



Office of Mental Health
PSYCKES

Using PSYCKES for Managed Care Plans

PSYCKES Training Webinar

TUESDAY, MARCH 10

Q&A via WebEx

- All phone lines are muted
- Access “Q&A” box in WebEx menu at the bottom right of your screen; click on the three horizontal dots and select Q&A option
- Type questions using the “Q&A” feature
 - Submit to “all panelists” (default)
 - Please do not use Chat function for Q&A
- Slides and recording link will be emailed to attendees after the webinar and posted to the PSYCKES public website shortly

Agenda

- PSYCKES overview
- Plan-level quality improvement with My QI Report
- Population health management with recipient search
- Review member-level details within the Clinical Summary
- We want your feedback!
- Training & technical support

PSYCKES Overview

What is PSYCKES?

- A secure, HIPAA-compliant web-based application that integrates multiple data sources to support population health, quality improvement, care coordination and clinical decision-making
- Data Sources: Integrates over 10 different health-related data sources including
 - Medicaid
 - EMR data from State Psychiatric Centers
 - NYC data: Rikers, Department of Homeless Services, DOHMH data, etc.
 - State OMH data: AOT (involuntary outpatient commitment), suicide incidents, CAIRS data on high intensity outpatient and residential mental health services, etc.
 - Provider and recipient entered: Advance Directives, Safety Plans, Rating scales (e.g. CSSRS, PHQ-9), etc.
- Over 12 million individuals viewable in PSYCKES - individuals with any history of:
 - Medicaid funded behavioral health diagnosis or treatment, or
 - State Psychiatric Center inpatient or outpatient services, or
 - Health Home outreach or enrollment

What type of Reports are Available?

- Individual Client Level Reports
 - Clinical Summary: Medicaid and state database treatment history, up to 5 years' worth of data
- MCO & Provider-Level Reports
 - My QI Report: Displays current performance on all quality indicators, review the names of clients who are flagged, filter by service setting, population, etc.
 - Recipient Search: run ad hoc reports to identify cohorts of interest, Advanced Views
 - 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 population (e.g., Complex Needs), provider location region/county, client residence region/county, plan, network, provider, etc.

Quality Indicators “Flags”

- PSYCKES identifies clients flagged for quality concerns in order to inform the treating provider or care coordinator, and to support clinical review and quality improvement.
- Examples of current quality flags include:
 - Health Home-Related, e.g., Eligible for Health Home Plus, No Health Home Plus Service Past 12 Months, Past 3 Months
 - Medication-Related, e.g., Polypharmacy, Medication Adherence
 - Acute Care Utilization, e.g., High utilization, Readmission
 - General Medical, e.g., No Diabetes Screening Schiz or Bipolar on Antipsychotic, No Outpatient Medical Visit Past Year
 - Performance Tracking, e.g. No Follow-Up After MH Inpatient - 7/30 Days, No Engagement after MH Inpatient, No Intensive Care Management after MH ED/Inpatient Visit

My QI Report

My QI Report

- Tool for managing quality improvement efforts
- Updated on a **monthly** basis
- Eligible Population (denominator): Members or events/episodes plus other parameters depending on quality indicator specifications
- Number with QI Flag (numerator): Members or events/episodes that meet criteria
- Compare prevalence rates for provider agency, region, state
- Filter report by program type, MC product line, age, population (e.g., Complex Needs), client residence or provider location region/county
- Drill down into list of members who meet criteria for flag
- Reports can be exported to Excel and PDF

Understanding My QI Report

- **Attributing clients to MCO's QI reports:**
 - Automatically: Members currently enrolled or recently disenrolled
 - This rule is used to automatically link members to MCOs so that current members 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 Report trends over time:**
 - QI Trends Past Year shows the prevalence rates of quality flags, by provider over time

ABC Health Plan

View: Standard



Quality Improvement As of 02/01/2026

Performance Tracking As of 12/01/2024

No filters selected

Filters

Reset

Indicator Set

Quality Improvement Indicators as of 02/01/2026 Run monthly on all available data to help rapidly address quality improvement concerns.

| Name | Population | Eligible Population/ Episode | # with QI Flag | % | Statewide % | |
|--|-------------|---------------------------------|----------------|------|-------------|--|
| BH QARR - Improvement Measure | All | 2,890 | 1,138 | 39.4 | 34.9 | |
| General Medical Health | All | 39,308 | 5,298 | 13.5 | 12.3 | |
| Health Home Care Management - Adult | Adult 18+ | 3,229 | 2,998 | 92.8 | 90 | |
| High Utilization - Inpt/ER | All | 39,316 | 7,164 | 18.2 | 20 | |
| Polypharmacy | All | 10,174 | 1,475 | 14.5 | 12.5 | |
| Preventable Hospitalization | Adult | 26,916 | 145 | 0.5 | 0.9 | |
| Readmission Post-Discharge from any Hospital(Episode Based) | All | 8,496 | 1,179 | 13.9 | 15.4 | |
| Readmission Post-Discharge from this Hospital(Episode Based) | All | 13,451 | 2,215 | 16.5 | 15.6 | |
| Treatment Engagement | Adult 18-64 | 1,892 | 565 | 29.9 | 33.5 | |

ABC Health Plan

View: Standard



Quality Improvement As of 02/01/2026

Performance Tracking As of 12/01/2024

No filters selected

Filters

Reset

Indicator Set

If needed, apply filters to your plan's My QI Report page to narrow down the population you'd like to view

Performance Tracking Indicators as of 12/01/2024 Run with an intentional lag of 6+months to allow for complete data.

| Name | Population | Eligible Population/ Episode | # with QI Flag | % | Statewide % | |
|--|--------------------|---------------------------------|----------------|------|-------------|--|
| General Medical Performance Tracking Measure | All | 12,118 | 5,894 | 48.6 | 39.4 | |
| Hospital Outcome Measure Set | All | 1,386 | 891 | 64.3 | 57.4 | |
| MH Performance Tracking Measure | All | 3,822 | 2,170 | 56.8 | 57.4 | |
| SUD Performance Tracking Measure | Adol & Adult (13+) | 3,293 | 2,508 | 76.2 | 79.3 | |
| Vital Signs Dashboard - Adult | Adult | 8,084 | 3,957 | 48.9 | 50.2 | |
| Vital Signs Dashboard - Child | Child & Adol | 10,795 | 3,066 | 28.4 | 28.6 | |

ABC Health Plan

View: Standard



Quality Improvement As of 02/01/2026

Performance Tracking As of 12/01/2024

No filters selected

Filters Reset

Indicator Set

Performance Tracking Indicators as of 1

Name

General Medical Performance Tracking Measure

Hospital Outcome Measure Set

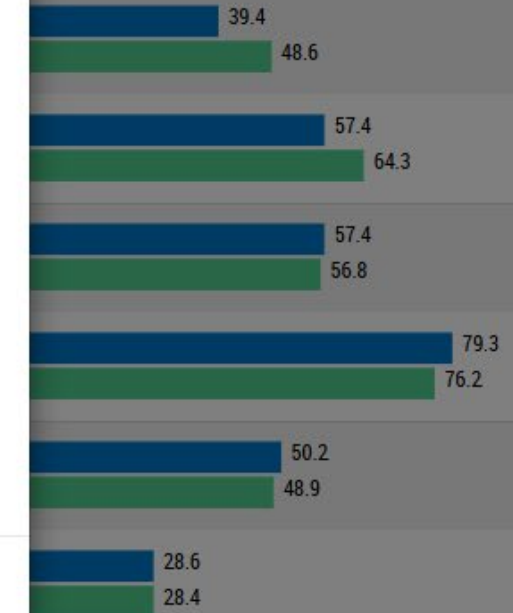
MH Performance Tracking Measure

SUD Performance Tracking Measure

Vital Signs Dashboard - Adult

Vital Signs Dashboard - Child

25% 50% 75% 100%



QI Filters



Program Type

ALL

MC Product Line

Health and Recovery Plan (HARP)

Age Group

ALL

Population

ALL

Complex Needs

Client Residence

Client Region

Client County

ALL

ALL

Provider Location

Provider Region

Provider County

ALL

ALL

Apply

Cancel

ABC Health Plan

View: Standard ▾



Quality Improvement As of 02/01/2026

Performance Tracking As of 12/01/2024

MC PRODUCT LINE: HEALTH AND RECOVERY PLAN (HARP)

Filters

Reset

Indicator Set

Performance Tracking Indicators as of 12/01/2024 Run with an intentional lag of 6+months to allow for complete data.

| Name | Population | Eligible Population/ Episode | # with QI Flag | % | Statewide % | |
|--|--------------------|---------------------------------|----------------|------|-------------|--|
| General Medical Performance Tracking Measure | All | 1,484 | 903 | 60.8 | 39.4 | |
| Hospital Outcome Measure Set | All | 737 | 510 | 69.2 | 57.4 | |
| MH Performance Tracking Measure | All | 1,072 | 605 | 56.4 | 57.4 | |
| SUD Performance Tracking Measure | Adol & Adult (13+) | 1,243 | 937 | 75.4 | 79.3 | |
| Vital Signs Dashboard - Adult | Adult | 2,014 | 1,073 | 53.3 | 50.2 | |
| Vital Signs Dashboard - Child | Child & Adol | 31 | 13 | 41.9 | 28.6 | |

Drill into the MH Performance Tracking Measure set

Quality Improvement As of 02/01/2026

Performance Tracking As of 12/01/2024

MC PRODUCT LINE: HEALTH AND RECOVERY PLAN (HARP)

Filters

Reset

Compare your plan's prevalence rates against statewide;
Lower % = good news
Higher % = room for improvement

Indicator Set: MH Performance Tracking Measure

Indicator Set

Indicator

| Name | Population | Eligible Population/ Episode | # with QI Flag | % | Statewide % | |
|--|---------------|---------------------------------|----------------|------|-------------|--|
| 13. No Diabetes Monitoring - DM & The percentage of MH Inpatient discharges among individuals ages 6 to 64 years who did not receive five or more follow-up visits with a community-based mental health care provider within 90 days after discharge. | Adult | 98 | 29 | 29.6 | 30.8 | |
| | 6+ | 208 | 57 | 27.4 | 28.6 | |
| | 6+ | 175 | 60 | 34.3 | 33.8 | |
| 16. No Engagement after MH Inpatient | 6-64 | 279 | 111 | 39.8 | 46.6 | |
| 17. No Intensive Care Management after MH ED Visit | Adult (21-64) | 136 | 98 | 72.1 | 81.1 | |
| 18. No Intensive Care Management after MH Inpatient | Adult (21-64) | 101 | 71 | 70.3 | 74 | |

ABC Health Plan

Quality Improvement As of 02/01/2026

Performance Tracking As of 12/01/2024

MC PRODUCT LINE: HEALTH AND RECOVERY PLAN (HARP)

Filters Reset

Indicator Set: MH Performance Tracking Measure Indicator: 16. No Engagement after MH Inpatient

Drill into a provider (sort by county, eligible population, # with QI flag, or prevalence rate)

| Indicator Set | Indicator | Provider | Provider Facility Name | County | Eligible Population/ Episode | # with QI Flag | % |
|---------------|-----------|----------|---------------------------------------|-------------|---------------------------------|----------------|------|
| | | | MAIN STREET HOSPITAL | Albany | 148 | 62 | 41.9 |
| | | | ALBANY MEDICAL CENTER | Albany | 61 | 26 | 42.6 |
| | | | ST. PETERS HOSPITAL | Albany | 56 | 25 | 44.6 |
| | | | ELLIS HOSPITAL | Schenectady | 41 | 18 | 43.9 |
| | | | THE SARATOGA HOSPITAL | Saratoga | 50 | 17 | 34 |
| | | | GLENS FALLS HOSPITAL | Warren | 40 | 12 | 30 |
| | | | REHABILITATION SUPPORT SERVICES, INC. | Albany | 29 | 10 | 34.5 |
| | | | ADIRONDACK HEALTH INSTITUTE | Warren | 29 | 8 | 27.6 |
| | | | COLUMBIA MEMORIAL HOSPITAL | Columbia | 19 | 8 | 42.1 |
| | | | CONIFER PARK, INC. | Schenectady | 17 | 8 | 47.1 |
| | | | HEALTHCARE PARTNERS OF SARATOGA LTD | Saratoga | 20 | 8 | 40 |
| | | | HUDSON HEADWATERS HEALTH NETWORK | Warren | 22 | 7 | 31.8 |
| | | | PARSONS CHILD AND FAMILY CENTER | Albany | 34 | 7 | 20.6 |



MAIN STREET HOSPITAL ℹ

Quality Improvement As of 02/01/2026

Performance Tracking As of 12/01/2024

MC PRODUCT LINE: HEALTH AND RECOVERY PLAN (HARP) MANAGED CARE: ABC Health Plan PROVIDER COUNTY: ALBANY

Filters Reset

Indicator Set: MH Performance Tracking Measure Indicator: 16. No Engagement after MH Inpatient

| 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 | Current PHI Access |
|-----------|-------------|-----|------------------|---------------|--------------------|
|-----------|-------------|-----|------------------|---------------|--------------------|

| | | | | | |
|-----------------------------|-------------|----------------|-------|---|--|
| SEFOSqbOUm VEFOSVNIQQ WQ | QUYpMTUrMal | MD2IMDIIMTatOQ | Black | 10+ ER, 2+ ER-BH, 2+ ER-MH, 2+ ER-Medical, 2+ Inpt-BH, 2+ Inpt-MH, 2+ Inpt-Medical, 4+ Inpt/ER-MH, Adher-AP, Adher-MS, Cervical Cancer Screen Overdue (DOH), Cloz Candidate, HARP No Assessment for HCBS, HARP No Health Home, HHPlus No HHPlus Service > 12 mos, HHPlus No HHPlus Service > 3 mos, HHPlus Not HH Enrolled, High MH Need, MH Plcmt Consid, No DM Monitoring - DM & Schiz (DOH), No Engage after MH IP, No MAT Utilization - OUD (DOH), No OUD MAT Initiation - 30d (DOH), No OUD Tx Engage (DOH), No OUD Tx Initiation (DOH), No SUD Tx Engage (DOH), No SUD Tx Initiation (DOH), PrevHosp-DM, Readmit 30d - BH to All Cause, Readmit 30d - BH to BH, Readmit 30d - MH to All Cause, Readmit 30d - MH to MH, Readmit 30d - MH to MH - Adult | |
|-----------------------------|-------------|----------------|-------|---|--|

Drill into a Clinical Summary or export to PDF or Excel!

| | | | | | |
|-------------------------------|-------------|----------------|-------|---|--|
| REFSTeBORqNBUbRFU6 QqbORFa | QUevMDMoNUE | MTAIMD2IMTauMQ | White | 2+ ER-Medical, HARP No Assessment for HCBS, HARP No Health Home, MH Plcmt Consid, No Engage after MH IP | |
|-------------------------------|-------------|----------------|-------|---|--|

| | | | | | |
|------------------------------|-------------|----------------|-------|--|--|
| QbJPVqu RazSVA SazDRUnZT6 | QbauMDMrNEY | MDMIMDMIMTasOQ | Black | Cervical Cancer Screen Overdue (DOH), HARP No Assessment for HCBS, HARP No Health Home, MH Plcmt Consid, No Engage after MH IP | |
|------------------------------|-------------|----------------|-------|--|--|

ABC Health Plan

View: Race & Ethnicity ▾
 Standard
Race & Ethnicity

PDF Excel

Quality Improvement As of 02/01/2026

Performance Tracking As of 12/01/2024

No filters selected

Filters Reset

Indicator Set: MH Performance Tracking Measure

Race & Ethnicity view is available for both "Indicator Set" and "Indicator" tabs, displaying measure performance for each population group

Indicator Set Indicator

| | | Clients with QI Flags by Percentage (%) and Number | | | | | | | | | | |
|---|---------------|--|-----------------|-------|-------|------------------|-------|-------------|--------------------|-----|-----|------|
| Indicator | Population | Total | Native American | Asian | Black | Pacific Islander | White | Multiracial | Hispanic or Latinx | 50% | 75% | 100% |
| 16. No Engagement after MH Inpatient | 6-64 | 34.5% | 100% | 27.3% | 48.5% | 0% | 31% | 42.9% | 37.5% | | | |
| | | 293 | 1 | 3 | 49 | 0 | 165 | 15 | 24 | | | |
| 17. No Intensive Care Management after MH ED Visit | Adult (21-64) | 76.8% | 0% | 100% | 67.4% | 0% | 75% | 0% | 100% | | | |
| | | 156 | 0 | 5 | 29 | 0 | 63 | 0 | 25 | | | |
| 18. No Intensive Care Management after MH Inpatient | Adult (21-64) | 70.6% | 0% | 50% | 68.2% | 0% | 73% | 0% | 55.6% | | | |
| | | 84 | 0 | 1 | 15 | 0 | 54 | 0 | 5 | | | |



ABC Health Plan

View: Race & Ethnicity ▾ PDF Excel

Quality Improvement As of 02/01/2026

Use visual bar chart to quickly identify any disparities for a given quality indicator; drill-in to indicator to view flagged clients; export to PDF/Excel

No filters selected

Filters Reset

Indicator Set: MH Performance Tracking Measure

Indicator Set Indicator

Clients with QI Flags by Percentage (%) and Number

| Indicator | Population | Total | Native American | Asian | Black | Pacific Islander | White | Multiracial | Hispanic or Latinx | |
|---|---------------|-------|-----------------|-------|-------|------------------|-------|-------------|--------------------|--|
| 16. No Engagement after MH Inpatient | 6-64 | 34.5% | 100% | 27.3% | 48.5% | 0% | 31% | 42.9% | 37.5% | |
| | | 293 | 1 | 3 | 49 | 0 | 165 | 15 | 24 | |
| 17. No Intensive Care Management after MH ED Visit | Adult (21-64) | 76.8% | 0% | 100% | 67.4% | 0% | 75% | 0% | 100% | |
| | | 156 | 0 | 5 | 29 | 0 | 63 | 0 | 25 | |
| 18. No Intensive Care Management after MH Inpatient | Adult (21-64) | 70.6% | 0% | 50% | 68.2% | 0% | 73% | 0% | 55.6% | |
| | | 84 | 0 | 1 | 15 | 0 | 54 | 0 | 5 | |

Recipient Search

Recipient Search

- Members linked if currently enrolled or recently dis-enrolled in the plan (dis-enrolled this calendar year, through April following year)
- Use Recipient Search to search for an individual client or generate list of clients meeting specified criteria (examples below):
 - High Need/Risk (e.g., HH+ Eligible, High Medicaid Inpatient/ER Cost (Non-Duals) – Top 1% or 5%, AOT, etc.)
 - Complex Needs
 - Homelessness
 - Alerts (e.g., suicide attempt, ideations, etc.)
 - Service Settings by Specific Provider or by Any Provider (e.g., Health Home, Care Management, ACT, HH+, Any OMH Outpatient Specialty MH Service, CFTSS, PROS, HCBS/CORE, etc.)
- Drill into Clinical Summary or export results to Excel/PDF
- **Advanced Views:** Care Coordination, High Need/High Risk, Hospital Utilization, Outpatient Providers

Recipient Search

Limit results to

50

Search

Reset

Individual Search

Recipient Identifiers

Medicaid ID

SSN

First Name

Last Name

DOB

AB00000A

MM/DD/YYYY

Characteristics as of 03/02/2026

Group Search

Age Range

To

Gender

Region

Race

County

Ethnicity

Special Populations

Population

High Need Population

AOT Status

Alerts

Homelessness Alerts

Complex Needs

Social Determinants of Health (SDOH)

Past 1 Year

SDOH Conditions (reported in billing)

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

SDOH Conditions: Selected

Empty box for selected SDOH conditions.

Recipient Identifiers

Medicaid ID

AB00000A

Last Name

DOB

MM/DD/YYYY

Search by client characteristics, including filtering on Age, Gender (from Medicaid), Race, Ethnicity, Region, and/or County

Characteristics as of 03/02/2026

Age Range To Gender

Region

Race

County

Ethnicity Native American

Asian

Black

Pacific Islander

White

Multiracial

Unknown race

Special Populations

High Need Population

Social Determinants of Health (SDOH)

Past 1 Year

SDOH Conditions (reported in billing)

Problems related to upbringing

SDOH Conditions: Selected

Special Populations



Population

High Need Population

AOT Status

Alerts

Homelessness Alerts

Complex Needs

- OPWDD Services Eligible (RE95)
- Any OMH Outpatient Specialty MH Services
- Behavioral Health High Need - Dual (Medicaid + Medicare)
- High Mental Health Need
- Mental Health Placement Consideration

Special Populations

Social Determinants



High Need Population

AOT Status

Alerts

Homelessness Alerts

Complex Needs

CORE Eligible (Community Oriented Recovery and Empowerment)

Homeless in past 6 months with DOH SMI in past year

High Medicaid Inpatient/ER Cost (Non-Duals) - Top 1%

High Medicaid Inpatient/ER Cost (Non-Duals) - Top 5%

OnTrackNY Early Psychosis Program : Enrolled

OnTrackNY Early Psychosis Program : Discharged < 3 years

OnTrackNY Early Psychosis Program : Enrolled or Discharged < 3 years

OPWDD NYSTART - Eligible

Intensive Mobile Treatment (IMT) Past Year

High Fidelity Wraparound (HFW) - Likely Eligible

Health Home Plus (HH+) - Eligible

AOT - Active Court Order

AOT - Expired < 6 months

AOT - Expired < 12 months

ACT - Enrolled

ACT - Discharged < 12 months

3+ Inpt MH < 13 months

4+ ER MH < 13 months

Transition Age Youth - Behavioral Health (TAY-BH)

Search for:
CORE eligible, high
Medicaid
inpatient/ER cost,
Health Home Plus-
related filters and
more in the High
Need Population
filter dropdown

Managed Care Plan & Medicaid

Managed Care

ABC

MC Product Line

MC Enrollment

Current

Medicaid Enrollment Status

Medicaid Restrictions


Special Populations

Search for clients with a history of suicide attempts, ideations, or opioid overdose by using the "Alerts" filter

Population

High Need Population

AOT Status

 Alerts

Homelessness Alerts

Complex Needs

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 - COVID-19 - active at any agency

OMH Unsuccessful Discharge

Managed Care Plan & Medicaid

Managed Care

MC Product Line

MC Enrollment

Medicaid Enrollment Status

Medicaid Restrictions

Special Populations

Population

High Need Population

AOT Status

Alerts

Homelessness Alerts

Shelter past 1 year (DHS) or Outreach past 1 year...

Complex Needs

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)

Search for clients with a history of homelessness according to DHS or Medicaid billing Z-codes

Managed Care Plan & Medicaid

Managed Care

MC Product Line

MC Enrollment

Medicaid Enrollment Status

Medicaid Restrictions

Quality Flag as of 02/01/2026

Complex Needs

Search for individuals with ANY Complex Need criteria, or specific criteria (e.g., AOT active/expired past year, HH+ service past year w/ MH dx, etc.)
Select up to 4 criteria per search.

AOT active or expired in past year or Intensive M...

SDOH Conditions (reported in billing)

- Any Complex Need**
 - Any Complex Need
- General Eligibility Criteria (All Ages)**
 - Any General Eligibility Criteria
 - AOT active or expired in past year
 - ACT enrolled or discharged in past year
 - Intensive Mobile Treatment (IMT) in past year with MH diagnosis
 - HH+ service in the past year with MH diagnosis
 - 3+ Inpt MH < 13 months
 - 4+ ER MH < 13 months

- upbringing
- social environment
- physical environment
- other psychosocial cir
- medical facilities and
- life management diffic

- 3+ inpatient medical visits in past 13 months and have schizophrenia or bipolar
- Ineffectively Engaged: No Outpt MH < 12 months with 2+ Inpt MH or 3+ ER MH
- State PC Inpatient Discharge < 12 months
- CNYPC Release < 12 months
- Homeless in past 6 months + SMI
- Suicide attempt: Any history
- Homicidal ideation in past year and 1+ MH ED/CPEP/IP in past year
- Opioid overdose in past year

- Additional Eligibility Criteria for Children & Adolescents (0-20 years)**
 - Any Eligibility Criteria for Child & Adol (0-20)
 - K3 Serious Emotional Disturbance in past year
 - Psychiatric Inpatient in past year
 - Residential Treatment Facility in past year

- Children's Waiver Status
- HARP Status
- Assessment Status
- Assessment Results

Managed Care

Managed Care

MC Product Line

MC Enrollment

Medicaid Enrollment Status

Medicaid Restrictions

Social Determinants of Health (SDOH)

Past 1 Year

SDOH Conditions (reported in billing)

SDOH Conditions: Selected

- Problems related to life management difficulty
- Problems related to housing and economic circumstances
 - Financial insecurity
 - Unsheltered homelessness
 - Transportation insecurity
 - Sheltered homelessness
- Problems related to living in residential institution

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)

Social Determinants of Health (SDOH)

Past 1 Year

SDOH Conditions (reported in billing)


SDOH Conditions: Selected

- Problems related to life management difficulty
- Problems related to housing and economic circumstances
 - Financial insecurity
 - Unsheltered homelessness
 - Transportation insecurity
 - Sheltered homelessness

- Problems related to housing and economic circumstances
 - Financial insecurity
 - Sheltered homelessness
- Problems related to education and literacy
 - Less than a high school diploma

Managed Care Plan & Medicaid

Managed Care


 MC Product Line

MC Enrollment

Medicaid Enrollment Status

Medicaid Restrictions

Children's Waiver Status

 HARP Status

HARP HCBS Assessment Status

HARP HCBS Assessment Results

Quality Flag as of 02/01/2026

[Definitions](#)

Services: Specific Provider as of 02/01/2026

- HARP Enrolled - Not Health Home Enrolled - (updated weekly)
- HARP-Enrolled - No Assessment for HCBS - (updated weekly)
- Eligible for Health Home Plus - Not Health Home Enrolled
- Eligible for Health Home Plus - No Health Home Plus Service Past 12 Months

Provider

Region

Provider

County

- Antidepressant Medication Discontinued - Acute Phase (DOH Performance Tracking)
- Antidepressant Medication Discontinued - Recovery Phase (DOH Performance Tracking)
- Low Antipsychotic Medication Adherence - Schizophrenia (DOH Performance Tracking)
- Low Mood Stabilizer Medication Adherence - Bipolar (DOH Performance Tracking)
- No Follow Up after MH Inpatient - 7 Days (DOH Performance Tracking)
- No Follow Up After MH ED Visit - 7 Days (DOH Performance Tracking)
- No Diabetes Screening - Schizophrenia/Bipolar on Antipsychotic (DOH Performance Tracking)
- No Metabolic Monitoring (Gluc/HbA1c and LDL-C) Child & Adol on Antipsychotic (DOH Performance Tracking)
- No Metabolic Monitoring (Gluc/HbA1c) Child & Adol on Antipsychotic (DOH Performance Tracking)
- No Metabolic Monitoring (LDL-C) Child & Adol on Antipsychotic (DOH Performance Tracking)
- No Diabetes Monitoring - DM & Schizophrenia (DOH Performance Tracking)
- No Follow Up after MH Inpatient - 30 Days (DOH Performance Tracking)
- No Follow Up After MH ED Visit - 30 Days (DOH Performance Tracking)
- No Engagement after MH Inpatient
- No Intensive Care Management after MH ED Visit
- No Intensive Care Management after MH Inpatient
- No CV Monitoring - CV & Schizophrenia (DOH Performance Tracking)
- No Psychosocial Care - Child & Adol on Antipsychotic (DOH Performance Tracking)
- Prevention Quality Indicator 92 (PQI 92) (DOH Performance Tracking)
- MH Performance Tracking Measure Summary (DOH Performance Tracking)
- No Continuity of Care after Detox/Lowest Level of Care (DOH Performance Tracking)

Up to 4 quality flags can be selected per search.

Add on other filters to narrow your search down to a specific cohort who is also meeting criteria for the selected flag(s)!

Provider

Region

Provider

County

Service Utilization

Number of Visits

Service Setting: Telehealth coded

Service Detail: Selected

- Outpatient - MH
 - Any OMH Outpatient Specialty MH Services
 - ACT - Adult
 - ACT - Adult/Youth
 - ACT - Youth
 - CCBHC
 - CDT - MH Specialty
 - CFTSS - All
 - CFTSS - CPST
 - CFTSS - Crisis Intervention
 - CFTSS - Family Peer Support Services (FPSS)
 - CFTSS - Family/Youth Peer Support (FPSS/YPS)
 - CFTSS - Other Licensed Practitioners (OLP)
 - CFTSS - Psychosocial Rehabilitation (PSR)



In the "Services by Any Provider" section you can search for members receiving specific services from any agency within the state providing that service

Provider

Region

Provider
County

Service Utilization

ER - ALL

Number of Visits

5+

Service Setting: Tele

- Care Coordination
- Crisis Service
- Foster Care
- Inpatient - ER
- Living Support/Resid
- Other
- Outpatient - DD
- Outpatient - MH
- Outpatient - Medical
- Outpatient - Medical Specialty
- Outpatient - SU
- Outpatient - Unspecified
- Practitioner - BH
- State Psch Center Services (Sourc

- 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

- 1+
- 2+
- 3+
- 5+**
- 10+
- 20+

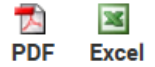
Search for high utilizers by using the Service Utilization and Number of Visits dropdowns

← Modify Search

9,264 Recipients Found

View:

- Standard
- Standard**
- Care Coordination
- High Need/High Risk
- Hospital Utilization
- Outpatient Providers



| | |
|-------------------------------------|--|
| Managed Care | ABC HEALTH PLAN |
| AND Name | Current Enrollees |
| AND [Any Provider] Service Setting: | Any OMH Outpatient Specialty MH Services |

Review recipients in results carefully before accessing Clinical Summary.

Maximum Number of Rows Displayed: 10000

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

| Name (Gender - Age) ▲ | Medicaid ID ◆ | DOB ◆ | Race & Ethnicity ◆ | Medicaid Quality Flags ◆ | Planning Considerations ◆ | Enrollment Date ◆ |
|----------------------------------|---------------|-----------------|--------------------|---|---|-------------------|
| QUnMRUui QVZB KEY LQ MT6f | RUUsMpYv MUI | MTAIMTaIM 9AmNm | White | 4PP(A), HHPlus No HHPlus Service > 12 mos, HHPlus, HH E | Notifications: Complex Needs, Health Home Plus - Eligible, High MH Need, MH Plcmt Consid, Medicaid Recertification Due < 3 mo | 12/01/2025 |
| QUnMRUui QVbBTavB Qm KEY LQ M9If | RFUvNTUuN r6 | MDIIM92IM9 AmMm | Black | 10+ E Medi 4+ In Adhe HAR MH I MH E MH I (DOH Inpt (DOH | Notifications: Complex Needs, Health Home Plus - Eligible, High MH Need, MH Plcmt Consid Documents: Safety Plan (09/18/2024) | 09/01/2024 |
| QUnMRUui QbJJQUvoQQ | QrQsOTArOF | MD2IMDMIM | White | 4PP(A) No Gluc/ | | 10/01/2018 |

Example search: ABC Health Plan's current enrollees who have had Any OMH Outpatient Specialty MH Service in the past year.

Drill into a member's Clinical Summary, export to PDF or Excel, or change to one of our Advanced Views!

Modify Search

9,264 Recipients Found

View: Standard



PDF



Excel

About Search Results Views All views display: Name, Medicaid ID, Date of Birth, Gender, Race & Ethnicity, Managed Care Plan, Current PHI Access

| Results View | Columns Displayed |
|----------------------|---|
| Standard | Quality Flags, Planning Considerations |
| Care Coordination | HARP Status (H Code), HARP HCBS Assessment Date (most recent), Children's Waiver Status (k Code), Health Home Name (Enrolled), Care Management Name (Enrolled), ACT Provider (Active), OnTrackNY Early Psychosis Program (Enrolled), AOT Status, AOT Provider (Active), MC Product Line, CORE Eligible. |
| High Need/High Risk | OMH Unsuccessful Discharge, Transition Age Youth (TAY-BH) OPWDD NYSTART-Eligible, High Fidelity Wraparound (Likely Eligible), Health Home Plus-Eligible, Homelessness, AOT Status, AOT Expiration Date, Suicide Risk, Overdose Risk and PSYCKES Registries |
| Hospital Utilization | Number of hospitalizations in past year broken out by ER and Inpatient and Behavioral Health and Medical |
| Outpatient Providers | Primary Care Physician Assignment (Assigned by MC Plan), Mental Health Outpatient Provider, Medical Outpatient Provider, Substance Use Outpatient Provider, and CORE or Adult HCBS Service Provider columns each include provider name, most recent service past year, and # visits/services past 1 year. |

Close

[← Modify Search](#)

9,264 Recipients Found

View: Outpatient Providers ▾



| | |
|-------------------------------------|--|
| Managed Care | ABC HEALTH PLAN |
| AND Name | Current Enrollees |
| AND [Any Provider] Service Setting: | Any OMH Outpatient Specialty MH Services |

Review recipients in results carefully before accessing Clinical Summary.

Maximum Number of Rows Displayed: 10000

1 2 3 4 5 6 7 8 9 10

| Name ▲ | Medicaid ID ◆ | DOB ◆ | Gender ◆ | Race & Ethnicity ◆ | Primary Care Physician Assignment(Assigned by MC Plan) | | | Mental Health Outpatient Pr | |
|---|---------------|-----------------|-----------|--------------------|--|---------------------------------|--|--|---------------------------------|
| | | | | | Name ◆ | Most Recent Service Past 1 yr ◆ | # Visits with Assigned PCP past 1 yr ◆ | Most Recent Provider Facility Name ◆ | Most Recent Service Past 1 yr ◆ |
| QUJBUaUi QqzEWQ | Qb2sMDAsM VQ | MDMIM9AIM TavMA | TQ LQ MpU | White | SMITH, JOHN | 2/14/2026 | 8 | | |
| QUJBUaUi TEbBTQ | Rq6sNDQqO VU | MDQIM92IM 9AnOQ | TQ LQ N6 | White | | | | BEHAVIORAL HEALTH SERVICES NORTH, INC. | 11/07/2025 |
| QUJBUaUi TaFURUnMSUU | Ra6sMD2vN aq | MDIIM9EIM9 AnM6 | R6 LQ MTM | White | | | | SAMARITAN HOSPITAL | 1/14/2026 |
| QUJBUaUi UabLSqajTFbOT6 | RaQrOTMtM rQ | MDaIMT6IM 9AnNA | R6 LQ MTE | White | BROWN, ROBERT | 1/31/2026 | 15 | | |
| QUJCQUui RbJBTajMSUu | RqQnN9EvN EI | MTEIMpAIM TavNA | TQ LQ MpE | Black | | | | RENSELAER COUNTY DEPT OF MENTAL HEALTH | 12/28/2025 |

◀ Modify Search

9,264 Recipients Found

View: Outpatient Providers ▾



| | |
|-------------------------------------|--|
| Managed Care | ABC HEALTH PLAN |
| AND Name | Current Enrollees |
| AND [Any Provider] Service Setting: | Any OMH Outpatient Specialty MH Services |

Review recipients in results carefully before accessing Clinical Summary.

Maximum Number of Rows Displayed: 10000

1 2 3 4 5 6 7 8 9 10

| Name ▲ | Medical Outpatient Provider | | | Substance Use Outpatient Provider | | | CORE or Ad | |
|---|-------------------------------------|-------------------------------|------------------------------------|--|---------------------|--------------------------|-------------------------------------|--|
| | Most Recent Provider Facility Name | Most Recent Service Past 1 yr | # Services this Provider Past 1 yr | Most Recent Provider Facility Name | Most Recent Service | # Services this Provider | | Most Recent Provider Facility Name |
| QUJBUaUi QqzEWQ | HUDSON HEADWATERS HEALTH NETWORK | 10/07/2025 | 1 | THE SARATOGA HOSPITAL | 10/2/2025 | 22 | | |
| QUJBUaUi TEbBTQ | GLENS FALLS HOSPITAL | 12/02/2025 | 2 | | | | | |
| QUJBUaUi TaFURUnMSUU | HUDSON HEADWATERS HEALTH NETWORK | 12/15/2025 | 1 | SARATOGA COUNTY COMMUNITY SERVICES BOARD | 11/30/2025 | 15 | | |
| QUJBUaUi UabLSqajTFbOT6 | HUDSON HEADWATERS HEALTH NETWORK | 12/06/2025 | 2 | | | | KEE TO INDEPENDENT GROWTH INC | CORE or HCBS Psychosocial Rehabilitation - Any |
| QUJQCQuui RbJBTajMSUu | SAMARITAN HOSPITAL OF TROY, NEW YOR | 06/06/2025 | 5 | | | | ST. CATHERINE'S CENTER FOR CHILDREN | CORE or HCBS Psychosocial Rehabilitation - |

Modify Search

9,264 Recipients Found

View: Outpatient Providers



| | |
|-------------------------------------|--|
| Managed Care | ABC HEALTH PLAN |
| AND Name | Current Enrollees |
| AND [Any Provider] Service Setting: | Any OMH Outpatient Specialty MH Services |

Review recipients in results carefully before accessing Clinical Summary.

Maximum Number of Rows Displayed: 10000

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

| Name | Services this Provider Past 1 yr | Substance Use Outpatient Provider | | | CORE or Adult HCBS Service Provider | | | |
|---|----------------------------------|--|---------------------|--------------------------|-------------------------------------|--|-------------------------------|------------------------------------|
| | | Most Recent Provider Facility Name | Most Recent Service | # Services this Provider | Most Recent Provider Facility Name | Most Recent Service Type Past 1 yr | Most Recent Service Past 1 yr | # Services this Provider Past 1 yr |
| QUJBUaUi QqzEWQ | | THE SARATOGA HOSPITAL | 10/2/2025 | 22 | | | | |
| QUJBUaUi TEbBTQ | | | | | | | | |
| QUJBUaUi TaFURUnMSUU | | SARATOGA COUNTY COMMUNITY SERVICES BOARD | 11/30/2025 | 15 | | | | |
| QUJBUaUi UabLSqajTFbOT6 | | | | | KEE TO INDEPENDENT GROWTH INC | CORE or HCBS Psychosocial Rehabilitation - Any | 12/3/2025 | 70 |
| QUJQCQUui RbJBTajMSUu | | | | | ST. CATHERINE'S CENTER FOR CHILDREN | CORE or HCBS Psychosocial Rehabilitation - | 11/15/2025 | 26 |

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., Hospitalizations from Medicaid billing, State PC residential services from State PC EMR, health home information from MAPP, suicide risk from incident management, AOT court orders from OMH database, Homelessness information from DHS and Medicaid
- 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
- Ability to export to PDF and Excel

Clinical Summary Sections

- General
- Current Care Coordination
- Notifications
- Active Medicaid Restrictions
- Alerts
- Social Determinants of Health (SDOH)
- Quality Flags
- Plans & Documents
- BH/Medical Diagnoses
- IVOS
- Care Coordination (historical)
- Medications (Controlled, BH, Medical)
- Outpatient Services (BH, Medical)
- Crisis Services
- Hospital/ER
- Dental/Vision
- Living Support/Residential Treatment
- Laboratory & Pathology
- Radiology
- Medical Equipment
- Transportation

Brief Overview

Full Summary

Data with Special Protection Show Hide
This report contains all available clinical data.

DOB: XX/XX/XXXX (XX Yrs)

Address: MT6 UazTRQ UrRSRUUVU QVBU M9An,
UEzVRq7LRUVQUqbF, Tba, MTIsMDE

Medicaid ID: QUERnpQqMFQ

Medicare: No

Managed Care Plan: Healthfirst PHSP, Inc. (HARP)

MC Plan Assigned PCP : N/A

HARP Status: HARP Enrolled (H1)

HARP HCBS Assessment Status: N/A

Medicaid Eligibility Expires on: 11/30/2026

Current Care Coordination

| | |
|------------------------|--|
| AOT | VNS HEALTH BEHAVIORAL HEALTH, INC. (Enrolled Date: 07-JAN-26, Expiration Date: 07-JAN-27) Main Contact : Shantel Mayris: (347) 853 - 3148 |
| Health Home (Enrolled) | SRH CHN LEAD HEALTH HOME LLC (Begin Date: 01-MAY-25, End Date: 31-JAN-26) • Status : Active Member Referral Number: 1-888-980-8410; Skywardhealth@skywardhealth.org Care Management (Enrolled): MENTAL HEALTH AMERICA DUTCHESS CO |
| ACT | ROCKLAND PSYCHIATRIC CENTER (Admission Date: 17-OCT-24, Discharge Date: 16-JAN-26) Main Contact : Kaitlin Reno: -- |

Housing/Residential Program Supported Single Room occupancy, Fallkill Commons ESSHI. Hudson River Housing, Inc. (Admission Date: 28-APR-20)
Program Contact Information : Mike Teamer: (845)-432-4790

Notifications

| | |
|---------------------------------------|---|
| Complex Needs due to | 4+ ER MH < 13 months , ACT enrolled or discharged in past year , AOT active or expired in past year , HH+ Eligibility , HH+ service in the past year with MH diagnosis |
| Health Home Plus Eligibility | This client is eligible for Health Home Plus due to: 4+ ER MH < 13 months, ACT - Discharged < 12 months, AOT - Active Court Order |
| High Mental Health Need due to | 4+ ER MH < 13 months ; ACT enrolled or discharged in past year ; AOT active or expired in the past year ; HH+ Eligibility ; HH+ service in the past year with MH diagnosis |
| CORE Eligibility | This client is eligible for Community Oriented Recovery and Empowerment (CORE) services. For more information on CORE, visit: https://omh.ny.gov/omhweb/bho/core |

Alerts • all available

Most Recent

| | | | |
|-----|---|------------|--|
| 132 | Treatment for Suicidal Ideation (100 Inpatient, 40 ER, 6 Other) | 11/11/2025 | WESTCHESTER COUNTY HEALTH CARE CORP (ER - MH) |
| 4 | Overdose - Opioid (3 Inpatient, 3 ER) | 8/7/2023 | WESTCHESTER COUNTY HEALTH CARE CORP (ER - SU) |
| 4 | C-SSRS (Suicide Screen) (4 C-SSRS) | 1/12/2023 | ROCKLAND PSYCHIATRIC CENTER |
| 3 | Treatment for Self inflicted Harm/Injury (3 Inpatient) | 1/3/2018 | KANNER LAWRENCE JAY (Inpatient - MH - Physician - Internal Medicine) |

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

Problems related to employment and unemployment Unemployment, unspecified

Active Quality Flags · as of monthly QI report 2/1/2026

General Medical Health

No Outpatient Medical Visit > 1Yr

Health Home Care Management - Adult

Eligible for Health Home Plus - No Health Home Plus Service Past 3 Months

High Mental Health Need

4+ ER MH < 13 months · ACT enrolled or discharged in past year · AOT active or expired in the past year · HH+ Eligibility · HH+ service in the past year with MH diagnosis

High Utilization - Inpt/ER

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

MH Performance Tracking Measure (as of 12/01/2024)

Low Antipsychotic Medication Adherence - Schizophrenia · No Engagement after MH Inpatient · No Follow Up After MH ED Visit - 7 Days · No Intensive Care Management after MH ED Visit · No Intensive Care Management after MH Inpatient

Diagnoses Past Year

Behavioral Health (11) 5 Most Recent: Borderline Personality Disorder · Schizoaffective Disorder · Tobacco related disorder · Cannabis related disorders · Unspecified/Other Anxiety Disorder ...

5 Most Frequent (# of services): Schizoaffective Disorder(12) · Borderline Personality Disorder(4) · Tobacco related disorder(3) · Opioid related disorders(3) · Cannabis related disorders(2) ...

Medical (19) 5 Most Recent: Problems related to care provider dependency · Allergy status to drugs, medicaments and biological substances · Dorsalgia · Personal risk factors, not elsewhere classified · Multiple valve diseases ...

5 Most Frequent (# of services): Problems related to care provider dependency(114) · Dorsalgia(5) · Symptoms and signs involving emotional state(5) · Long term (current) drug therapy(5) · Complications and ill-defined descriptions of heart disease(3) ...

Medications Past Year

Last Pick Up

| | | |
|--|------------|--|
| Haloperidol Decanoate (Haloperidol Decanoate) · Antipsychotic | 1/20/2026 | Dose: 100 MG/ML, .03/day · Quantity: 1 |
| Haloperidol Decanoate, Injection (Haloperidol Decanoate, Injection) · Antipsychotic | 11/20/2025 | Dose: PER 50 MG · Quantity: null |

Outpatient Providers Past Year Last Service Date & Type

| | | |
|-----------------------------------|------------|---|
| LALANI HAMID I | 1/14/2026 | Physician - Primary Care |
| VNS HEALTH BEHAVIORAL HEALTH INC | 12/31/2025 | ACT - Adult |
| SUN RIVER HEALTH INC | 11/10/2025 | Clinic - Medical Specialty (Telehealth) |
| VISITING NURSE SERVICE/NY HM CARE | 6/30/2025 | ACT - Adult |
| JINDAL SURINDER PAUL | 4/8/2025 | Physician - Neurology |

All Hospital and Crisis Utilization · 5 Years

| ER Visits | # Providers | Last ER Visit |
|---|-------------|--|
| 7 Medical | 3 | 2/4/2026 at BRONXCARE HOSPITAL CENTER |
| 6 Mental Health | 2 | 10/24/2025 at KINGS COUNTY HOSPITAL CENTER |
| Inpatient Admissions | # Providers | Last Inpatient Admission |
| 8 Mental Health | 3 | 1/14/2025 at KINGS COUNTY HOSPITAL CENTER |
| Crisis Services | # Providers | Last Crisis Service |
| 2 Crisis Unit - State Psych Center (Source: State PC) | 1 | 3/15/2001 at PILGRIM PSYCHIATRIC CENTER |

Safety Plans

Most Recent

| | | |
|---------------|----------|-----------------------------|
| 2 Safety Plan | 1/5/2023 | ROCKLAND PSYCHIATRIC CENTER |
|---------------|----------|-----------------------------|

QrVBRFJBREyi QqbORFa

As of 3/2/2026 [Data sources](#)

PDF EXCEL CCD

[← Recipient Search](#)

Sections

Brief Overview Full Summary

Data with Special Protection Show Hide
This report contains all available clinical data.

General

| | | | |
|---|--|---|---|
| Name QrVBRFJBREyi QqbORFa | Medicaid ID QUErNpQqMFQ | Medicare No | HARP Status HARP Enrolled (H1) |
| DOB XX/XX/XXXX (XX Yrs) | Medicaid Aid Category N/A | Managed Care Plan Healthfirst PHSP, Inc. (HARP) | HARP HCBS Assessment Status N/A |
| Address MT6 UazTRQ UrRSRUVU QVBU M9An, UEzVRq7LRUVQUqbF, Tba, MTIsMDE | Medicaid Eligibility Expires on 11/30/2026 | MC Plan Assigned PCP N/A | |

The "General" section will include information such as MC Plan, HARP status, Medicaid eligibility expiration date, and more

Current Care Coordination

| | |
|------------------------------------|--|
| AOT | VNS HEALTH BEHAVIORAL HEALTH, INC. (Enrolled Date: 07-JAN-26, Expiration Date: 07-JAN-27) Main Contact : Shantel Mayris: (347) 853 - 3148 |
| Health Home (Enrolled) | SRH CHN LEAD HEALTH HOME LLC (Begin Date: 01-MAY-25, End Date: 31-JAN-26) • Status : Active Member Referral Number: 1-888-980-8410; Skywardhealth@skywardhealth.org Care Management (Enrolled): MENTAL HEALTH AMERICA DUTCHESS CO |
| ACT | ROCKLAND PSYCHIATRIC CENTER (Admission Date: 17-OCT-24, Discharge Date: 16-JAN-26) Main Contact : Kaitlin Reno: -- |
| Housing/Residential Program | Supported Single Room occupancy, Fallkill Commons ESSHI. Hudson River Housing, Inc. (Admission Date: 28-APR-20) Program Contact Information : Mike Teamer: (845)-432-4790 |





Notifications

| | |
|---------------------------------------|---|
| Complex Needs due to | ACT enrolled or discharged in past year , AOT active or expired in past year , HH+ Eligibility , Homeless in past 6 months + SMI |
| Health Home Plus Eligibility | This client is eligible for Health Home Plus due to: ACT - Discharged < 12 months, AOT - Active Court Order |
| High Mental Health Need due to | ACT enrolled or discharged in past year ; AOT active or expired in the past year ; HH+ Eligibility |
| CORE Eligibility | This client is eligible for Community Oriented Recovery and Empowerment (CORE) services. For more information on CORE, visit: https://omh.ny.gov/omhweb/bho/core |

Alerts


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 | |
|--|--|------------|------------------|-------------------------------|----------------|--|---|
| Treatment for Self inflicted Harm/Injury | 2 | 11/30/2025 | 1/6/2026 | STRONG MEMORIAL HOSPITAL | ER - MH - CPEP | Self inflicted Harm/Injury |  |
| Treatment for Suicidal Ideation | 2 | 10/24/2025 | 11/18/2025 | STRONG MEMORIAL HOSPITAL UNIT | | Suicidal Ideation |  |
| C-SSRS (Suicide Screen) | 1 | 8/22/2025 | 8/22/2025 | ROCKLAND CHILDREN'S CENTER | | 3 Suicide Attempt(s); Last attempt High Risk: Suicidal Behavior in past 3 months |  |
| Treatment for Self inflicted Poisoning | 1 | 7/3/2025 | 7/3/2025 | NORTHERN WESTCHESTER HOSPITAL | ER - MH | Self inflicted Poisoning |  |

Drill-in to view more information about each alert type (e.g., reporting/billing provider, source, etc.)

All Alerts for Treatment for Self inflicted Harm/Injury

PDF Excel 

Previous 1 Next

| Alert/Incident Type | Reporting/Billing Provider | Reporting/Billing Program | Date of Incident/Service | Medical Classification | Source |
|----------------------------|----------------------------|---------------------------|--------------------------|----------------------------|----------|
| Self inflicted Harm/Injury | STRONG MEMORIAL HOSPITAL | ER - MH - CPEP | 1/6/2026 | Self inflicted Harm/Injury | Medicaid |
| Self inflicted Harm/Injury | STRONG MEMORIAL HOSPITAL | ER - MH | 11/30/2025 | Self inflicted Harm/Injury | Medicaid |

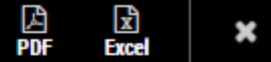
Social Determinants of Health (SDOH)

Social Determinants of Health (SDOH) reported in billing

| | |
|--|--|
| Problems related to employment and unemployment | Unemployment, unspecified |
| Problems related to housing and economic circumstances | Sheltered homelessness • Homelessness • Homelessness unspecified • Problems related to living in residential institution |
| Problems related to other psychosocial circumstances | Imprisonment and other incarceration |

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

Services provided for the selected Social Determinants of Health: Sheltered homelessness



Previous **1** 2 3 4 5 6 7 8 Next

| Date of Service | Service Type | Service Subtype | Provider Name | Primary, secondary, and quality flag-related diagnoses |
|-----------------|--------------|-----------------|-----------------------------|---|
| 12/31/2025 | Inpatient-ER | ER - SU | LINCOLN MEDICAL/MENTAL HLTH | Antisocial personality disorder, Other psychoactive substance abuse, uncomplicated, Schizoaffective disorder, unspecified, Sheltered homelessness, Unemployment, unspecified |
| 12/29/2025 | Inpatient-ER | ER - MH - CPEP | JACOBI MEDICAL CENTER | Antisocial personality disorder, Sheltered homelessness, Unemployment, unspecified |
| 11/19/2025 | Inpatient-ER | ER - Medical | LINCOLN MEDICAL/MENTAL HLTH | Cannabis dependence, uncomplicated, Hallucinogen use, unspecified, uncomplicated, Malingering [conscious simulation], Schizophrenia, unspecified, Sheltered homelessness, Unemployment, unspecified |

Quality Flags

Quality Flags as of monthly QI report 2/1/2026 [Definitions](#) ←

Recent
All (Graph)
All (Table)

Indicator Set

General Medical Health

No Outpatient Medical Visit > 1Yr

Health Home Care Management - Adult

Eligible for Health Home Plus - No Health Home Plus Service Past 12 Months • Eligible for Health Home Plus - No Health Home Plus Service Past 3 Months
 • Eligible for Health Home Plus - Not Health Home Enrolled • HARP Enrolled - Not Health Home Enrolled • HARP-Enrolled - No Assessment for HCBS

High Mental Health Need

3+ Inpt MH < 13 months • 4+ ER MH < 13 months • HH+ Eligibility • Ineffectively Engaged - No Outpt MH < 12 months & 2+ Inpt MH/3+ ER MH • Intensive Mobile Treatment (IMT) in the past year with MH diagnosis

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 • 2+ Inpatient - Medical • 4+ Inpatient/ER - BH • 4+ Inpatient/ER - MH • 4+ Inpatient/ER - Med

Hospital Outcome Measure Set

No Follow Up After MH ED discharge from this Hospital - 7 Days

MH Performance Tracking Measure (as of 12/01/2024)

Low Antipsychotic Medication Adherence - Schizophrenia • No Engagement after MH Inpatient • No Follow Up After MH ED Visit - 7 Days • No Intensive Care Management after MH ED Visit • No Intensive Care Management after MH Inpatient

Diagnoses

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

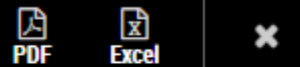
[Schizoaffective Disorder](#) • [Other psychoactive substance related disorders](#) • [Cannabis related disorders](#) • [Cocaine related disorders](#) • [Schizophrenia](#) • [Hallucinogen related disorders](#) • [Tobacco related disorder](#) • [Alcohol related disorders](#) • [Substance-Induced Psychotic Disorder](#) • [Antisocial Personality Disorder](#) • [Other stimulant related disorders](#) • [Substance-Induced Depressive Disorder](#) • [Unspecified/Other Psychotic Disorders](#) • [Major Depressive Disorder](#) • [Unspecified/Other Depressive Disorder](#) • [Adjustment Disorder](#) • [Unspecified/Other Anxiety Disorder](#) • [Poisoning by, adverse effect of and underdosing of diuretics and other and unspecified drugs, medicaments and biological substances](#) • [Poisoning by, adverse effect of and underdosing of narcotics and psychodysleptics \[hallucinogens\]](#) • [Conduct Disorder](#) • [Opioid related disorders](#)

Click on a diagnosis to drill-in and view more details such as date of service, service type & subtype, provider, and other diagnoses

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

[Certain infectious and parasitic diseases](#) • [Other sepsis](#) • [Streptococcal sepsis](#) • [Viral infection of unspecified](#)

Services provided for the selected Diagnosis: Schizoaffective Disorder

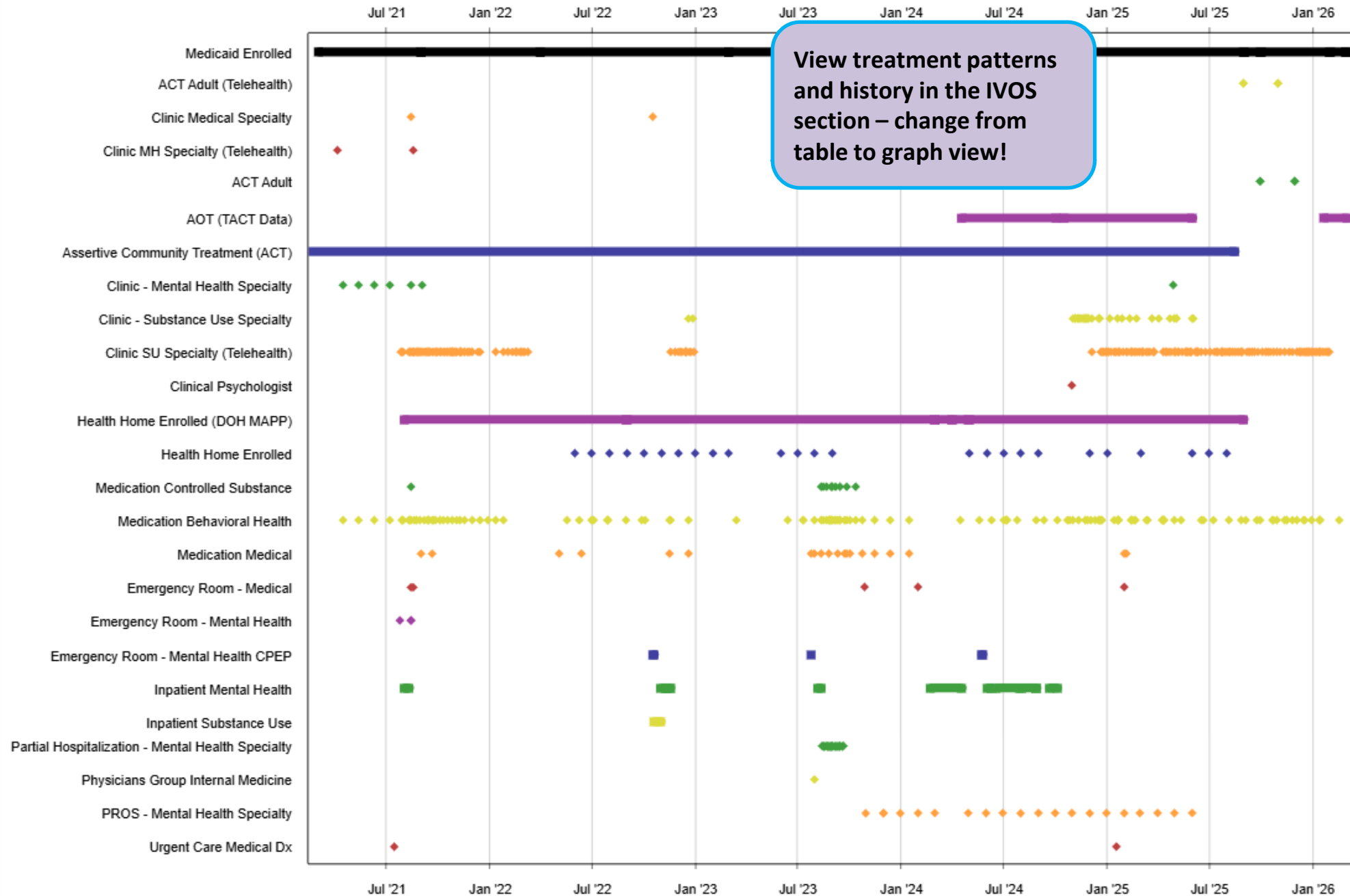


Previous **1** 2 3 4 5 6 7 8 9 10 ... 24 Next

| Date of Service | Service Type | Service Subtype | Provider Name | Primary, secondary, and quality flag-related diagnoses |
|-----------------|--------------|---|----------------------------------|---|
| 1/26/2026 | Inpatient-ER | Inpatient - MH - Group - Physician - Psychiatry | PHYSICIAN AFFILIATE GROUP OF NEW | Cannabis dependence, uncomplicated, Schizoaffective disorder, unspecified |

Integrated View of Services Over Time

Table Graph



Care Coordination (Historical)

Care Coordination [Details](#) 

Table [Graph](#)

| Service Type | Provider | First Date Billed | Last Date Billed | Number of bills | |
|-------------------------------------|---|-------------------|------------------|-----------------|---|
| Assertive Community Treatment (ACT) | WELLIFE NETWORK INC. | 8/15/2025 | Current | 1 |  |
| AOT (TACT Data) | WELLIFE NETWORK INC. | 4/17/2024 | 3/2/2026 | 3 |  |
| ACT - Adult | WELLIFE NETWORK INC | 9/30/2025 | 11/30/2025 | 2 |  |
| ACT - Adult (Telehealth) | WELLIFE NETWORK INC | 8/31/2025 | 10/31/2025 | 2 |  |
| Health Home - Enrolled (DOH MAPP) | SRH CHN LEAD HEALTH HOME LLC (HH), WELLIFE NETWORK INC (CM) | 8/1/2021 | 8/31/2025 | 5 |  |
| Health Home - Enrolled | SRH CHN LEAD HEALTH HOME LLC | 6/1/2022 | 8/1/2025 | 25 |  |
| Health Home Plus | SRH CHN LEAD HEALTH HOME LLC | 8/1/2021 | 5/1/2025 | 20 |  |

Outpatient Behavioral Health Services

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) | |
|------------------------------------|---|-------------------|------------------|------------------|--|--|-------------------------|
| Clinic - SU Specialty (Telehealth) | EMPLOYEE ASSIST RESOURCE SVCS | 12/5/2024 | 1/30/2026 | 108 | Schizophrenia, unspecified | - Psytx W Pt 60 Minutes | Details |
| ACT - Adult | WELLIFE NETWORK INC | 9/30/2025 | 11/30/2025 | 2 | Schizoaffective disorder, unspecified | - Assert Comm Tx Pgm Per Diem | Details |
| ACT - Adult (Telehealth) | WELLIFE NETWORK INC | 8/31/2025 | 10/31/2025 | 2 | Schizoaffective disorder, unspecified | - Assert Comm Tx Pgm Per Diem | Details |
| Clinic - SU Specialty | EMPLOYEE ASSIST RESOURCE SVCS | 11/1/2024 | 6/2/2025 | 26 | Schizophrenia, unspecified | - Crisis Intervention Per Hour - Psytx W Pt 60 Minutes | Details |
| Clinic - SU Specialty | WELLIFE NETWORK INC | 4/30/2025 | 5/31/2025 | 2 | Schizoaffective disorder, bipolar type | - Ther Behav Svc, Per 15 Min | Details |
| PROS - MH Specialty | WELLIFE NETWORK INC | 10/31/2023 | 5/31/2025 | 19 | Schizoaffective disorder, bipolar type | - Clinic Service - Clinic Service, Ther Behav Svc, Per 15 Min - Clinic Service, Psysoc Rehab Svc, Per Diem, Ther Behav Svc, Per 15 Min | Details |

Crisis Services

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) | |
|---|---|----------------------------|--|-------------------------------|--|--|---|
| Mobile Crisis - Response | ST JOSEPHS HOSPITAL HEALTH CE | 1/22/2024 | 11/9/2025 | 2 | Alcohol dependence with intoxication, unspecified | - Crisis Interven Svc, 15 Min - Crisis Intervention Mental H |  |
| Crisis Stabilization Center - Intensive | HELIO HEALTH INC | 1/10/2024 | 1/20/2026 | 7 | Alcohol use, unspecified with alcohol-induced sleep disorder | - Crisis Intervention Mental H - Crisis Intervention Per Hour |  |
| Mobile Crisis - Follow-up | LIBERTY RESOURCES INC | 7/22/2021 | 1/25/2024 | 13 | Illness, unspecified | - Crisis Interven Svc, 15 Min |  |
| Mobile Crisis - Telephonic Follow-up (Telehealth) | LIBERTY RESOURCES INC | 5/17/2021 | 1/29/2024 | 6 | Illness, unspecified | - Crisis Interven Svc, 15 Min |  |
| Mobile Crisis - Telephonic Response (Telehealth) | LIBERTY RESOURCES INC | 4/14/2021 | 4/14/2021 | 1 | Illness, unspecified | - Crisis Interven Svc, 15 Min |  |
| Mobile Crisis - Response | LIBERTY RESOURCES INC | 3/27/2021 | 2/13/2023 | 13 | Illness, unspecified | - Crisis Interven Svc, 15 Min - Crisis Intervention Mental H |  |

Hospital/ER Services

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) | |
|------------------------|--------------------------------|------------|---------------------------------|----------------|---|--|---|
| ER - SU | QUEENS HOSPITAL | 1/5/2026 | 1/5/2026 | 1 | Alcohol abuse with intoxication, unspecified | - Emergency Dept Visit Mod Mdm |  |
| ER - SU | QUEENS HOSPITAL | 11/18/2025 | 11/18/2025 | 1 | Alcohol abuse with intoxication, unspecified | - |  |
| ER - MH - CPEP | BELLEVUE HOSPITAL CENTER | 10/29/2025 | 10/29/2025 | 1 | Encounter for general psychiatric examination, requested by authority | - Psych Diagnostic Evaluation |  |
| ER - Medical | BELLEVUE HOSPITAL CENTER | 10/20/2025 | 10/20/2025 | 1 | Pain in left wrist | - X-Ray Exam Of Wrist |  |
| Inpatient - SU - Detox | NEW YORK PRESBYTERIAN HOSPITAL | 10/3/2025 | 10/6/2025 | 3 | Alcohol abuse with withdrawal, unspecified | - Introduce Analg/Hypnot/Sedat In Periph V |  |
| ER - MH | BELLEVUE HOSPITAL CENTER | 10/2/2025 | 10/2/2025 | 1 | Encounter for general psychiatric examination, requested by authority | - Emergency Dept Visit Low Mdm |  |
| ER - Medical | NYU LANGONE HOSPITALS | 9/30/2025 | 9/30/2025 | 1 | Persons encountering health services in other specified circumstances | - Emr Dpt Vst Mayx Req Phy/Qhp |  |

We want your feedback!

User Feedback

- We'll be asking a short series of polling questions to gather your feedback!
- **To participate in the poll, please select the “Slido” app on the bottom righthand corner of your WebEx screen**



- Once a question is launched, you'll see the question appear in the Slido app with an option to type in your answer. Please feel free to submit more than one suggestion!

- **Question #1: Would you like to see any enhancements added to Recipient Search?**
 - For example, new filters (e.g., population filters, new demographic or social needs options)? New service settings (e.g., CTI, ESD, etc.)?

- **Question #2: Are there any additional data sources you'd like to see added to PSYCKES?**
 - For example, cost-related data, OTDA, etc.?

- **Question #3: Would you like to see functionality updates within the application?**
 - For example, multi-select capabilities within more filters, create additional lookback periods, etc.?

User Feedback

- If you're interested in adding specific features to PSYCKES, here's how you can make a request:
 - Email PSYCKES-Help@omh.ny.gov and include the following information:
 - Description of the feature you'd like to be added (please be as detailed as possible)
 - Purpose the new feature would serve
 - How this new feature could help a larger group of users

Training & Technical Support

Training & Technical Support

- For more PSYCKES resources, please go to our website at: www.psyckes.org
- If you have any questions regarding the PSYCKES application, please reach out to our helpdesk:
 - 9:00AM – 5:00PM, Monday – Friday
 - PSYCKES-help@omh.ny.gov
- If you're having issues with your token or logging in, contact the ITS or OMH helpdesk:
 - ITS (OMH/State PC Employee) Helpdesk:
 - Please contact the NYS Helpdesk at <https://chat.its.ny.gov> or call 844-891-1786
 - OMH (Non-OMH/Non-State PC Employee) Helpdesk:
 - 518-474-5554, option 2; healthhelp@its.ny.gov