

# CANSNews

*"News for the CANS Community"*

*Volume 4, Number 2 – October 2013*

## A Refresher on Getting Help on the CANS

CBHI recognizes that the widespread use of the CANS requires our commitment to improve the online application while ensuring that the user's experience is easy and worthwhile. In recent issues, we have shared with you details about the upcoming revisions to the online training program and the development of a new reporting tool. In this special edition, you'll find improvements that CBHI has made to CANS user support and refreshers on the many helpful online CANS resources. We encourage you to save this edition as a favorite, keep a copy handy and share it with your colleagues. As always, thank you for your ongoing effort on behalf of children and families.

### Improving CANS Customer Service: What to Expect When You Call VG Customer Service

CBHI is pleased to announce a more streamlined approach to phone support for all CANS questions. All CANS phone inquiries will now go through one central telephone number at the Virtual Gateway (VG). For customer service please call: **800-421-0938\***

You will be greeted by a recorded message that will prompt you to press #1 for Provider, and then you will be directed to a secondary menu:

**Press #1 for VG password resets and login issues**

**Press #2 for questions about CBHI/CANS application**

If your question is related to trouble with logging in to the CANS training website or with CANS recertification, or you need your CANS training Certification Key, the Customer Service Analyst will transfer you directly to the CANS Training Program (UMass).

**\*TTY Number: (617) 847-6578 (for those with complete or partial hearing loss).**

### **Customer Service Analysts can assist with:**

- General questions about the VG
- Technical questions or system issues
- VG access or login questions
- If Customer Service cannot resolve your issue immediately, they will issue a ticket number, provide a workaround or continue working to resolve the problem.
- Calls requiring advanced assistance will be transferred to UMass CANS Training and Certification Program, or CBHI for all other matters related to the CANS application or CBHI program or policy issues.

### **When you call, please be prepared to provide the following information:**

- Name, organization, phone number and email address
- Name of Mass Health member and Mass Health ID number
- Screen/field you were working on (if applicable)
- Description of the issue or error message (if applicable)
- Whether the problem you are experiencing is preventing you from doing your work

Every effort is made to respond to your call immediately. If you do not respond to follow-up efforts to reach you within 10 days, the ticket will be closed, and you will need to call VG Customer Service again.

### **Essential Online Resources for CANS Users**

There are three related, though distinct, websites concerning CANS: the CBHI website, the CANS Training Program website and the Virtual Gateway (VG) website. While these three websites are similar in appearance, each has a specific purpose.

- (1) The CBHI website ([mass.gov website](http://mass.gov)) provides information for all CBHI stakeholders. This website hosts a section dedicated to CANS (see screen shot below). The CANS section contains essential resources for CANS users, such as user guides, consent and rating sheets, frequently asked questions (FAQ) documents and several technical guides for using the online CANS application.

Mass.gov State Offices & Courts | State A-Z Topics | State Forms No Active Alerts Skip to main content | A A English

The Official Website of the Executive Office of Health and Human Services (EOHHS)

## Health and Human Services

Departments & Divisions

Search... in Health & Human Services SEARCH

A-Z Topic Index Consumer Provider Researcher **Government**

Home > Government > Special Commissions & Initiatives > Children's Behavioral Health Initiative

### Children's Behavioral Health Initiative

Children's Behavioral Health Initiative (CBHI) is an interagency initiative of the Commonwealth's Executive Office of Health and Human Services. The mission is to strengthen, expand and integrate Massachusetts state services into a comprehensive, community-based system of care, to ensure that all children and their children with significant behavioral, emotional and mental health needs obtain the services necessary for success in home, school and community. Please use this friendly URL to return directly to this page in the future [www.mass.gov/masshealth/cbhi](http://www.mass.gov/masshealth/cbhi).

Screening for Behavioral Health Conditions

**Child and Adolescent Needs and Strengths (CANS)**

Training for Providers

#### Children's Behavioral Health Initiative Overview

##### CBHI Updates

##### CBHI Brochures and Companion Guide

##### Home- and Community-Based Behavioral Health Services for Families and Children

##### Screening for Behavioral Health Conditions

This section contains information about the screening requirement; the list of MassHealth-approved screening tools; and regulations and training resources for providers.

##### Child and Adolescent Needs and Strengths (CANS)

##### Related Links

- How to Apply for MassHealth for Your Child
- Apply for MassHealth Coverage
- CBHI Contact Info
- Stay Up to Date!

Many of your questions/needs can be addressed by the resources included in the CANS section (see screenshot below). You can reach CANS section directly at [mass.gov website directed towards CANS resources](http://mass.gov website directed towards CANS resources).

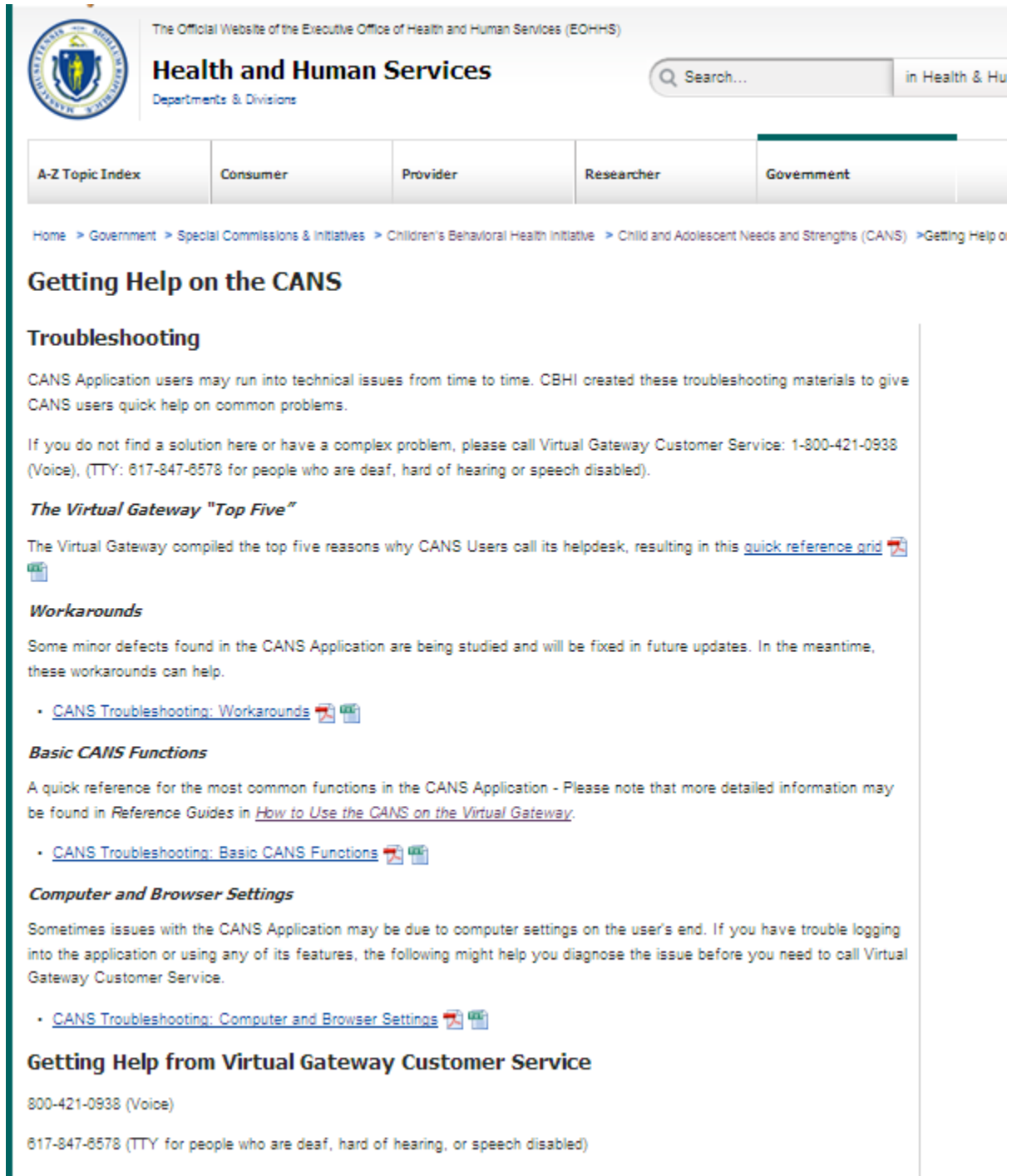
The screenshot shows the Mass.gov website with the following elements:

- Header:** Mass.gov logo, navigation links (State Offices & Courts, State A-Z Topics, State Forms), and a search bar.
- Section:** Health and Human Services, with a sub-section for Child and Adolescent Needs and Strengths (CANS).
- Navigation:** A-Z Topic Index, Consumer, Provider, Researcher, and Government tabs.
- Content:**
  - Child and Adolescent Needs and Strengths (CANS):** A section containing essential resources for CANS users, including a URL ([mass.gov/masshealth/cans](http://mass.gov/masshealth/cans)), a link to "Guidance on the CANS", and a link to "How to use the CANS Application on the Virtual Gateway".
  - Getting Help on the CANS:** A section with troubleshooting materials, contact information for Virtual Gateway (VG) Customer Service, and advice on getting the most out of customer service.
  - CANS Forms:** A section with forms for completing the CANS on paper and obtaining member consent.
  - CANS Training and Certification:** A section with registration and training information for clinicians providing behavioral health services to children under the age of 21 and FAQs on training and certification.
  - CANS Newsletter Archives:** A section with archives of past CANSNews issues, covering a wide range of information about CANS use in practice.
- Related Links:** A sidebar with links to "Apply for MassHealth Coverage", "CBHI Contact Information", "Stay Up to Date!", and "CBHI Brochures and Companion Guide".

A callout box labeled "New Troubleshooting Resources!" points to the "Getting Help on the CANS" section.

In particular, we encourage users to review the new **Troubleshooting** guides we recently created to help users address some common CANS application issues on their own. The guides include **Workarounds** to common application glitches (e.g., the "Save and Next" problem), instructions for **Basic CANS Functions**, guidance on **Computer and Browser Settings** to optimize use of the application, and a quick reference guide (**The Virtual Gateway "Top Five"**) with answers to the most common customer service questions.

You can find these troubleshooting materials in [Getting Help on the CANS](#). (See screenshot below.)



The screenshot shows the official website of the Executive Office of Health and Human Services (EOHHS). The header includes the EOHHS logo, the text "The Official Website of the Executive Office of Health and Human Services (EOHHS)", and the "Health and Human Services" title. A search bar is located on the right. Below the header is a navigation menu with tabs for "A-Z Topic Index", "Consumer", "Provider", "Researcher", and "Government". The "Government" tab is selected.

The breadcrumb trail reads: Home > Government > Special Commissions & Initiatives > Children's Behavioral Health Initiative > Child and Adolescent Needs and Strengths (CANS) > Getting Help on the CANS.



## Getting Help on the CANS

### Troubleshooting

CANS Application users may run into technical issues from time to time. CBHI created these troubleshooting materials to give CANS users quick help on common problems.



If you do not find a solution here or have a complex problem, please call Virtual Gateway Customer Service: 1-800-421-0938 (Voice), (TTY: 617-847-8578 for people who are deaf, hard of hearing or speech disabled).

**The Virtual Gateway "Top Five"**

The Virtual Gateway compiled the top five reasons why CANS Users call its helpdesk, resulting in this [quick reference grid](#)  



**Workarounds**

Some minor defects found in the CANS Application are being studied and will be fixed in future updates. In the meantime, these workarounds can help.

- [CANS Troubleshooting: Workarounds](#)  



**Basic CANS Functions**

A quick reference for the most common functions in the CANS Application - Please note that more detailed information may be found in Reference Guides in [How to Use the CANS on the Virtual Gateway](#).

- [CANS Troubleshooting: Basic CANS Functions](#)  

**Computer and Browser Settings**

Sometimes issues with the CANS Application may be due to computer settings on the user's end. If you have trouble logging into the application or using any of its features, the following might help you diagnose the issue before you need to call Virtual Gateway Customer Service.


- [CANS Troubleshooting: Computer and Browser Settings](#)  

### Getting Help from Virtual Gateway Customer Service

800-421-0938 (Voice)

617-847-8578 (TTY for people who are deaf, hard of hearing, or speech disabled)

(2) **The CANS Training Program Website** ([Link to website](#))<sup>[MM1]</sup> hosts all training modules and the online certification exam. You need to create a user name and password to log in to the CANS training program website. You should keep a record of this user name and password for future access to the MassCANS training website. It is important to note that the user name and password for the MassCANS training website is not the same as your log in information for the Virtual Gateway.



The Official Website of the Executive Office of Health and Human Services (EOHHS)

**Health and Human Services**

[Departments & Divisions](#) | [EOHHS A-Z Topic Index](#)

Consumer	Provider	Researcher	Government	
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## Massachusetts Child & Adolescent Needs and Strengths (CANS) Training and Certification Login

Welcome to the Massachusetts CANS Training and Certification Login Page.

This training is for clinicians in certain levels of care who will be providing behavioral health assessments to MassHealth children and youth under the age of 21. These clinicians are required to complete this training and certification in order to provide behavioral health assessments to MassHealth children and youth under the age of 21 if they are enrolled as a MassHealth provider or as network providers in one of MassHealth's contracted managed care entities.

Once you have completed registration and have successfully logged in, you will be able to access the Massachusetts CANS online training, the Massachusetts CANS Certification Examination and additional CANS-related information and support.

If you need further assistance navigating this web site, please call the Massachusetts CANS Training Program at (508) 856-1016 during normal business hours. You can also reach us by email at [MassCans@umassmed.edu](mailto:MassCans@umassmed.edu).

Thank you.

User name:

Password:

(3) The **EOHHS Virtual Gateway** ([VG Login Page](#)) serves as a portal to the web-based CANS application system on the VG. This is where the CANS information is recorded and stored for providers' ongoing use in treatment planning and data analysis.

Executive Office of Health and Human Services - Virtual Gateway

Virtual Gateway

Mass.gov

**Welcome to the Virtual Gateway**

**Login**

Username

Password  (Case sensitive)

Login

[Forgot Password](#)

**Virtual Gateway Customer Service**

Monday through Friday  
8:30 am to 5:00 pm  
800-421-0938 (Voice)  
617-847-6578 (TTY for the deaf and hard of hearing)

**Important Messages**

In order to use the CANS application on the VG, new users must have already passed the CANS Certification Exam and received their permanently assigned 36-digit Certification Key. The first time users log in to the CANS application they will be required to enter this Certification Key.

To ensure a smooth on-boarding to the VG, please make sure your staff members have completed CANS training and certification prior to requesting a new VG account.

For information on getting a VG account, please click this [link to the Virtual Gateway](#).

## Troubleshooting

As mentioned in Essential Online Resources for CANS Users, CBHI is pleased to offer some easy troubleshooting references for your use at all times.

These materials will help users address some of the common CANS application issues on their own. They include workarounds to common application glitches, instructions for basic CANS functions, guidance on computer and browser settings to optimize use of the application, and a quick reference guide (The Virtual Gateway “Top Five”) with answers to the most common customer service questions. You can find these troubleshooting materials in [Getting Help on the CANS](#).

## When Entering a Reassessment, Copy the Mass CANS!

Don't spend your time entering data that the application could copy for you! When performing a 90 day reassessment, providers can copy and edit a CANS previously completed within their organization. Simply update the copy of the previous record by editing questions and text fields to reflect any clinical or life changes that have occurred since the last assessment. You can update your own CANS or those done by other providers within your organization (e.g., the member had a MASS CANS assessment done in your outpatient clinic and now he/she is in your CBAT). Find out how to copy a CANS in the Troubleshooting Guide [Basic CANS Functions](#) or in the [Certified Assessor Reference Guide](#).

Note: A different MASS CANS tool is applied to children over the age of 5 (the CANS B-4), so if the member has reached age 5 since the last MASS CANS, the application will copy only the demographic information and the Severe Emotional Disturbance (SED) Determination.

## The Brief CANS Summary Report is a Helpful Tool

The Brief CANS Summary Report provides a quick summary of a “complete” CANS record, showing only items rated 2 or 3, along with the final text box containing the clinician's overall summary or formulation. This convenient two-page report can be downloaded and printed from the application. It is useful for talking with parents/caregivers and other providers about key issues requiring attention in a treatment plan. As reported in the July newsletter, CBHI is developing other useful reporting tools that will help providers track progress over time and better engage families. We will continue to update the community of CANS users on our progress.

## Rating Sheets May be Used to Document the CANS on Paper

If you, the provider, do not receive member consent to enter his/her CANS data into the application, you must document the CANS on paper. The CANS Rating Sheet is a shorter format (8 pages) than the Mass CANS form (22 pages). MassHealth will accept the CANS Rating Sheets in place of the Mass CANS form when documenting the CANS on paper. This shorter format captures demographic information, determination of Serious Emotional Disturbance (SED), CANS ratings and text (comment) fields. The CANS Rating Sheets save paper and space in provider medical records. Ratings Sheets are available for both the CANS Birth through Four and the CANS Five through Twenty at the Children's Behavioral Health Initiative (CBHI) website by clicking [CANS rating sheets on CBHI website](#). You may also go directly to the CANS section of the CBHI website, [www.mass.gov/masshealth/CANS](http://www.mass.gov/masshealth/CANS) and then click on *CANS Forms*. The Rating Sheets are halfway down the page.



If you eventually do obtain member consent, you can transfer the data from the CANS Rating Sheet into the CBHI CANS application on the Virtual Gateway and you can also generate a print or an electronic copy for your medical record.

If the member declines consent, then you must include a paper copy of the CANS in the medical record, or you may attach an electronic image of the CANS to an electronic health record.

## Additional Resources

### The CANS Family Guide is Here!

The CANS Family Guide is a tool for engaging youth and families during a behavioral health assessment. Developed by CBHI with input from Parent/Professional Advocacy League (PPAL) and the MCEs, this simple, two-page guide explains what the CANS is and why it is used. You can give it to families to read on their own or use it to guide a conversation during the assessment period.

Click [CANS Family Guide](#) to download a copy, or go to [www.mass.gov/masshealth/cans](http://www.mass.gov/masshealth/cans) and click on *Clinical Guidance on the CANS*.

The CANS Family Guide is now also available in [Spanish](#).

### CANSNews – An Online Newsletter

*CANSNews* is a regularly published online newsletter filled with critical CANS information and resources including articles from provider organizations who share their experience and ideas for using the CANS in practice and increasing CANS compliance. To read past issues, click [CANS Newsletters](#).

# CANSContacts

## Virtual Gateway Customer Service

800-421-0938

TTY: 617-988-3301

CBHI Mailbox: [CBHI@state.ma.us](mailto:CBHI@state.ma.us)

CBHI Website: [CBHI Mass.gov website](http://CBHI.Mass.gov)

## CANS Training Program at UMass

Mailbox: [mass.cans@umassmed.edu](mailto:mass.cans@umassmed.edu)

Training Website: [MassCANS website login page](#)

*The University of Massachusetts Medical School is the contracted provider for MASS CANS Training and Certification for the Children's Behavioral Health Initiative (CBHI) of the Massachusetts Executive Office of Health and Human Services.*

**CBHI Mission** The Children's Behavioral Health Initiative (CBHI) is an interagency initiative of the Commonwealth's Executive Office of Health and Human Services. Our mission is to strengthen, expand and integrate Massachusetts state services into a comprehensive community-based system of care to ensure that families and their children with significant behavioral, emotional and mental health needs obtain the services necessary for success in home, school and community.



A collaborative effort of CBHI,  
Virtual Gateway & UMass Medical School

**Send your comments and suggestions about this newsletter to:**

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