

*"News for the CANS Community"**Volume 1**Number 4**November 2010*

CANSNews

Getting Help with CANS

Essential On-line Resources for CANS Users

In the 4th issue of **CANSNews**, we are revisiting some basics as many of you prepare for CANS re-certification and continue to learn more about the many necessary components of the web-based, online CANS application. We know from local and national experience that CANS implementation is a long process. CBHI recognizes that this effort requires continuous quality improvement as well as a commitment to making using CANS easy and worthwhile for you and the children and families with whom you work in your practice each day. By providing you with easily accessible, online CANS information that is available 24 hours a day, seven days a week, CBHI continues to actively encourage CANS users to take advantage of the information available on the three CANS self-service websites.

In this issue, we will highlight how three distinct websites work together to organize CANS online. The *three self-service sites* are:

- (1) **The CBHI website** is an informational website that provides a broad overview of information for all CBHI stakeholders, plus specific CANS information for providers.
- (2) The **MassCANS website** for all CANS training enrollment, on-line training and certification. This site is accessible only with a self-created user name and password.
- (3) The **EOHHS Virtual Gateway (VG)** 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.

In this issue, we will clarify the function of each site and how they work together. Additionally, we provide information on how to access the various websites in order to become more familiar with all of the resources available at each of these websites. Understanding the value of using these on-line resources that are available online - 24/7 is critical for you in your daily practice as a MassHealth provider. Also, CBHI will continue to provide periodic technical assistance calls and ongoing CANS Community of Practice (CoP) meetings across the Commonwealth. We hope you find CANSNews a solid "go to" resource for all things CANS.

*Please refer to **CANSContact** information on page 8 for contact information for these websites.*

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.

Community of Practice Continues



A *Community of Practice* session was held in September. Advocates, Inc., of Framingham hosted the meeting with 31 people participating from a range of organizations and private practices across the state. CBHI responded to a range of issues including:

- Sensitivity to how Race, Ethnicity, and Language (REL) information is used.
- Concerns regarding confidentiality when seeking consent from a family. Families are sometimes reluctant to provide consent if they do not understand where the information goes.

- Interest in access to data for quality improvement - many programs are now interested in reviewing CANS data to move to the next step of utilization.
- How to address and avoid redundancy of CANS at reassessment.

The discussion confirmed that organizations are at different levels of incorporating CANS into their operations with variation in resources and capacity for full implementation. It was very encouraging to hear that there is a much greater understanding of the potential uses of CANS, including its value in supervision and working with families.

Information on many of these issues can be obtained at the CBHI website. A quick way to get directly to the CBHI website is to go to the internet and enter a search for CBHI Massachusetts.

A review of the October 27, 2010 **Community of Practice**, held in Hyannis, will be included in the next issue of **CANSNews**.

Your Feedback...

A **CANS** Newsletter box has been established to receive your feedback regarding the **CANS** Newsletter. Send your MassCANS Newsletter comments, suggestions, and contributions to CANSnews@state.ma.us



CANSNews



A collaborative effort of CBHI, Virtual Gateway & UMass Medical School
Send your comments and suggestions
about this newsletter to:

CANSnews@state.ma.us

Newsletter Coordination

Deborah McDonagh & Gretchen Hall

Design, Layout & Production

Ranjana Verma

Editors

Deborah McDonagh,
Gretchen Hall,
Rose Reith

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Mass **CANS** Certification Changes its Look

Feedback from the revised certification test format has been extremely positive. The success of this new format has been reflected in a significantly higher pass-rate for all people taking the certification exam – whether they are taking it for the first time or recertifying. We are pleased that this revision represents an improvement for all people who are becoming CANS certified. Thank you to the field for all your helpful feedback and input that contributed to these successful changes.

10 Things to Know About Becoming **Recertified** In Massachusetts

1. Massachusetts CANS certification is valid for 24 months. For example, people certified in 2008 will require recertification in 2010 and every two years following that.
2. In Massachusetts, CANS Certified Assessors must become recertified in order to continue to complete the required CANS behavioral health assessment for children and youth (up to age 21) served by MassHealth.
3. Six weeks prior to the expiration of your certification you will receive an e-mail notification that will specify the exact date your CANS certification expires. The e-mail will be sent to the e-mail address you entered when you registered on the MassCANS Training website.
4. Before the six week certification window, you will not have access to the recertification system.
5. Once you receive the system generated e-mail reminder, you will have access to the recertification exam.
 - a. To access the exam, log in to the Mass CANS training website at <https://masscans.ehs.state.ma.us> using the username and password that you created when you established an account with the MassCANS Training website. Please note: The MassCANS Training website is separate from the Virtual Gateway application for CBHI CANS.
- b. If you have forgotten your MassCANS Training website username and/or password, please go to the home page <https://masscans.ehs.state.ma.us> and access the ‘forgot username’ and ‘forgot password’ buttons.
6. Please do not create a new account on the MassCANS Training Website as it will affect your access to the CBHI CANS application on the Virtual Gateway.
7. When you complete your recertification your certification key will not change and you will have continuous uninterrupted access to the CBHI CANS application on the Virtual Gateway.
8. A new and improved certification exam procedure for initial CANS certification and recertification is being used.
9. To become CANS certified or recertified in Massachusetts, a person must have a score of .70 (intraclass correlation). Those seeking CANS certification or recertification will have up to three test opportunities to receive a passing score.
10. Technical assistance for CANS certification is available during regular business hours by phone: (508) 856-1016 and e-mail: mass.cans@umassmed.edu

CANSCalendar



In-person UMMS CANS Training Schedule

The following training session dates and locations are open to the public. Please visit the UMMS CANS training site to register: <https://masscans.ehs.state.ma.us>

Thurs - Dec. 02, 2010 — UMMS,
Shrewsbury Campus/Finland Conf. room,
Shrewsbury, MA

Wed. - Jan. 12, 2011 — Holiday Inn,
Taunton, MA

CANS Technical Assistance Conference Call

Thurs - Dec. 15, 2010 12:00 - 1:00 pm

CANS Community of Practice

Mon - Nov. 29, 2010 10:00 - 12:00 pm
Lamour by Design
500 N. Main St.
Suite D - 1st Floor
Randolph, MA

Additional conference calls and Community of Practice meetings will be announced in future issues of **CANSNews** and through email alerts.

Confirm participation by email to: mass.cans@umassmed.edu

CANSTechnology Buzz

3 Separate Websites, 3 Separate Resources!

There are three distinct websites that you should be aware of, and familiar with, as a CANS user. Each of the following websites is designed to address various aspects of the Massachusetts CANS implementation process. While these three websites are similar in appearance, each has a specific purpose. You will have different reasons to access each of them.

CBHI Website

The Children's Behavioral Health Initiative (CBHI) website, www.state.ma.us/masshealth/childbehavioralhealth, provides a wide array of information and resources

for MassHealth members, primary care providers and providers who deliver behavioral health services to MassHealth-enrolled children and youth under age 21. A quick way

to get directly to the CBHI website is to go to the internet and enter a search for: CBHI Massachusetts.

The CBHI website provides a wide array of information and resources



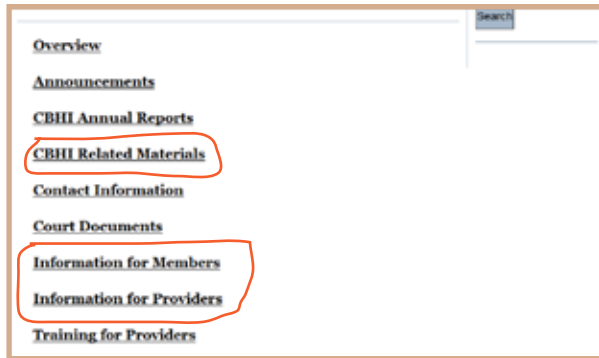
The CBHI website is found in the www.mass.gov site. You can do a web search for "CBHI Massachusetts" to go directly to the CBHI site.

For providers using the Child and Adolescent Needs and Strengths (CANS) tool, the CBHI website offers the following materials and information:

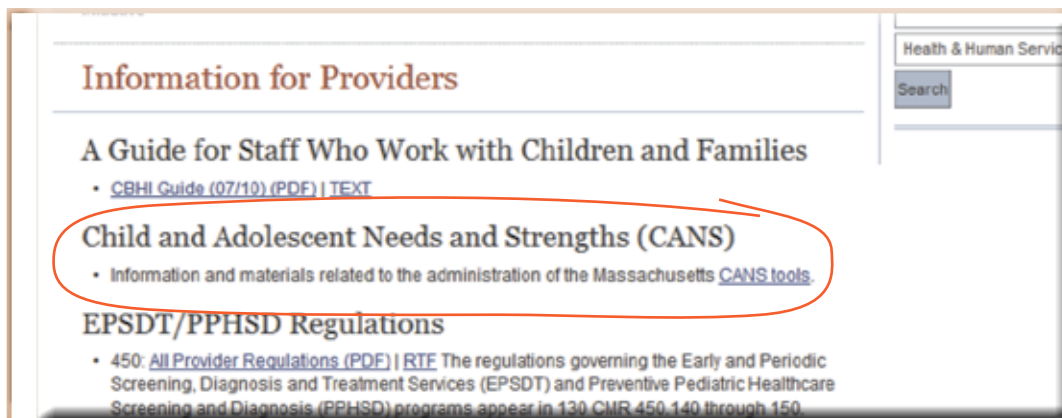
- | | |
|--|--|
| <input type="checkbox"/> Massachusetts CANS Forms | <input type="checkbox"/> CANS FAQs |
| <input type="checkbox"/> CANS Rating Sheets | <input type="checkbox"/> Training and Certification Link |
| <input type="checkbox"/> CANS User Guides | <input type="checkbox"/> Helpful Contact Information |
| <input type="checkbox"/> CANS Consent Documents | <input type="checkbox"/> Additional Resources/Links |
| <input type="checkbox"/> CANS Race, Ethnicity and Primary Language Information | <input type="checkbox"/> Information on Using the CANS Application on the Virtual Gateway (Instructional Reference Guides) |

CBHI Website (Continued)

To locate the CANS forms and information, go to either the “Information for Providers” or the “Training for Providers” sections of the CBHI homepage and click the “Child and Adolescent Needs and Strengths” link: Behavioral health providers and other individuals who are using the Child and Adolescent Needs and Strengths (CANS) tool can also find helpful information under the “CBHI Related Materials” section of the website including:



- ☐ Medical Necessity Criteria
- ☐ CBHI Brochure and Companion Guide
- ☐ Performance Specifications
- ☐ CANS Newsletter Archive
- ☐ Materials for CANS Conference Calls



The CBHI website is currently undergoing improvements to offer a more user-friendly format.

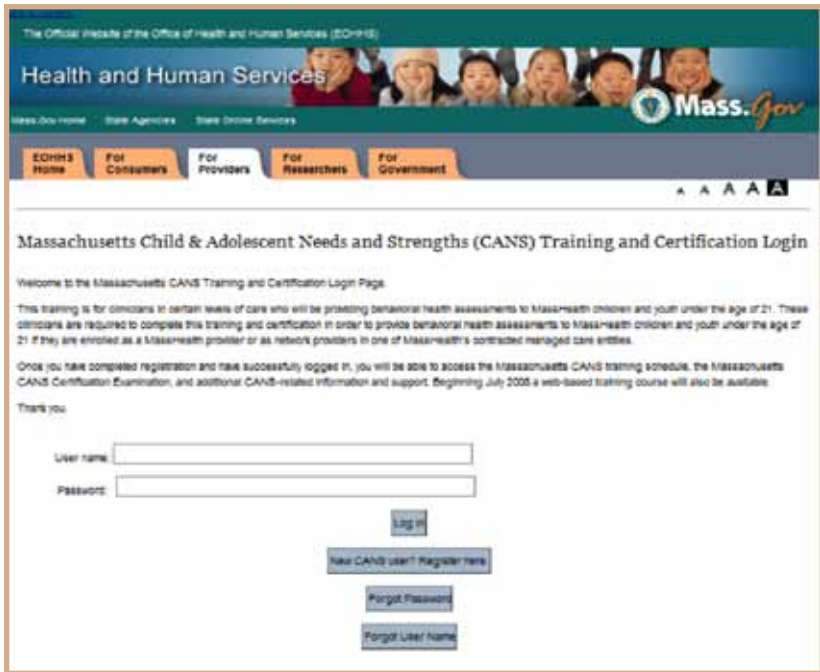
The Mass CANS Website

The MassCANS website is the place to go for all training and certification needs and resources. You need to create a user name and password to log in to the MassCANS website for the first time. You should keep a record of this user name and password for future access to the MassCANS website. It is important to note that the user name and password for the MassCANS website is not the same as your log in information for the Virtual Gateway.

At the MassCANS website you can:

- | | | |
|--|--|---|
| <input type="checkbox"/> Enroll in live training | <input type="checkbox"/> Complete your certification tests | <input type="checkbox"/> Access answers to Frequently Asked Questions regarding training and certification. |
| <input type="checkbox"/> Access the on-line training program | <input type="checkbox"/> Update your contact information | |
| <input type="checkbox"/> View training webcasts | <input type="checkbox"/> Change your password and/or security question | |

The Mass CANS Website (Continued)



www.masscans.ehs.state.ma.us

[CANS Home Page](#)

[Log Out](#)

[Edit my Information](#)

[Change my Password](#)

[Enrollment](#)

[Certification](#)

[FAQs](#)

[MASS CANS Community of Practice](#)

[Links](#)

[CANS Contact Us](#)

[Administrator's Panel](#)

The Virtual Gateway Website

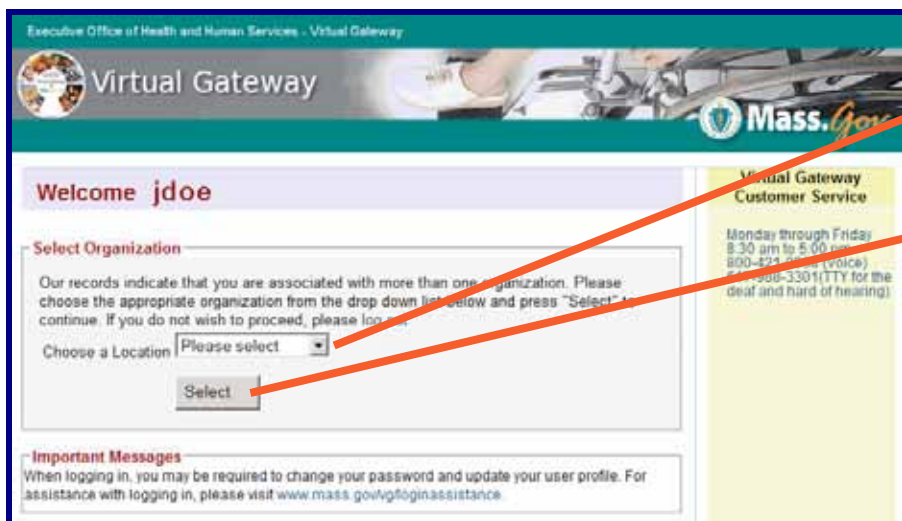
The Virtual Gateway is the portal to access the CANS application on-line. This website is where you enter data from CANS assessments and retrieve information from previous CANS reports.



www.mass.gov/vg and click the Logon link

The Virtual Gateway Website (Continued)

If you are associated with more than one organization, you may be directed to the following page prior to the Business Service page:



Executive Office of Health and Human Services - Virtual Gateway

Virtual Gateway

Welcome **jdoe**

Select Organization

Our records indicate that you are associated with more than one organization. Please choose the appropriate organization from the drop down list below and press "Select" to continue. If you do not wish to proceed, please log out.

Choose a Location

Important Messages

When logging in, you may be required to change your password and update your user profile. For assistance with logging in, please visit www.mass.gov/vgloginassistance.

Virtual Gateway Customer Service

Monday through Friday
8:30 am to 5:00 pm
800-421-3301 (Voice)
800-508-3301 (TTY for the deaf and hard of hearing)

Choose the appropriate organization from the drop down list and click [Select] to continue.

You will be directed to the appropriate business service page.

Helpful Hints

When Entering a Reassessment, Copy the Mass CANS!

Providers can copy a CANS previously completed within their organization and edit it when doing a reassessment.

When performing the 90-day re-assessment, you must save a copy of the most recent CANS. Using the copy of the previous record you may then edit it to update only those questions and add additional text that reflects

any clinical or life changes that have occurred since the previous MASS CANS. Don't spend your time entering data that the application could copy for you! This also works if the child or youth has a MASS CANS

assessment entered by another service within your organization (e.g., he /she had a MASS CANS assessment done in your outpatient clinic and now he/she is in your CBAT).

Note that if the member has

reached age 5 since the last MASS CANS, the application will copy only the demographic information and the SED Determination because the MASS CANS tool itself is different for children over the age of 5.

continued on page 8

Helpful Hints continued from page 7

Rating Sheets May be Used to Document the CANS on Paper

Providers can use the Rating Sheet when documenting on paper. This shorter rating sheet saves a lot of paper and is available at the CBHI website under “Cans Tools”

If you obtain member consent to enter the CANS into the CBHI CANS application on the Virtual Gateway, you can then use the CBHI CANS application to generate a print copy or an electronic copy for your medical record. However, 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. As of March 15, 2010, MassHealth will also accept documentation of the CANS

with a seven-page Rating Sheet (“bubble sheet”) which captures demographic information, determination of Serious Emotional Disturbance (SED), CANS ratings and text (comment) fields. Using this shorter form will 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) web site: www.mass.gov/masshealth/childbehavioralhealth.

Member Action Report is Helpful Tool

Providers can print or email a convenient 2-page summary of the CANS which includes only items rated 2 or 3, along with comments (text fields). This is currently available within the application as the Certified Assessor (CA) Action Member Report; it will be renamed Brief CANS Summary in the updated CANS application scheduled for release very soon.

A Certified Assessor ‘Member Action 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 report is useful when talking with family and other providers about key issues to be addressed in treatment and in developing a treatment plan.

CANSContact

**Children’s Behavioral Health Initiative
(CBHI) Mailbox:**
CBHI@state.ma.us

Website:
www.mass.gov/masshealth
Click on CBHI link

Virtual Gateway
Customer Service
800-421-0938
TTY: 617-988-3301

MassHealth
Customer Service Center
800-841-2900
TTY: 800-497-4648

UMMS CANS Training Program
508-856 -1016
Mailbox:
mass.cans@umassmed.edu

Training Website:
<https://masscans.ehs.state.ma.us>

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