PSYCKES Demonstration
Clinical Summary, Recipient Search, My QI Reports

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What is PSYCKES?

- A web-based platform for sharing Medicaid claims data and other state administrative data
- Comprehensive, user-friendly client information
- Secure, HIPAA-compliant
- Supports:
  - Clinical decision-making
  - Quality improvement
Who is in PSYCKES?

- Medicaid enrollees
  - Fee-for-service
  - Managed care
  - Dual-eligible (Medicare/Medicaid): Medicaid data only, includes services but not pharmacy

- Behavioral health population
  - Mental health
  - Substance abuse

- Currently over 5 million individuals
What Client Information is in PSYCKES?

- All Medicaid-reimbursable services for which a claim was submitted, across treatment settings
  - Behavioral health (outpatient and inpatient)
  - Pharmacy (psychotropic and medical)
  - Medical (services, lab tests, and procedures)
  - Living Supports (if Medicaid-billable)

- Up to 5 years of data
Quality Indicators / “Flags”: Clinical Utility

- Medication-Related, e.g.:
  - Polypharmacy
  - High dose

- Acute Care Utilization, e.g.:
  - High utilization
  - Readmission

- Health Promotion and Care Coordination
  - Behavioral health
  - Medical
Clinical Summary
Clinical Summary Header:

- Health Home
- ACT
- AOT
Clinical Summary Header:
Levels of Access
With client consent, data with special protection is available

<table>
<thead>
<tr>
<th>Clinical Report Date: 1/8/2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>(This report contains all available clinical data.)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name: Chfgca Bdbagbh</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicaid ID: FHDBHCF</td>
</tr>
<tr>
<td>IEAAED</td>
</tr>
<tr>
<td>DOB: 01/01/9999 (999 Yrs)</td>
</tr>
<tr>
<td>Medicaid Eligibility: SSI</td>
</tr>
<tr>
<td>Medicare: No</td>
</tr>
<tr>
<td>NC Phone:</td>
</tr>
<tr>
<td>Address: Caefhr Dhhcph, Bchcfl Ehfegfb, Icbabj Cbbffbe, Cfljhh Cbcfcd</td>
</tr>
<tr>
<td>Managed Care Plan: MetroPlus Health Plan</td>
</tr>
</tbody>
</table>

### Current Care Coordination Contact Information

### Active Medicaid Restrictions

### Quality Flags (as of monthly QI report 11/1/2014)

### Behavioral Health Diagnoses - Primary and Secondary Dx (most frequent shows first, click diagnoses for more information)

- Substance Abuse
- Alcohol Abuse
- Schizoaffective Disorder
- Bipolar Disorder
- Schizophrenia
- Alcohol Related Organic Mental Disorder
- Major Depressive Disorder
- Other Nonpsychotic Mental Disorder
- Personality & Impulse Control Disorders
- Adjustment Disorder
- Other Psychotic Disorder

### Medical Diagnoses - Primary and Secondary Dx (most frequent shows first, click diagnoses for more information)

- Endocrine, Nutritional, And Metabolic Diseases And Immunity Disorders
- Disorders of lipid metabolism | Diabetes mellitus without complication
- Infectious And Parasitic Diseases
- HIV infection
- Injury And Poisoning
- Sprains and strains
- Symptoms, Signs, And Ill-Defined Conditions
- Nonspecific chest pain | Abdominal pain | Other circulatory disease | Other nervous system disorders | Residual codes: unclassified
- The Circulatory System
- Pulmonary heart disease | Coronary atherosclerosis and other heart disease | Other circulatory disease
- The Digestive System
- Disorders of teeth and jaw
Clinical Summary Header:
Levels of Access
Without client consent, data with special protection is hidden

- Current Care Coordination Contact Information
- Active Medicaid Restrictions
- Quality Flags (as of monthly QI report 11/1/2014)
- Behavioral Health Diagnoses - Primary and Secondary Dx (most frequent shows first, click diagnoses for more information)
- Medical Diagnoses - Primary and Secondary Dx (most frequent shows first, click diagnoses for more information)

- Schizoaffective Disorder | Bipolar Disorder | Schizophrenia | Major Depressive Disorder | Other Nonpsychotic Mental Disorder | Personality & Impulse Control Disorders | Adjustment Disorder | Other Psychotic Disorder
- Endocrine, Nutritional, And Metabolic Diseases And Immunity Disorders | Disorders of lipid metabolism | Diabetes mellitus without complication
- Injury And Poisoning | Sprains and strains
- Symptoms, Signs, And Ill-Defined Conditions | Nonspecific chest pain | Abdominal pain | Other circulatory disease | Other nervous system disorders | Residual codes: unclassified
- The Circulatory System | Pulmonary heart disease | Coronary atherosclerosis and other heart disease | Other circulatory disease
- The Digestive System | Disorders of teeth and jaw
- The Musculoskeletal System And Connective Tissue | Spondylosis; intervertebral disc disorders; other back problems | Other connective tissue disease | Other non-traumatic joint disorders
Clinical Summary: Integrated View as Graph (Show PHI)

All services displayed in graphic form to allow ready identification of utilization patterns, including medication adherence and outpatient, inpatient and ER services.
<table>
<thead>
<tr>
<th>Drug Class</th>
<th>Brand Name</th>
<th>Generic Name</th>
<th>Last Dose*</th>
<th>Estimated Duration</th>
<th>First Day Picked Up</th>
<th>Last day Picked Up</th>
<th>Active in Past Month</th>
<th>Most Recent Prescriber</th>
<th>See Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mood Stabilizer</td>
<td>Divalproex</td>
<td>Divalproex</td>
<td>1000 MG</td>
<td>1 Month(s) 1 Week(s)</td>
<td>5/7/2014</td>
<td>5/31/2014</td>
<td>Yes</td>
<td>Kelly Meredith Ann</td>
<td></td>
</tr>
<tr>
<td>Antipsychotic</td>
<td>Quetiapine</td>
<td>Quetiapine</td>
<td>400 MG</td>
<td>1 Month(s) 1 Week(s)</td>
<td>5/7/2014</td>
<td>5/31/2014</td>
<td>Yes</td>
<td>Kelly Meredith Ann</td>
<td></td>
</tr>
<tr>
<td>Antidepressant</td>
<td>Trazadone Hcl</td>
<td>Trazadone Hcl</td>
<td>100 MG</td>
<td>1 Month(s) 1 Week(s)</td>
<td>5/7/2014</td>
<td>5/31/2014</td>
<td>Yes</td>
<td>Kelly Meredith Ann</td>
<td></td>
</tr>
<tr>
<td>Antipsychotic</td>
<td>Quetiapine</td>
<td>Quetiapine</td>
<td>400 MG</td>
<td>6 Month(s) 3 Week(s)</td>
<td>8/28/2013</td>
<td>3/14/2014</td>
<td>No</td>
<td>Quyyum Akm</td>
<td></td>
</tr>
<tr>
<td>Mood Stabilizer</td>
<td>Divalproex</td>
<td>Divalproex</td>
<td>750 MG</td>
<td>6 Month(s) 3 Week(s)</td>
<td>8/28/2013</td>
<td>3/14/2014</td>
<td>No</td>
<td>Meyerzon Savely</td>
<td></td>
</tr>
<tr>
<td>Antidepressant</td>
<td>Trazadone Hcl</td>
<td>Trazadone Hcl</td>
<td>100 MG</td>
<td>5 Month(s) 1 Week(s)</td>
<td>8/28/2013</td>
<td>1/5/2014</td>
<td>No</td>
<td>Meyerzon Savely</td>
<td></td>
</tr>
<tr>
<td>Antipsychotic</td>
<td>Quetiapine</td>
<td>Quetiapine</td>
<td>200 MG</td>
<td>3 Month(s) 2 Week(s)</td>
<td>1/23/2013</td>
<td>5/4/2013</td>
<td>No</td>
<td>Chsuput France Irene</td>
<td></td>
</tr>
<tr>
<td>Mood Stabilizer</td>
<td>Divalproex</td>
<td>Divalproex</td>
<td>1000 MG</td>
<td>2 Month(s) 2 Week(s)</td>
<td>1/23/2013</td>
<td>3/11/2013</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Withdrawal</td>
<td>Sm Nicotine</td>
<td>Nicotine</td>
<td>21 MG/24HR</td>
<td>4 Week(s)</td>
<td>3/11/2013</td>
<td>3/11/2013</td>
<td>No</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Pharmacy Data: View as a Graph

Utilization trends over time
### Behavioral Health Services

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Provider</th>
<th>First Date Billed</th>
<th>Last Date Billed</th>
<th>Number of Visits</th>
<th>Most Recent Primary Diagnosis</th>
<th>Most Recent Procedures (Last 3 Months)</th>
</tr>
</thead>
</table>
| Clinic - SU Specialty | BRIDGE BACK TO LIFE CTR INC | 10/23/2013 | 6/15/2014 | 39 | Other And Unspecified Alcohol Dependence, Unspecified Drinking Behavior [303.90] | - Alcohol And/Or Drug Screenin  
- Alcohol And/Or Drug Services  
- Alcohol/Subs Interv 15-30 Min  
- Alcohol/Subs Interv >30 Min |
- Psytx Pt/Family 30 Minutes |
| Nurse Practitioner | JOSEPH MYRIAM BERTH NELL | 12/23/2013 | 5/2/2014 | 2 | | - Behav Chng Smoking 3-10 Min  
- Office/Outpatient Visit Est |

### Medical Outpatient Services

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Provider</th>
<th>First Date Billed</th>
<th>Last Date Billed</th>
<th>Number of Visits</th>
<th>Most Recent Primary Diagnosis</th>
<th>Most Recent Procedures (Last 3 Months)</th>
<th>See Service Details</th>
</tr>
</thead>
</table>
| Clinic - Medical Specialty | HELP/PROJECT SAMARITAN SVCS CORP | 9/25/2013 | 7/29/2014 | 10 | Unspecified [097.9] | - Behav Chng Smoking 3-10 Min  
- Office/Outpatient Visit |
## Hospital/ER Services:
### Integrated Behavioral/Medical
Service type, provider, diagnosis, admission/discharge dates, length of stay, procedures

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Provider</th>
<th>Admission</th>
<th>Discharge Date/Last Date Billed</th>
<th>Length of Stay</th>
<th>Most Recent Diagnosis</th>
<th>Procedure(s)</th>
<th>See Provider Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inpatient BH</td>
<td>AREBA CASRIEL INSTITUTE</td>
<td>3/2/2012</td>
<td>4/2/2012</td>
<td>31</td>
<td>Substance Abuse</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inpatient BH</td>
<td>BELLEVUE HOSPITAL CENTER</td>
<td>2/22/2012</td>
<td>2/23/2012</td>
<td>1</td>
<td>Schizoaffective Disorder</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inpatient BH</td>
<td>ST BARNABAS HOSPITAL</td>
<td>12/3/2011</td>
<td>12/21/2011</td>
<td>18</td>
<td>Major Depressive Disorder</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ER BH</td>
<td>JAMAICA HOSPITAL MED CTR</td>
<td>10/2/2011</td>
<td>10/4/2011</td>
<td>1</td>
<td>Mental Illness</td>
<td>Ther/Proph/Diag Inj Sc/Im</td>
<td></td>
</tr>
<tr>
<td>Inpatient BH</td>
<td>NY HOSPITAL</td>
<td>9/2/2011</td>
<td>9/30/2011</td>
<td>28</td>
<td>Substance Abuse</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Labs, X-Ray and Other Data

Other services (if Medicaid billable): Dental, Vision, Living Support, Labs, Radiology, Medical Equipment, Transportation

<table>
<thead>
<tr>
<th>Dental</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vision</td>
</tr>
<tr>
<td>Living Support/Residential Treatment</td>
</tr>
<tr>
<td>Laboratory and Pathology</td>
</tr>
<tr>
<td>Radiology</td>
</tr>
<tr>
<td>Medical Equipment</td>
</tr>
<tr>
<td>Transportation</td>
</tr>
</tbody>
</table>

Please note that there is often a lag (often months) from the time a service is delivered until the service is able to be identified by PSYCKE! The time period selected will represent the time from the most recent service or medication.
Recipient Search
Recipient Search: Search for Individual or Cohort

Recipient Identifiers
- Medicaid ID: [field]
- or
- SSN: [field]
- or
- First Name: [field]
- Last Name: [field]
- DOB: MM/DD/YYYY

Recipient Characteristics - as of: 09/11/2014
- Age Group: Select Age Range
- Gender: Any
- Managed Care: Select MCO
- Population: All

Quality Flag*: 07/01/2014
- Definitions
  - Polypharmacy Summary
  - Antipsychotic Three Plus
  - Antipsychotic Two Plus
  - Antidepressant Three Plus
  - Antidepressant Two Plus
  - Psychotropic Four Plus
  - Psychotropic Three Plus

Services by a Specific Provider: 07/01/2014
- Provider: [field]
- Region: Select Region
- County: Select County
- Consent Status: At (Consented, Non-Consented, Emergency, Manually-linked)
- Service Setting: Select Setting Type
- Number of Visits: [field]

Medication & Diagnosis: 07/01/2014
- Prescriber Last Name: [field]
- Drug Name: [field]
- Active Drug: [field]

- Psychotropic Drug Class*: [list]
- Non-Psychotropic Drug Class*: [list]

Diagnosis:
- Diagnosis given: [field]
- Primary Only: [field]
- Primary/Secondary: [field]

- BH Diagnosis*: [list]
- Medical Diagnosis*: [list]

- Inpatient - ER
- Living Support/Residential
- Other

Services by Any Provider: 07/01/2014
- Provider(Optional): [field]
- Region: Select Region
- County: Select County
- Service Setting: Select Setting Type
- Number of Visits: [field]

Maximum No. of Rows to be displayed: 50
Search for Individual Recipient

Search by unique identifier or name plus any modifier below:

- Recipient Identifiers
  - Medicaid ID: ___________________________ or SSN: ___________________________ or First Name: ___________________________ Last Name: ___________________________ DOB: ___________________________

- Recipient Characteristics - as of: 07/16/2015
  - Quality Flag*: 05/01/2015
    - Definitions
  - Age Group:
  - Gender:
  - Managed Care (MC):
  - HARP Status:
  - Population:

- Recipient Characteristics - as of: 07/16/2015
  - Medication & Diagnosis: 05/01/2015
    - Prescriber Last Name: ___________________________
    - Drug Name: ___________________________
    - Active Drug: [ ]
    - Psychotropic Drug Class*:
      - ADHD Med
      - Antidepressant
      - Antipsychotic
      - Anticonvulsant
      - Mood Stabilizer
      - Side-Effect Management
    - Non-Psychotropic Drug Class*:
      - Analgesics and Anesthetics
      - Anti-Infective Agents
      - Anti-Otitic Agents
      - Antibiotic
      - Antihypertensive
      - Antihypertensive
    - Diagnosis:
      - Diagnosis given: 1+ 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 Perinatal Period
        - Complications of Pregnancy, Childbirth, Congenital Anomalies
        - Diabetes
        - Diseases of Skin and Subcutaneous Tissue
        - Diseases of the Blood and Blood-Forming Organs

- Services by a Specific Provider: 05/01/2015
  - Provider:
  - Region:
  - County:
  - Current Access Status:
    - PSYCKES Census (Billing, Consent, ER, Attestation of service)
  - Service Setting*:
    - Care Coordination
    - Foster Care
    - Inpatient - ER
    - Living Support/Residential
  - Service Detail: Selected

- Services by Any Provider: 05/01/2015
  - Provider (Optional):
  - Region:
  - County:
  - Service Setting*:
    - Care Coordination
    - Foster Care
    - Inpatient - ER
    - Living Support/Residential
  - Service Detail: Selected

Maximum No. of Rows to be displayed: 50

Search
Reset

- To select multiple options within a list, hold down "CTRL" while making additional selections.
- 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.
Search for a Cohort
Search by provider, prescriber, age, gender, service, quality flag, diagnosis, drug or drug class, etc.

Recipient Related
- Age Group: Select Age Range
- Gender: Any
- Managed Care: Select MCO
- Population: All

Medication & Diagnosis
- Prescriber Last Name:
- Drug Name:
- Active Drug:

Psychotropic Drug Class:
- Antidepressant
- Antipsychotic
- Anxiolytic
- Mood Stabilizer
- Side Effect Management

Non-Psychotropic Drug Class:
- Analgesics and Anesthetics
- Anti-Infective Agents
- Anti-Obsesity Agents
- Antidiabetic
- Antihypertensive

Diagnosis Group:
- Diagnosis given: 1+ times
- Primary Only: Primary/Secondary:

BH Diagnosis:
- Adjustment Disorder
- Anxiety Disorder
- Attention Deficit Disorder
- Autism & Pervasive Developmental Disorders
- Bipolar Disorder

Medical Diagnosis:
- Certain Conditions Originating in the Complications of Pregnancy, Childbirth, and the Puerperium
- Congenital Anomalies
- Diabetes
- Diseases of Skin and Subcutaneous Tissue
- Disorders of the Blood and Blood-Forming Organs

Provider Specific
- Provider:
- Region: Select Region
- County: Select County
- Consent Status: Consented and Non-Consented

Service Utilization:
- Select Setting Type
- Number of Visits:

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

All Services By Any Provider
- Provider (Optional):
- Region: Select Region
- County: Select County

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

*To select multiple options within a list, hold down "CTRL" while making (up to 4) additional selections. Search uses "OR" criteria within a list and "AND" criteria between lists.
Filter by Service Setting
Care Management and Health Home, Outreach / Enrolled

Services by a Specific Provider: 04/01/2015
Provider: ____________________________
Region: ____________________________ County: ____________________________
Current Access Status: PSYCKES Census(Billing, Consent, ER, Attestation of service)
Service Utilization: ____________________________ Number of Visits: ____________________________
Service Setting*: ____________________________ Service Detail: Selected

- Care Coordination
  - ACT - MH Specialty
  - Care Management - Enrolled (Source: DOH)
  - Care Management - Enrolled/Outreach (Source: DOH)
  - Care Management - Outreach (Source: DOH)
  - Health Home - Enrolled (Source: DOH)
  - Health Home - Enrolled/Outreach (Source: DOH)
  - Health Home - Outreach (Source: DOH)
  - Health Home and/or Care Management - Enrolled (Source: DOH and Medicaid)
  - Health Home and/or Care Management - Outreach/Enrolled (Source: DOH and Medicaid)
### Search Results

Click on recipient name for clinical summary

**Total Number of Recipients:** 6,322  
**Maximum Number of Rows Displayed:** 50

<table>
<thead>
<tr>
<th>Name</th>
<th>Medicaid ID</th>
<th>DOB</th>
<th>Gender</th>
<th>Quality Flags</th>
<th>Current PHI Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>Afcciec Hifiei</td>
<td>Badjcog Fecedeb</td>
<td>01/01/9999</td>
<td>Feggfd Eiaiedb</td>
<td>2AP, 3+ ER-BH, 3+ Inpatient - BH, 4+ Inpt/ER-BH, 4PP(A), CVD, Obes, Readmit-All, BH 30d</td>
<td>All Data - Consent</td>
</tr>
<tr>
<td>Agicfib Iihhiab</td>
<td>Iabfeed Cbebdgb</td>
<td>01/01/9999</td>
<td>Aaegffb Gfjacgb</td>
<td>No DM Screen-AP</td>
<td>Quality Flag</td>
</tr>
<tr>
<td>Agicfib Iihhiab</td>
<td>Ihfcaccd Cddeffe</td>
<td>01/01/9999</td>
<td>Abhaaeb Djdiced</td>
<td></td>
<td>No Access</td>
</tr>
<tr>
<td>Agicfib Iihhiab</td>
<td>Deaegba Fiabbbb</td>
<td>01/01/9999</td>
<td>Efjijfic Jbhjdc</td>
<td>4PP(A), No DM Screen-AP, No HbA1c-DM</td>
<td>Quality Flag</td>
</tr>
<tr>
<td>Agicfib Iihhiab</td>
<td>Eabgajd Jihecfc</td>
<td>01/01/9999</td>
<td>Ahedjha Dhcddhe</td>
<td></td>
<td>All Data - Consent</td>
</tr>
<tr>
<td>Agicfib Iihhiab</td>
<td>Jcaceih Aieaeah</td>
<td>01/01/9999</td>
<td>Ddfdbaf Bbebhad</td>
<td>2AP, 4+ Inpt/ER-Med, DoseAP, HL, HTN, No DM Screen-AP</td>
<td>Quality Flag</td>
</tr>
</tbody>
</table>
My QI Reports
### My QI Report

View quality indicator information for all flags; click on an indicator set name to display the sub-indicators within set.

#### Quality Indicator Overview As Of 05/01/2015

**Provider:** COMMUNITY HEALTHCARE NETWORK, INC.

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

**Report View Type:** Report Only / Graph Only / Both

#### Select Indicator Set for Details

<table>
<thead>
<tr>
<th>Indicator Set</th>
<th>Population</th>
<th>Eligible Population</th>
<th># with QI Flag</th>
<th>%</th>
<th>Regional %</th>
<th>Statewide %</th>
</tr>
</thead>
<tbody>
<tr>
<td>BH Care Coordination</td>
<td>All</td>
<td>16,317</td>
<td>962</td>
<td>5.90</td>
<td>4.49</td>
<td>4.05</td>
</tr>
<tr>
<td>Cardiometabolic</td>
<td>All</td>
<td>1,323</td>
<td>649</td>
<td>49.06</td>
<td>46.92</td>
<td>47.33</td>
</tr>
<tr>
<td>Dose</td>
<td>All</td>
<td>4,897</td>
<td>213</td>
<td>4.35</td>
<td>4.97</td>
<td>5.10</td>
</tr>
<tr>
<td>Health Promotion and Coordination</td>
<td>All</td>
<td>16,317</td>
<td>2,757</td>
<td>16.90</td>
<td>24.76</td>
<td>25.68</td>
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<tr>
<td>High Utilization - Inpt/ER</td>
<td>All</td>
<td>16,317</td>
<td>1,814</td>
<td>11.12</td>
<td>13.18</td>
<td>12.82</td>
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<td>Polypharmacy</td>
<td>All</td>
<td>3,202</td>
<td>429</td>
<td>13.40</td>
<td>13.23</td>
<td>13.05</td>
</tr>
<tr>
<td>Preventable Hospitalization</td>
<td>Adult</td>
<td>16,113</td>
<td>332</td>
<td>2.06</td>
<td>1.99</td>
<td>1.61</td>
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<tr>
<td>Readmission</td>
<td>All</td>
<td>1,015</td>
<td>305</td>
<td>30.05</td>
<td>23.53</td>
<td>19.29</td>
</tr>
<tr>
<td>Youth Indicator</td>
<td>Child</td>
<td>23</td>
<td>4</td>
<td>17.39</td>
<td>19.06</td>
<td>22.22</td>
</tr>
</tbody>
</table>
My QI Report

Click on a sub-indicator or “summary” measure to drill down to a list of providers or list of recipients.
## HH/CM Site(s) Tab

QI Report for a Health Home or Care Management provider includes a tab with associated HH & CM providers; click on site name for list of flagged recipients.

<table>
<thead>
<tr>
<th>Site Name (Source: DOH)</th>
<th>Site Address</th>
<th>Program Type (Enrollment Status)</th>
<th>Eligible Population</th>
<th># with QI Flag</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>QUEENS COORDINATED CARE PARTNERS LLC</td>
<td>60 MADISON AVE FL 5</td>
<td>Health Home - Enrolled (Source: DOH)</td>
<td>4,402</td>
<td>422</td>
<td>9.59</td>
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<tr>
<td>COMMUNITY CARE MANAGEMENT PARTNERS</td>
<td>1250 BROADWAY FL 22</td>
<td>Health Home - Enrolled (Source: DOH)</td>
<td>4,168</td>
<td>404</td>
<td>9.69</td>
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<tr>
<td>COMMUNITY HLTHCARE NETWORK AI</td>
<td>60 MADISON AVENUE 5TH FLOOR</td>
<td>Health Home - Enrolled (Source: DOH)</td>
<td>3,971</td>
<td>389</td>
<td>9.80</td>
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<tr>
<td>COMMUNITY HLTHCARE NETWORK AI</td>
<td>60 MADISON AVENUE 5TH FLOOR</td>
<td>Care Management - Enrolled (Source: DOH)</td>
<td>1,856</td>
<td>138</td>
<td>7.44</td>
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<tr>
<td>PUERTO RICAN FAMILY INST MH</td>
<td>ICM COORDINATOR</td>
<td>Care Management - Enrolled (Source: DOH)</td>
<td>220</td>
<td>56</td>
<td>25.45</td>
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<tr>
<td>BRIDGE,INC</td>
<td>Not Available</td>
<td>Care Management - Enrolled (Source: DOH)</td>
<td>113</td>
<td>36</td>
<td>31.86</td>
</tr>
<tr>
<td>OFFICE MENTAL HEALTH MH</td>
<td>ONH DIR REIMB</td>
<td>Care Management - Enrolled (Source: DOH)</td>
<td>160</td>
<td>34</td>
<td>21.25</td>
</tr>
<tr>
<td>BRONX AIDS SERVICE AI</td>
<td>540 E FORDHAM RD</td>
<td>Care Management - Enrolled (Source: DOH)</td>
<td>244</td>
<td>31</td>
<td>12.70</td>
</tr>
<tr>
<td>CAMBA INC</td>
<td>JOANNE M OPLUSTIL</td>
<td>Care Management - Enrolled (Source: DOH)</td>
<td>486</td>
<td>28</td>
<td>5.76</td>
</tr>
</tbody>
</table>
Next Steps: PSYCKES Access

- Approximately 50% of Health Homes and 50% of Care Management agencies in New York State are already have Access to PSYCKES
  - Security for PSYCKES organized by Tax ID

- Contact PSYCKES-Help to find out if your Health Home or Care Management agency already has access
  - PSYCKES-help@omh.ny.gov

- If your agency already has access to PSYCKES, contact the agency’s Security Manager to grant additional staff access

- If you don’t know who your agency’s Security Manager is, or would like to appoint an additional Security Manager, contact PSYCKES-Help for instructions
Next Steps: PSYCKES Access

- For Health Homes and Care Management agencies that **do not** have access to PSYCKES, the following will need to be submitted for access:
  - PSYCKES Access Online Contact Form
    - [https://www.surveymonkey.com/s/PSYCKES_Access_Consent_Form](https://www.surveymonkey.com/s/PSYCKES_Access_Consent_Form)
  - PSYCKES Confidentiality Agreement
    - CEO / ED of facility must sign

- Contact PSYCKES Help if you have questions
  - [PSYCKES-help@omh.ny.gov](mailto:PSYCKES-help@omh.ny.gov)
Next Steps: PSYCKES Training

- PSYCKES website: www.psyckes.org

- Webinars
  - Live webinars: Register on PSYCKES Calendar
  - Recorded webinars: Posted on PSYCKES Website

- Recommended for Health Home Care Managers:
  - “Using PSYCKES for Clinicians”
  - “PSYCKES PHI Access Module”
  - “PSYCKES for Managers and Administrators”
  - “PSYCKES Train the Trainer” (for people who want to become PSYCKES trainers at their agency)

- PSYCKES User’s Guides
  - www.PSYCKES.org > About PSYCKES > Training
  - Each User’s Guide explains an individual section of the PSYCKES application
Next Steps: PSYCKES Training

- PSYCKES Implementation Toolkit
  - Protocol for PSYCKES Access
  - Implementation Planning Tool (Milestones)
  - Policies & Procedures for using PSYCKES
  - Login Instructions
  - Training Recommendations
  - Core Competencies Checklist (training tool)

- Toolkit is available by request and will be posted to PSYCKES website soon!
  - PSYCKES-Help@omh.ny.gov