Health Home Implementation Webinars
Session #35– April 16, 2014
Program Updates
Agenda

- DOH 5055 Consent and PSYCKES
- Health Home Portal Update
The Psychiatric Services and Clinical Knowledge Enhancement System for Medicaid (PSYCKES)

- PSYCKES maintains certain protected health information (PHI) on individuals receiving behavioral health services.

- Health Homes have asked to have access to PSYCKES to assist with care management.

- The Health Home Information Sharing and Consent Form (DOH 5055) has been revised to allow Health Homes to access PSYCKES and share information with network partners.
PSYCKES

- The New York State Department of Health (DOH) and Office of Mental Health (OMH) have a Memorandum of Understanding (MOU) through which PSYCKES can be accessed to obtain claims data for Medicaid enrollees with a mental health service, diagnosis, or psychotropic medication.

- This is in compliance with HIPAA and other regulations regarding PHI, which allows for release of data to support coordination of care.
A Health Home must first be an authorized user of PSYCKES.

The Health Home can establish authorization through the Security Management System (SMS) on the OMH website at:
http://www.omh.ny.gov/omhweb/psyckes_medicaid/about/

The Health Home must obtain consent for the Medicaid recipient to access the recipient’s Medicaid data in PSYCKES.
Access To PSYCKES Data

- The current version (11/12) of the DOH 5055 does not allow the Health Home to use PSYCKES to obtain information on a Health Home member.

- In order to access information on a Health Home member, the Health Home must use the new version of the DOH 5055 (12/13) which allows the member to give consent for the Health Home to obtain their information.
Sharing PSYCKES Data

- The revised DOH 5055 (version 12/13) allows Health Homes to share PSYCKES data with Health Home network partners approved by the member on page 3 of the consent form.

- Information obtained by the Health Home can be shared with network partners as part of a care plan, to assist in care management, or as part of quality improvement and monitoring of Health Home members.
Sharing PSYCKES data

- The DOH 5055 does not allow network partners listed on page 3 of the Health Home consent to access data on the member from PSYCKES directly.

- In order for a network partner to access data directly, the network partner must be an authorized PSYCKES user and a separate OMH PSYCKES consent must be obtained from the Health Home member. The PSYCKES consent form can be accessed on the OMH website at: http://www.omh.ny.gov/omhweb/psyckes_medicaid/about/consent_form.pdf
Completing the DOH 5055

- A DOH numbered form such as the DOH 5055, may not be altered in any way, e.g., use of agency logo, changing original content, attaching forms/other pages, altering DOH form number or date, adding bar codes, etc.

- Consideration must be given to the member’s level of understanding and comfort when completing and signing the DOH 5055.

- The list of network partners must be tailored to reflect the individual member’s care network and preferences regarding information sharing.
Health Homes and care management agencies can determine how page 3 will be tailored to the member.

Options include:

- Write in only the providers and others agreed upon by the member.
- List all Health Home downstream providers and use clearly defined check marks for the member to designate providers they agree to.
- List all downstream providers and have member cross out and initial those they do not want to have access to their information.
Do All Health Home Members Need To Complete A Revised DOH 5055?

- The revised (12/13) consent will need to be completed and signed ONLY for members for whom accessing and sharing PSYCKES data is necessary.

- If a Health Home member needs to sign a new DOH 5055 consent in the future (e.g., change in Health Home) version 12/13 would be used.
Health Home Portal Update
“Jump Start”
A performance management system is needed to provide tools for the Health Home network to support providing care management for the Health Home population.

A contract with a system integrator to implement system is in process.

In interim – a small contract has been completed to get project started – Jump Start.

- 10 week process.
- April 14 through June 20th.
- Demonstrate how portions of Member Tracking functionality can operate in new system.
- Communication process includes status updates on project to workgroup.
Jump Start Goals

- Get project started
- Establish processes/structure necessary for larger system release.
- Demonstrate new Curam portal environment.
- Get Health Home community excited about project.
- Engage pilot stakeholders throughout the process in order to meet their business need.
- Demonstrate how some of the pilot member tracking functionality will be replaced by the new system.
- Demonstrate some of the analytic/reporting functionality using Salient dashboard.
- Obtain feedback from Health Home community on Phase 1 functionality
Jump Start Participation

- Engaged stakeholders critical to project success.
- Jump Start scope small – selected small group of Health Homes, Care Management Agencies and Managed Care Plans.
- Serve as the user community voice into the system and will participate in key activities of:
  - Requirements validation activities;
  - Review of system prototypes;
  - Participate in user acceptance testing;
  - Champions and promotes system-to-end-user community
## Jumpstart Participants

<table>
<thead>
<tr>
<th>Organization</th>
<th>Organization Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catholic Charities Neighborhood Services Inc.</td>
<td>CMA OMH</td>
</tr>
<tr>
<td>Coordinated Behavioral Care, Inc.</td>
<td>Health Home</td>
</tr>
<tr>
<td>Community Health Care Network</td>
<td>Health Home</td>
</tr>
<tr>
<td>PSI</td>
<td>CMA COBRA</td>
</tr>
<tr>
<td>Visiting Nurse Service of Schenectady County</td>
<td>Health Home</td>
</tr>
<tr>
<td>Rehabilitation Support Services</td>
<td>CMA OMH</td>
</tr>
<tr>
<td>Healthplus Amerigroup</td>
<td>MC Plan</td>
</tr>
<tr>
<td>CDPHP</td>
<td>MC Plan</td>
</tr>
<tr>
<td>Fidelis</td>
<td>MC Plan</td>
</tr>
</tbody>
</table>
Questions?
Useful Contact Information

- Visit the Health Home website:
  http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/

- Get updates from the Health Homes listserv. To subscribe send an email to: listserv@listserv.health.state.ny.us (In the body of the message, type SUBSCRIBE HHOMES-L YourFirstName YourLastName)

- To email Health Homes, visit the Health Home Website and click on the tab “Email Health Homes”
  http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/

- Call the Health Home Provider Support Line: 518-473-5569