

Questions

1. Are all CMA going to have access to PSYCKES?
 - Yes, CMAs are eligible for access to PSYCKES. Some CMAs already have access and some will need to complete paperwork to request access. Contact PSYCKES-Help@omh.ny.gov for information.
2. Can the diagnosis in PSYCKES be used as Health Home documentation?
 - Once a client's PSYCKES clinical summary (which includes diagnoses given over the past 5 years) is exported it becomes part of the client's medical record at the agency. Agencies should then follow their internal procedures about what information from a client's medical record can be used as Health Home documentation.
3. I would like information on how to get new staff to register and obtain access to Psyckes access. Before we used a token but I don't know if this is still accurate.
 - Access is managed at the facility level, by a facility's security manager. The security manager users the Office of Mental Health Security Management System (SMS) to add new users for PSYCKES. Users still use a unique User ID and security token to login to PSYCKES.
4. Are we able to print diagnostic information from PSYCKES?
 - Yes, primary and secondary medical and behavioral health diagnoses from the past 5 years are available in the PSYCKES clinical summary, which can be exported to PDF for printing.
5. Could you explain how you go about obtaining member information in Psyckes after obtaining consent from the member? Is there an attestation form that must be completed in the Psyckes application or is it already available by performing a member search?
 - After obtaining a client's signed consent, a PSYCKES user who has "PSYCKES-Registrar" access uses the "PHI Access Module" in PSYCKES to look up the client using the Medicaid ID or Social Security Number and attests that consent was obtained. For more information about consent and using the PHI Access Module in PSYCKES, please join our webinar called the PSYCKES PHI Access Module. We offer this webinar live on a monthly basis; times and registration links are available on our website www.psyckes.org in the "Calendar" section. We also have a recorded version of this webinar located in the "Recorded Webinars" section of our website.
6. When will Health Homes have access to PSYCKES?
 - Health Homes are eligible to have access to PSYCKES now, and some already do. Please contact PSYCKES-Help@omh.ny.gov regarding access to PSYCKES.
7. Do we have add PSYCKES to the DOH5055 page 3?
 - PSYCKES language is already included on the adult Health Home Patient Information Sharing Consent form (DOH 5055); however, only lead health homes can use this form when

attesting in PSYCKES that consent has been obtained. Downstream CMAs must use the PSYCKES Consent Form, located in the Registrar Menu of the PSYCKES application and on our public website under “About PSYCKES.”

8. Please review the Consent necessary for downstream providers...we need to hear it again.
 - Downstream CMAs must use the PSYCKES Consent Form, located in the Registrar Menu of the PSYCKES application and on our public website under “About PSYCKES.” For more information about consent and using the PHI Access Module in PSYCKES, please join our webinar called the PSYCKES PHI Access Module. We offer this webinar live on a monthly basis; times and registration links are available on our website www.psyckes.org in the “Calendar” section. We also have a recorded version of this webinar located in the “Recorded Webinars” section of our website.
9. Is the Clinical Summary printable and should a copy be available in the medical record
 - Yes, the Clinical Summary can be exported to PDF for printing purposes. It can then be added to the client’s medical record.
10. Can you do a batch look-up for HARP eligible recipients?
 - Yes, in the PSYCKES “Recipient Search” menu there is a “HARP Status” filter in which you can now select “Eligible” or “Not Eligible.” In the future there will also be filter option to identify recipients enrolled in a HARP.
11. Can these PDF prints be used as valid supporting documentation in HH billing?
 - Once a client’s PSYCKES clinical summary is exported it becomes part of the client’s medical record at the agency. Agencies should then follow their internal procedures about what information from a client’s medical record can be used as supporting documentation in health home billing.
12. Are all of these new updates in a User Guide that is available on your website?
 - Yes, the most recent version of our PSYCKES User’s Guides are available on our website www.psyckes.org in the “About PSYCKES” section, under “Training.”
13. We are a downstream provider and we use the 5055 that contains Psyckes verbiage, so we still have to use the Psyckes consent?
 - Yes, only staff from lead health homes can use the 5055 form when attesting in PSYCKES that consent has been obtained. Downstream CMAs must use the PSYCKES Consent Form, located in the Registrar Menu of the PSYCKES application and on our public website under “About PSYCKES.”