

ENCOMPASS FAMILY HEALTH HOME
Care Management
Policy & Procedure Manual

Care Management Policy #11 PSYCKES Access and Usage

EFFECTIVE DATE: 3/18/13

REVISED: 1/12/15, 5/1/16, 3/2/17

POLICY: Encompass Health Home-Care Management Agencies will utilize OMH-PSYCKES according to established contracts and policies, to support clinical evaluation, care planning, coordination of care and quality improvement activities.

AGENCY ACCESS:

- A. The Health Home will assist CMAs in the process of contracting and gaining access to PSYCKES data.
- B. CMAs will designate a Lead Registrar and Security Manager, responsible for managing access to all secure OMH applications.
 1. CMA will contact OMH Help Desk to make request;
 2. OMH will e-mail CMA a self-registration link;
 3. CMA will forward link to proposed Security Manager Staff;
 - i. Staff will follow instructions for registration;
 4. OMH will forward new Security Manager E-mail notification and Soft Token (if needed);
 5. New Security Manager follows instructions to activate token, if needed.
- C. PSYCKES Provider Contact Form is faxed/e-mailed to PSYCKES-Help.
- D. CMA will sign and return the OMH Confidentiality Agreement to PSYCKES – Help:
 1. Agreement will be countersigned by PSYCKES Director and returned.

USER ACCESS:

- A. CMAs will identify staff that require access to PSYCKES, and notify the Lead Registrar:
 1. Team Leaders will assure that Staff are trained in HIPAA and relevant security/password polices within 30 days of employment, and prior to requesting PSYCKES access;
 - i. All PSYCKES Training will be documented and maintained as part of the Staff file;
 - ii. Lead Registrar will determine the type of access needed, and will track all users and their access type.
- B. Lead Registrar will complete requests for PSYCKES Access:
 1. Lead Registrar will identify the type of access requested:
 - i. Clinical PSYCKES Data; or
 - ii. Clinical PSYCKES Data and Registrar/Consent Module.
- C. Security Manager will upon request, enter the new user into the OMH web based Security Management System (SMS).
- D. OMH will send user an e-mail containing a “Soft Token”, and instructions for downloading software and importing the Token to the user’s device.
 1. User/Staff will be sent 2 e-mail messages from OMH containing:
 - i. 1-Software link;
 - ii. 2-A text file for importing the Token and creating a PIN.

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- a. Existing users will retain their original PIN.
- E. User will contact the Security Manager to complete activation process:
 - 1. Staff will not share their user ID, password or Hard Token with anyone, and will assure it is kept in a secure location.

TRAINING:

- A. All users will be trained in the use of PSYCKES within 30 days of activation.
- B. Users will be assigned relevant PSYCKES webinars to view.
- C. Following the webinars, hands on training will be provided by staff who have completed the PSYCKES Train-the-Trainer presentation.
- D. All training will be documented on the PSYCKES Core Competencies Checklist, and retained in the Staff file.
- E. Additional training will be provided as needed, as it becomes available.

PASSWORD SUPPORT:

- A. Users will be blocked from accessing PSYCKES after 3 unsuccessful attempts to log into the system.
- B. Security Manager will enter the OMH-SMS and re-set the user password.
- C. User will receive an e-mail message from OMH, identifying new password.

REMOVAL/REVOKE ACCESS PROCEDURE:

- A. When a user's employment is terminated, or when it is determined that a user no longer requires access to PSYCKES due to a change in job duties, the Lead Registrar will be notified.
- B. The Lead Registrar will obtain the user's Hard Token (if applicable), forward it to the Security Manager, and request PSYCKES Access be revoked.
- C. The Security Manager will deactivate user from the OMH-SMS.
- D. Security Manager will mail user Hard Token to OMH, if applicable.
- E. Users will log into the PSYCKES application at least once every 6 months, to avoid having access revoked.
 - 1. OMH will e-mail user as a reminder prior to revoking access.

PSYCKES USAGE:

- A. Care Management Agencies will utilize Psychiatric Services and Clinical Knowledge Enhancement System (PSYCKES) to assist in integrating clinical information into the development of Plans of Care, and to assist in effective care coordination.
- B. Upon receipt of the Health Home referral, Intake Staff will conduct a Participant search when indicated in PSYCKES. Participant search is indicated based on existence of mental health diagnosis and Medicaid eligibility.
 - 1. The New York State DOH-5055 Health Home/PSYCKES consent form will be utilized to authorize access for Children 18 or older, or under 18 and a parent, pregnant or legally married.
 - 2. The PSYCKES Consent form will be utilized for Children under 18.
 - 3. A copy of Medicaid card will be obtained to verify Medicaid identification number.

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- C. At Health Home intake, identification of the child will be verified prior to signing the PSYCKES Consent:
 - 1. Either by obtaining and viewing legal form(s) of valid identification, which may include: Social Security Card; Birth Certificate; Naturalization papers; current Passport; Drivers/Non-Driver's identification; Medicaid card, school ID; **or**
 - 2. If the Participant is already known to the Agency, documentation should reflect prior relationship.
 - 3. When entering the identification piece in PSYCKES, the Registrar will choose the option "Service Provider attests to client identity".
- D. Participants will be asked to sign a New York State DOH-5055 or PSYCKES Consent form (Parent or Consenter) to allow access to the Medicaid Claims Data stored in PSYCKES, and will be given a copy of signed consent.
 - 1. Participants signing the DOH-5055 who do not wish to allow access to PSYCKES data, may cross out, initial and date the 3 areas on the consent that refer to PSYCKES access.
 - 2. If Participant/Consenter decides to allow access at a later date, the Participant will be asked to sign the PSYCKES Consent Form.
- E. If upon intake, behaviors or conditions are observed that could indicate a Public Health Emergency as defined by Mental Health Law including, but not limited to danger to self or others; sudden onset of symptoms or immediate need for treatment, Intake Staff will alert designated personnel, who will determine the need to access PSYCKES for critical information. If the need for immediate intervention exists, the designee will access and document the rationale in the Participants record.
 - 1. Emergency PSYCKES access expires in 72 hours, after which time the Care Manager will again attempt to obtain consent from the participant and will document results.
 - 2. When consent is obtained the document will be given to the Lead Registrar for input into PSYCKES for data exchange.
 - 3. The original New York State DOH-5055 /PSYCKES Consent form or Withdrawal form will be scanned into protected server file and attached to the Participant record in the EHR. A copy of the consent will be filed securely in a centralized filing cabinet.
- F. The Lead Registrar will input consent data to the PSYCKES program to allow further access by Care Managers, if appropriate. If consent is not given:
 - 1. Registrar will access PSYCKES to review the presence of any quality flag indicators.
 - 2. If quality flag indicators are present, the Registrar will print out information relevant to the last year, including clinical information, pharmacy data and labs, to provide to the Care Management Team.
 - 3. Care Manager will repeat attempts to obtain consent at least quarterly.
- G. CMA will evaluate data available regarding the Participant in the PSYCKES program for at least the last year of claims. Summaries will be printed and provided to assigned Care Manager, who will utilize information to develop Plan of Care.

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1. Direct Supervisor will monitor quality flags/outcomes monthly and will recommend additional interventions during individual Supervision and Team meetings.
- H. CMA/Care Manager may access PSYCKES quarterly and/or prior to Plan of Care review to facilitate ongoing care coordination and to assist with verifying improved Participant outcomes, necessary for discharge.
 1. Direct Supervisor will continue to monitor quality flags/outcomes and will recommend additional interventions during individual supervision and Team meetings.
- I. If at any time, a Participant wishes to change or withdraw their PSYCKES consent, they can complete the “PSYCKES Withdrawal Consent form”, or a new DOH-5055 consent indicating necessary changes. The changes will be forwarded to the Lead Registrar who will access PSYCKES within 2-3 business days and indicate the changes or withdrawal. The new consent will be attached to the EHR.
- J. DOH-5055/PSYCKES Consent and any printed clinical summaries will be attached to the EHR.
- K. PSYCKES use will be monitored for appropriate use by those who are authorized.
 1. Lists of current users will be reviewed and maintained by the Lead Registrar.
 2. Rosters of consenting/non-consenting clients will be maintained by Lead Registrar.
 3. At a minimum, quarterly usage reports will be generated and compared to Participant and user information to assure PSYCKES is used for its intended purpose.
 4. Reports will verify that there is consent for every participant whose record has been reviewed.
 5. Unauthorized access or use will constitute a violation of privacy laws, and will result in disciplinary action.