



**Office of
Mental Health**

PSYCKES Access and Implementation

We will begin shortly

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**Erica Van De Wal
Medical Informatics Project Director
2016**

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 green 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
- Note: slides will be emailed to attendees after the webinar

Overview

- PSYCKES-Medicaid Overview
- Best Practices for Implementing PSYCKES
- Obtaining Access to PSYCKES
- Training and Technical Assistance
- Question & Answer

PSYCKES-Medicaid Overview

What is PSYCKES?

- A secure, HIPAA-compliant web-based platform for sharing Medicaid claims and encounter data and other state administrative data
- Designed to support clinical decision-making and quality improvement
- Ongoing data updates

Data Available in PSYCKES

- 5+ million Medicaid enrollees, currently or historically, in the Behavioral Health population (BH service/diagnosis/medication)
- Clinical Summary provides up to 5 years of claims data for NYS Medicaid enrollees, including FFS and managed care
 - All Medicaid-reimbursable services for which a claim was submitted and paid, across treatment settings
 - Medications, medical and behavioral health outpatient and inpatient services, ER, care coordination, residential, etc.
- Quality Indicator Overview provides provider/system level performance on indicators developed for quality concern
 - Promotes QI by providing lists of recipients served by provider who meet criteria for quality concerns

Quality Indicators “Flags”

- PSYCKES identifies clients flagged for quality concern in order to inform the treating provider and to support clinical review and quality improvement
- When a client has a quality flag, the provider is allowed access to that individual’s Clinical Summary
- Examples of current quality flags include:
 - Medication-Related, e.g., Polypharmacy, Low Adherence
 - Acute Care Utilization, e.g., High utilization, Readmission
 - General Medical, e.g., No Diabetes Screening on AP, No Outpatient Medical Visit > 1 year

PSYCKES Use Cases

1. Support Quality Improvement Projects

- Use My QI Reports to see report in real-time of clients flagged for specific quality indicators
- QI reports link to individual client Clinical Summary to support clinical review and treatment planning to address quality flag

2. Clinical Review and Decision-Making

- Look up individual Clinical Summaries of past 5 years of treatment, across settings and over time, including medical and behavioral health services, Health Home, ACT Team, and AOT
- Intake, evaluation, risk-assessment, and treatment planning for clients presenting to any provider (e.g., ERs, corrections)
- Case review by quality managers (e.g., state, county, or MCOs)

3. Identify cohorts of interest (e.g., HARP-Eligible, AOT)

PSYCKES User Settings

- 5,760+ PSYCKES users in the following settings:
 - State Psychiatric Centers
 - Freestanding Mental Health Clinics
 - Hospital Inpatient Units, ER/CPEP, and clinic settings
 - Health Home and Care Management Programs
 - Assertive Community Treatment Programs
 - OASAS Providers
 - Local Government Units
 - NYC-HHC Correctional Health Services (Rikers)
 - Medicaid Managed Care Organizations
 - State Agencies

PSYCKES-Medicaid Screens

- Work is organized in the following 7 tabs
 - My QI Report
 - Statewide Reports
 - Provider Search
 - Recipient Search
 - Registrar Menu
 - Usage Reports
 - User Settings



- My QI Report**
- Statewide Reports
- Recipient Search
- Provider Search
- Registrar Menu
- Usage Reports
- User Settings

De-Identify

Quality Indicator Overview As Of 08/01/2015

Provider Details Find Provider

Provider: Main Street Mental Health Clinic

Export PDF Excel

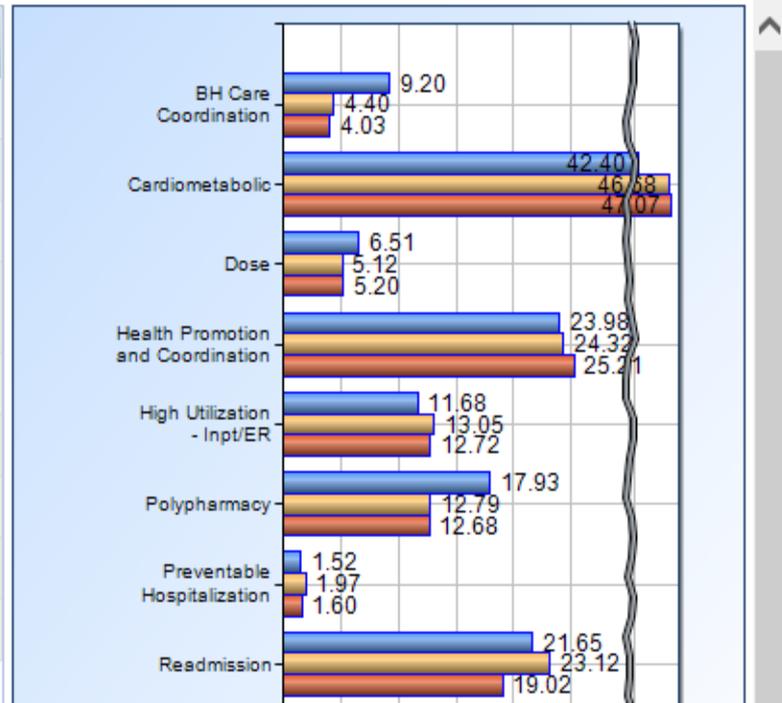
Modify Filter Region:ALL, County:ALL, Site:ALL, Attending:ALL, Program Type:ALL, Age:ALL, Population:ALL, Managed Care Program:ALL

Select Indicator Set for Details

Report View Type: Report Only Graph Only Both

Indicator Set

Indicator Set ^	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %
BH Care Coordination	All	19,637	1,806	9.20	4.40	4.03
Cardiometabolic	All	2,670	1,132	42.40	46.68	47.07
Dose	All	8,116	528	6.51	5.12	5.20
Health Promotion and Coordination	All	19,637	4,708	23.98	24.32	25.21
High Utilization - Inpt/ER	All	19,637	2,293	11.68	13.05	12.72
Polypharmacy	All	6,231	1,117	17.93	12.79	12.68
Preventable Hospitalization	Adult	15,764	240	1.52	1.97	1.60
Readmission	All	2,189	474	21.65	23.12	19.02
Youth Indicator	Child	1,254	306	24.40	19.50	22.57





Statewide Report As Of 08/01/2015

Indicator Set*

* Mandatory Field

High Utilization - Inpt/ER

Indicator Type

4+ Inpatient/ER - All

Region

ALL

County

ALL

Managed Care Program:

ALL

Program Type

ALL

Age Group

ALL

Population:

ALL



Submit

Reset



Recipient Identifiers

Medicaid ID: or SSN: or First Name: Last Name: DOB:

Recipient Characteristics - as of: 10/09/2015 **Quality Flag*:** 08/01/2015 **Definitions**

Age Group: Gender: HARP Status: AOT Status: Population: Managed Care (MC):

Polypharmacy Summary
Antipsychotic Three Plus
Antipsychotic Two Plus
Antidepressant Three Plus
Antidepressant Two Plus - SC
Psychotropics Four Plus
Psychotropics Three Plus
Cardiometabolic Risk Summary
AP + Diabetes Risk
AP + Hyperlipidemia Risk

Services by a Specific Provider: 08/01/2015 Past 1 Year

Provider:
Region: County:
Current Access Status:

Service Utilization: Number of Visits:

Service Setting*:
 Care Coordination
 Foster Care
 Inpatient - ER
 Living Support/Residential

Service Detail: Selected

Medication & Diagnosis: 08/01/2015 Past 1 Year

Prescriber Last Name:
Drug Name: Active Drug:

Psychotropic Drug Class*:
ADHD Med
Antidepressant
Antipsychotic
Anxiolytic/Hypnotic
Mood Stabilizer
Side-Effect Management

Non-Psychotropic Drug Class*:
Analgesics and Anesthetics
Anti-Infective Agents
Anti-Obesity Agents
Antidiabetic
Antihyperlipidemic
Antihypertensive

Diagnosis:
Diagnosis given: times Primary Only: Primary/Secondary:

BH Diagnosis*:
Adjustment Disorder
Anxiety Disorder
Attention Deficit Disorder
Autism & Pervasive Developmental Dis
Bipolar Disorder
Conduct Disorder

Medical Diagnosis*:
Certain Conditions Originating in the Pe
Complications of Pregnancy, Childbirth,
Congenital Anomalies
Diabetes
Diseases of Skin and Subcutaneous Ti
Diseases of the Blood and Blood-Formi

Services by Any Provider: 08/01/2015 Past 1 Year

Provider(Optional):
Region: County:
Service Utilization: Number of Visits:

Service Setting*:
 Care Coordination
 Foster Care
 Inpatient - ER
 Living Support/Residential

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.



- My QI Report
- Statewide Reports
- Recipient Search
- Provider Search**
- Registrar Menu
- Usage Reports
- User Settings

Provider Search



Pick Region or County

Select Region

Select County

Alphabetical Search

A B C D E F G H I J K L M

N O P Q R S T U V W X Y Z

0-9



PSYCKES Medicaid Protected Health Information (PHI) Access Menu

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

- Client signed a consent form
- Client data is needed due to clinical emergency
- Client is served at/is being transferred to your provider agency

Register client's withdrawal of consent to disable access to client data. Client must sign the PSYCKES Withdrawal of Consent Form located in the Registrar Menu > Consent Forms. For clients of lead Health Homes, the DOH Health Home Withdrawal of Consent form can be used.

Note: under certain circumstances (e.g., client quality flag), your provider agency may still have access to limited client data.

Deactivate an attestation of service that created a manual link between a client and your provider agency.

Note: Clients may still be linked to your provider agency based on Medicaid data.



- My QI Report
- Statewide Reports
- Recipient Search
- Provider Search
- Registrar Menu
- Usage Reports**
- User Settings

- PSYCKES Users**
- PHI Access Module
- Clinical Summaries

PSYCKES User Activity

Export to PDF Excel

Provider: Main Street Mental Health Clinic

User Status: All Registrar: All

Date Range: Start date 10/22/2014 End date 10/21/2015

Graph Interval: Quarterly Monthly Weekly

User Information:

Setting:

- All
- State Provider (e.g. OMH, DOH, OASAS)
- Local Government Unit
- BHO - Behavioral Health Organization
- MCO - Managed Care Organization
- Provider Administration
- Health Home Administration
- Case Management
- Emergency Department/CRP

Role in Organization:

- All
- Leadership (e.g. CEO, Dept. Chair, Prg Director, Administrator, et
- Quality Management (QI/QA/UR)
- Information Technology
- Administrative Support (clerical, registration/medical records)
- Attending Physician
- Peer Worker
- SW, RN, NP, Other Clinician/Direct Service
- Resident/Intern/Trainee

Licensed Profession:

- All
- Physician
- Physician - Limited 3-year license
- Physician Assistant
- Registered Professional Nurse
- Nurse Practitioner
- Licensed Practical Nurse
- Licensed Master Social Worker (LMSW)
- Licensed Clinical Social Worker (LCSW)

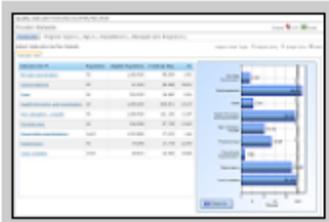
Submit Reset



- My QI Report
- Statewide Reports
- Recipient Search
- Provider Search
- Registrar Menu
- Usage Reports
- User Settings

- Change My Home Page
- Update My User Profile

Update My Home Page (Changes will be reflected at next login.)



My QI Report



Statewide Reports



Recipient Search



Provider Search

Save

Access to Client-Level Data



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Access to Client Data in PSYCKES

Clients are assigned to an agency/hospital in one of two ways:

- Automatically: Client had a billed service at the agency/hospital within the past 9 months
- Manually: Through Registrar Menu/ PHI Access Module
 - Signed consent
 - Emergency (72 hours)
 - Attest client is served by / being transferred to agency prior to billing and/or signed consent

Access to Client Data

Without Consent

- Certain data provided **without** consent...
 - Positive for any quality concern flagged in PSYCKES
 - At least one billed service anywhere in agency/hospital in past 9 months
- Rationale: monitor quality and safety of Medicaid program
- Does **not** include Protected Health Information (PHI) with special protections
 - Substance use information/treatment
 - HIV
 - Genetic testing
 - Reproductive / family planning

Access to Client Data

With Consent – Registrar Access / PHI Access Module

- Expanded access
 - Search among all Medicaid enrollees in the Behavioral Health population, including those not yet linked to agency/hospital through Medicaid billing and those not positive for a quality flag
 - Includes information with special protections (substance use, HIV, genetic testing, family planning)
- Access to client-level data
 - With consent
 - In clinical emergencies (limited duration, 72 hours)
- Advantage of obtaining consent:
 - Access to data remains in effect until client is discharged (3 years after last bill) or client withdraws consent

Work Flow 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
 - Lead Health Homes only can use DOH consent form 5055
 - Integrate Consent Form with other paperwork
- Registrar uses the PHI Access Module in PSYCKES to attest to rationale for access to client data
 - Establish an internal process that fits with organization work flow
- Any PSYCKES user at the agency/hospital can then access client data in PSYCKES
 - Clinical Summary can also be printed and made available in clients chart or EMR

Best Practices for Implementing PSYCKES

Best Practices

- Plan
 - 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

Complete/Return Documents to Obtain Organizational Access to PSYCKES

- Complete “PSYCKES Access Online Contact Form” via Survey Monkey:

https://www.surveymonkey.com/s/PSYCKES_Access_Contact_Form

- CEO/ED signs PSYCKES Confidentiality Agreement
 - Return agreement to PSYCKES-Help@omh.ny.gov



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
 - Clinical staff who will use PSYCKES data

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
 - Promote use of client-level data to support clinical reviews, treatment planning, care coordination and discharge planning
 - Use as a tool for QI projects

Grant Users Access to PSYCKES

- Follow Protocol for PSYCKES Access
 - 5-Step Protocol for obtaining access to and using on-line Security Management System (SMS)
 - Many organizations already have a security manager who uses SMS
 - Security manager is appointed by organization's CEO/ED
 - Will be reviewed in today's webinar

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
 - Consent - approved procedures for obtaining and including in charts
 - Internal forms/checklists created/revised to incorporate PSYCKES procedures

Prepare Computers

- Identify the computers that will be used to access PSYCKES. Ensure all have:
 - Internet access
 - Compatible browsers
 - PDF readers
- Install 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/PHI Access module, Recipient Search, Quality Indicator (QI) Reports
- PSYCKES-related workflow and documentation
- Privacy and information security procedures
- Resources available:
 - Training Recommendation Document
 - PSYCKES Train the Trainer Webinar

PSYCKES - Put into Use

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

Sustain

- Procedures are put into place to:
 - Audit PSYCKES and PHI Access Module 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

PSYCKES Access

Protocol for PSYCKES ACCESS

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

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 in any program use same ID
 - Those who have OMH tokens use same one for PSYCKES
 - If needed, tokens are automatically sent from Central Office
- *Every* user gets his/her own User ID and Token

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 a new one for this project.
 - If new/additional Security Managers are needed: Contact OMH Helpdesk to request SMS self-registration e-mail be sent to CEO/ED
 - CEO/ED 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 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

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

Designate a Security Manager(s)

- Workgroup recommends 1 or more Security Manager (SM)
- OMH e-mails CEO the self-registration link needed to assign one or more SM (SMS Self-Registration Email)
- 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 using the PSYCKES PHI Access Module to attest to organization’s right to view client data; those users need “Registrar” access
- Enrollment information from users is obtained by workgroup and passed on to Security manager
 - New user request form available as a tool for providing information to SM be added as a user

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:
 - Selects the “PSYCKES-Medicaid Access” option
 - Selects “Registrar” option in addition to “PSYCKES-Medicaid Access” option
 - For those staff who will attest to the right of the organization to view client-level data via PHI Access Module

Enroll PSYCKES Users

- Granting new PSYCKES Medicaid access triggers a token request
- Software token is preferred, however SM can request a hardware token for the user if needed
- OMH emails the software token to new user
 - User downloads the RSA SecurID Token software to computer (and smartphone if desired)
 - User then imports token into RSA software
- If a hardware token is requested, it would be mailed to SM to be activated

Security Management System (SMS)

Self-Registration in SMS

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

Security Manager Self-Registration

Agency Information:

Agency Name:

Address:

City State Zip:

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:

* 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:

* Work Email:

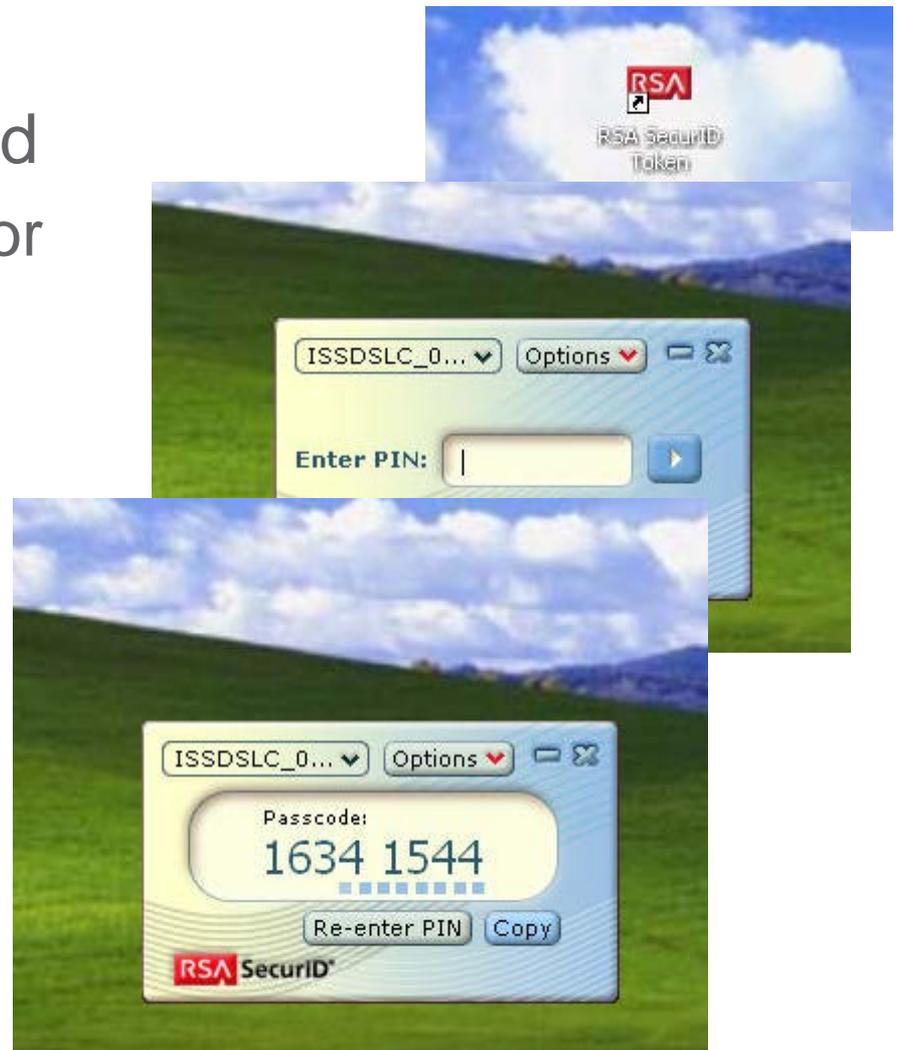
* Re-enter Work Email:

* Work Phone #: Ext.:

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

RSA SecurID Token

- Security Token Required
 - “Hard token” (below), or
 - “Soft token” (at right)
 - Computer or
 - Smartphone
- PIN set at first log-on



Token Activation (Hard token only)

RSA Web Express: Activate Token - Microsoft Internet Explorer

Address: http://xdmgr/RSASWE/WXUserApprovalCode.do

RSA SecurID Web Express

Home | Tokens | Your Account

Activate Token

Complete this form after your request for a token has been approved.

* is a required field.

Token Request Approval Information

User ID:	PmUser
Activation Code:	12345678

Token Information

Token Serial Number: * See the illustration to the right to locate the serial number.

Cancel

Your Serial Number

If you are activating a key fob, PINpad or standard card token, you may be asked to enter the token serial number. The serial number is on the back of your token.

Key Fob



This is the location of your serial number

Standard Card & PINpad



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

The screenshot displays the 'SMS: Users' application window. At the top, there is a browser-style address bar with 'SMS: Users' and navigation icons. Below this is a table listing users with columns for 'User ID', 'Name', and 'Token Assigned'. A red arrow points from the left side of the screen to the 'Search Criteria' section below the table.

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: OMH Central Office

Application: PSYCKES MEDICAID

User ID:

Name: Last Name: First Name:

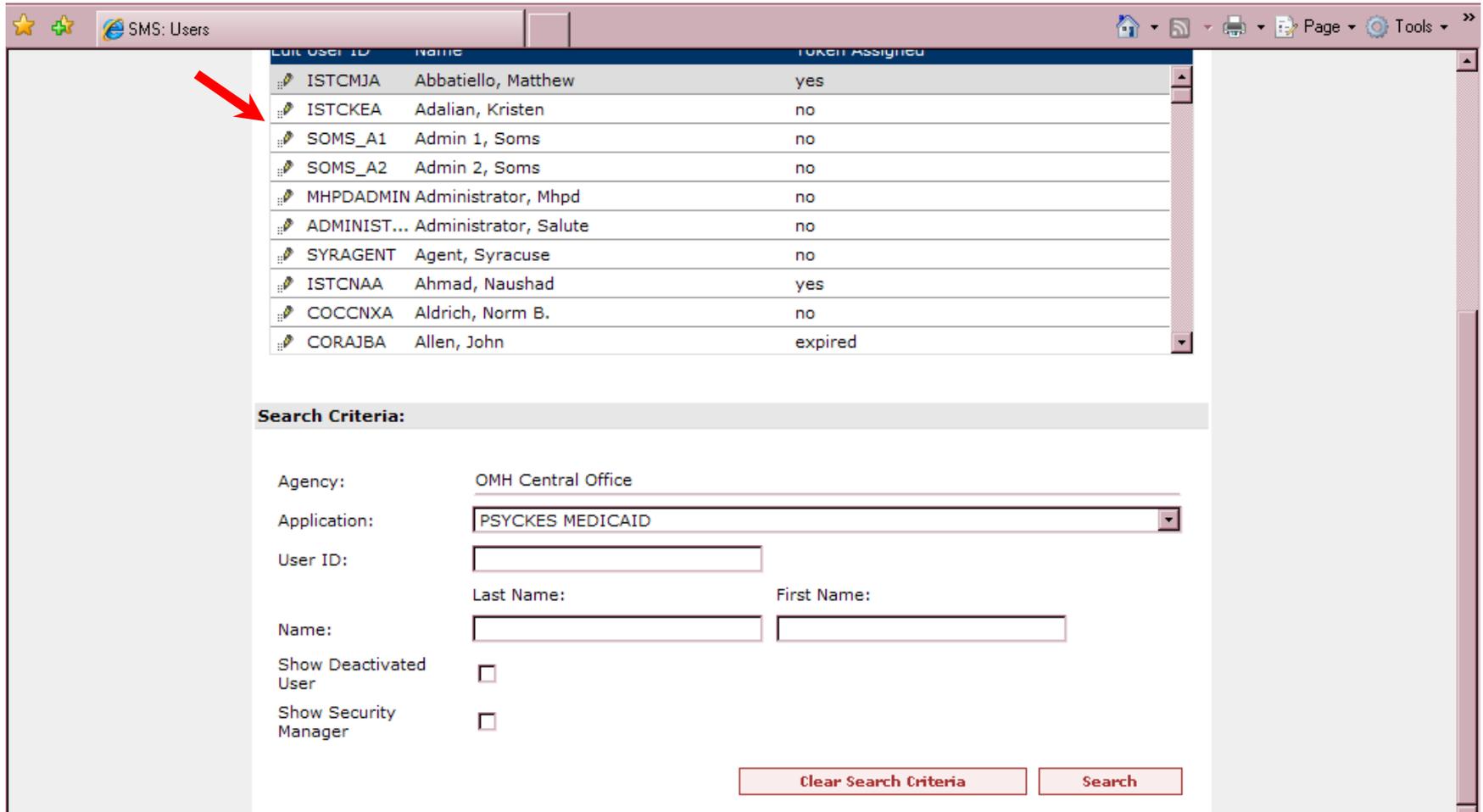
Show Deactivated User

Show Security Manager

Clear Search Criteria Search

Edit Existing User

Click on pencil icon



The screenshot shows a web application window titled "SMS: Users". It features a table of users with columns for "Edit User ID", "Name", and "Token Assigned". A red arrow points to the pencil icon in the "Edit User ID" column for the first user, "ISTCMJA". Below the table is a "Search Criteria" section with various input fields and checkboxes.

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

The screenshot displays the 'SMS: Edit User' interface. At the top, there are browser navigation icons and the title 'SMS: Edit User'. Below this, there are several configuration sections:

- Statewide - Viewer** and **System Auditor**: Each has an unchecked checkbox.
- Patient Characteristics Survey [PCS]**:
 - Authentication:** Password or Token
 - Groups:**
 - Group Name:** PCS Submitter QA (unchecked), PCS Supervisor QA (unchecked). Descriptions are provided for each.
 - PCS Access:** Facility/Unit/Site Name (with a list of three empty boxes).
 - Show units and sites not assigned to the PCS Submitter group:
- Psyckes Medicaid [PSYCKES MEDICAID]**: A red arrow points to this section header.
 - Authentication:** Token
 - Groups:**
 - Group Name:** PsyckesMedicaid QA (checked), PsyckesMedicaid Registr QA (unchecked).
 - Provider ID's:** Provider ID (with a list of two empty boxes).

Click “Update”

View Favorites Tools Help

SMS: Edit User

New York State
om 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: Kate M.I.: M * Last Name: Sherman

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

[New User](#) [Update](#) [Deactivate](#) [Reset Password](#) [Users](#)

Mental Health Provider Directory [MHPD]

Authentication: Password or Token

Groups:

Group Name	Description
<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”

New York State Wednesday, August 05, 2009

om Security Management System [SMS]
Office of Mental Health A-Home Vinod R. Ravikumar

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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	Daskjd, 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](#)



Create "New User"

New York State **om** Office of Mental Health Thursday, March 3, 2016

Security Management System [SMS]
New York University Hospitals Center

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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:

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

Date of Birth: Gender:

Title:

* Email:

* Work Phone #: Ext.:

* Agency:

SecurID® Token:

Token Type Needed: Software Token Hardware Token

Assurance Level 2:



Select Access Type

Psyckes Medicaid [PSYCKES MEDICAID]

Authentication: Token

Groups:

Group Name



PsyckesMedicaid



PsyckesMedicaid Registrar

Provider ID's:

Provider ID

Access Types

- PSYCKES-Medicaid
 - Granted to **ALL** PSYCKES designated users
 - Access to PSYCKES data, at the organization, program, prescriber and client levels
- PSYCKES-Medicaid Registrar
 - Access granted as needed, in addition to PSYCKES-Medicaid access
 - Uses PSYCKES PHI Access Module to attest that client has granted consent to access Protected Health Information (PHI), or that PHI may be disclosed due to an emergency

User Token & Login

- Software tokens (preferred) are emailed to user directly
 - User downloads the RSA SecurID Token software to computer (and smartphone if desired)
 - User then imports token into RSA software
- Hardware tokens (optional) are mailed to the Security Manager to activate and give to user
- When new user logs into PSYCKES for the first time, they create Personal Identification Number (PIN) to be used on all subsequent logins

Training & Technical Assistance

PSYCKES Training

- PSYCKES website: www.psyckes.org
- Webinars
 - Live webinars: Register on PSYCKES Calendar
 - Recorded webinars: Posted on PSYCKES Website
- PSYCKES User's Guides
 - www.PSYCKES.org > About PSYCKES > Training
 - Each User's Guide explains an individual section of the PSYCKES application

Helpdesk Support

- PSYCKES Help (PSYCKES support)
 - 9:00AM – 5:00PM, Monday – Friday
 - PSYCKES-help@omh.ny.gov
- OMH Help Desk (PSYCKES Login & SMS support)
 - 7:00AM – 8:00PM, 7 days
 - 800-HELP-NYS (800-435-7697)
 - Helpdesk@omh.ny.gov