up to 4 quality flags can be selected in each search)

STREET CLINIC

Service

ial

+--Outpatient - Medical Specialtv

mental health

Crisis Service Settings

Services by Any Provider as of 07/01/2023 Past 1 Year

Provider

Region County

Service Utilization Number of

Service Setting: Service Detail: Selected

- Care Coordination
- Crisis Service
 - CPEP Mobile Crisis
 - CSIDD - Crisis Service - DD
 - Crisis Intervention Service - Mobile Crisis Follow-up
 - Crisis Intervention Service - Mobile Crisis Response
 - Crisis Intervention Service - Telephonic Follow-up
 - Crisis Intervention Service - Telephonic Response
 - Crisis Residential Services - Childrens Crisis Residence (age 5-20)
 - Crisis Residential Services - Intensive Crisis Residence (age 18-20)
 - Crisis Residential Services - Intensive Crisis Residence (age 21+)
 - Crisis Residential Services - Residential Crisis Support (age 18-20)
 - Crisis Residential Services - Residential Crisis Support (age 21+)
 - Crisis Service - Any

In the 'Services by Any Provider' section, search for crisis service settings (up to 4 service settings can be selected in each search).

The results will display clients linked to your agency, receiving crisis services from ANY provider in NYS.

Service Utilization Filter

Services by Any Provider as of 07/01/2023 Past 1 Year

Provider

Region County

Service Utilization **Number of Visits**

Service Setting:

- Care Coordination
- Crisis Service
 - CPEP Mobile Crisis
 - CSIDD - Crisis Services
 - Crisis Intervention
 - Crisis Intervention
 - Crisis Intervention Service - Tele
 - Crisis Intervention Service - Tele
 - Crisis Residential Services - Child
 - Crisis Residential Services - Inpatient
 - Crisis Residential Services - Inpatient
 - Crisis Residential Services - Residential
 - Crisis Residential Services - Residential
 - Crisis Service - Any

Dropdown menu items:
Clinic MH - ALL
ER - ALL
ER - BH Dx/Svc/CPEP
ER - MH Dx/Svc/CPEP
ER - Medical Dx/Svc
ER - SU Dx/Svc
Inpatient - ALL
Inpatient - BH
Inpatient - MH
Inpatient - Medical
Inpatient - SU

In the 'Services by Any Provider' section, you can also search for high utilizers by using the "Service Utilization" filter which works in conjunction with "Number of Visits" dropdown

Service Utilization Filter

Services by Any Provider as of 07/01/2023 Past 1 Year

Provider

Region County

Service Utilization Number of Visits

Service Setting:

- Care Coordination
- Crisis Service
 - CPEP Mobile Crisis
 - CSIDD - Crisis Service - DD
 - Crisis Intervention Service - Mo
 - Crisis Intervention Service - Mo
 - Crisis Intervention Service - Tel
 - Crisis Intervention Service - Tel
 - Crisis Residential Services - Ch
 - Crisis Residential Services - Int
 - Crisis Residential Services - Int
 - Crisis Residential Services - Re
 - Crisis Residential Services - Re
 - Crisis Service - Any

Service Detail: Selected

In the "Number of Visits" filter, you can search for clients that have had 20+ Clinic MH, ER, or Inpatient services in the past year

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125 Recipients Found

View: Standard ▾



← Modify Search

Alerts Alerts - Any below

AND [Provider Specific] Provider MAIN STREET CLINIC

AND [Any Provider] Service Setting: CPEP Mobile Crisis

Maximum Number of Rows Displayed: 50

Select an Advanced View, drill into a client's Clinical Summary, or export results to PDF or Excel

Name ▲	Medicaid ID ▾	DOB ▾	Gender ▾	Medicaid Quality	Managed Care ▾	Current PHI Access ▾
QUNPurRB QVJJRUm	WautMp6s MV2	MTEIM8ynO T2r	TQ LQ ND2	2+ ER-BH, 2+ ER-MH, 2+ ER-Medical, 2+ Inpt/ER-BH, 4+ Inpt/ER-MH, High MH Need, No Outpt Medical		Quality Flag
QUZGTEbDSm SEFLSUq	Wa6qM9Av NrE	OCyrLpEvO DA	TQ LQ NDI	No Outpt Medical	HIP (EmblemHealth)	Quality Flag
QUnGQVJP Uq7FWUnB QQ	VVMvNTarN rM	OSyoOCyoM DAq	R6 LQ MT6		MetroPlus Health Plan	No Access
QUnJ TVVGQVf0RUm	TbYqNDIoO UQ	MTIIM9UIM TauNA	TQ LQ Mp6	10+ ER, 2+ ER-BH, 2+ ER-MH, 2+ ER-Medical, 2+ Inpt-BH, 4+ Inpt/ER-BH, 4+ Inpt/ER-Med, Adher-AD - Acute (DOH), Adher-AD - Recovery (DOH), HARP No Assessment for HCBS, HARP No Health Home, High MH Need, No HbA1c-DM, Readmit 30d - BH to BH, Readmit 30d - Medical to All Cause	Healthfirst PHSP, Inc.	Quality Flag
QUvERVJTtqu RqFSWQ UA	WVluMTIvM qq	MTEIMpAIM TasN6	TQ LQ NTY	10+ ER, 2+ ER-BH, 2+ ER-MH, 2+ ER-Medical, 2+ Inpt-Medical, 4+ Inpt/ER-BH, 4+ Inpt/ER-MH, 4+ Inpt/ER-Med, Cloz Candidate, Colorectal Screen Overdue (DOH), HHPlus No HHPlus Service > 12 mos, HHPlus No HHPlus Service > 3 mos, HHPlus Not HH Enrolled, High MH Need, No SUD Tx Engage (DOH), No Utilization of Pharmacotherapy (DOH), POP Cloz Candidate, POP High User	Healthfirst PHSP, Inc.	PSYCKES Consent

Modify Search

125 Recipients Found



View: High Need/High Risk



Alerts Alerts - Any below

AND [Provider Specific] Provider MAIN STREET CLINIC

AND [Any Provider] Service Setting: CPEP Mobile Crisis

Maximum Number of Rows Displayed: 50

Applicable data is displayed for recipients with quality flag or consent.

Name	Medicaid ID	DOB	Gender	Medicaid Managed Care Plan	Current PHI Access	OMH Unsuccessful Discharge	Transition Age Youth (TAY-BH)	OPWDD NYSTAR
QUNPurRB QVJRRUm	WautMp6s MV2	MTEIM8ynO T2r	TQ LQ ND2	HIP (EmblemHealth)	Quality Flag			
QUZGTEbDSm SEFLSUq	Wa6qM9Av NrE	OCyrLpEvO DA	TQ LQ NDI	HIP (EmblemHealth)	Quality Flag	Yes		
QUnGQVJP Uq7FWUnB QQ	VVMvNTarNrM	OSyoOCyoM DAq	R6 LQ MT6	MetroPlus Health Plan	No Access			
QUnJ TVVGQVf0RUm	TbYqNDIoU UQ	MTIIM9UIM TauNA	TQ LQ Mp6	Healthfirst PHSP, Inc.	Quality Flag			
QUvERVJTTqu RqFSWQ UA	WVluMTIvM qq	MTEIMpAIM Tpn6	TQ LQ NTY	Healthfirst PHSP, Inc.	PSYCKES Consent		Yes	
QVJBVufP REbWSUvF	VfM		R6 LQ M9I	Healthfirst PHSP, Inc.	No Access			
QVJSSUvHVEzO REVMTqvURQ S6	VfM		TQ LQ Mpl	Healthfirst PHSP, Inc.	PSYCKES Consent			Yes
QVJUSUnFUm WUzKQubSTm QQ	UfM		TQ LQ MpA	Healthfirst PHSP, Inc.	Health Home Consent			
QVNDRUvDSUy REVOTabT	WfM		TQ LQ NTE	Healthfirst PHSP, Inc.	PSYCKES Consent	Yes		
QaVSTVVERVe REbHTaE TO	WaUvMp MUO	NSytLpEvN 96	R6 LQ NTU	Healthfirst PHSP, Inc.	Quality Flag			

Scroll to the right to view additional columns

← Modify Search

125 Recipients Found



View: High Need/High Risk ▾



Alerts Alerts - Any below

AND [Provider Specific] Provider MAIN STREET CLINIC

AND [Any Provider] Service Setting: CPEP Mobile Crisis

Maximum Number of Rows Displayed: 50

Applicable data is displayed for recipients with quality flag or consent.

Name	START-Eligible	Health Home Plus-Eligible	AOT		Suicide Risk			
			AOT Status	AOT Expiration Date	Suicide Attempt (Medicaid/NIMRS) Past 1 year	Suicidal Ideations (Medicaid)	Self - Inflicted Harm / Injury(Medicaid)	Self-Inflicted Poisoning (Medicaid)
QUNPurRB QVJRRUm		Yes				Yes	Yes	Yes
QUZGTEbDSm SEFLSUq			AOT-Active Court Order	5/17/2024		Yes		
QUnGQVJP Uq7FWUnB QQ								
QUnJ TVVGQVf0RUm					Yes	Yes		Yes
QUvERVJTTqu RqFSWQ UA		Yes	AOT-Active Court Order	11/9/2023		Yes	Yes	
QVJBVUfP REbWSUvF								
QVJSSUvHVEzO REVMTqvURQ S6		Yes				Yes		
QVJUSUnFUm WUzKQubSTm QQ		Yes				Yes		
QVNDRUvDSUy REVOTabT		Yes	AOT-Active Court Order			Yes	Yes	
QaVSTVVERVe REbHTaE TQ						Yes		

Scroll to the right to view additional columns

125 Recipients Found



View: High Need/High Risk



Modify Search

Alerts

Alerts - Any below

AND [Provider Specific] Provider

MAIN STREET CLINIC

AND [Any Provider] Service Setting:

CPEP Mobile Crisis

Maximum Number of Rows Displayed: 50

Applicable data is displayed for recipients with quality flag or consent.

Name	Registration	Suicide Risk				Overdose Risk		PSYCKES Registries	
		Suicide Attempt (Medicaid/NIMRS) Past 1 year	Suicidal Ideations (Medicaid)	Self - Inflicted Harm / Injury(Medicaid)	Self-Inflicted Poisoning (Medicaid)	Overdose - Opioid past 1 year	Overdose Risk - Concurrent Opioid & Benzodiazepine past 1 year	High Risk List Registry	Suicide Care Pathway
QUNPUrRB QVJJRUm			Yes	Yes	Yes				
QUZGTEbDSm SEFLSUq			Yes				Yes		
QUnGQVJP Uq7FWUnB QQ									
QUnJ TVVGQVf0RUm		Yes	Yes		Yes				
QUvERVJTTqu RqFSWQ UA			Yes	Yes		Yes			
QVJBVUfP REbWSUvF									
QVJSSUvHVEzO REVMTqvURQ S6		Yes	Yes			Yes			
QVJUSUnFUm WUzKQUbSTm QQ		Yes	Yes						
QVNDRUvDSUy REVOTabT			Yes	Yes					
QaVSTVVERVe REbHTaE TQ			Yes				Yes		

My QI Report

My QI Report

- Tool for managing quality improvement efforts
- Updated on a monthly basis
- Eligible Population (denominator): clients served plus other parameters depending on quality indicator specifications
- Number with QI Flag (numerator): clients who meet criteria for the flag
- Compare prevalence rates for provider agency, region, state
- Filter report by: Program Type (e.g., Crisis Services), MC Plan, Age
- Drill down into list of recipients who meet criteria for flag
- Reports can be exported to Excel and PDF

Understanding My QI Report

- **Attributing clients to agency QI reports:**
 - **Billing:** Clients linked to provider agency if billed 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 13 months
- **QI Reports trending over time:**
 - QI Trends Past Year show the prevalence rates of quality flags by provider over time

MAIN STREET CLINIC

Quality Indicator Overview As Of 07/01/2023

View: Standard



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

Filters

Reset

Indicator Set

Quality Improvement Indicators (as of 07/01/2023)

Run monthly on all available data as of run date

Indicator Set	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %	25%	50%	75%	100%
BH QARR - Improvement Measure	All	419	162	38.7	36.6	38.3	38.70	36.60	38.30	
General Medical Health	All	1,488	390	26.2						
Health Home Care Management - Adult	Adult 18+	403	269	66.7						
High Utilization - Inpt/ER	All	1,488	524	35.2						
Polypharmacy	All	434	77	17.7						
Preventable Hospitalization	Adult	1,160	41	3.5						
Readmission Post-Discharge from any Hospital	All	546	135	24.7						
Readmission Post-Discharge from this Hospital	All	0	0	0	11.8	11.2	0.00	11.80	11.20	
Treatment Engagement	Adult 18-64	312	83	26.6	35.8	35.9	26.60	35.80	35.90	

My QI Report is divided into two categories of indicator sets to help easily identify between “real time” measures versus “mature” measures

Performance Tracking Indicators (as of 12/01/2022)

Run with intentional lag of 6+ months to allow for complete data

Indicator Set	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %	25%	50%	75%	100%
MH Performance Tracking Measure	All	422	236	55.9	51.3	52.6	55.90	51.30	52.60	
SUD Performance Tracking Measure	Adol & Adult (13+)	224	204	91.1	82.6	78.9	91.10	82.60	78.90	
Vital Signs Dashboard - Adult	Adult	627	326	52	46	47.2	52.00	46.00	47.20	
Vital Signs Dashboard - Child	Child & Adol	369	115	31.2	29.3	32.1	31.20	29.30	32.10	

MAIN STREET CLINIC

Quality Indicator Overview As Of 07/01/2023

View: Standard



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

Filters

Reset

Indicator Set

Quality Improvement Indicators (as of 07/01/2023)

Run monthly on all available data as of run date

Indicator Set	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %
BH QARR - Improvement Measure	All	419	162	38.7	36.6	
General Medical Health	All	1,488	390	26.2	12.1	
Health Home Care Management - Adult	Adult 18+	403	269	66.7	85.9	
High Utilization - Inpt/ER	All	1,488	524	35.2	21.5	
Polypharmacy	All	434	77	17.7	12	11.3
Preventable Hospitalization	Adult	1,160	41	3.5	0.9	0.8
Readmission Post-Discharge from any Hospital	All	546	135	24.7	12.1	11.2
Readmission Post-Discharge from this Hospital	All	0	0	0	11.8	11.2
Treatment Engagement	Adult 18-64	312	83	26.6	35.8	35.9

Select from a variety of filters to apply to My QI Report using the "Filter" button

Performance Tracking Indicators (as of 12/01/2022)

Run with intentional lag of 6+ months to allow for complete data

Indicator Set	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %
MH Performance Tracking Measure	All	422	236	55.9	51.3	52.6
SUD Performance Tracking Measure	Adol & Adult (13+)	224	204	91.1	82.6	78.9
Vital Signs Dashboard - Adult	Adult	627	326	52	46	47.2
Vital Signs Dashboard - Child	Child & Adol	369	115	31.2	29.3	32.1

REGION: ALL COUNTY: ALL SITE: ALL PROGRAM

Filters Reset

Indicator Set

Quality Improvement Indicators (as of 07/01/2023)

Indicator Set

BH QARR - Improvement Measure

General Medical Health

Health Home Care Management - Adult

High Utilization - Inpt/ER

Polypharmacy

Preventable Hospitalization

Readmission Post-Discharge from any Hospital

Readmission Post-Discharge from this Hospital

Treatment Engagement

QI Filters ✕

Site: ALL

Program Type: ALL

Managed Care: ALL

MC Product Line: CFTSS - Crisis Intervention

Age: Clinic - Medical Specialty

Region: Clinic - Unspecified Specialty

County: Crisis Intervention Service - Mobile Crisis Follow-up

Adult

Readmission Post-Discharge from any Hospital	All	546	135	24.7	12.1	11.2	<p>24.70 12.10 11.20</p>
Readmission Post-Discharge from this Hospital	All	0	0	0	11.8	11.2	<p>0.00 11.80 11.20</p>
Treatment Engagement	Adult 18-64	312	83	26.6	35.8	35.9	<p>26.60 35.80 35.90</p>

MAIN STREET CLINIC

Quality Indicator Overview As Of 07/01/2023

View: Standard



PROGRAM TYPE: CRISIS SERVICE - ANY

Filters Reset

Indicator Set

Quality Improvement Indicators (as of 07/01/2023)

Run monthly on all available data as of run date

Indicator Set	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %	25% 50% 75% 100%
BH QARR - Improvement Measure	All	59	24	40.7	42.9	43.7	40.70, 42.90, 43.70
General Medical Health	All	92	38	41.3	35.8	37.1	41.30, 35.80, 37.10
Health Home Care Management - Adult	Adult 18+	42	36	85.7	88.2	83.4	85.70, 88.20, 83.40
High Utilization - Inpt/ER	All	92	49	53.3	53.6	47.9	53.30, 53.60, 47.90
Polypharmacy	All	30	4	13.3	21.9	22.8	13.30, 21.90, 22.80
Preventable Hospitalization	Adult	92	1	1.1	1.3	0.9	1.10, 1.30, 0.90
Readmission Post-Discharge from any Hospital	All	56	13	23.2	23.7	22.9	23.20, 23.70, 22.90
Readmission Post-Discharge from this Hospital	All	0	0	0	16	17.9	0.00, 16.00, 17.90
Treatment Engagement	Adult 18-64	41	23	56.1	51	50.5	56.10, 51.00, 50.50

Performance Tracking Indicators (as of 12/01/2022)

Run with intentional lag of 6+ months to allow for complete data

Indicator Set	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %	25% 50% 75% 100%
MH Performance Tracking Measure	All	58	41	70.7	53.2	51.6	70.70, 53.20, 51.60
SUD Performance Tracking Measure	Adol & Adult (13+)	29	29	100	92.1	87.7	100.00, 92.10, 87.70
Vital Signs Dashboard - Adult	Adult	74	46	62.2	59.9	56.8	62.20, 59.90, 56.80
Vital Signs Dashboard - Child	Child & Adol	1	1	100	43.3	44.9	100.00, 43.30, 44.90

MAIN STREET CLINIC

Quality Indicator Overview As Of 07/01/2023

View: Standard



Filters Reset

PROGRAM TYPE: CRISIS SERVICE - ANY

Indicator Set: High Utilization - Inpt/ER

Indicator Set Indicator

Indicator	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %	25%	50%	75%	100%
10+ ER - All Cause	All	92	5	5.4	9.1	7	5.40	9.10	7.00	
10+ ER - MH	All	92	2	2.2	3.1	1.8	2.20	3.10	1.80	
2+ ER - BH	All	92	21	22.8	30.4	25	22.80	30.40	25.00	
2+ ER - Medical	All	92	24	26.1	30.3	29.1	26.10	30.30	29.10	
2+ ER - MH	All	92	17	18.5	26.3	21.6	18.50	26.30	21.60	
2+ Inpatient - BH	All	92	26	28.3	18	14.7	28.30	18.00	14.70	
2+ Inpatient - Medical	All	92	5	5.4	5.1	3.7	5.40	5.10	3.70	
2+ Inpatient - MH	All	92	23	25	14.5	11.5	25.00	14.50	11.50	
4+ Inpatient/ER - MH	All	92	18	19.6	17	13.1	19.60	17.00	13.10	
Clozapine Candidate with 4+ Inpatient/ER - MH	0-64	11	10	90.9	91.5	92.1	90.90	91.50	92.10	
POP : High User	18+	79	13	16.5	14.5	11.4	16.50	14.50	11.40	
POP : Potential Clozapine Candidate	18+	9	8	88.9	93.4	94.4	88.90	93.40	94.40	
2+ Inpatient / 2+ ER - Summary	All	92	49	53.3	53.6	47.9	53.30	53.60	47.90	



MAIN STREET CLINIC

Quality Indicator Overview As Of 07/01/2023

View: Standard



PROGRAM TYPE: CRISIS SERVICE - ANY

Filters

Reset

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

Indicator Set	Indicator	Site	HH/CM Site(s)	MCO	Attending	Recipients	New QI Flag	Dropped QI Flag
Recipient	Medicaid ID	DOB	Race & Ethnicity	Quality Flags	Most Recent BH Outpatient Attending	Clinical Summary Last Viewed		
RazSVFVORQ QVJFUrfTTEE	UE2o0TEvMra	MD2IMD6IMTarMm	Black	2+ ER-BH, 2+ ER-MH, 2+ Inpt-BH, 2+ Inpt-MH, 4+ Inpt/ER-MH, Colorectal Screen Overdue (DOH), HARP No Assessment for HCBS, High MH Need				
UqzSSUFOTm UaFNTqu	VFEoM9UpMFe	MD6IMTaIMTasOQ	Unknown	2+ ER-Medical, 2+ Inpt-BH, 2+ Inpt-MH, 2AP, 4PP(A), HARP No Assessment for HCBS, High MH Need				
TUy0P6 00 5T VITA	UHL 0TA MEM	MDMMIMT	Black	2+ Inpt-BH, 2+ Inpt-MH, Adher-MS, HARP No Assessment for HCBS, HARP No Health Home, HHPlus No HHPlus Service > 12 mos, HHPlus No HHPlus Service > 3 mos,				



Drill into a client's Clinical Summary or export to PDF or Excel

Clinical Summary

What is a PSYCKES Clinical Summary?

- Summarizes up to 5 years of treatment history for a client
- Creates an **integrated** view from all databases available through PSYCKES
 - E.g., Homelessness information, Social Determinants of Health (SDOH), High Mental Health Need reason (if applicable), active quality flags, care coordination, IVOS (Integrated View of Services), AOT status, hospitalizations and/or crisis services, suicide risk (NIMRS), etc.
- Summarizes treatment episodes to support rapid review
- Episodes of care linked to detailed dates of service if needed (including diagnoses and procedures)
- Clinical Summary organized by sections like an EMR

Clinical Summary Viewing Options

- A client's clinical summary has 3 viewing tab options:
 - Brief Overview (default)
 - 1 Year Summary
 - 5 Year Summary
- The Brief Overview was a request by our users include a brief summary of a client's data that contained:
 - **Most critical information, easily identifiable**
 - Optimize time when reviewing clinical summary to get full clinical picture
 - Fits on a 1-2 pieces of paper, if printed

 About included data sources 

Brief Overview

1 Year Summary

5 Year Summary

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

DOB: 2/1/1970 (53 Yrs)
Address: 123 MAIN STREET, NEW YORK, NY 12345
Phone (Source: NYC DHS): (333) 432-6223

Medicaid ID: AB12345C Medicare: No
Managed Care Plan: Amida Care
MC Plan Assigned PCP: N/A

HARP Status: Not HARP Eligible (Current Medicaid Enrollees excluding H1-H9)
HARP HCBS Assessment Status: N/A
Medicaid Eligibility Expires on: 11/30/2023

Current Care Coordination

Prescription Prior Authorization This client has been taking a prescription medication in the past 3 months that may require NYRx prior authorization: Gabapentin
To obtain a prior authorization call (877) 309- 9493 or fax the appropriate Prior Authorization Form to (800) 268-2990.
Standard PA Form: https://newyork.fhsc.com/downloads/providers/NYRx_PDP_PA_Fax_Standardized.pdf
Other Specialized PA Forms: https://newyork.fhsc.com/providers/pa_forms.asp

Health Home (Enrolled) COORDINATED BEHAVIORAL CARE INC (Begin Date: 01-JAN-22) • Status : Active
Main Contact Referral: CBCHealthHome@cbcare.org
Member Referral Number: 866-899-0152
Care Management (Enrolled): ASSOC/REHAB CASE MGNT HOU MH

Housing/Residential Program SRO Community Residence, Convent Avenue Residence. ACMH, Inc. (Admission Date: 27-SEP-21, Discharge Date: 07-OCT-22 due to: Moved out of area)
Program Contact Information : Chekesh Brown: (646)-506-3100 ext. 154

NYC Dept of Homeless Services Shelter: TRAVELER'S SAFE HAVEN (Single Adult) • MANHATTAN
Most Recent Placement Date: 07-APR-23 .
Shelter Director Contact: Bernadette Reed: 2123821789, BREED@URBANPATHWAYS.ORG

Health Home Plus Eligibility This client is eligible for Health Home Plus due to: 3+ Inpt MH < 12 months, 4+ ER MH < 12 months

High Mental Health Need due to: 1+ ER or Inpatient past 12 months with suicide attempt, suicide ideation, or self-harm diagnosis ; 1+ Inpt MH in past 12 months

OPWDD NYSTART This client is potentially eligible for OPWDD NYSTART crisis services. Find a START team at: <https://opwdd.ny.gov/crisis-services>

Alerts • all available

Most Recent

Count	Alert Description	Date	Location
10	Homelessness - NYC DHS Shelter	Current	FRANKLIN WOMEN'S SHELTER (Single Adult, Assessment)
8	Suicidal Ideation (4 Inpatient, 4 ER, 3 Other)	11/4/2022	MAIMONIDES MEDICAL CENTER- MMC EMER (ER - MH - Physician Group)
3	Homelessness - reported in billing (2 Sheltered, 1 Unspecified)	11/1/2022	NEW YORK PRESBYTERIAN HOSPITAL (Homelessness Sheltered)

Social Determinants of Health (SDOH) Past Year - reported in billing

Problems related to employment and unemployment	Unemployment, Unspecified
Problems related to housing and economic circumstances	Sheltered Homelessness • Inadequate Housing
Problems related to social environment	Problem Related To Social Environment, Unspecified

High Mental Health Need

1+ ER or Inpatient past 12 months with suicide attempt, suicide ideation, or self-harm diagnosis | 1+ Inpt MH in past 12 months

High Utilization - Inpt/ER

10+ ER - All Cause • 10+ ER - MH • 2+ ER - BH • 2+ ER - MH • 2+ ER - Medical • 2+ Inpatient - BH • 2+ Inpatient - MH • 4+ Inpatient/ER - BH • 4+ Inpatient/ER - MH • 4+ Inpatient/ER - Med • Clozapine Candidate with 4+ Inpatient/ER - MH

MH Performance Tracking Measure (as of 12/01/2022)

Low Mood Stabilizer Medication Adherence - Bipolar

Readmission Post-Discharge from any Hospital

BH to BH • MH to MH

Vital Signs Dashboard - Adult (as of 12/01/2022)

Clozapine Candidate with 4+ Inpatient/ER - MH (adult) • Readmission (30d) from any Hosp: MH to MH (adult)

Behavioral Health (11)

5 Most Recent: Gender Dysphoria • Schizoaffective Disorder • Other Mental Disorders • Schizophrenia • PTSD ...

5 Most Frequent (# of services): Schizoaffective Disorder (55) • Gender Dysphoria (28) • Unspecified/Other Bipolar (4) • Adjustment Disorder (6) • Schizophrenia (8) ...

Medical (26)

5 Most Recent: Abdominal and pelvic pain • Other symptoms and signs involving the digestive system and abdomen • Encounter for general examination without complaint, suspected or reported diagnosis • Symptoms and signs involving emotional state • Symptoms and signs involving appearance and behavior ...

5 Most Frequent (# of services): Other symptoms and signs involving general sensations and perceptions (12) • Symptoms and signs involving emotional state (11) • Contact with and (suspected) exposure to communicable diseases (8) • Nausea and vomiting (1) • Encounter for immunization (2) ...

Medications Past Year

Last Pick Up

Gabapentin • Mood Stabilizer

7/18/2023 Dose: 100 MG, 3/day • Quantity: 90

Aripiprazole (Abilify Maintena) • Antipsychotic

7/15/2023 Dose: 400 MG, .03/day • Quantity: 1

Divalproex Sodium (Divalproex Sodium Er) • Mood Stabilizer

3/29/2023 Dose: 500 MG, 2/day • Quantity: 60

Aripiprazole • Antipsychotic

2/21/2023 Dose: 10 MG, 1/day • Quantity: 15

Docusate Sodium • Surfactant Laxatives

2/21/2023 Dose: 100 MG, 1/day • Quantity: 30

Sertraline Hcl • Antidepressant

1/23/2023 Dose: 50 MG, 1/day • Quantity: 30

Metronidazole • Vaginal Anti-infectives

12/19/2022 Dose: 0.75 %, 2.33/day • Quantity: 70

Prazosin Hcl • Antiadrenergic Antihypertensives

11/7/2022 Dose: 2 MG, 1/day • Quantity: 14

Nitrofurantoin Monohyd Macro • Urinary Anti-infectives

9/16/2022 Dose: 100 MG, 2/day • Quantity: 8

Diazepam • Anxiolytic/Hypnotic

8/10/2022 Dose: 10 MG, 1/day • Quantity: 2

Cephalexin • Cephalosporins - 1st Generation

8/10/2022 Dose: 500 MG, 3/day • Quantity: 15

Oxycodone Hcl • Opioid Agonists

8/10/2022 Dose: 5 MG, 4/day • Quantity: 20

Outpatient Providers Past Year

Last Service Date & Type

COMMUNITY HEALTH PROJECT INC 7/13/2023 Clinic - Medical Specialty

MICHAEL CALLEN-AUDRE LRDE CHC 6/1/2023 Clinic - Medical Specialty

MEDS OOS PHYSICIAN & OTHE 3/16/2023 Prescriber - OOS

SOUTH BEACH PC 3/1/2023 Clinic - MH State Psych Center (Source: State PC)

COORDINATED BEHAVIORAL CARE INC 2/1/2023 Clinic - Medical Specialty

ST BARNABAS HOSPITAL 1/31/2023 Clinic - Medical Specialty

MOUNT SINAI HOSPITAL 1/6/2023 Clinic - Medical Specialty

ICAHN SCHOOL OF MEDICINE AT MOUNT S 1/6/2023 Multi-Type Group

All Hospital and Crisis Utilization - 5 Years

ER Visits		# Providers	Last ER Visit
26	Medical	8	3/23/2023 at ST LUKES ROOSEVELT HSP CTR
41	Mental Health	15	1/31/2023 at ST BARNABAS HOSPITAL
Inpatient Admissions		# Providers	Last Inpatient Admission
12	Mental Health	8	2/14/2023 at BRONXCARE HOSPITAL CENTER
2	Medical	3	2/3/2023 at BRONXCARE HOSPITAL CENTER
Crisis Services		# Providers	Last Crisis Service
33	Crisis Residential	2	12/15/2022 at COMMUNITY ACCESS INC



Current Care Coordination & Alerts

- Current Care Coordination section displays status/contact information, if applicable to the client, including:
 - Homelessness
 - Health Home/Care Management Agency Outreach/Enrollment
 - Health Home Plus Eligibility
 - High Mental Health Need Reasons
 - Medicaid Eligibility Alert: New York State of Health (NYSoH) alert for Medicaid recertification
- Alerts (All available NIMRS & Medicaid data)
 - Suicidal ideations
 - Suicide attempt
 - Self-inflicted harm
 - Opioid overdose
 - Homelessness
 - OMH unsuccessful discharge

SMITH, JANE

Clinical Summary as of 7/30/2023



Sections

- Brief Overview
- 1 Year Summary
- 5 Year Summary**

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

General

Name SMITH, JOHN	Medicaid ID AB12345C	Medicare No	HARP Status Not HARP Eligible (Current Medicaid Enrollees excluding H1-H9)
DOB 2/1/1970 (53 Yrs)	Medicaid Aid Category SSI	Managed Care Plan Amida Care	HARP HCBS Assessment Status N/A
Address 123 MAIN STREET, NEW YORK, NY 12345	Medicaid Eligibility Expires on 11/30/2023	MC Plan Assigned PCP N/A	
Phone (Source: NYC DHS) (333) 432-6223			

Current Care Coordination

Prescription Prior Authorization: This client has been taking a prescription medication in the past 3 months that may require NYRx prior authorization: Gabapentin To obtain a prior authorization call (877) 309- 9493 or fax the appropriate Prior Authorization Form to (800) 268-2990.
Standard PA Form: https://newyork.fhsc.com/downloads/providers/NYRx_PDP_PA_Fax_Standardized.pdf
Other Specialized PA Forms: https://newyork.fhsc.com/providers/pa_forms.asp

Health Home (Enrolled) - Status : Active, COORDINATED BEHAVIORAL CARE INC (Begin Date: 01-JAN-22), Main Contact: Member Referral Number: 866-899-0152, CBCHealthHome@cbcare.org

Care Management (Enrolled) : ASSOC/REHAB CASE MGNT HOU MH

- This information is updated weekly from DOH MAPP.

NYC Dept of Homeless Services Shelter: TRAVELER'S SAFE HAVEN (Single Adult), MANHATTAN Most Recent Placement Date: 07-APR-23 . Shelter Director Contact: Bernadette Reed, 2123821789, BREED@URBANPATHWAYS.ORG.
- This information is updated weekly from NYC DHS.

Housing/Residential Program: SRO Community Residence, Convent Avenue Residence, ACMH, Inc. (Admission Date: 27-SEP-21, Discharge Date: 07-OCT-22 due to: Moved out of area), Program Contact Information: Chekesha Brown, (646)-506-3100 ext. 154
- This information is updated weekly from CAIRS.

Care Coordination Alert - This client is eligible for Health Home Plus due to: 3+ Inpt MH < 12 months; 4+ ER MH < 12 months

High Mental Health Need due to: 1+ ER or Inpatient past 12 months with suicide attempt, suicide ideation, or self-harm diagnosis ; 1+ Inpt MH in past 12 months

This client is potentially eligible for OPWDD services. For individuals with a co-occurring intellectual and/or developmental disability and behavioral health need, NYSTART services may be available in some areas of New York State.
1. To find out about START eligibility and the model [Click Here](#)
2. To see if you have a START team in your area and access contact information [Click Here](#)

Alerts & Incidents

The “Alerts” section contains information on suicidality, homelessness, positive screenings, and opioid overdose

Alerts Incidents from NIMRS, Service invoices from Medicaid [Details](#)

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

Alert Type	Number of Events/Meds/Positive Screens	First Date	Most Recent Date	Provider Name(s)	Program Name	Severity/Diagnosis/Meds/Results	
Homelessness - NYC DHS Shelter	15	5/4/2022	6/1/2023	PROSPECT PLACE	Single Adult		
Homelessness - reported in billing	3	4/13/2023	4/15/2023	NEW YORK UNIVERSITY	Inpatient - Medical - Physician Group		
Intentional Overdose - Opioid	4	11/26/2022	11/29/2022	LINCOLN MEDICAL/MENTAL HLTH	ER - SU	Poisoning by methadone, intentional self-harm, initial encounter	
Treatment for Suicidal Ideation	27	4/24/2009	8/12/2019	BRONXCARE HOSPITAL CENTER	Inpatient - Medical	Suicidal ideations	
Overdose - Opioid	2	8/19/2016	6/12/2017	ELMHURST HOSPITAL CENTER	Inpatient - SU	Poisoning by other opioids, accidental (unintentional), initial encounter	



Social Determinants of Health (SDOH)

Social Determinants of Health (SDOH) reported in billing

Personal risk factors, not elsewhere classified	Personal History Of Adult Physical And Sexual Abuse
Problems related to education and literacy	Illiteracy And Low-Level Literacy
Problems related to employment and unemployment	Unemployment, Unspecified
Problems related to housing and economic circumstances	Sheltered Homelessness • Inadequate Housing • Homelessness • Other Problems Related To Housing And Economic Circumstances

Click on a SDOH to drill-in and view more details

Services provided for the selected Social Determinants of Health:

Inadequate Housing

 PDF
  Excel
 

Date of Service	Service Type	Service Subtype	Provider Name	Primary, secondary, and quality flag-related diagnoses
11/13/2022	Inpatient-ER	ER - MH	NEW YORK PRESBYTERIAN HOSPITAL	Contact with and (suspected) exposure to COVID-19, Inadequate housing, Personal history of nonsuicidal self-harm, Personal history of physical and sexual abuse in childhood, Personal history of suicidal behavior, Post-traumatic stress disorder, unspecified.

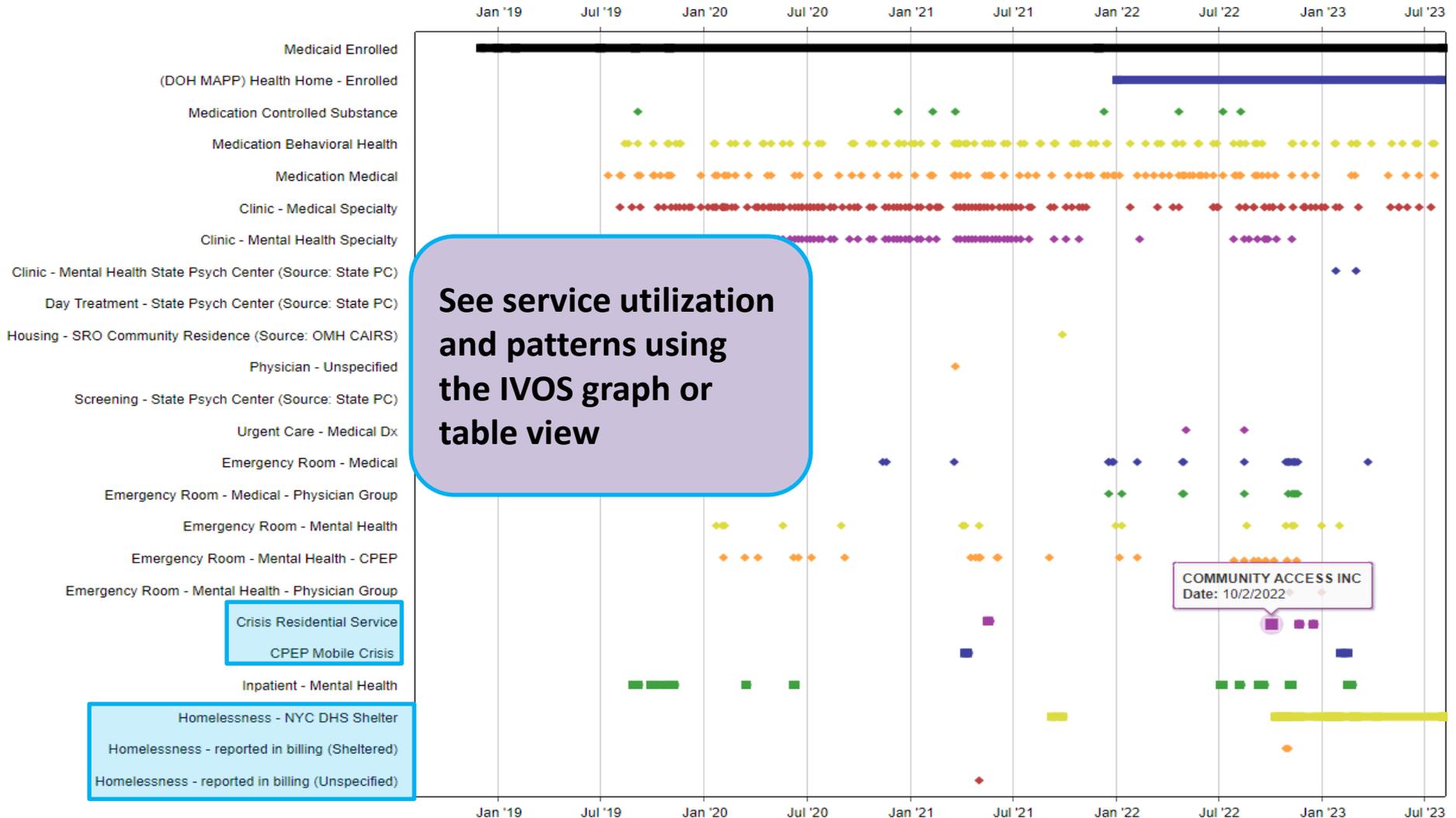
Integrated View of Services Over Time

Integrated View of Services Over Time



Table

Graph



See service utilization and patterns using the IVOS graph or table view

COMMUNITY ACCESS INC
Date: 10/2/2022

Hospital/ER/Crisis Services Section

Hospital/ER/Crisis Services [Details](#)

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

Service Type	Provider	Admission	Discharge Date/Last Date Billed	Length of Stay	Most Recent Primary Diagnosis	Procedure(s) (Per Visit)	
CPEP Mobile Crisis	BRONXCARE HOSPITAL CENTER	6/27/2023	6/27/2023	1	Schizophrenia, Unspecified	- Crisis Intervention Mental H	
Inpatient - MH	BRONXCARE HOSPITAL CENTER	2/14/2023	2/22/2023	8	Schizoaffective Disorder, Unspecified	- Medication Management	
Inpatient - Medical	BRONXCARE HOSPITAL CENTER	2/3/2023	2/14/2023	11	Covid-19	- Isolation	
CSIDD - Crisis Service - DD	SUS SERVICES FOR THE UNDERSERVED	1/31/2023	1/31/2023	1	Autistic Disorder		
ER - MH	MONTEFIORE MEDICAL CENTER	12/30/2022	12/30/2022	1	Adjustment Disorder, Unspecified	- Emergency Dept Visit Low Mdm	
ER - MH - Physician Group	MONTEFIORE MEDICAL CENTER	12/30/2022	12/30/2022	1	Adjustment Disorder, Unspecified	- Sarscov2 & Inf A&B Amp Prb	
Crisis Residential Services - Residential Crisis Support	COMMUNITY ACCESS INC	12/15/2022	12/15/2022	1	Schizoaffective Disorder, Unspecified	- Crisis Interven Waiver/Diem	
Crisis Residential Services - Residential Crisis Support	COMMUNITY ACCESS INC	11/20/2022	11/20/2022	1	Schizoaffective Disorder, Unspecified	- Crisis Interven Waiver/Diem	
ER - Medical - Physician Group	FPA HOSPITAL BASED	11/19/2022	11/19/2022	1	Viral Infection, Unspecified	- Emergency Dept Visit Mod Mdm	
ER - Medical	ST LUKES ROOSEVELT HSP CTR	11/19/2022	11/19/2022	1	Viral Infection, Unspecified	- Emergency Dept Visit Low Mdm - Hopd Covid-19 Spec Collect - Sarscov & Inf Vir A&B Ag Ia	
ER - MH - CPEP	ST LUKES ROOSEVELT HSP CTR	11/17/2022	11/17/2022	1	Adjustment Disorder With Mixed Disturbance Of Emotions And Conduct	- Psych Diagnostic Evaluation	

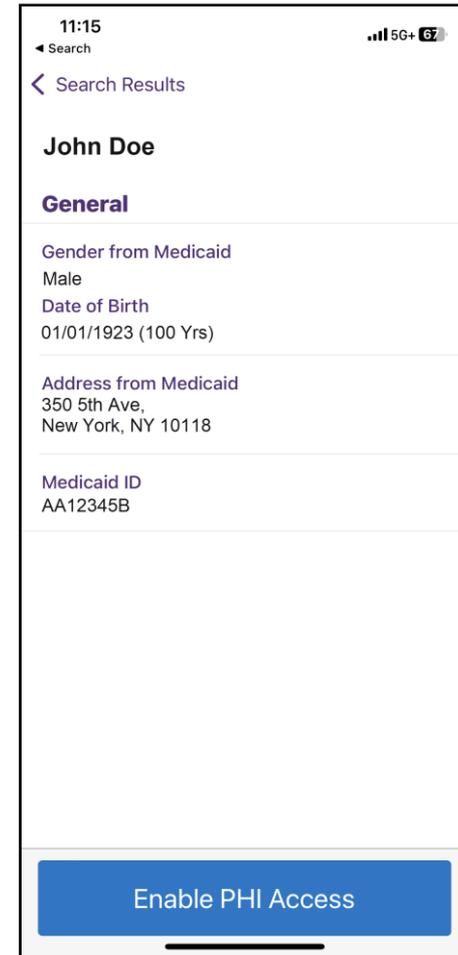
Live Demo of the PSYCKES Mobile App!

How to Enable PHI Access

- Look up client in the “Search” page
- Confirm you found the correct match
- Mobile app will prompt you to “Enable PHI Access”
- Follow steps to attest to why your provider agency has the right to access PHI and that the client's identity has been confirmed

Search for client in the full PSYCKES database

- Enter Medicaid ID, SSN, or Last Name + First Name + DOB
- Confirm client found matches who you were looking for
 - If results do not match intended client, return to Search Results
 - If data matches intended client, tap “Enable PHI Access”



11:15
◀ Search 5G+ 67

< Search Results

John Doe

General

Gender from Medicaid
Male

Date of Birth
01/01/1923 (100 Yrs)

Address from Medicaid
350 5th Ave,
New York, NY 10118

Medicaid ID
AA12345B

Enable PHI Access

PHI Access Options

- New! E-sign PSYCKES consent
- Client signed (physical) consent
 - PSYCKES
 - BHCC
 - DOH Health Home
- Provider attests to other reason for access
 - Verbal PSYCKES Consent
 - Clinical emergency
 - Attest client is being served at / transferred to agency

9:25 5G 100%

Cancel

PHI Access for John Doe

e-sign PSYCKES consent

 Review consent form and get client's signature on the screen >

The client signed consent

Client signed a PSYCKES Consent

Client signed a BHCC Patient Information Sharing Consent

Client signed a DOH Health Home Patient Information Sharing Consent

Provider attests to other reason for access

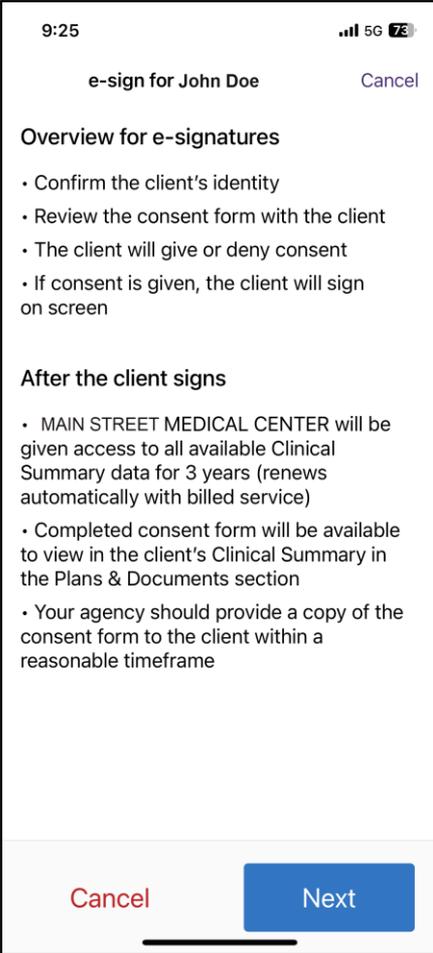
Client gave Verbal PSYCKES Consent

This is a clinical emergency

Cancel Next

Work flow for e-signatures

- Read overview for next steps and tap “Next”
- Attest to client identity via one of the following:
 - Select “Provider attests to client identity,” if you or someone at your agency has experience with the client and tap ‘Next’
 - Select “Client presented 1 photo ID” or
 - Select “Client presented 2 forms of non photo ID”



9:25 5G 78

e-sign for John Doe Cancel

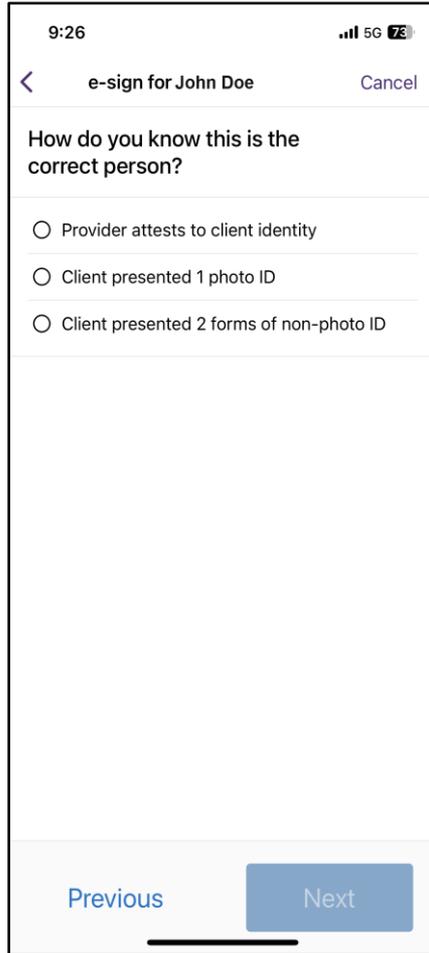
Overview for e-signatures

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

After the client signs

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

Cancel Next



9:26 5G 78

< e-sign for John Doe Cancel

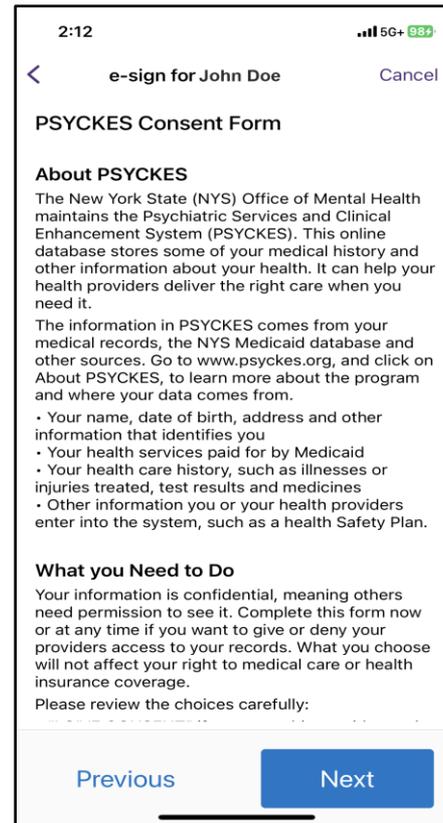
How do you know this is the correct person?

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

Previous Next

Review PSYCKES Consent Form

- Once you've confirmed identity, you'll review the PSYCKES consent form with your client within the mobile app, tap "Next"



2:12 5G+ 98%

< e-sign for John Doe Cancel

PSYCKES Consent Form

About PSYCKES

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

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

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

What you Need to Do

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

Please review the choices carefully:

Previous Next

Client gives/denies PSYCKES consent

- Client is then prompted to give or deny consent
 - If the client gives their consent, they will be prompted to select who will provide the e-signature
 - If the client denies consent, client will be prompted to go back to access options

9:26 5G 73%

< e-sign for John Doe Cancel

Your Choice

I give consent for MAIN STREET MEDICAL CENTER to access ALL of my electronic health information that is in PSYCKES in connection with providing me any health care services.

I don't give consent for MAIN STREET MEDICAL CENTER to access my electronic health information that is in PSYCKES; however, I understand that my provider may be able to obtain my information even without my consent for certain limited purposes if specifically authorized by state and federal laws and regulations.

Previous Next



9:26 5G 73%

< e-sign for John Doe Cancel

Who is signing?

John Doe

Legal Representative

Previous Next

2:13 5G 93%



Consent was denied
Pass the device back to your provider.

Back to Access Options

Providing e-signature

- Confirm to save client's consent form in the Plans & Documents section of the clinical summary
- You'll then be prompted to view the client's clinical summary

12:33 5G

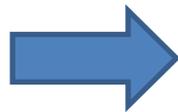
< e-sign for John Doe Cancel

Signature of Patient

Signature

Clear

Previous Next

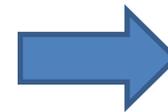


12:33 5G

Confirm to save the signed PSYCKES Consent Form

Work with your provider to discuss options for receiving your copy.

Cancel Confirm



12:33 5G

You're all set

Work with your provider to discuss options for receiving your copy.

View Clinical Summary

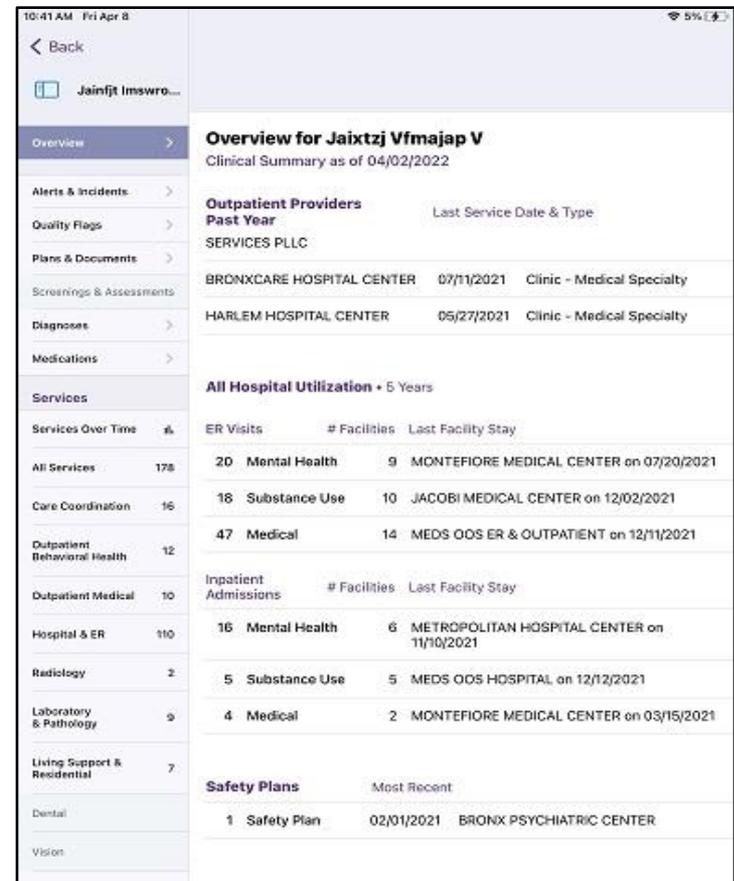
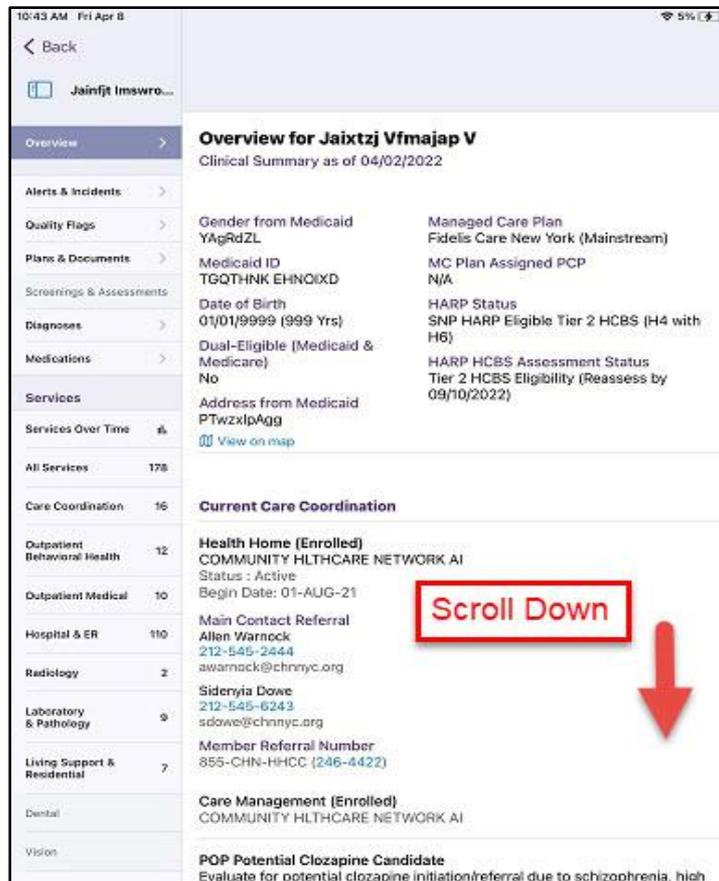
iPad Exclusive Features

iPad Exclusive Features

- The iPad version of the mobile app was redesigned based off focus group findings
- The iPad utilizes the additional space allowed by displaying data in a table format for maximum comprehension
- Some other exclusive iPad features include:
 - Brief Overview
 - Services Over Time Graph
 - Service Type Cards and Filters

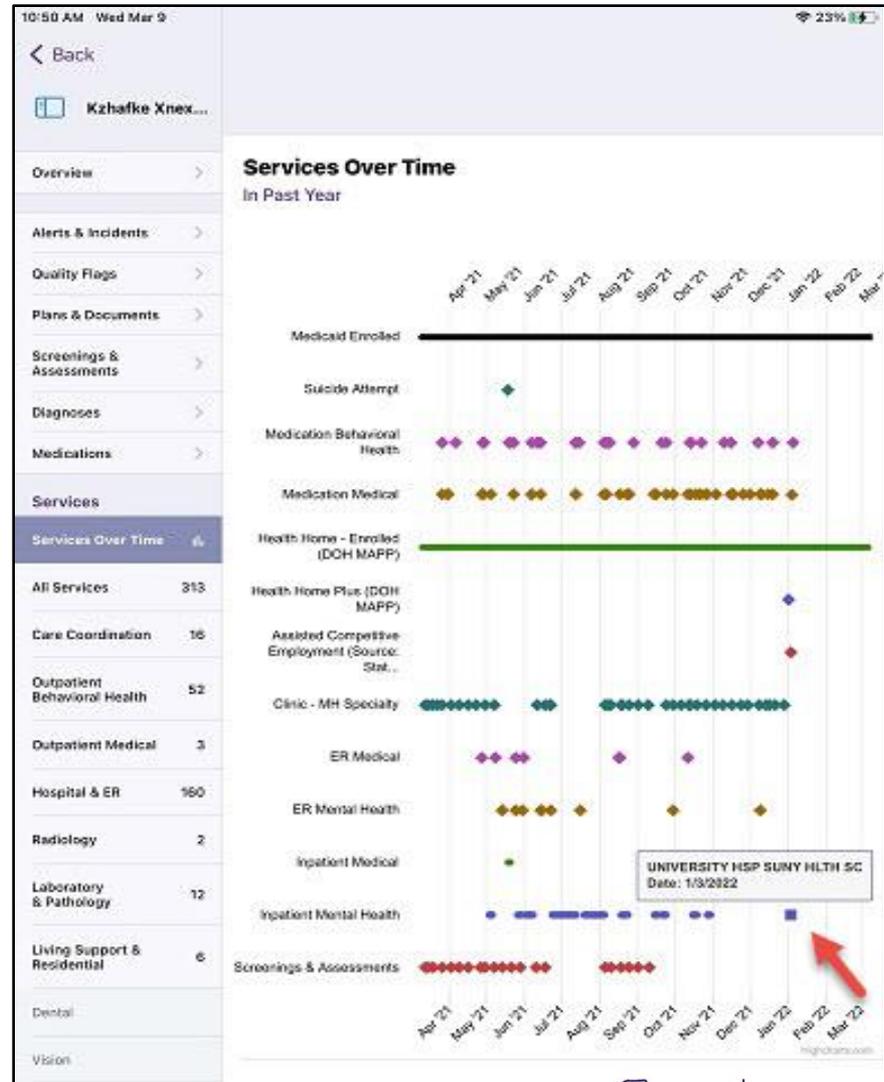
Brief Overview

- The brief overview will now be pulled into the iPad iOS and will be the default screen a user lands on when they drill into a client's clinical summary. :



Services Over Time Graph

- Displays the past 1 years' worth of client data in graph form
- The graph uses dots to represent distinct services/medication pickups and lines to represent continuous services (e.g., hospital inpatient stays)
- Users can “tap” the dots/lines within the graph to see hover over details like dates and provider names



Service Type Cards and Filters

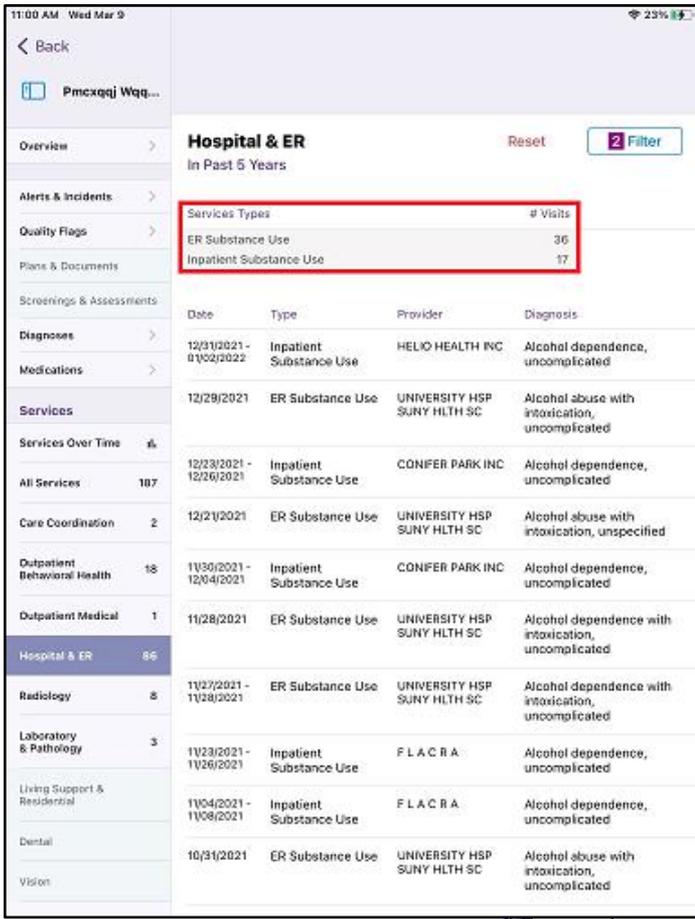
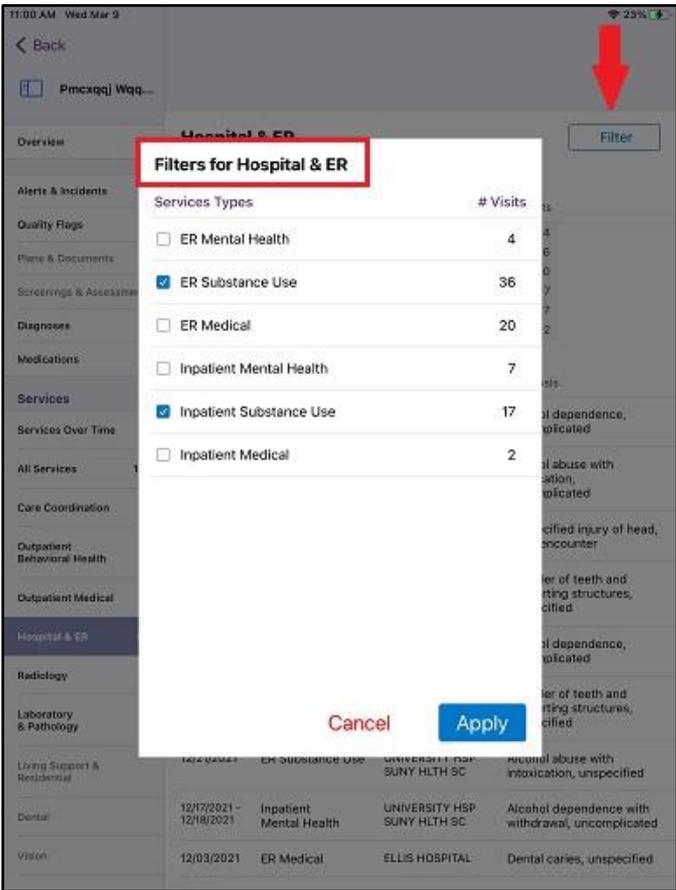
- Certain service sections will have a gray “service types” card listed above the section’s table including the unique Service Types as well as their distinct counts for that specific section
- Beneath the Service Type Card will be a table displaying the date, type, provider, and diagnoses/procedure.

The screenshot shows a mobile application interface for a healthcare provider. The top navigation bar includes a back arrow, a user profile icon, and the time '10:58 AM Wed Mar 9'. The main content area is titled 'Hospital & ER In Past 5 Years' with a 'Filter' button. A 'Services Types' card is highlighted with a red border, showing a list of service types and their corresponding visit counts. Below this card is a table with columns for Date, Type, Provider, and Diagnosis, listing individual visits.

Date	Type	Provider	Diagnosis
12/31/2021 - 01/02/2022	Inpatient Substance Use	HELIO HEALTH INC	Alcohol dependence, uncomplicated
12/29/2021	ER Substance Use	UNIVERSITY HSP SUNY HLTH SC	Alcohol abuse with intoxication, uncomplicated
12/28/2021	ER Medical	CROUSE HOSPITAL	Unspecified injury of head, initial encounter
12/23/2021	ER Medical	CROUSE HOSPITAL	Disorder of teeth and supporting structures, unspecified
12/23/2021 - 12/28/2021	Inpatient Substance Use	CONFER PARK INC	Alcohol dependence, uncomplicated
12/22/2021 - 12/23/2021	ER Medical	CROUSE HOSPITAL	Disorder of teeth and supporting structures, unspecified
12/21/2021	ER Substance Use	UNIVERSITY HSP SUNY HLTH SC	Alcohol abuse with intoxication, unspecified
12/17/2021 - 12/18/2021	Inpatient Mental Health	UNIVERSITY HSP SUNY HLTH SC	Alcohol dependence with withdrawal, uncomplicated
12/03/2021	ER Medical	ELLIS HOSPITAL	Dental caries, unspecified

Service Type Cards and Filters (cont.)

- There are also filter options a user can select from. Once the filters are applied, the section's table will only display the services that were selected



Training & Technical Assistance

PSYCKES Training

- PSYCKES website: www.psyckes.org
- PSYCKES Training Webinars
 - Live webinars: Register on PSYCKES Training Webinars page
 - Recorded webinars: Slides and recordings available
 - Introduction to PSYCKES
 - Where to Start: Getting Access to PSYCKES
 - Using PSYCKES Quality Indicator Reports
 - Navigating PSYCKES Recipient Search for Population Health
 - Using the PSYCKES Clinical Summary
 - Consent, Emergency, Quality Flag: PSYCKES Levels of Access
 - PSYCKES Mobile App for iPhones & iPads
- PSYCKES User Guides & Short How-To Videos
 - www.psyckes.org > PSYCKES Training Materials



Self-Service Console

- The Self-Service Console is a way to manage your RSA token and PIN, for logging into secure OMH applications, including PSYCKES
- The console is accessed at: mytoken.ny.gov
- From within your Self-Service Console account, you can:
 - Set security questions
 - Reset your PINs
 - Activate tokens
 - Request a replacement token
- We recommend all users set up security questions in the console so that you can reset your own PIN if ever needed
- As of April 2022, the console must be used when new users need a token or existing users need a replacement token

Helpdesk Support

- PSYCKES Help (PSYCKES support)
 - 9:00AM – 5:00PM, Monday – Friday
 - PSYCKES-help@omh.ny.gov
- Help Desk (Token, Login & SMS support)
 - ITS (OMH Employee) Helpdesk:
 - 1-844-891-1786; fixit@its.ny.gov
 - Provider Partner (Non-OMH Employee) Helpdesk:
 - 518-474-5554, opt 2; healthhelp@its.ny.gov