



**Office of
Mental Health**

Where to Start: Getting Access to PSYCKES

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”

**Melanie Mongillo, MPH
PSYCKES Medical Informatics Team
January 20, 2022**

Q&A via WebEx

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

Agenda

- PSYCKES Overview
- Best Practices for Implementing PSYCKES
 - Plan for PSYCKES Access
 - Prepare for PSYCKES Use
 - Put PSYCKES & Established Procedures Into Use
 - Sustaining Practices
- Obtaining Access to PSYCKES
- Security Management System (SMS)
- Training and Technical Assistance
- Question & Answer

PSYCKES Overview



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What is PSYCKES?

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

Who is Viewable in PSYCKES?

- Over 10 million NYS Medicaid enrollees (current or past)
 - Fee for service claims
 - Managed care encounter data, all product lines
 - Dual-eligible (Medicare/Medicaid): Medicaid data only
- Behavioral Health Population, i.e., at least one of the following:
 - Psychiatric or substance use service,
 - Psychiatric or substance use diagnosis, OR
 - Psychotropic medication
- Provides all data available – general medical, behavioral health, residential, etc.

What Data is Available in PSYCKES?

- Clinical Summary provides up to 5 years of data, updated weekly
- All Medicaid FFS claims and Managed Care encounter data, across treatment settings
 - Medications, medical and behavioral health outpatient and inpatient services, ER, care coordination, residential, lab, and more!
- Multiple other state health databases (0-7 day lag):
 - State Psychiatric Center EMR
 - Assertive Community Treatment provider contact (OMH CAIRS)
 - Assisted Outpatient Treatment provider contact (OMH TACT)
 - Health Home enrollment & CMA provider (DOH MAPP)
 - Suicide attempt (OMH NIMRS)
 - Managed Care Plan & HARP status (MC Enrollment Table)
 - Safety Plans/Screenings and assessments entered by clients or providers into PSYCKES MyCHOIS
 - MC Plan Assigned Primary Care Physician (Quarterly, DOH)

What Types of Reports Are Available?

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

Quality Indicators “Flags”

- PSYCKES identifies clients flagged for quality concern in order to inform the treating provider, care manager or network and to support clinical review and quality improvement
- When a client has a quality flag, the provider is allowed access to that individual’s Clinical Summary
- Examples of current quality flags include:
 - No diabetes monitoring for individuals with diabetes and schizophrenia
 - Low medication adherence for individuals with schizophrenia
 - Antidepressant trial of < 12 weeks for individuals with depression
 - High utilization of inpatient/emergency room, Hospital Readmission
 - HARP Enrolled-Not Assessed for HCBS, Health Home Plus – No Health Home Plus Service

Best Practices for Implementing PSYCKES



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Best Practices

- Plan
 - Contact PSYCKES Helpdesk if interested in getting access
 - Complete/Return Documents for PSYCKES Access
 - Establish PSYCKES Workgroup
 - Determine PSYCKES Use Cases
- Prepare
 - Complete Protocol for Granting Users Access to PSYCKES
 - Develop Policies and Procedures
 - Prepare Computers
 - Train Designated Staff
- Put into Use
 - Put PSYCKES and Established Procedures into Practice
- Sustain
 - Develop a Plan to Sustain Practices

Plan for PSYCKES Access



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Plan

- Contact the PSYCKES Helpdesk at PSYCKES-Help@omh.ny.gov to check if your agency currently has PSYCKES access or is eligible
- Types of provider agencies/organizations in New York State that are eligible for PSYCKES access include:
 - Agencies with an OMH-licensed program or program with OMH oversight
 - Agencies with an OASAS-licensed program (not including residential only programs)
 - DOH-recognized Health Homes and Care Management Agencies
 - Federally Qualified Health Centers (FQHCs)
 - Local Government Units
 - BHCC networks and other networks
 - Medicaid Managed Care Plans
 - DOH licensed hospital
 - OMH Designated Adult Home and Community Based Services (HCBS)
 - Freestanding Medical Clinics



Complete/Return Documents to Obtain Organizational Access to PSYCKES

If agency/organization is eligible for PSYCKES access:

- Complete “PSYCKES Access Online Contact Form” via Survey Monkey:
https://www.surveymonkey.com/r/PSYCKES_Access_Contact_Form
- CEO/ED signs PSYCKES Confidentiality Agreement
 - Return agreement to PSYCKES-Help@omh.ny.gov

PSYCKES Access Online Contact Form Survey Via Survey Monkey

- Provider agency organizations should have the following information ready
 - Contact information: Name, title, address, phone number, email address, fax number (CEOs only)
 - CEO or Executive Director
 - COO or Deputy Director
 - PSYCKES Point Person 1
 - PSYCKES Point Person 2
 - Additional PSYCKES Point Persons (if applicable)
- Taxpayer Identification Number (TIN)
- Medicaid Provider ID (if applicable)



PSYCKES Confidentiality Agreement

- Organization CEO (or another person who is legally authorized to bind the organization to the contractual terms) signs the Office of Mental Health (OMH) PSYCKES Confidentiality Agreement
- Acknowledges that PSYCKES provides access to Medicaid claims data and protected health information
- Agrees to comply with all New York State and Federal privacy laws and regulations
- Agreements will be countersigned by the OMH PSYCKES Director

NEW YORK STATE MENTAL HYGIENE LAW SECTION 33.13 (d)
CONFIDENTIALITY AGREEMENT

Top of Page 1

-between-

THE NEW YORK STATE OFFICE OF MENTAL HEALTH

-and-

[Redacted]

THIS AGREEMENT, is entered into the [Redacted] day of [Redacted], 20[Redacted], by and between the New York State Office of Mental Health (OMH) and [Redacted], hereinafter referred to as "PROVIDER."

WHEREAS, New York State Mental Hygiene Law Section 33.13 evidences the Legislature's intent to facilitate the flow of patient information within the provider network, in order to assure continuity and appropriateness of care; and

WHEREAS subdivision (d) of such section permits entities and persons provisions of 12 C.F.R. Part 2, such information shall only be used or disclosed in accordance with such regulations.

Bottom of Page 5

Authorization

Provider Authorized Signatory: I agree to the terms and have legal authority to commit the Provider to them.	Name [Redacted]	Date [Redacted]
	Signature [Redacted]	
OMH Data Owner	Name [Redacted]	Date [Redacted]
	Signature [Redacted]	

Establish PSYCKES Workgroup

- Members of the work group might include:
 - Leadership – promotes initiative
 - Medical champion – promotes clinical use
 - PSYCKES point person(s) – oversees project
 - Quality manager - coordinates utilization of services
 - Training staff - coordinates/conducts training
 - Administrative staff /clinical staff - obtains clients' consent; manages consent processes required to view client-level data in PSYCKES
 - Staff who will use PSYCKES application

Workgroup Determines PSYCKES Use Cases

- Workgroup assesses potential uses of PSYCKES
- Determines how PSYCKES will be used, who will use PSYCKES, and how it will be integrated into the workflow in different settings
 - Use client-level Clinical Summaries to support clinical reviews, treatment planning, care coordination and discharge planning
 - Use My QI Report to support quality improvement projects
 - Use Recipient Search and Utilization Reports to support population health management

Prepare for PSYCKES Use



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Develop Policies & Procedures

- Develop and document PSYCKES-specific policies and procedures to support PSYCKES use plan
 - Example Policies and Procedures are available
 - Obtain administrative approvals
 - Proposed workflow endorsed by all departments involved
- PSYCKES Forms
 - PSYCKES Consent Form: approved procedures for obtaining consent and including in charts
 - Internal forms/checklists created/revised to incorporate PSYCKES procedures

Workflow of Consent Process

- Staff obtain client's signature on PSYCKES Consent Form OR determine that it is a clinical emergency
 - Have copies of PSYCKES Consent Form available
 - Integrate Consent Form with other paperwork
 - Flexibility with the workflow

Workflow of Consent Process

- Use Recipient Search in PSYCKES to attest to rationale for access to client data
 - Establish an internal process that fits with organization workflow
- Any PSYCKES user at the provider facility can then access client data in PSYCKES
 - Clinical Summary can be printed and made available in chart/EMR
- Other Consent Forms that have PSYCKES language:
 - BHCC Patient Information Sharing Consent
 - DOH Health Home Patient Information Sharing Consent (DOH 5055) for Adults

Prepare Computers

- Identify the computers that will be used to access PSYCKES and ensure they have:
 - Internet access
 - Compatible browsers
 - PDF readers
- Save PSYCKES shortcut on desktop or in favorites
 - Bookmark homepage, not login screen:
www.psyckes.org

Train Designated Staff

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



Putting PSYCKES & Established Procedures Into Use



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PSYCKES - Put into Use

- Staff begin using PSYCKES in accordance with the plan established by workgroup
- Have “super users” available on “Go Live” day
- Workgroup team will need to:
 - monitors operations
 - identifies challenges/barriers
 - adapts and modifies implementation plan and procedures, as needed

Sustaining Practices



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Sustain

- Procedures are put into place to:
 - Audit PSYCKES use, and ongoing supervision/support of PSYCKES users
 - Provide PSYCKES access and training to new staff, and **deactivate tokens of departing staff**
 - Monitor the PSYCKES usage plan and consider modifying/expanding the use of PSYCKES, if appropriate
- PSYCKES Usage Reports are available in the application for monitoring use

Usage Reports



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PSYCKES

De-identify

Settings -

Log Off

My QI Report -

Statewide Reports

Recipient Search

Provider Search

Registrar -

Usage Reports -

Utilization Reports

PSYCKES User Activity

- PSYCKES Users
- PHI Access Module
- Clinical Summaries

Provider

User Status

Date Range To

Graph Interval Quarterly Monthly Weekly

Current User Details filters are based on the most recent User Role Profile

Role In Organization

Setting/Program Type

Licensed Profession

Non Licensed Professional Discipline/
Training

ALL

ALL

ALL

ALL

Submit

Reset

PSYCKES Access

Protocol for PSYCKES Access

1. Complete and return documentation to obtain organizational access to PSYCKES
2. Sign CNDA for access to SMS
3. Designate Security Manager(s)
4. Security Manager Enrolls PSYCKES Users
5. Security Manager revokes PSYCKES access when staff no longer requires access

Confidentiality & Non-Disclosure Agreement

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

What is SMS?

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

Complete Registration in SMS

- Organizations **already** registered in SMS:
 - Already have a designated Security Manager
 - Can keep same Security Manager or designate new Security Managers for PSYCKES
 - If new/additional Security Managers are needed: Contact OMH Helpdesk to request SMS self-registration e-mail be sent to CEO/ED
 - CEO/ED then forwards email to person appointed to be new/additional Security Manager
 - Able to enroll PSYCKES users when PSYCKES organizational access is granted

Complete Registration in SMS

- Organizations **not** already registered in SMS
 - OMH/ITS e-mails instructions to CEO/ED on how to electronically sign the OMH Confidentiality & Non-Disclosure Agreement (CNDA)
 - CEO follows instructions to sign OMH CNDA
 - Different from the PSYCKES Confidentiality Agreement that was sent to us for organizational access
 - Once CEO has successfully signed CNDA OMH/ITS e-mails CEO the self-registration link needed to assign one or more SM (SMS Self-Registration Email or SMSSR)

Designate a Security Manager(s)

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

Determine PSYCKES Users

- Workgroup determines:
 - Staff requiring PSYCKES access, and whether or not they already have an OMH-issued user ID
 - Staff who will be responsible for enabling access to PHI access using Recipient Search/Registrar Menu and using Registrar Menu to fill-in and print consent form
- Enrollment information from users is obtained by workgroup and passed on to Security manager
 - Workgroups may have a request form for new user requests

Enroll PSYCKES Users

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

Token Request for PSYCKES Users

- Granting new PSYCKES Medicaid access triggers a token request if the staff does not already have one for that facility
- OMH emails the software token to new user
 - User downloads the RSA SecurID Token software to computer (and smartphone if desired)
 - Default token is used for desktop ONLY
 - To request a mobile token instead of a desktop token, contact OMH Helpdesk
 - User then imports token into RSA software

Access to PSYCKES

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

Security Management System (SMS)



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Self-Registration in SMS

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

Security Manager Self-Registration

Agency Information:

Agency Name: A-Home
Address: 185 Kisco Avenue, Suite 4
City State Zip: Mount Kisco NY 10549-____

Security Manager Information:

If you use any OMH application (e.g. WebSalute, CAIRS, MHPD, NIMRS, NYISER, PCS, etc.) please enter your existing OMH User ID in the box below. Otherwise, we will assign a new ID for SMS and you will need to keep track of your multiple User IDs.

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

Existing OMH User ID:

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

* Date of Birth: * Gender:

* Title:

Mailing Address for SecurID® Tokens:

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

Mailing Address:

P.O. Box:

City State Zip: NY

* Work Email:

* Re-enter Work Email:

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

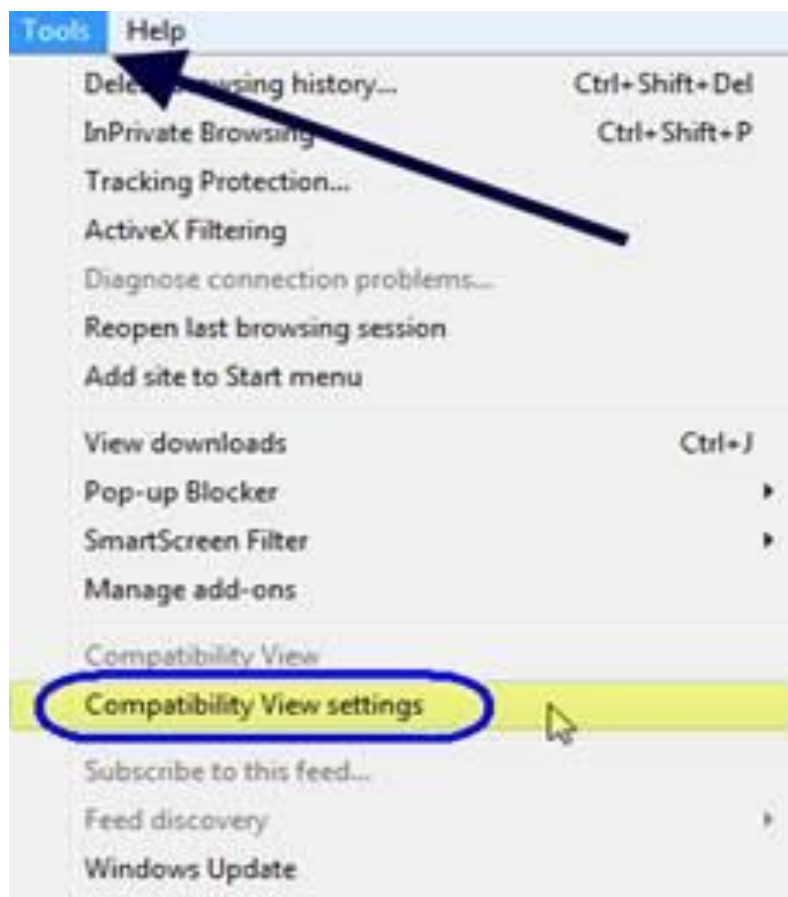
* I have read and agree to the [Confidentiality & Non-Disclosure Agreement](#)

Submit

Tip for SMS: Compatibility View

1 Open your "Internet Explorer" browser and select "Tools" from the menu bar.

2 Scroll down and select "Compatibility View settings."



3 When the "Compatibility View Settings" pop up box appears, enter *ny.gov* in the "Add this website" field. Click "Add" and then "Close."



RSA SecurID Token

- Security Token Required
 - “Soft token” (at right)
 - The default token is a desktop only token.
 - Contact the OMH Helpdesk to request a Mobile only token.
 - “Hard token” (below)
- PIN set at first log-on



Security Manager Login to SMS



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.



Userid:

Password or Passcode:

Note: To log-on with a new token, enter just the six digits displayed on the token device.

Login

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User Page – User List

Users

User List: **User Count = 65**

Select a userID from the list below to grant the user access to an application. (Currently, PSYCKES Medicaid and PCS are the only applications available.) If an individual is not listed, you can create a userID for him/her by clicking on the "New User" button and completing the "New User" screen.

Note: The list below may not include all OMH userIDs at your agency. In rare circumstances, UserIDs will not be displayed. If you need to grant access to a user missing from the list and you know the individual already has an OMH userID, please click on the "New User" button and then enter the individual's OMH userID on the "New User" screen.

Edit User ID	Name	Token Assigned
 HJA12410	Adshs, Herald J.	requested: 07/29/2009
 GA12410	Ahome, Garfieldmoore	no
 AAB12410	Bhaumik, Amith A.	sent: 11/12/2008
 L8633EZB	Brew, Erin Z.	no
 JLC12410	Cary, James L.	no
 L8633ESD	Daslkjd, Erin S.	no
 GD12410	Derbyshire, George	requested: 07/01/2009
 D	Dfdafadfd, Sdaff	no
 12410DD	Dobre, Djien	no
 ZJD12410	Donald, Zobre J.	no

[New User](#)

Search for Existing User

USER ID	Name	Token Assigned
ISTCMJA	Abbatiello, Matthew	yes
ISTCKEA	Adalian, Kristen	no
SOMS_A1	Admin 1, Soms	no
SOMS_A2	Admin 2, Soms	no
MHPDADMIN	Administrator, Mhpd	no
ADMINIST...	Administrator, Salute	no
SYRAGENT	Agent, Syracuse	no
ISTCNAA	Ahmad, Naushad	yes
COCCNXA	Aldrich, Norm B.	no
CORAJBA	Allen, John	expired

Search Criteria:

Agency:

Application:

User ID:

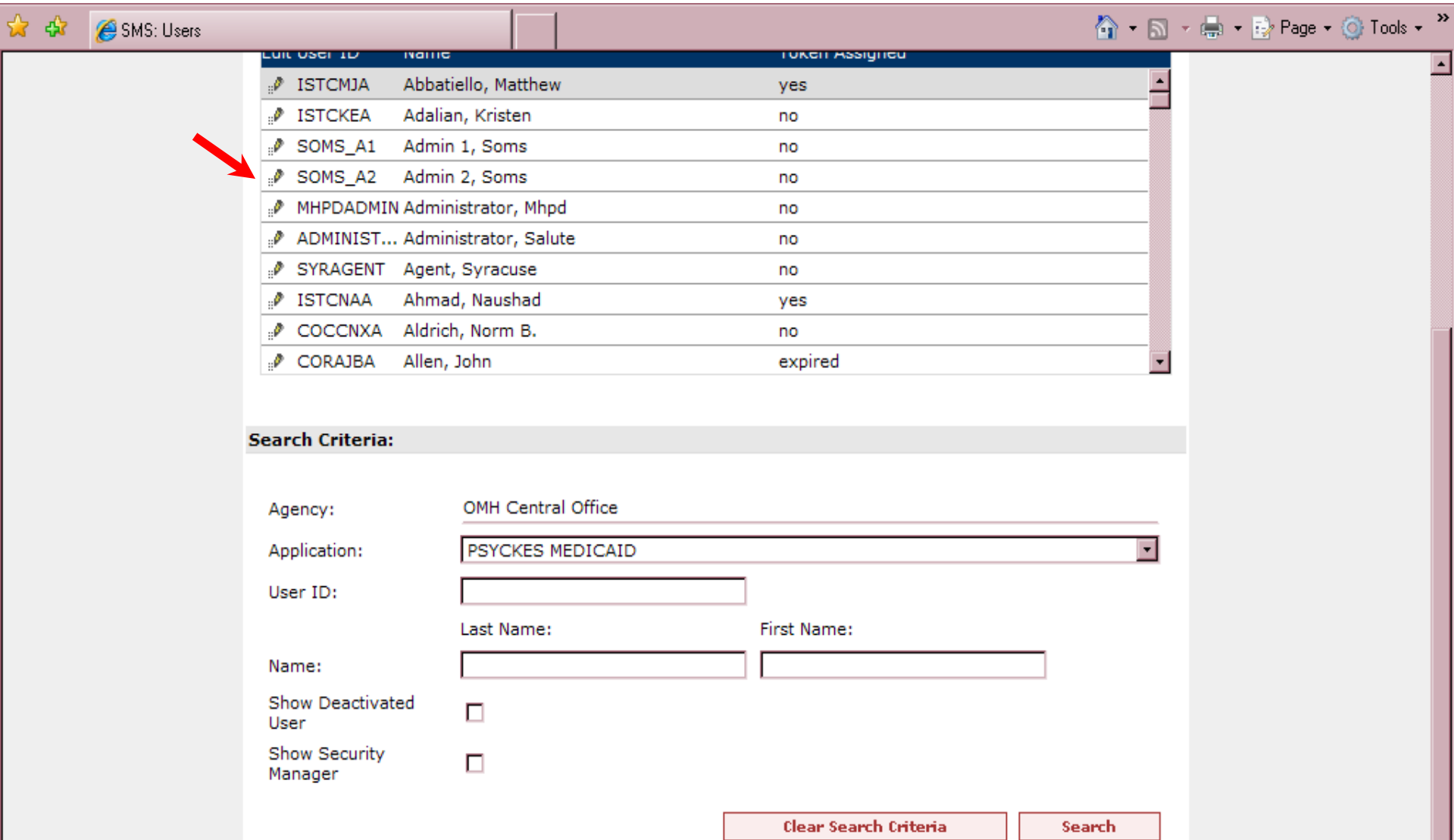
Name: Last Name: First Name:

Show Deactivated User











Show Security Manager

Edit Existing User

Click on pencil icon



The screenshot shows a web browser window with the address bar displaying "SMS: Users". The main content area features a table of users and a search criteria section below it.

EDIT USER ID	Name	TOKEN ASSIGNED
 ISTCMJA	Abbatiello, Matthew	yes
 ISTCKEA	Adalian, Kristen	no
 SOMS_A1	Admin 1, Soms	no
 SOMS_A2	Admin 2, Soms	no
 MHPDADMIN	Administrator, Mhpd	no
 ADMINIST...	Administrator, Salute	no
 SYRAGENT	Agent, Syracuse	no
 ISTCNAA	Ahmad, Naushad	yes
 COCCNXA	Aldrich, Norm B.	no
 CORAJBA	Allen, John	expired

Search Criteria:

Agency:

Application:

User ID:

Name: Last Name: First Name:

Show Deactivated User

Show Security Manager

Edit Existing User

Scroll down to PSYCKES-Medicaid and check box

★ + SMS: Edit User

Statewide - Viewer
 System Auditor

Patient Characteristics Survey [PCS]

Authentication: Password or Token

Groups:

Group Name	Description
<input type="checkbox"/> PCS Submitter QA	A Person assigned by the Security Manager to enter/edit data and view/print reports in the PCS application for the units or sites with which he is associated.
<input type="checkbox"/> PCS Supervisor QA	Allows user to see and enter data for ALL unit/sites, and further allows user to upload and download facility data and reports.

PCS Access:

Facility/Unit/Site Name
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

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

Psychkes Medicaid [PSYCKES MEDICAID]


Authentication: Token

Groups:

Group Name
<input checked="" type="checkbox"/> PsychkesMedicaid QA

Provider ID's:

Provider ID



Click "Update"

View Favorites Tools Help

SMS: Edit User

New York State **omh** Office of Mental Health
Security Management System [SMS] OMH Central Office
Tuesday, December 21, 2010
Kate M. Sherman
Go To Help About Logout

Edit User

User Information:

User ID: ISTCKQS

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

Date of Birth: _____ Gender: _____

Title: Program Manager

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

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

Agency: OMH Central Office

SecurID [®] Token: Not assigned

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

Mental Health Provider Directory [MHPD]

Authentication: Password or Token

Groups:

Group Name	
<input type="checkbox"/> Administrator	
<input type="checkbox"/> County - Admin	Has all the County User functionality and can edit the county DMH's Facility maintenance page and update the facility record
<input type="checkbox"/> County - User	Has the same functionality as a Provider User for each facility in the county
<input type="checkbox"/> Field Office - Admin	
<input type="checkbox"/> Field Office - User	
<input type="checkbox"/> Provider - Admin	Has all the Provider User functionality and can edit the facility maintenance page and update the facility record

Create "New User"

Users

User List: **User Count = 65**

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

 [New User](#)

Create "New User"

Thursday, March 3, 2016



Security Management System [SMS]

New York University Hospitals Center

[Go To](#) [Help](#) [About](#)

[Logout](#)

New User

User Information:

If the user has an existing OMH User ID, please enter it in the User ID box. If the user does not have an OMH User ID, please leave the User ID box blank. SMS will auto generate a new User ID.

User ID:

* First Name:

M.I.:

* Last Name:

Name:

Date of Birth:

Gender:

Title:

* Email:

* Work Phone #:

Ext.:

* Agency:

New York University Hospitals Center

SecurID® Token:

Not assigned

Token Type Needed:

Software Token Hardware Token

Assurance Level 2: No

[Create User](#)

[Users](#)



Select Access Type

Psyckes Medicaid [PSYCKES MEDICAID]

Authentication: Token

Groups:

Group Name
<input checked="" type="checkbox"/> PsyckesMedicaid

Provider ID's:

Provider ID

User Token & Login

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

Training & Technical Assistance



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PSYCKES Training

- PSYCKES website: www.psyckes.org
- PSYCKES Training Webinars
 - Live webinars: Register on PSYCKES Training Webinars page
 - Recorded webinars: Slides and recordings available
 - 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
 - Using PSYCKES from Home
 - Introduction to PSYCKES
 - Where to Start: Getting Access to PSYCKES
- PSYCKES User Guides & Short How-To Videos
 - www.psyckes.org > PSYCKES Training Materials

Helpdesk Support

- PSYCKES Help (PSYCKES support)
 - 9:00AM – 5:00PM, Monday – Friday
 - PSYCKES-help@omh.ny.gov
- ITS Help Desk (Token, Login, & SMS support)
 - Provider Partner OMH Helpdesk:
 - 1-800-435-7697; healthhelp@its.ny.gov
 - OMH Employee ITS Helpdesk:
 - 1-844-891-1786; fixit@its.ny.gov