



**Office of  
Mental Health**

# Using PSYCKES from Home

**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**

**If you do not see the Audio Connection box, go to the top of your WebEx screen, click “Communicate” > “Audio Connection” > “Join Teleconference”**

**Michelle Hand, MSW  
PSYCKES Medical Informatics Team  
April 7, 2021**

# Q&A via WebEx

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

# Agenda

- How to access PSYCKES from home
  - Token setup
  - Login instructions
  - Troubleshooting login error messages
- Where to find the PSYCKES consent form
  - Verbal consent during state emergency
  - How to look up a client in PSYCKES and enter consent
- COVID-19 related functions in PSYCKES
- PSYCKES mobile app for iPhones & iPads
- Additional PSYCKES training
- Technical support

# Token Setup



**Office of  
Mental Health**

# Login Requires User ID and RSA Security Token

- A user ID and RSA token issued by the organization for which you work is required to login to PSYCKES
  - Note: If you work for an OMH organization, this user ID and token is the same you might use for MHARS, CAIRS, NIMRS, PCS or MHPD
- Your organization's security manager grants you access to "PSYCKES-Medicaid" using the Security Management System (SMS)
- If you use a hard token and don't have it with you, request a soft token

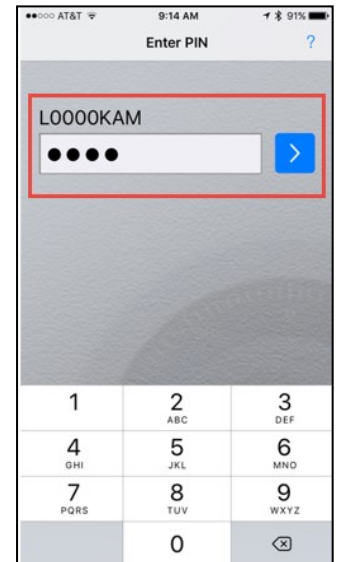
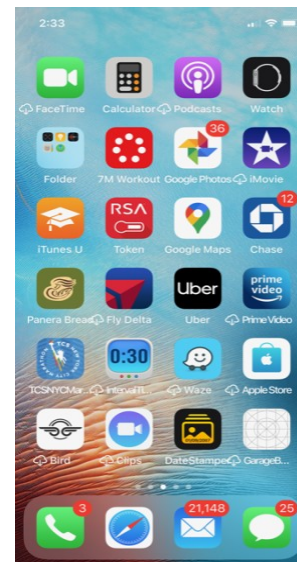
Hard token



Soft token on computer



Soft token on phone



# Locating Your Desktop-Compatible Soft Token

- Search email Inbox/Junk/Spam folders for soft token email sent *from* either:  
its.sm.bhp.bs.omh.sao@its.ny.gov  
OR  
Information\_security\_office@omh.ny.gov
- Your soft token email will contain the RSA token attachment, and the password to import the token (*password to import token is sent within the same email or a separate email*)

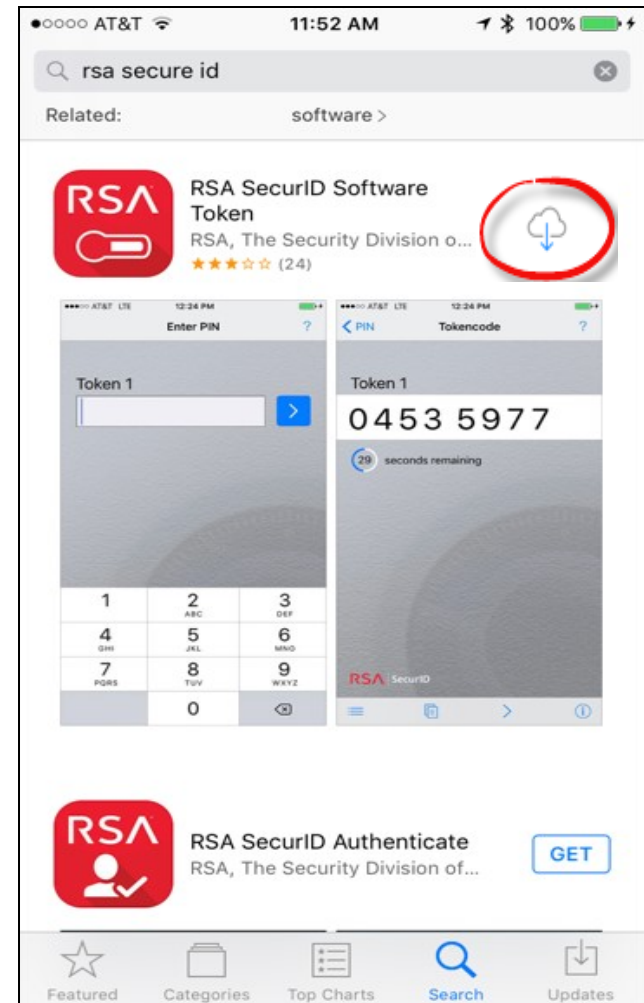
# Can't Locate Your Soft Token Email?

- If you can't locate your soft token email, contact the OMH/ITS Helpdesk:
  - **OMH Helpdesk - External Providers** (Non-State Employees): healthhelp@its.ny.gov
  - **ITS Helpdesk - State Employees:** fixit@its.ny.gov
- Request that your soft token email be resent to you, and include your PSYCKES user ID
- New soft tokens are now automatically set to go on a computer only. If you'd like your token on your mobile device instead of your computer, please specify this in your email to the OMH/ITS Helpdesk ("I would like to replace my desktop token with a mobile token")
  - Include your name, email address, OMH user ID, and type of mobile device (e.g., iOS/Apple, Android, etc.)

# Install RSA SecurID App on Mobile Device

To install the RSA SecurID token app onto your mobile device:

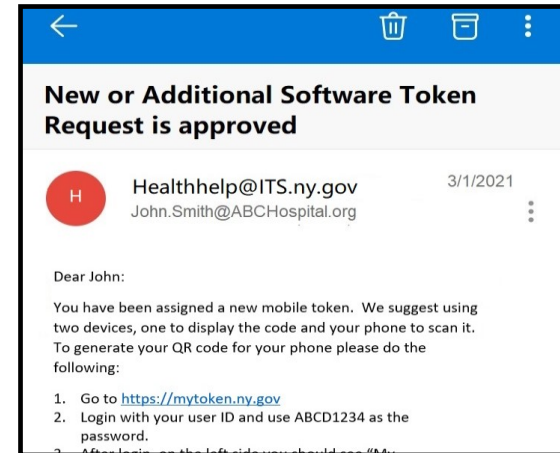
1. Go to the App Store icon on iOS device or Google Play on Android device
2. Search for “RSA SecurID”
3. Install the RSA SecurID app
  - Device account password may be required





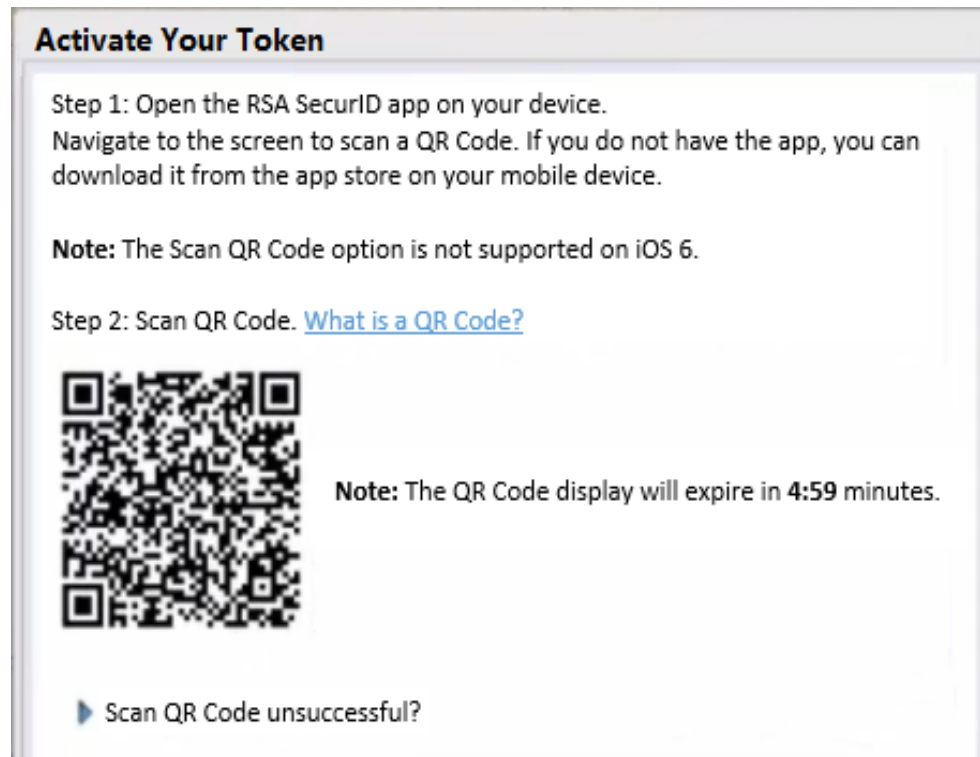
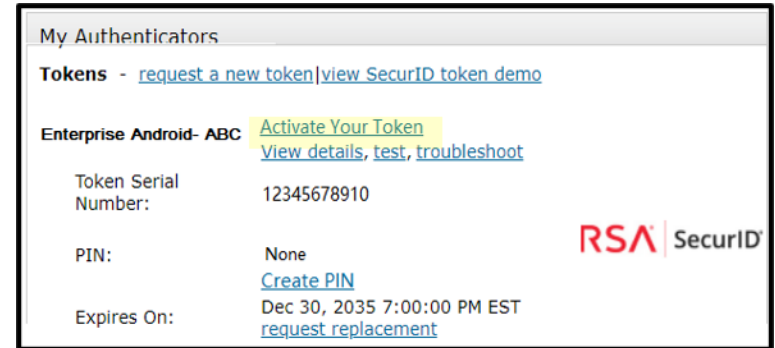
# Import Your Token Into RSA App on Mobile Device

- Locate mobile token confirmation email
  - This email will contain login credentials for the Self-Service Console page and mobile token import instructions
- Login to the RSA Token Self-Service Console page on desktop computer

A screenshot of a web form titled "Log On". Below the title is a description: "Log on with your corporate credentials to request new tokens and manage existing tokens." There is a text input field labeled "User ID" followed by a blue button labeled "OK". At the bottom of the form, it says "Forgot your user ID? Contact your administrator."

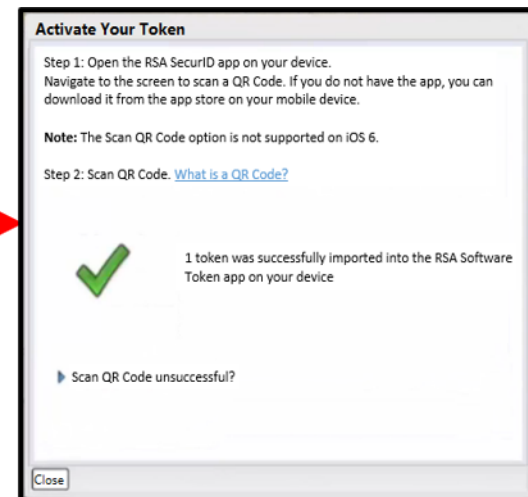
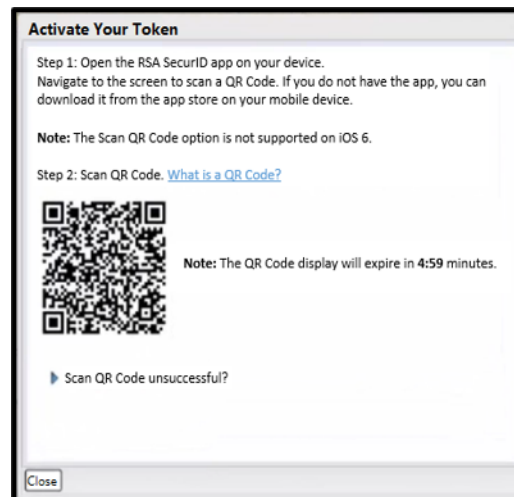
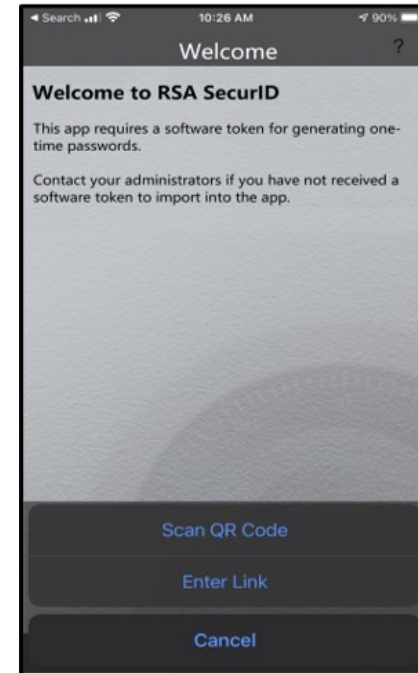
# Import Your Token Into RSA App on Mobile Device

1. Under “My Authenticators” in the Self-Service Console page click on “Activate your token”
2. A QR Code will pop up on the desktop screen.  
\*This code will only be available for 5 minutes\*



# Import Your Token Into RSA App on Mobile Device

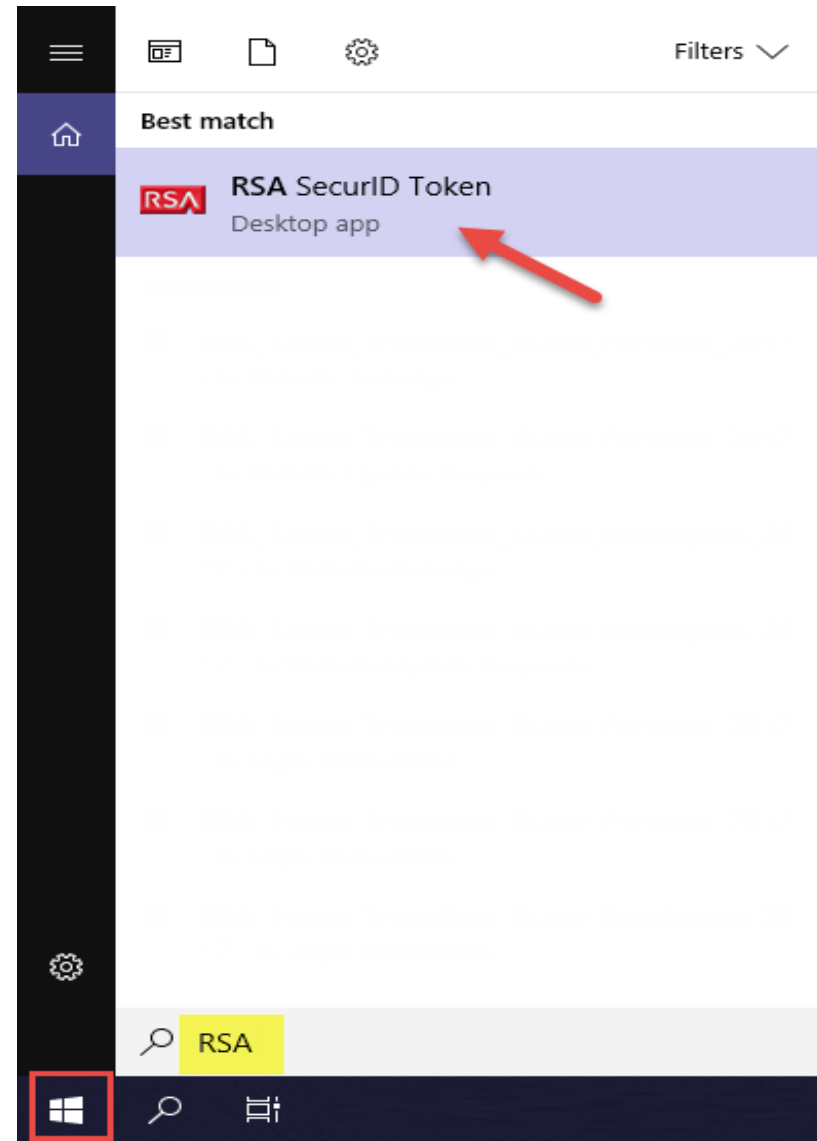
3. Open the RSA App on your mobile device and tap the “Scan QR Code” option on the welcome screen.
4. Use your mobile device to scan the QR code on the desktop screen until the QR code changes to a green checkmark to confirm a successful scan!



# Install RSA Token Software on Computer

First check to see if RSA token software already exists on your computer

- Open the Windows search/ Start menu (bottom left of screen)
- Type “RSA” into the search field
- If you see “RSA SecurID Token” under programs, then the software has already been installed



# Install RSA Token Software on Computer

- If the RSA token software has not been installed on your computer, you can install it using the following site RSA SecurID website:

[RSA SecurID Token Download](#)

- To find out if you have a 64-bit system or a 32-bit system on your home computer, go to “System Information” via your Windows search/Start menu in bottom left corner of screen or through control panel
  - “System Type” x64-based PC, use the 64-bit link to install RSA
  - “System Type” x86-based PC, use the 32-bit link to install RSA

# Install RSA Token Software on Computer

Extract/Un-Zip token file from download

- Select “Show in folder”
- Select “Compressed Folder Tools” > “Extract all”

1. Click “Next” at the Welcome screen
2. At the “License Agreement” screen, if you agree, select “I accept the terms in the license agreement” and click “Next”
3. On “Setup Type” screen, leave the default “Typical” checked and click “Next”
4. On “Ready to Install the Program” screen, click “Install”
5. When the installation is complete, click “Finish”
6. Note: You do **not** need to restart your system

# RSA SecurID® Software Token for Microsoft Windows

Downloads, technical specifications and videos about the RSA SecurID Software Token for Microsoft Windows.

[RSA Link](#) > [Products](#) > [RSA SecurID Suite](#) > [RSA SecurID Access](#) > [Software Tokens](#) > [Microsoft Windows](#)

Search for content

Versions

Version 5.0

Collections

Product Resources

Release Download

> [Advisories](#)

[Blog](#)

[Discussion](#)

Open

Always open files of this type

Show in folder

Cancel

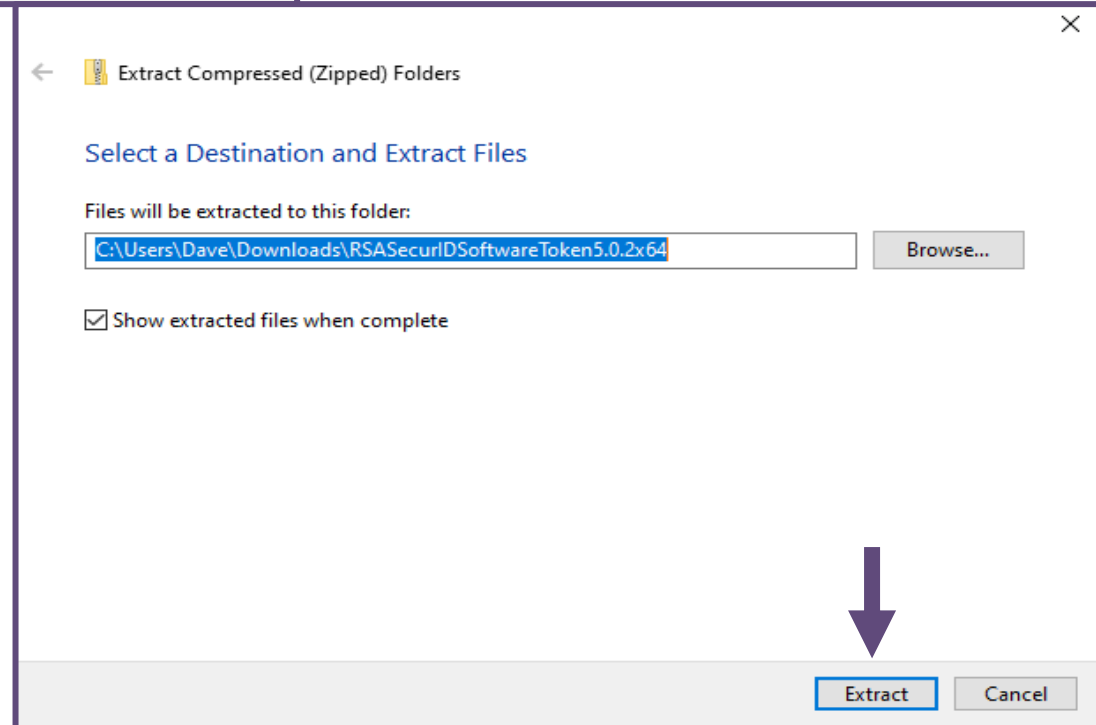
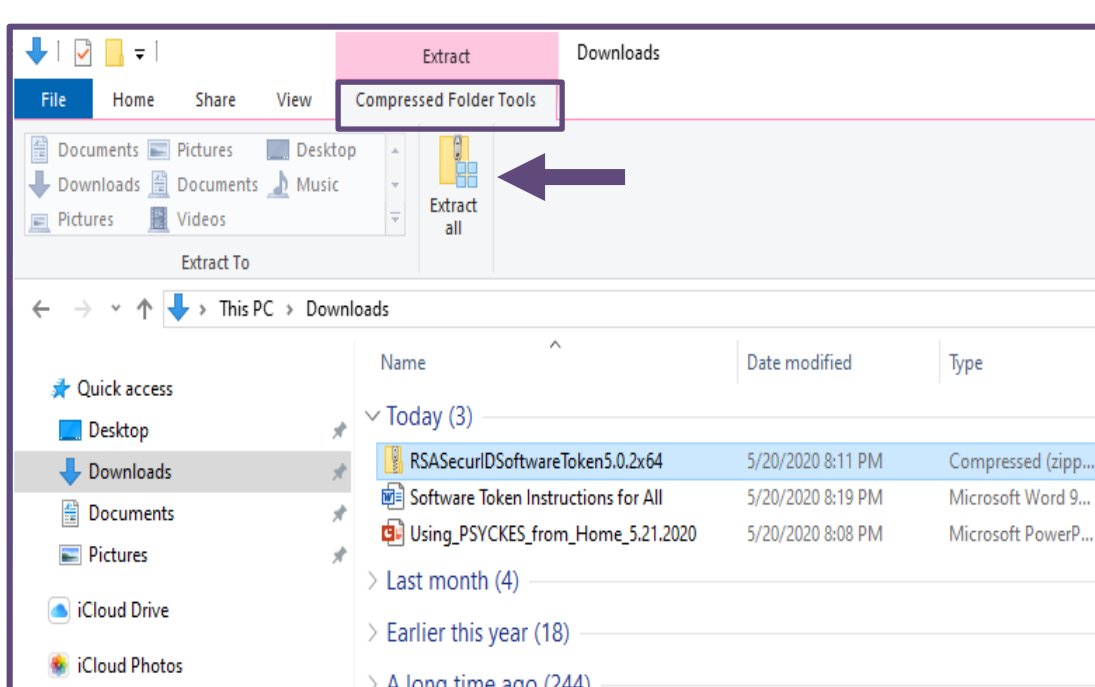
[RSA SecurID Software Token 5.0.2 for Microsoft Windows \(64-bit\)](#)

A256: 5ac152dd8db520d504d33e4fdc3b37c379764a5ede5ee7c5d5f5e0ad8d3d6be1

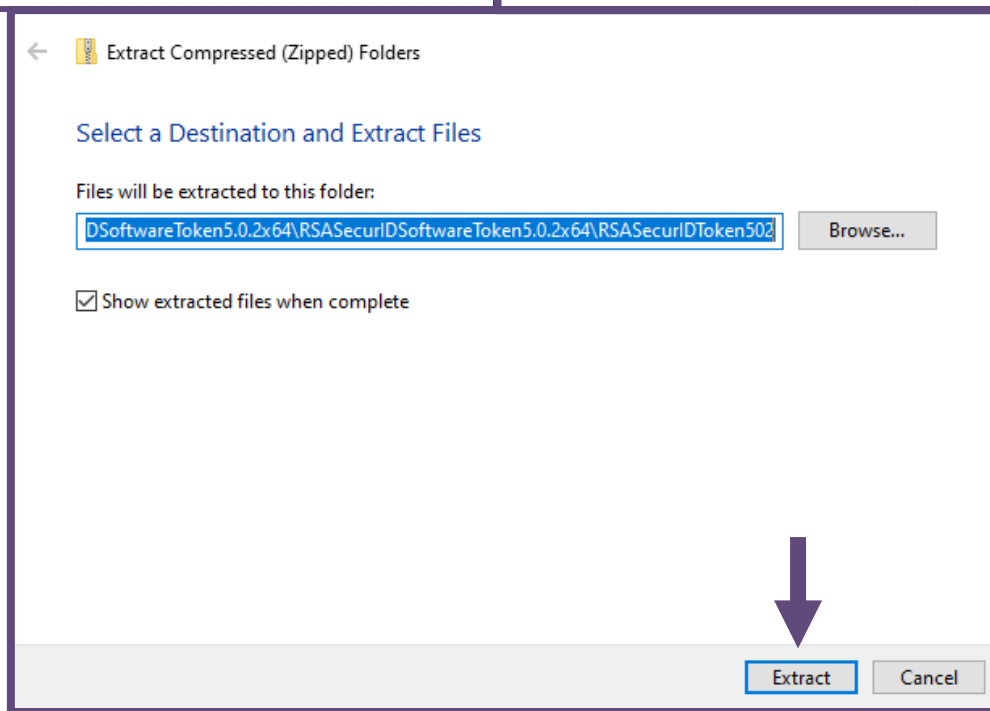
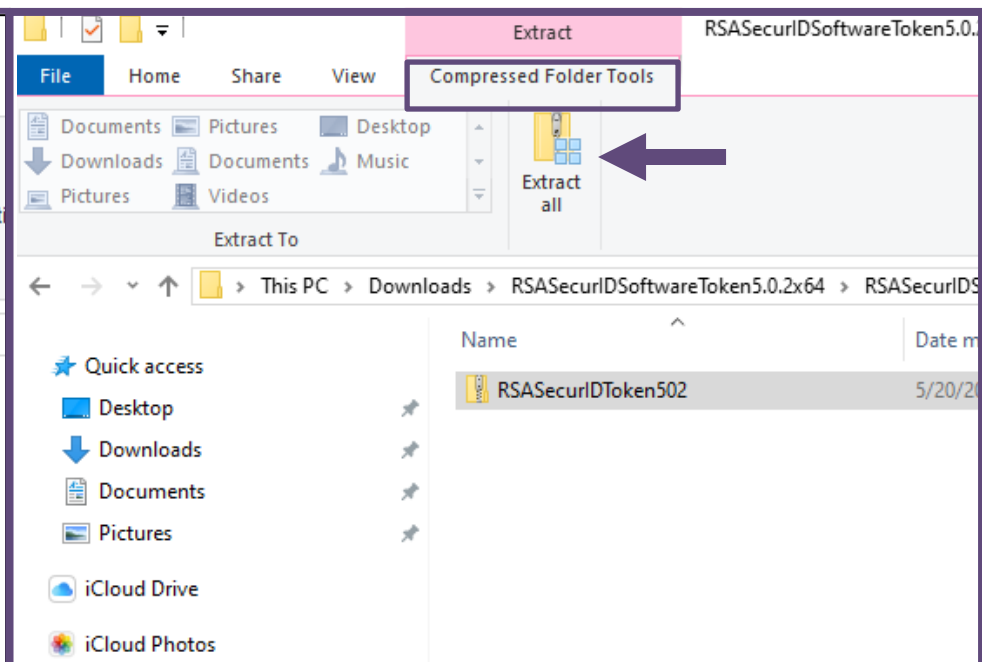
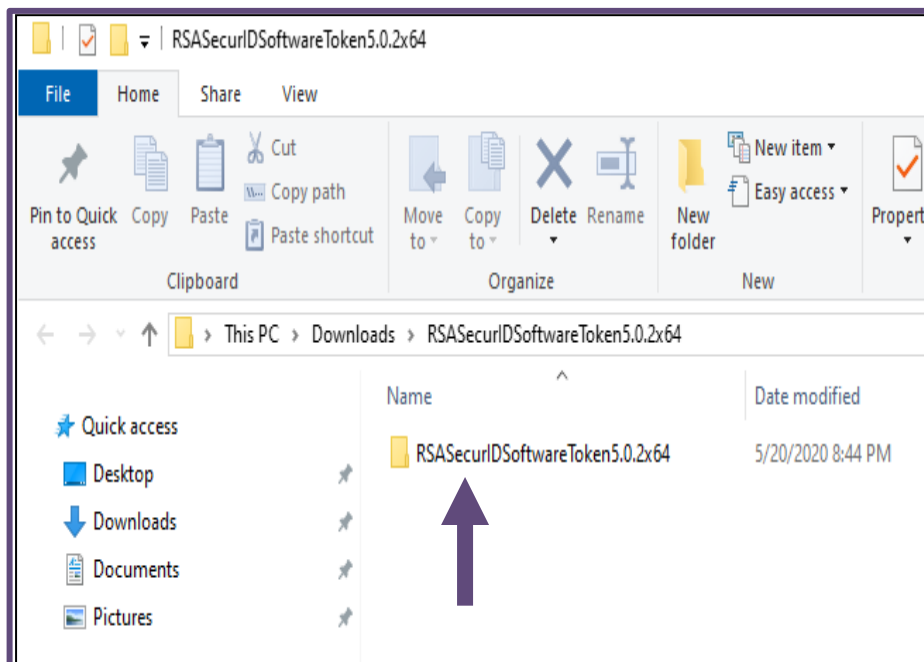
[RSA SecurID Software Token 5.0.2 for Microsoft Windows \(32-bit\)](#)

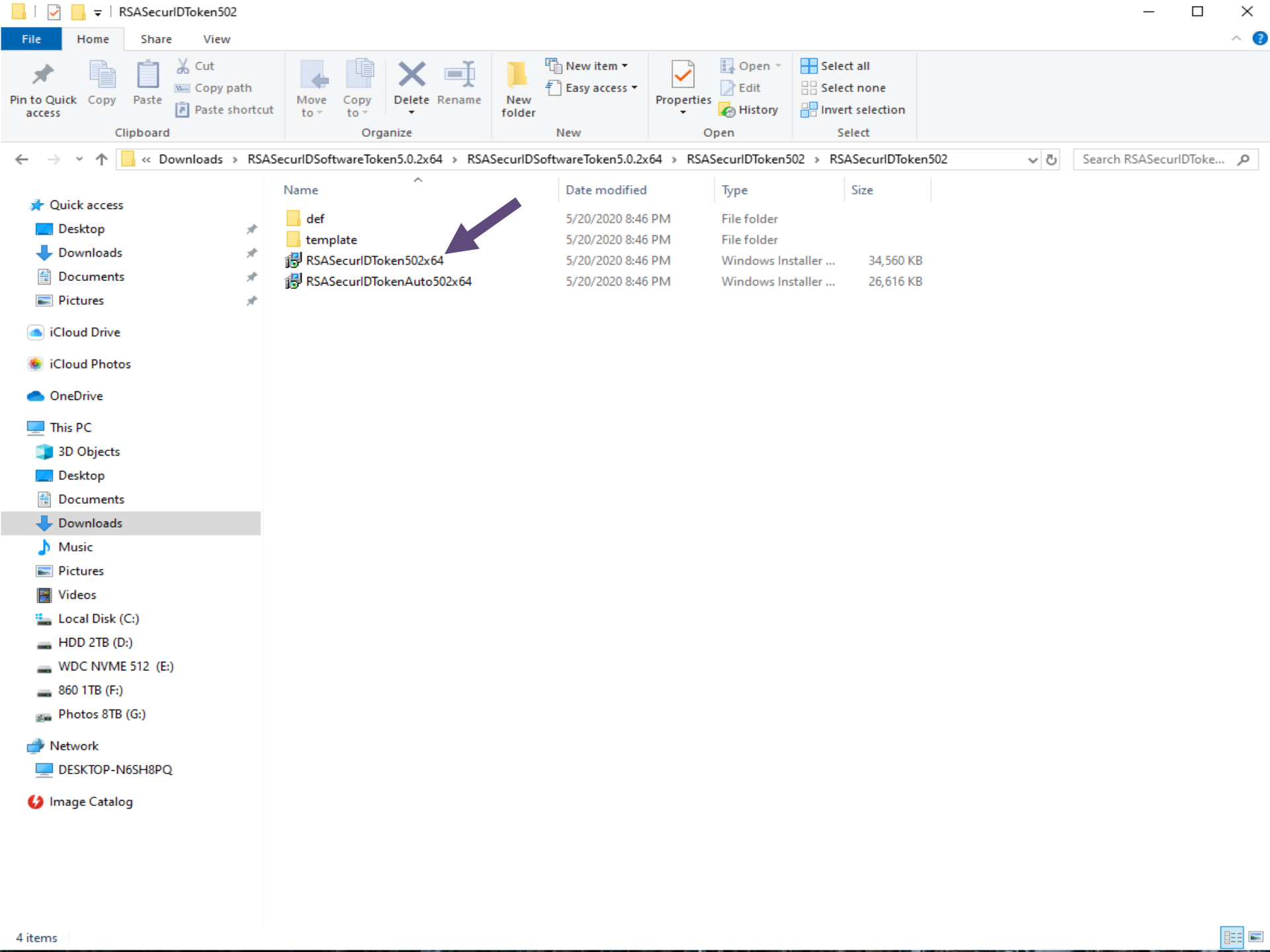
RSASecurIDSoftwar....zip

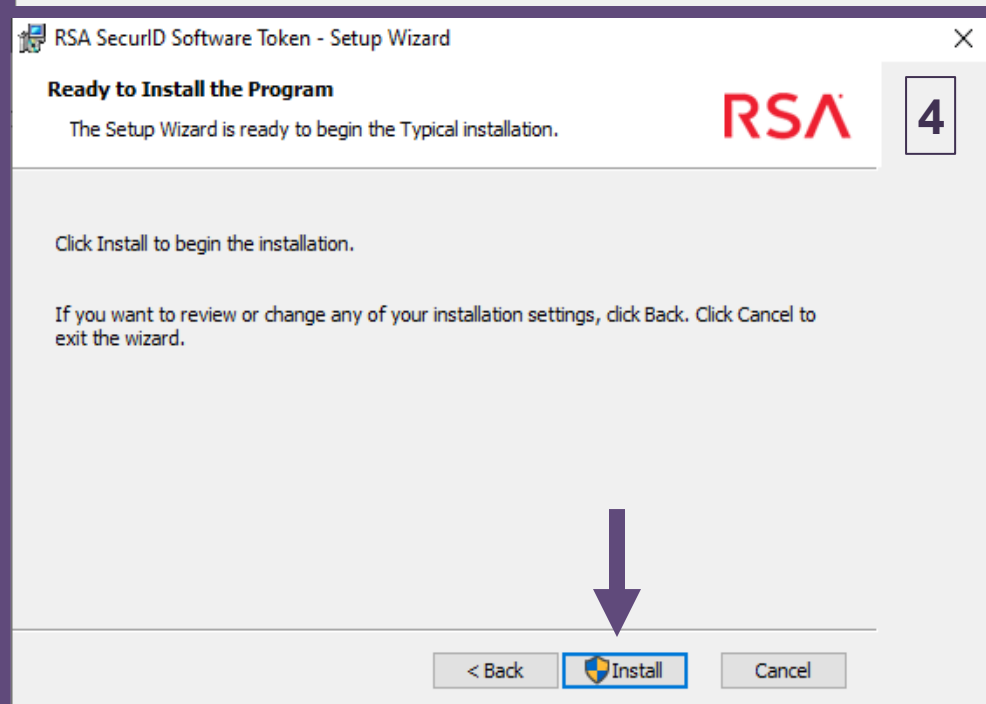
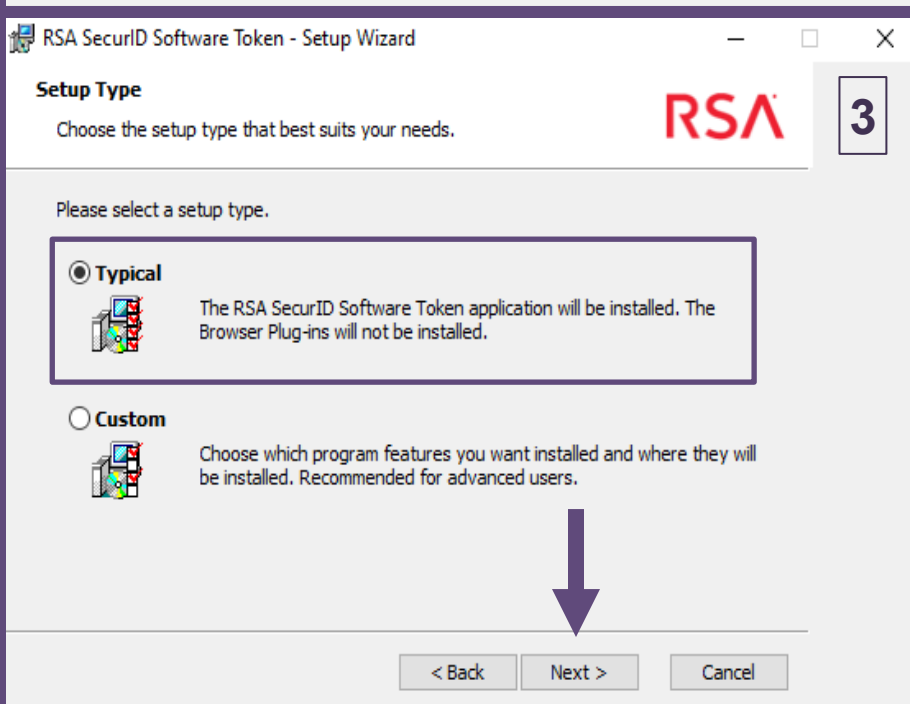
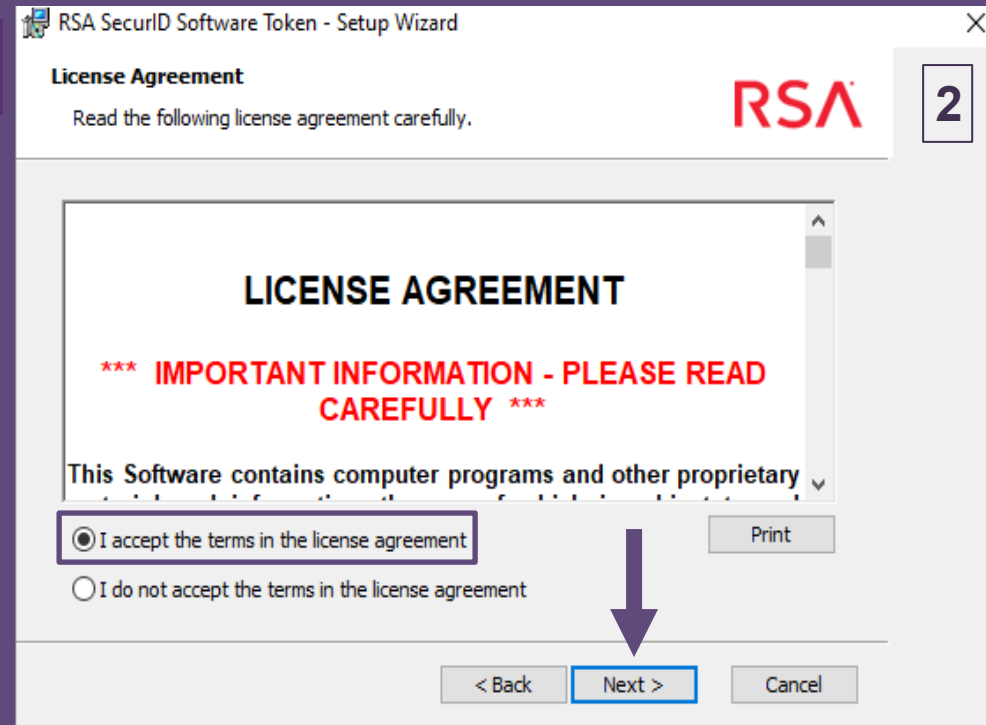
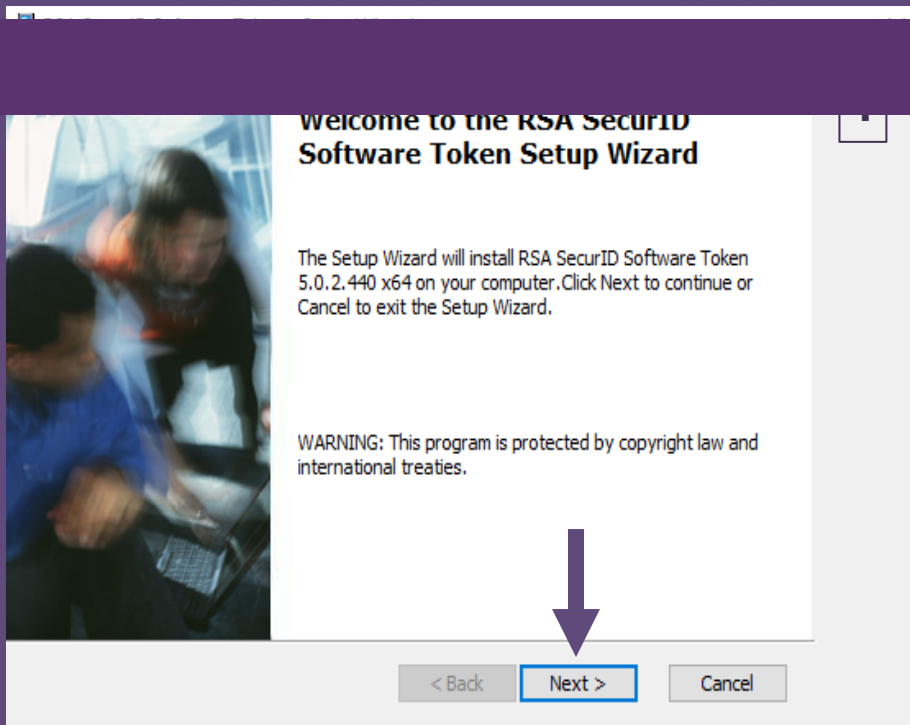
Show all













## Setup Wizard Completed

The Setup Wizard has successfully installed RSA SecurID Software Token. Click Finish button to exit the wizard.

☐ Launch RSA SecurID Software Token

5



< Back






Finish

Cancel

# Import Your Token Into RSA Software on Computer

When you have RSA Token Software on your computer:

- Locate your desktop-compatible soft token email
- Double-click on the token attachment (.sdtid)
- Click to open
- Enter password provided in the token email
  - The password was either in the same email as your token attachment or in an email sent separately
  - This password is case sensitive
- Success message appears, click “OK” or...
- Optional: change the “name” of your token to your user ID for future convenience

 Reply all |   Delete  Junk  Block ...

## Your token



VanDeWal, Erica L (OMH)

Wed 5/20/2020 5:07 PM

VanDeWal, Erica L (OMH) ▾



Software Token Instructions f...

57 KB



L0000ELV\_000155922991.sdtid

7 KB



2 attachments (64 KB) Download all Save all to OneDrive - New York State Office of Information Technology Services

Per your request a software token has been assigned to you.

A software token does require software to be installed on the device and then the token is imported. Instructions have been included in the attachment. Also attached is the .sdtid file that is your software token. Please read the instructions carefully so you will know what action you will need to take. Your PIN is in New PIN mode. Therefore, please read the instructions for **Setting your token PIN**.

Your password to import your token is: jon7smi



Please be sure to enter it in lowercase, as it is case-sensitive.

**RSA** Enter File Password

To complete import of L0000ELV\_000155922991.sdtid file enter a password.

Enter Password:

OK Cancel

Enter password provided in token email and click “OK”

**RSA** RSA SecurID Token

Token named 000155922991 successfully imported to Local Hard Drive (RSA).

Want to change token name?

Change Name

OK

L0000ELV

Options

Enter PIN:

**RSA** SecurID

# Requesting a Soft Token

- If you use a hard token to login to PSYCKES but don't have it with you and would like to request a desktop-compatible soft token, contact the OMH/ITS Helpdesk:
  - **OMH Helpdesk - External Providers** (Non-State Employees):  
healthhelp@its.ny.gov
  - **ITS Helpdesk - State Employees:** fixit@its.ny.gov
- Include your PSYCKES user ID
- Can obtain either a desktop token or mobile token (not both)
- If you'd like a mobile only token, you will need to specify this when contacting the OMH Helpdesk and include your email address, OMH user ID, and type of mobile device (e.g., iOS/Apple, Android, etc.)



# Login Instructions



**Office of  
Mental Health**

# Login to PSYCKES

- Go to PSYCKES Home Page: [www.psyckes.org](http://www.psyckes.org)
- Click “Login to PSYCKES”

Login to PSYCKES

Login Instructions

About PSYCKES

PSYCKES Training  
Materials

Live Webinars

Recorded Webinars

Quality Indicators

PSYCKES

Implementation

Initiatives

Freestanding Clinics

Hospital Collaborative

Children's

Collaborative

Emergency Rooms

MyCHOIS

Contact Us

## PSYCKES Home

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

LOGIN TO PSYCKES

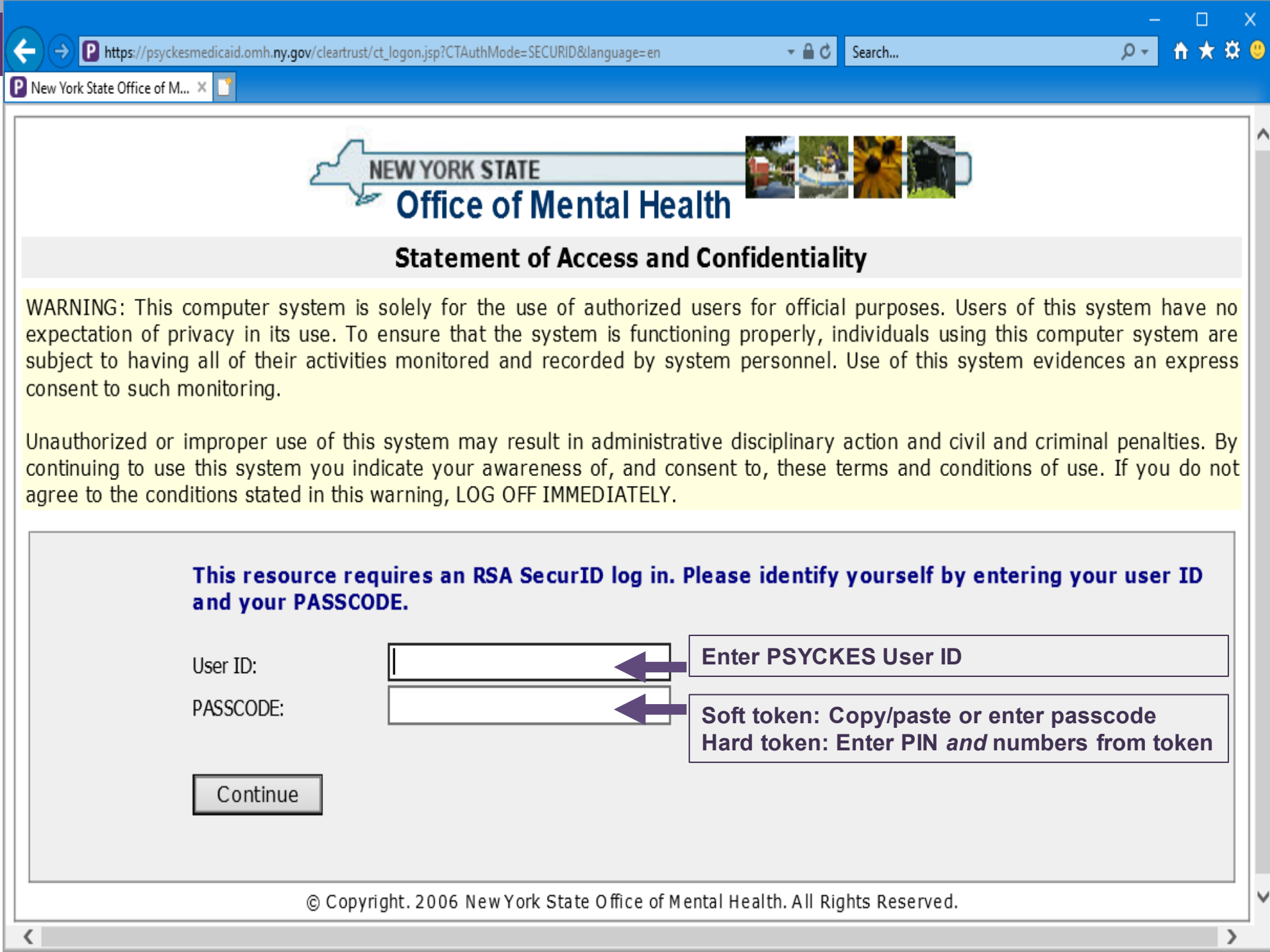
### What's New?

- PSYCKES new features release 7.1.0 went live on February 2, 2021. Updates include: County of Fiscal Responsibility filter, Behavioral Health High Need – Dual (Medicaid + Medicare) filter, information about Intensive Mobile Treatment (IMT) services, information about AOT referral under investigation, and more! [View Release Notes](#) for more details.
- New short how-to PSYCKES training videos (90 seconds) are available in [PSYCKES Training Materials](#).
- New Article 31 Continuous Quality Improvement Projects, put on hold in March 2020, are re-launching in 2021.
- The Behavioral Health High Risk Quality Collaborative (HRQC) in Emergency Departments has resumed.

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



Office of  
Mental Health



## Statement of Access and Confidentiality

WARNING: This computer system is solely for the use of authorized users for official purposes. Users of this system have no expectation of privacy in its use. To ensure that the system is functioning properly, individuals using this computer system are subject to having all of their activities monitored and recorded by system personnel. Use of this system evidences an express consent to such monitoring.

Unauthorized or improper use of this system may result in administrative disciplinary action and civil and criminal penalties. By continuing to use this system you indicate your awareness of, and consent to, these terms and conditions of use. If you do not agree to the conditions stated in this warning, LOG OFF IMMEDIATELY.

**This resource requires an RSA SecurID log in. Please identify yourself by entering your user ID and your PASSCODE.**

User ID:

Enter PSYCKES User ID

PASSCODE:

Soft token: Copy/paste or enter passcode  
Hard token: Enter PIN and numbers from token

Continue

# Login to PSYCKES: First time using this token at this organization

## Using a Desktop-Compatible Soft Token

- Enter user ID in PSYCKES login screen
- Open RSA SecurID token
- Leave “Enter PIN” box **empty** and click on the arrow button to generate a passcode
- Copy/paste passcode in login screen
- Click “Continue”
- You will then be prompted to create PIN
- Note: Your PIN cannot begin with zero or be a PIN you’ve used before



# Login to PSYCKES: First time using this token at this organization

## Using a Desktop-Compatible Soft Token

- After you create a PIN, go back to your RSA SecurID token
- Select “Re-enter PIN”
- Type your PIN into the “Enter PIN” box
- Click the arrow button to generate a passcode
- **Wait** for passcode numbers to change
- Copy/paste passcode into login screen
- Click “Continue” to login to the application



# Login to PSYCKES: First time using this token at this organization

## Using a Mobile Token

- Login to the Self-Service Console page
- Under the “My Authenticators” section, click on “Create PIN”

**My Authenticators**

**Tokens** - [request a new token](#) | [view SecurID token demo](#)

<b>Enterprise- Android</b>	<a href="#">View details, test, troubleshoot</a>
Token Serial Number:	1234567890
PIN:	Not Created <a href="#">Create PIN</a>
Expires On:	Dec 30, 2035 7:00:00 PM EST <a href="#">request replacement</a>

**RSA | SecurID**

**On-Demand Authentication**

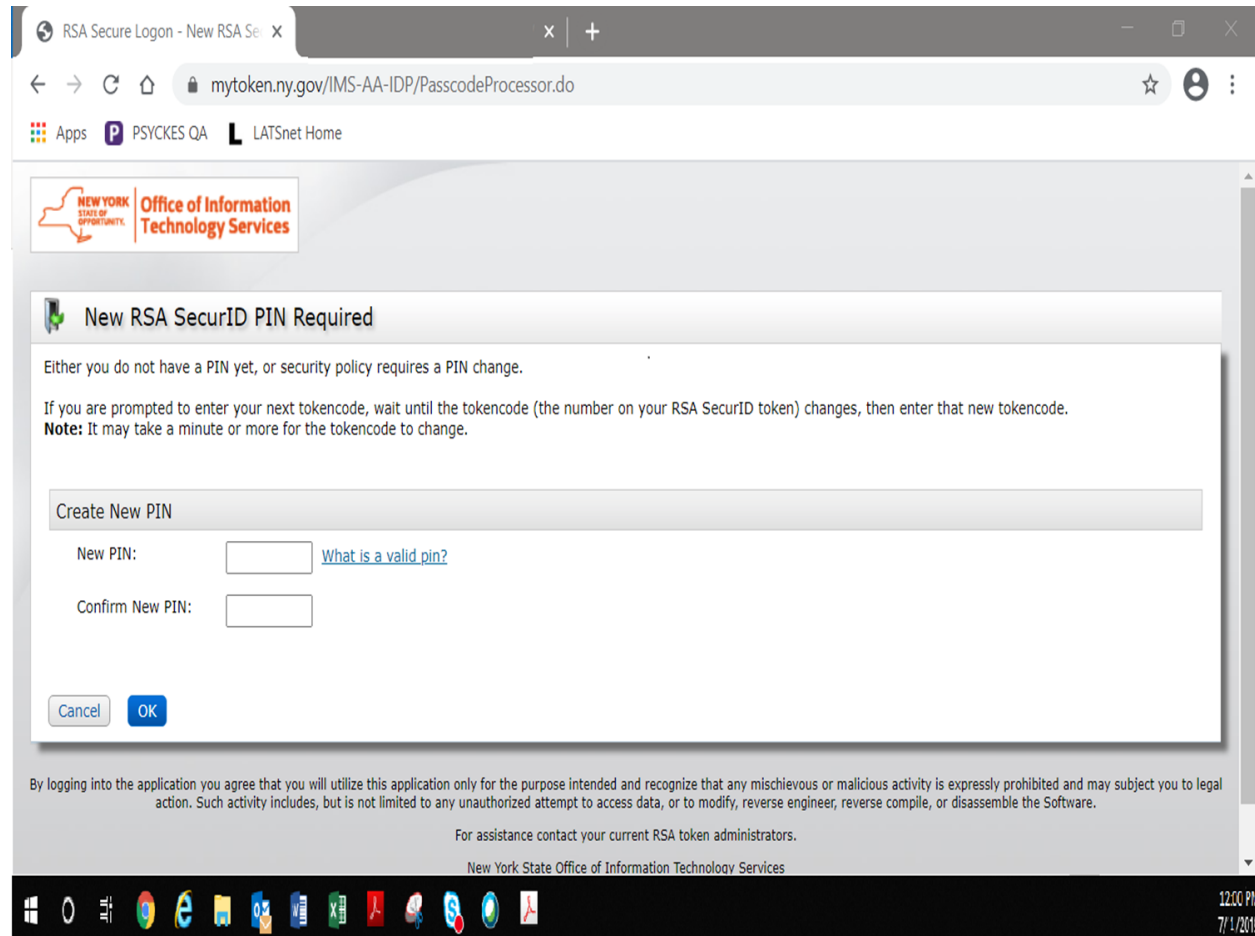
**Security Questions**   [set up](#)

Not configured  
Please set up your security questions and answers

# Login to PSYCKES: First time using this token at this organization

## Using a Mobile Token

Please note:  
Your PIN  
cannot begin  
with zero!



The screenshot shows a web browser window titled "RSA Secure Logon - New RSA Se: x" with the address bar displaying "mytoken.ny.gov/IMS-AA-IDP/PasscodeProcessor.do". The page header includes the New York State Office of Information Technology Services logo and navigation links for "Apps", "PSYCKES QA", and "LATsnet Home".

The main content area features a dialog box titled "New RSA SecurID PIN Required". The text inside the dialog box reads: "Either you do not have a PIN yet, or security policy requires a PIN change. If you are prompted to enter your next tokencode, wait until the tokencode (the number on your RSA SecurID token) changes, then enter that new tokencode. **Note:** It may take a minute or more for the tokencode to change."

Below the text is a section titled "Create New PIN" with two input fields: "New PIN:" and "Confirm New PIN:". A link labeled "What is a valid pin?" is positioned to the right of the "New PIN:" field. At the bottom of the dialog box are "Cancel" and "OK" buttons.

At the bottom of the page, there is a legal disclaimer: "By logging into the application you agree that you will utilize this application only for the purpose intended and recognize that any mischievous or malicious activity is expressly prohibited and may subject you to legal action. Such activity includes, but is not limited to any unauthorized attempt to access data, or to modify, reverse engineer, reverse compile, or disassemble the Software." Below this, it says "For assistance contact your current RSA token administrators." and "New York State Office of Information Technology Services".

The Windows taskbar at the bottom of the screen shows various application icons, and the system clock in the bottom right corner displays "12:00 PM 7/1/2019".

# Login to PSYCKES: First time using this token at this organization

## Using a Hard Token



- Enter user ID in PSYCKES login screen
- When using a hard token for the first time at this organization, enter **only** the numbers on the token screen into the passcode box
- Follow instructions to create a PIN
- **Wait** for passcode numbers to change
- Enter your PIN and the 6 numbers on the token directly into the passcode box of PSYCKES login screen
- Proceed to login to the application



# Login to PSYCKES: Subsequent logins when you have PIN for this token at this organization

## Using a Soft Token (Mobile or Desktop)

- Enter your PIN into the RSA SecurID Token “Enter PIN” box
- Click or tap the arrow button to generate a passcode
- Copy/paste the passcode into the passcode box of PSYCKES desktop login screen/PSYCKES mobile app

## Using a Hard Token

- Enter your PIN and the 6 numbers on the token all directly into the passcode box of PSYCKES login screen

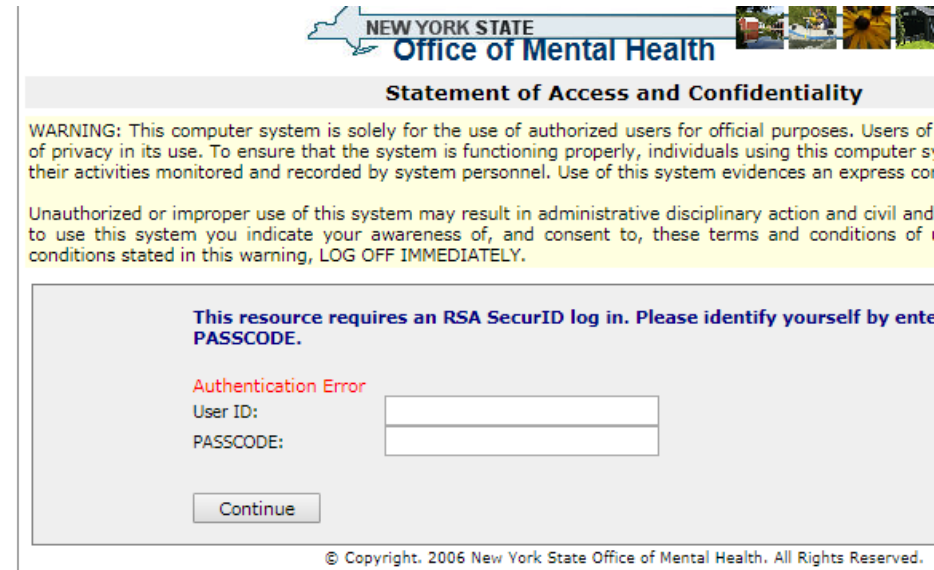
# Troubleshooting Login Errors



**Office of  
Mental Health**

# Authentication Error

- Troubleshooting steps:
  1. Confirm you are logging in correctly with correct User ID and passcode
  2. Clear your browser's history/cache
  3. Contact the OMH/ITS Helpdesk and request a PIN reset



The screenshot displays the New York State Office of Mental Health login interface. At the top, the header includes the New York State logo and the text "NEW YORK STATE Office of Mental Health". Below this is a section titled "Statement of Access and Confidentiality" with a warning about system usage and privacy. The main login area contains the text: "This resource requires an RSA SecurID log in. Please identify yourself by entering your PASSCODE." Below this, there is a red "Authentication Error" message. The login fields are labeled "User ID:" and "PASSCODE:", each followed by a text input box. A "Continue" button is positioned below the input fields. At the bottom of the page, a copyright notice reads: "© Copyright. 2006 New York State Office of Mental Health. All Rights Reserved."

# Authentication Error

- Confirm you are logging in correctly


1. Navigate to the PSYCKES login screen

**NOTE:** Do not bookmark the PSYCKES login screen itself, instead bookmark the PSYCKES homepage [www.psyckes.org](http://www.psyckes.org)

2. Confirm you are using the correct user ID

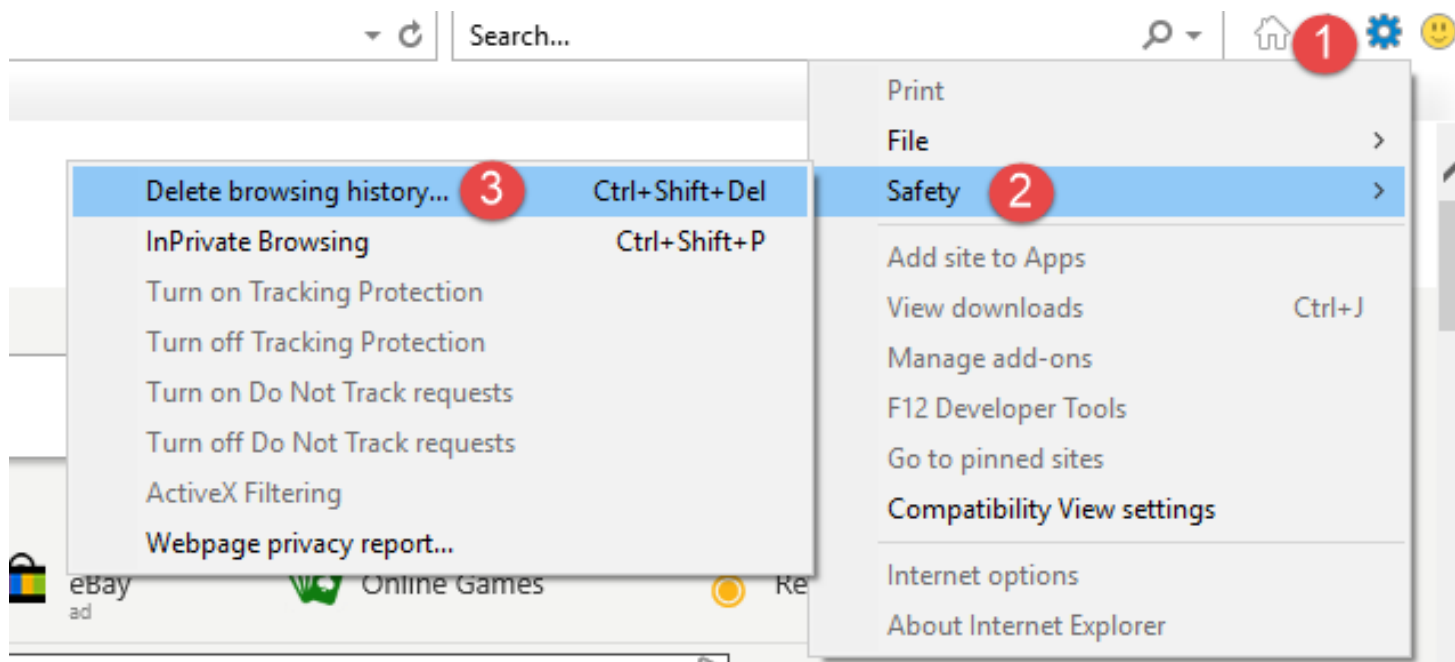
3. Make sure that the passcode is not about to change when pasting/entering the passcode into the PSYCKES login screen

# Troubleshoot Login Error: Clear Cache

- How to clear your browser's history/cache in **Internet Explorer**:
  1. Navigate to the  icon in the upper righthand corner of Internet Explorer screen
  2. Hover over "Safety"
  3. Select "Delete browsing history..."
  4. Confirm first four boxes are checked off
  5. Click "Delete"

# Troubleshoot Login Error: Clear Cache

## Steps 1 – 3 in Internet Explorer



# Troubleshoot Login Error: Clear Cache

## Steps 4 – 5 in Internet Explorer

4 Delete Browsing History

☒ **Preserve Favorites website data**  
Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.

☒ **Temporary Internet files and website files**  
Copies of webpages, images, and media that are saved for faster viewing.

☒ **Cookies and website data**  
Files or databases stored on your computer by websites to save preferences or improve website performance.

☒ **History**  
List of websites you have visited.

☐ **Download History**  
List of files you have downloaded.

☐ **Form data**  
Saved information that you have typed into forms.


☐ **Passwords**  
Saved passwords that are automatically filled in when you sign in to a website you've previously visited.

☐ **Tracking Protection, ActiveX Filtering and Do Not Track**  
A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.

5

[About deleting browsing history](#)

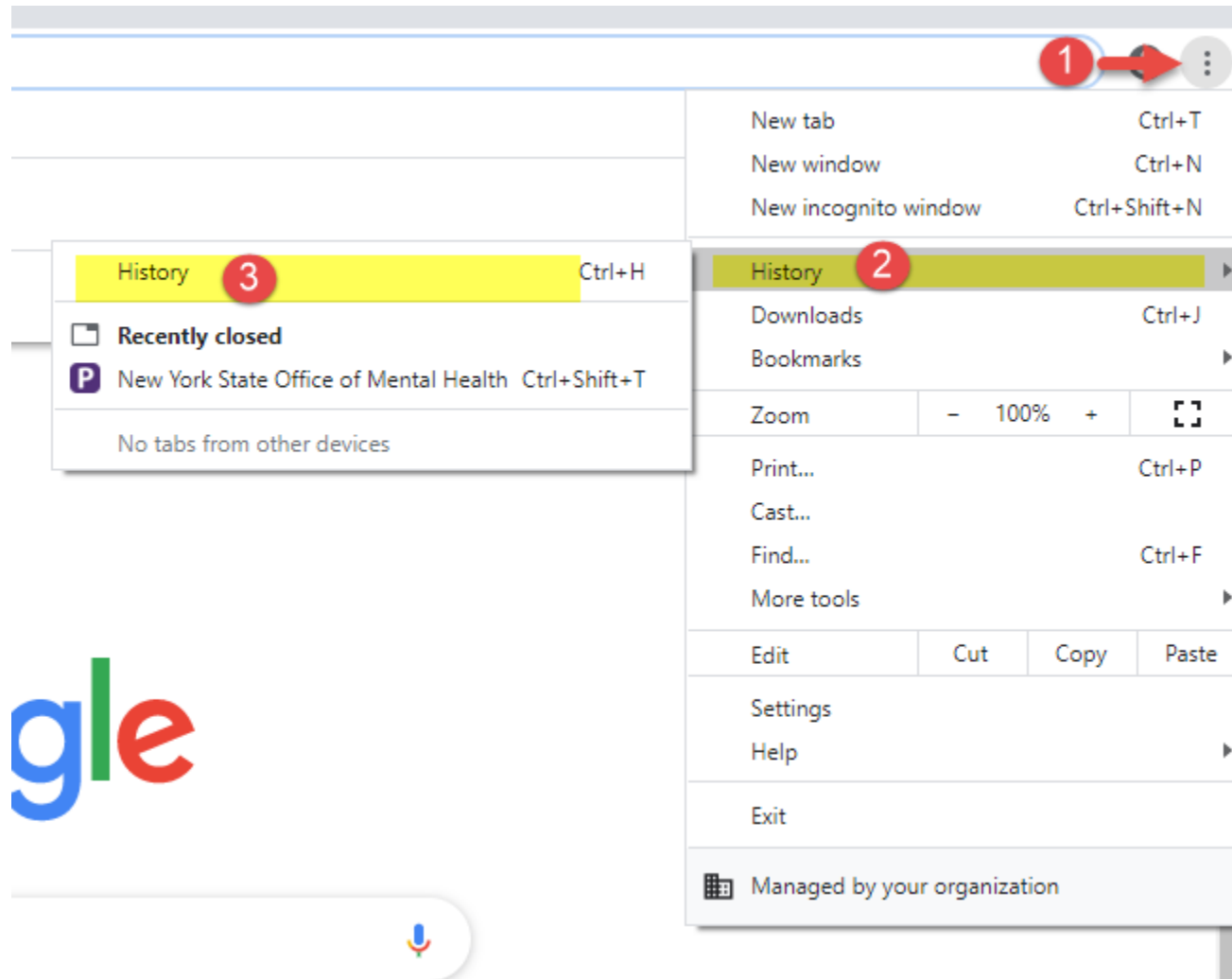
# Troubleshoot Login Error: Clear Cache

- How to clear your browser's history/cache in **Google Chrome**
  1. Navigate to the  icon in the upper righthand corner of the Google Chrome screen
  2. Hover over “History”
  3. Select “History”
  4. Select “Clear browsing data”
  5. Change time range to “All time”
  6. Confirm first four boxes are checked off
  7. Click “Clear data”



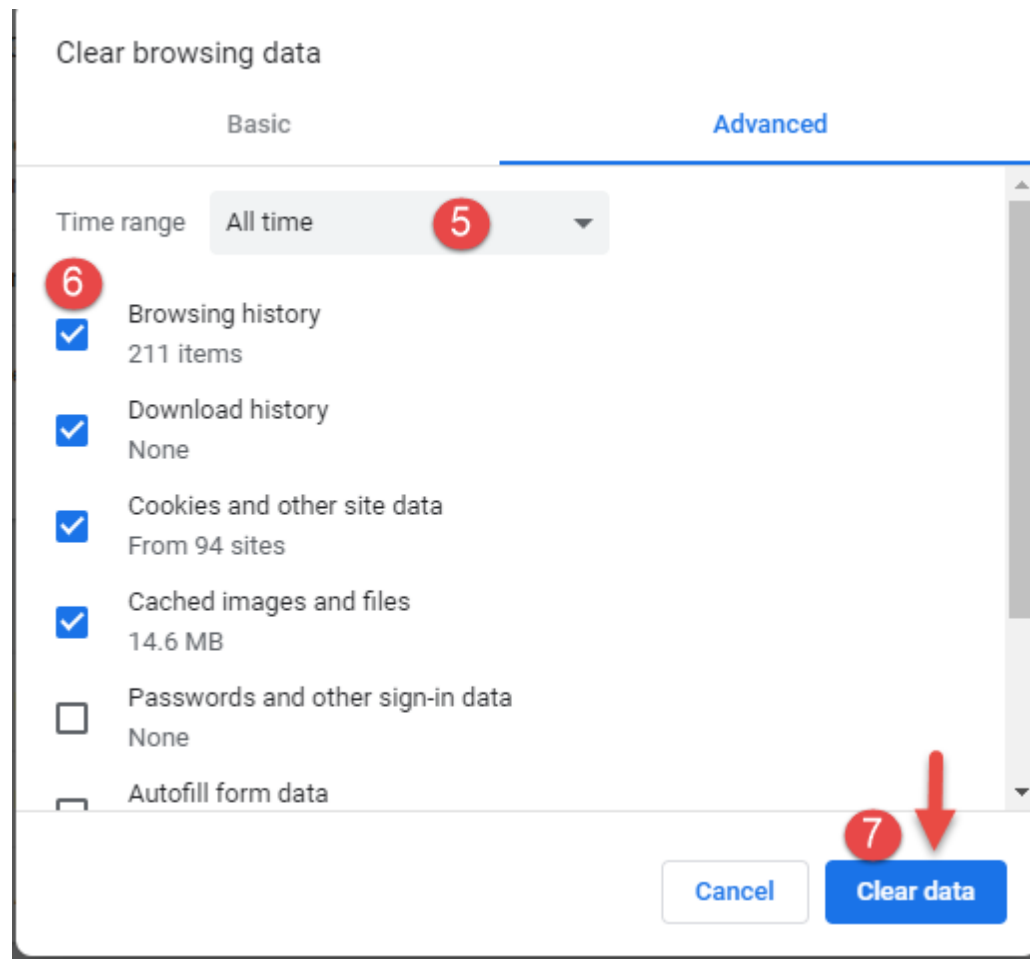
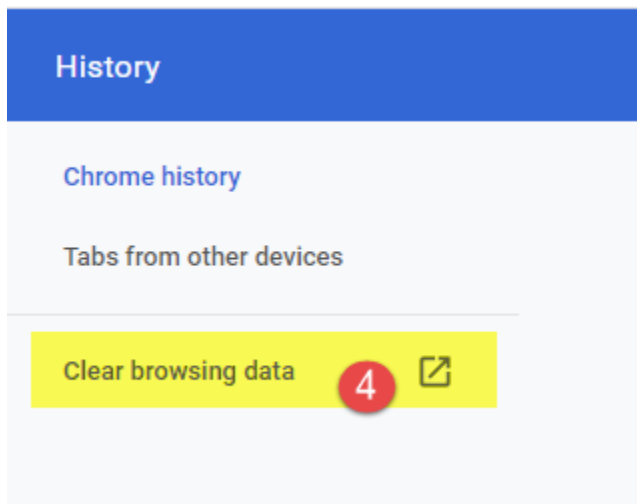
# Troubleshoot Login Error: Clear Cache

## Steps 1 – 3 in Google Chrome



# Troubleshoot Login Error: Clear Cache

## Steps 4 – 7 in Google Chrome



# Authentication Error: Reset PIN

- If you still cannot login after completing the troubleshooting steps, contact the OMH/ITS Helpdesk and request a PIN reset:
  - **OMH Helpdesk - External Providers** (Non-State Employees):  
healthhelp@its.ny.gov
  - **ITS Helpdesk - State Employees:** fixit@its.ny.gov
- **NOTE:** Your new PIN cannot begin with zero or be a PIN you've used before.

# PSYCKES Consent Form



**Office of  
Mental Health**

# Where Do I Find PSYCKES Consent Form?

## PSYCKES Application

- Registrar Menu within PSYCKES application
  - Navigate to the “Registrar Menu” in PSYCKES
  - Select “Manage PHI Access”
  - Where it states “Print PSYCKES Consent Form,” select the PDF links “English” or “Spanish”
- To pre-populate contact information in the PSYCKES consent form prior to printing:
  - Navigate to the “Registrar Menu” in PSYCKES
  - Select “Manage PHI Access”
  - Select “Add/Edit” details located under “Provider Details for Consent Form”

# Where Do I Find PSYCKES Consent Form?

## PSYCKES Application

[My QI Report ▾](#)[Statewide Reports](#)[Recipient Search](#)[Provider Search](#)[Registrar ▾](#)[Usage Reports ▾](#)[Utilization Reports](#)

MAIN STREET CLINIC

Manage PHI Access



### Enable PHI Access

Print PSYCKES Consent form: [English](#) [Spanish](#) [Other languages](#)

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

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

[Search & Enable Access >](#)

### Provider Details for Consent form

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

[Add/Edit Details >](#)



# Where Do I Find PSYCKES Consent Form?

## PSYCKES Public Website

- Go to [www.psyckes.org](http://www.psyckes.org)
- Click “Implementing PSYCKES” from left navigation menu
- Open PSYCKES Consent Form PDF in desired language
- Insert your organization’s information in appropriate blank lines throughout pages 1 and 2

# Verbal Consent to Access PSYCKES

During the COVID-19 public health emergency, it is acceptable to obtain verbal consent for PSYCKES so long as:

- The consent is informed (i.e., explain to the client what PSYCKES is, their right to deny consent, and their right to withdraw consent at any time)
- Staff obtaining verbal consent complete PSYCKES consent form (described in next slide)
- A copy of the completed PSYCKES consent form with the date of verbal consent is provided to the patient via mail, email, or after the emergency is over, in person



# Complete a Consent Form with Verbal Consent

- Check the “I give consent” check box
- Enter the patient’s name in “Name of Patient” line
- Enter “Verbal consent with (*staff name*)” in “Signature of Patient” line
- Enter date verbal consent was obtained in “Date” line
- Save the form in patient’s file

# Entering Consent in PSYCKES

- There is not a separate consent checkbox in the PSYCKES application to indicate verbal consent was obtained compared to signed consent
- Follow the normal process for entering consent in PSYCKES if it was obtained verbally, by checking “Client signed PSYCKES Consent form” check box

# Lookup a Client and Enter Consent



**Office of  
Mental Health**

# Lookup a Client and Enter Consent

- Navigate to Recipient Search

My QI Report ▾

Statewide Reports

Recipient Search

Provider Search

Registrar ▾

Usage Reports ▾

Utilization Reports

## Recipient Search

Limit results to

50 ▾

Search

Reset

Go to Recipient Search

### Recipient Identifiers

Search in: ☒ Full Database ☐ MAIN STREET MENTAL HEALTH CENTER

Medicaid ID

SSN

AB00000A

First Name

Last Name

DOB

MM/DD/YYYY

### Characteristics as of 03/29/2021

Age Range  To  Gender

County of Fiscal Responsibility

Population

High Need Population

AOT Status

Alerts & Incidents

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 03/01/2021

[Definitions](#)

### Services: Specific Provider as of 03/01/2021

Past 1 Year ▾

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  
Antipsychotic Polypharmacy (2+ >90days) Children  
Antipsychotic Two Plus  
Antipsychotic Three Plus

Provider

Region

County

Current Access

# Lookup a Client and Enter Consent

- Enter recipient identifier (*Medicaid ID or SSN or name and DOB*)
- Click “Search”

The screenshot shows the PSYCKES web application interface. At the top, the header includes the New York State of Opportunity logo, the Office of Mental Health logo, and the PSYCKES logo. On the right, there are links for 'De-identify' (with a toggle switch), 'Settings', and 'Log Off'. Below the header is a navigation bar with links: 'My QI Report', 'Statewide Reports', 'Recipient Search' (highlighted), 'Provider Search', 'Registrar', 'Usage Reports', and 'Utilization'. A callout bubble points to the 'Recipient Search' link with the text 'Then click “Search”'. Below the navigation bar is the 'Recipient Search' section. It features a search input field with a callout bubble saying 'Enter a Recipient ID such as Medicaid ID'. To the right of the input field is a 'Limit results to' dropdown set to '50', a 'Search' button, and a 'Reset' link. Below the search input field is a table with columns for 'Medicaid ID', 'SSN', 'First Name', 'Last Name', and 'DOB'. The 'Medicaid ID' column contains the value 'AB00000A'. The 'First Name' and 'Last Name' columns are empty. The 'DOB' column contains the placeholder 'MM/DD/YYYY'. A 'Search in:' dropdown is set to 'Full Database'.

NEW YORK STATE OF OPPORTUNITY. | Office of Mental Health | PSYCKES

De-identify ☒ Settings [Log Off](#)

My QI Report [Statewide Reports](#) [Recipient Search](#) [Provider Search](#) [Registrar](#) [Usage Reports](#) [Utilization](#)

Then click “Search”

Enter a Recipient ID such as Medicaid ID

Recipient Search

Limit results to 50 [Search](#) [Reset](#)

Recipient Identifiers

Search in: ☒ Full Database ☐ MAIN STREET MENTAL HEALTH CENTER

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

# Lookup a Client and Enter Consent

- Review and confirm client is correct match
- Check “Current PHI Access” column
- Select “Update Access” or “Enable Access”

[My QI Report](#) [Statewide Reports](#) [Recipient Search](#) [Provider Search](#) [Registrar](#) [Usage Reports](#) [Utilization Reports](#) [MyCHOIS](#)

[Modify Search](#) **1 Recipients Found** [PDF](#) [Excel](#)

Medicaid ID AB12345C

Review recipients in results carefully before accessing Clinical Summary. Maximum Number of Rows Displayed: 50

Name (Gender - Age) Medicaid ID	DOB	Address	Quality Flags	Managed Care Plan	Current PHI Access	
DOE JANE F - 50 AB12345C >	8/16/1968	123 MAIN ST #5 BROOKLYN, NY 12345	3PP(Y)	HIP (EmblemHealth)	Quality Flag	<a href="#">Update Access</a>

Confirm you found the correct client

Review current level of access to this client's data and select Update Access or Enable Access to enter consent

# Lookup a Client and Enter Consent

- Select “Client signed a PSYCKES Consent”
- Click “Next”

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

← Modify Search   **1 Recipients Found**   PDF   Excel

Medicaid ID	Name (Gender - Age)	Medicaid
DOE JANE F - 50 AB12345C		

Review recipients in results carefully

Maximum Number of Rows Displayed: 50

PHI Access   Update Access

PHI Access for DOE JANE (F - 50)

Why are you allowed to view this data?

**The client signed consent**

☒ Client signed a PSYCKES Consent

☐ Client signed a BHCC Patient Information Sharing Consent

☐ Client signed a DOH-5055 Health Home Patient Information Sharing Consent

**The client did not sign consent**

☐ This is a clinical emergency

☐ Client is currently served by or being transferred to my facility

Cancel   Next

Select why you can view client's data, such as "client signed a PSYCKES consent"

# Lookup a Client and Enter Consent

- Confirm how client's identity was verified
  - “Provider attests to the client's identity” or “Client provided 1 form of photo ID or 2 forms of non-photo ID”

The screenshot displays the MyCHOIS interface. At the top, a navigation bar includes links for My QI Report, Statewide Reports, Recipient Search (which is underlined), Provider Search, Registrar, Usage Reports, Utilization Reports, and MyCHOIS. Below this, a header indicates '1 Recipients Found'. A table lists recipients, with the first entry being 'DOE JANE F - 50 AB12345C' with a birth date of '8/16/1968'. A modal window titled 'PHI Access for DOE JANE (F - 50)' is open, asking 'How do you know this is the correct person?'. It offers two options: 'Provider attests to client identity' and 'Client provided 1 photo ID or 2 forms of non-photo ID'. The second option is selected. Below it, there are two dropdown menus for 'Identification 1' and 'Identification 2'. The 'Identification 1' dropdown is open, showing a list of identification types: select, select, U.S. Driver's License (highlighted), Government Issued Photo ID Card, Social Security Card, U.S. Passport, Credit or Bank Card, Student ID, U.S. Permanent Resident (Green) Card, Foreign Passport, Canadian Driver's License, Employment Authorization Card (INS Form I-688A), Native American Tribal Document, Voter's Registration Card, Military Dependent's Card, Temporary Resident Card (INS Form I-688), and Welfare Benefit Card. A purple callout bubble points to the 'Client provided 1 photo ID or 2 forms of non-photo ID' option with the text 'Select how client's identity was verified'. The background table also shows columns for 'Name (Gender - Age) Medicaid ID' and 'DOB', and a 'Maximum Number of Rows Displayed: 50' setting.

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

< Modify Search   **1 Recipients Found**   PDF   Excel

Medicaid ID

Review recipients in results carefully

Name (Gender - Age) Medicaid ID	DOB
DOE JANE F - 50 AB12345C	8/16/1968

Maximum Number of Rows Displayed: 50

Current PHI Access

Quality Flag

Update Access

**PHI Access for DOE JANE (F - 50)**

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: select

Identification 2: select

U.S. Driver's License

Government Issued Photo ID Card

Social Security Card

U.S. Passport

Credit or Bank Card

Student ID

U.S. Permanent Resident (Green) Card

Foreign Passport

Canadian Driver's License

Employment Authorization Card (INS Form I-688A)

Native American Tribal Document

Voter's Registration Card

Military Dependent's Card

Temporary Resident Card (INS Form I-688)

Welfare Benefit Card

MAIN STREET  
or 3 years (renews)

Previous

View Clinical Summary

Select how client's identity was verified



# Lookup a Client and Enter Consent

- Select “Enable” or “Enable and View Clinical Summary”

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

1 Recipients Found

PDF   Excel

Medicaid ID	Name (Gender - Age) Medicaid ID	DOB
	DOE JANE F - 50 AB12345C	8/16/1968

Review recipients in results carefully

Maximum Number of Rows Displayed: 50

Current PHI Access

Quality Flag

Update Access

PHI Access for DOE JANE (F - 50)

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 MENTAL HEALTH CLINIC will be given access to all available data for 3 years (renews automatically with billed service).

Previous   Cancel   Enable   Enable and View Clinical Summary

Select “Enable” or “Enable and View Clinical Summary”

# COVID-19 Related Functions in PSYCKES



**Office of  
Mental Health**

# Recipient Search: COVID-19 related reports

- Run reports to identify:
  - Clients with COVID-19 diagnosis
  - Clients with high utilization of Emergency Room services (*i.e., to target interventions to help divert from the ER during the state emergency*)
  - Clients who have been actively placed on COVID-19 Registry
    - State PCs use a registry tool for their inpatient and residential units
    - If you happen to be serving a client that was on one of the PC registries, and you have PSYCKES consent, you will see their registry status within their clinical summary

# Recipient Search: COVID-19 Dx Report

[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 MENTAL HEALTH CENTER

Medicaid ID

SSN

AB00000A

First Name

Last Name

DOB

MM/DD/YYYY

### Characteristics as of 03/29/2021

Age Range  To  Gender County of Fiscal Responsibility Population High Need Population AOT Status Alerts & Incidents 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 03/01/2021

[Definitions](#)

### Services: Specific Provider as of 03/01/2021

Past 1 Year

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

Provider MAIN STREET MENTAL HEALTH CENTER

Region

County

# Recipient Search: COVID-19 Dx Report

**Medication & Diagnosis** as of 03/01/2021

Past 1 Year ▼

Prescriber Last Name

Drug Name  ☐ Active Drug

Psychotropic Drug Class\*

ADHD Med  
Antidepressant  
Antipsychotic  
Antipsychotic - Long Acting Injectabl

Non-Psychotropic Drug Class\*

Analgesics and Anesthetics  
Anti-Infective Agents  
Anti-Obesity Agents  
Antidiabetic

Diagnosis

Diagnosis given 1+ ▼ ☒ Primary Only ☐ Primary/Secondary

BH Diagnosis

Any BH Diagnosis  
Any MH Diagnosis  
Anxiety Disorders  
Bipolar and Related Disorders

Medical Diagnosis

Certain conditions originating in the perin  
Certain infectious and parasitic diseases  
Congenital malformations, deformations  
Diseases of the blood and blood-forming

**Services by Any Provider** as of 03/01/2021

Past 1 Year ▼

Provider

Region  County

Service Utilization  Number of Visits

Service Setting:

Care Coordination  
Foster Care  
Inpatient - ER  
Living Support/Residential  
Other  
Outpatient - DD  
Outpatient - MH  
Outpatient - Medical  
Outpatient - Medical Specialty  
Outpatient - SU  
Outpatient - Unspecified  
Practitioner - PU

Service Detail: Selected



- Recipient Related data is refreshed weekly and all other sections are refreshed monthly.
- Search uses "OR" criteria within a list and "AND" criteria between lists.
- \*To select multiple options within a list, hold down "CTRL" while making additional selections.

Limit results to

50 ▼

**Search**

Reset



**Office of  
Mental Health**

# Recipient Search: High ER Use Report

**Medication & Diagnosis** as of 03/01/2021

Past 1 Year ▼

Prescriber Last Name

Drug Name  ☐ Active Drug

Psychotropic Drug Class\*

ADHD Med  
Antidepressant  
Antipsychotic  
Antipsychotic - Long Acting Injectabl

Non-Psychotropic Drug Class\*

Analgesics and Anesthetics  
Anti-Infective Agents  
Anti-Obesity Agents  
Antidiabetic

Diagnosis

Diagnosis given 1+ ▼ ☒ Primary Only ☐ Primary/Secondary

BH Diagnosis

Any BH Diagnosis  
Any MH Diagnosis  
Anxiety Disorders  
Bipolar and Related Disorders

Medical Diagnosis

Certain conditions originating in the perin  
Certain infectious and parasitic diseases  
Congenital malformations, deformations  
Diseases of the blood and blood-forming

**Services by Any Provider** as of 03/01/2021

Past 1 Year ▼

Provider

Region  County

Service Utilization ER - ALL ▼

Number of Visits 1+ ▼

1+  
2+  
3+  
5+  
10+  
20+

Service Setting:

Care Coordination  
Foster Care  
Inpatient - ER  
Living Support/Residential  
Other  
Outpatient - DD  
Outpatient - MH  
Outpatient - Medical  
Outpatient - Medical Specialty  
Outpatient - SU  
Outpatient - Unspecified  
Practitioner - PU

Service Detail: Selected

- Recipient Related data is refreshed weekly and all other sections are refreshed monthly.
- Search uses "OR" criteria within a list and "AND" criteria between lists.
- \*To select multiple options within a list, hold down "CTRL" while making additional selections.

Limit results to

50 ▼

Search

Reset



Office of  
Mental Health

# Recipient Search: COVID-19 Registry



Office of  
Mental Health

PSYCKES

De-identify ☐

Settings ▾

Log Off

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 MENTAL HEALTH CENTER

Medicaid ID

SSN

AB00000A

First Name

Last Name

DOB

MM/DD/YYYY

### Characteristics as of 03/29/2021

Age Range  To  Gender

County of Fiscal Responsibility

Population

High Need Population

AOT Status

Alerts & Incidents

Managed Care

MC Product Line

Medicaid Enrollment  
Status

Medicaid Restrictions

Children's Waiver Status

HARP Status

HARP HCBS Assessment  
Status

HARP HCBS Assessment  
Results



Office of  
Mental Health

# Clinical Summary: COVID-19 Medical Diagnosis

- Diagnostic billing code for COVID-19 was added to the International Classification of Diseases (ICD)
- Clinical Summary will display this diagnosis when:
  - A provider uses this billing code
  - The bill is processed
  - Note: there is a billing lag from time diagnosis was given to time it shows up in PSYCKES
- Clinical Summary is updated weekly



# Clinical Summary: COVID-19 Medical Diagnosis

“Medical Diagnosis” section will display “COVID-19” in the “Certain Infectious and Parasitic Diseases” category if applicable to that client

## Behavioral Health Diagnoses Primary and Secondary Dx (most frequent first)

Major Depressive Disorder

## Medical Diagnoses Primary and Secondary Dx (most frequent first)

Certain Infectious And Parasitic Diseases	COVID-19
Diseases Of The Digestive System	Gastro-esophageal reflux disease
Diseases Of The Respiratory System	Asthma • Vasomotor and allergic rhinitis • Acute upper respiratory infections of multiple and unspecified sites • Chronic diseases of tonsils and adenoids • Chronic sinusitis • Pneumonia unspecified organism
Endocrine, Nutritional And Metabolic Diseases	Overweight and obesity



# Clinical Summary: COVID-19 Registry

“Active COVID-19 Registry” information will appear in the Current Care Coordination section. Current and Historical Registry information will appear in the PSYCKES Registry section.

## Current Care Coordination

POP High User: In the event of emergency department/inpatient hospitalizations, client is eligible for intensive care transition services. To coordinate, please contact the client's managed care plan HIP (EmblemHealth) Field-Based Case Management, 888-447-2526 , medref@beaconhealthoptions.com .

COVID-19 Registry: CREEDMOOR PSYCHIATRIC CENTER (01-JUN-20 to Present) Designations: Screen (NOT: Suspected/ confirmed/ recovered)

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

## PSYCKES Registries [About PSYCKES Registries](#)

Registry	Provider Name(s)	Added On	Removed On	Designations
COVID-19	CREEDMOOR PSYCHIATRIC CENTER	6/1/2020	Active	Screen (NOT: Suspected/ confirmed/ recovered)
Suicide Care Pathway	CREEDMOOR PSYCHIATRIC CENTER	2/14/2020	5/14/2020	+C-SSRS



# PSYCKES Mobile App



**Office of  
Mental Health**

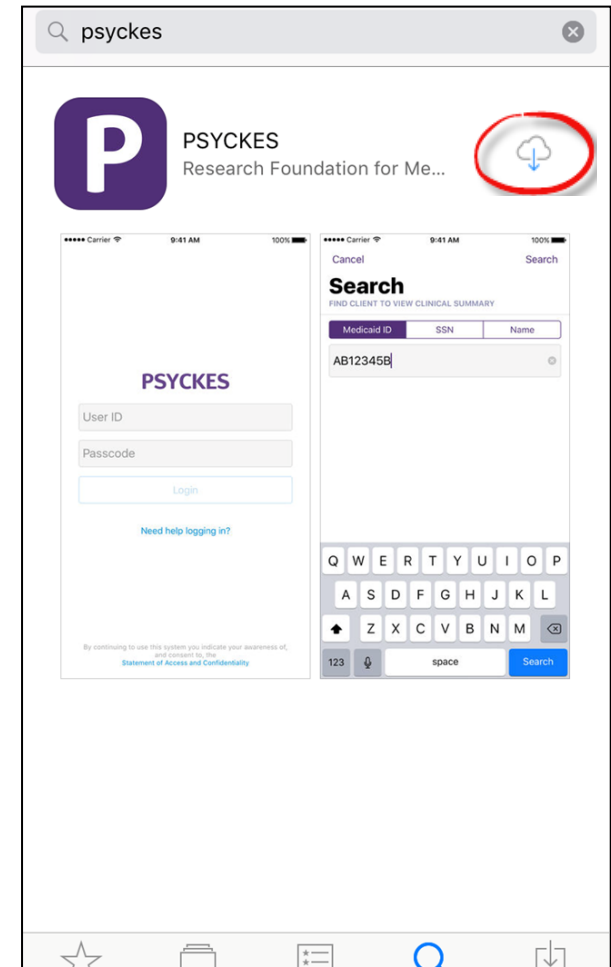
# PSYCKES Mobile App Overview

- PSYCKES users can rapidly access a client's clinical summary from the field using an iPhone or iPad
- User-friendly streamlined design
- Review overview of critical information and drill into more detail as needed
- Enable consent or emergency access as needed
- Access recently viewed clients easily without having to re-enter search criteria
- Update User Role Profile
- Free in the App Store

# Install the PSYCKES Mobile App

Install the Mobile App from the App Store:


1. Tap the App Store icon on iOS device
2. Search for “PSYCKES”
3. Install the free PSYCKES Mobile App
  - App Store account password may be required



# Lookup a Client in the Mobile App

Search for Client with:

- Medicaid ID
- Social Security Number (SSN)
- First Name
- Last Name
- Date of Birth (DOB)



The screenshot shows a mobile app interface for searching clients. At the top, there's a status bar with 'AT&T', '11:53 AM', and '72%' battery. Below the status bar, there are 'Cancel' and 'Search' buttons. The main heading is 'Search' in bold, followed by the subtitle 'FIND CLIENT TO VIEW CLINICAL SUMMARY'. There are three tabs: 'Medicaid ID' (selected), 'SSN', and 'Name'. Below the tabs is a text input field containing 'Medicaid ID (i.e, AA12345A)'. At the bottom, there's a navigation bar with three icons: a magnifying glass labeled 'Search', a person icon labeled 'Recent', and a gear icon labeled 'Settings'.

# General

4:07

LTE

< Back

**Okaawso Pfpwtes S**

Clinical Summary as of 07/25/2020

**General**

Gender from Medicaid

DowCgWa

Date of Birth

01/01/9999 (999 Yrs)

Address from Medicaid

KzqWkXiac0

Medicaid ID

HEHYGMP WZUHBKW

Dual-Eligible (Medicaid & Medicare)

No

Managed Care Plan

Fidelis Care New York (HARP)

HARP Status

HARP Enrolled (H1)

HARP HCBS Assessment Status

Never Assessed

MC Plan Assigned PCP

Lalley-Demong, Vanessa

DSRIP PPS

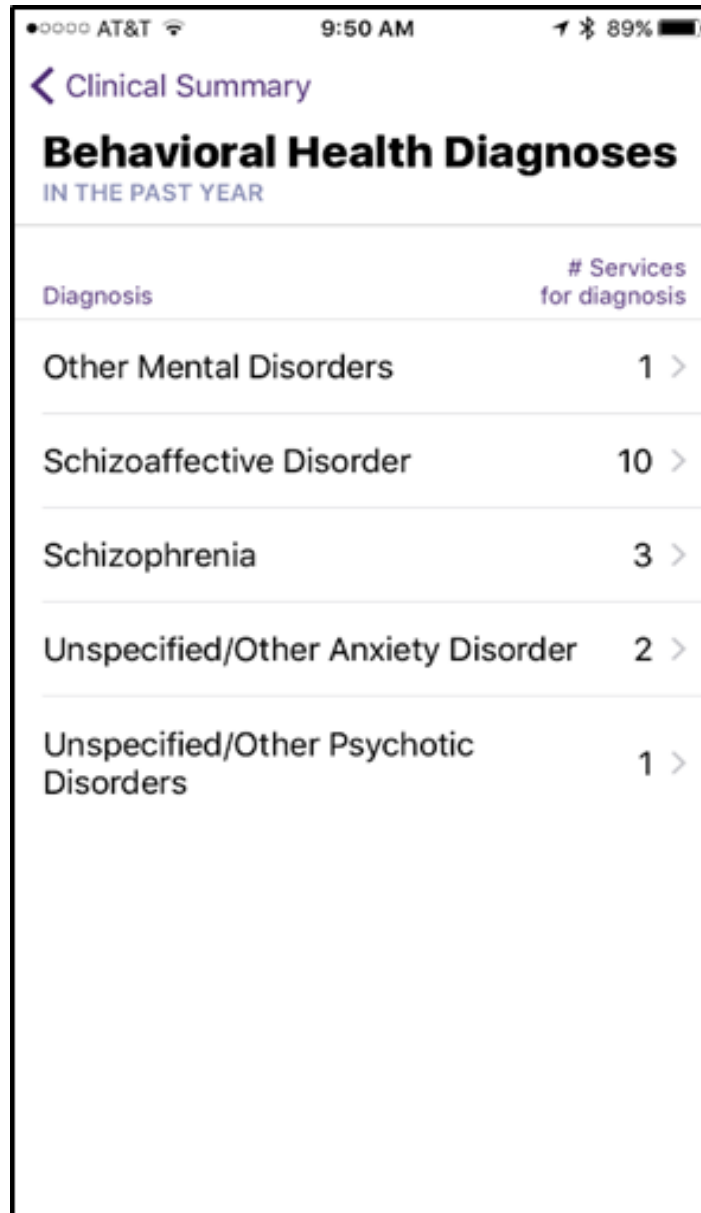
Finger Lakes Performing Provider Systems, Inc

**Current Care Coordination**

Housing/Residential Program

Apartment Treatment Model Transitional Living

# Diagnoses

A screenshot of a mobile application interface. At the top, the status bar shows 'AT&T', signal strength, time '9:50 AM', location services, and battery '89%'. Below is a navigation bar with a back arrow and the text 'Clinical Summary'. The main heading is 'Behavioral Health Diagnoses' in bold, with 'IN THE PAST YEAR' in smaller blue text below it. A table follows with two columns: 'Diagnosis' and '# Services for diagnosis'. The table lists five categories: 'Other Mental Disorders' (1), 'Schizoaffective Disorder' (10), 'Schizophrenia' (3), 'Unspecified/Other Anxiety Disorder' (2), and 'Unspecified/Other Psychotic Disorders' (1). Each row has a right-pointing chevron. The app is running on an iPhone, as indicated by the home indicator at the bottom.

Diagnosis	# Services for diagnosis
Other Mental Disorders	1 >
Schizoaffective Disorder	10 >
Schizophrenia	3 >
Unspecified/Other Anxiety Disorder	2 >
Unspecified/Other Psychotic Disorders	1 >



# Medications

AT&T 2:05 PM 50%

< Clinical Summary

## Behavioral Health Medications

IN THE PAST YEAR

Pickup records in the past 45 days may not be available




Medication	Total Days Supply
<b>Diphenhydramine Hcl - 93.75 MG</b> Side-Effect Management Last Picked Up: 02/14/2017	8
<b>Citalopram Hydrobromide - 30 MG</b> Antidepressant Last Picked Up: 01/26/2017	85
<b>Promethazine Hcl - 50 MG</b> Antipsychotic Last Picked Up: 01/13/2017	30
<b>Gabapentin - 1800 MG</b> Mood Stabilizer Last Picked Up: 09/16/2016	60
<b>Propranolol Hcl - 20 MG</b> Side-Effect Management Last Picked Up: 09/16/2016	45

# Services

Services		<a href="#">View All</a>
Outpatient Behavioral Health	2	>
Outpatient Medical	20	>
Hospital & ER (5 Years)	13	>
Radiology	7	>
Laboratory & Pathology	1	>
Living Support & Residential	1	>
Dental	13	>
Vision	2	>
Transportation	22	>

Clinical Summary data as of 07/23/2019  
[Learn about data sources](#)



2:36   

[<](#) Clinical Summary

## Outpatient Medical

IN PAST YEAR

LAST MONTH	LAST MONTH
06/06/2019 <b>Physician - Ophthalmology</b> PROVIDER/DOCTOR NAME Hypertensive retinopathy, bilateral	06/06/2019 <b>Physician</b> BENTSIAN Other subj

### Service Types

Physician - Internal Medicine	13 >
Clinic - Medical Specialty	2 >
Nurse Practitioner	1 >
Physician - Ophthalmology	3 >
Physician - Urology	1 >

[View All](#)

# Additional Training & Technical Support



**Office of  
Mental Health**

# PSYCKES Training

- PSYCKES website: [www.psyckes.org](http://www.psyckes.org)
- Webinars
  - Live webinars: Register on PSYCKES “Live Webinars” section
  - Recorded webinars: Posted on PSYCKES “Recorded Webinars” section
    - 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
    - Introduction to PSYCKES
    - Where to Start: Getting Access to PSYCKES
- PSYCKES User’s Guides
  - [www.psyckes.org](http://www.psyckes.org) > PSYCKES Training Materials
  - Each User Guide explains an individual section of the PSYCKES application

# Technical Support

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