

## **CANS Troubleshooting: Basic Functions**

This is a quick reference for the most common functions in the CANS Application. Step-by-step instructions (including screen shots) for \*starred\* and other functions can be found in the [CBHI Data Entry Operator Reference Guide](#) and [CBHI Certified Assessor Reference Guide](#).

Other reference guides and online tutorials may be found at [www.mass.gov/masshealth/CANS](http://www.mass.gov/masshealth/CANS). Click on *How to Use the CANS Application of the Virtual Gateway* and scroll down to *Reference Guides* and *Online Tutorials*.

If you do not find a solution here or have a complex problem, please call [Virtual Gateway Customer Service: 800-421-0938 \(Voice\)](#), or [TTY: 617-847-6578](#) for people who are deaf, hard of hearing, or speech disabled.

1. [How do I add a new CANS?\\*](#)
2. [How do I view a CANS?\\*](#)
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### **1. How do I add a new CANS?**

For step-by-step instructions, including screen shots, please refer to the [CBHI Data Entry Operator Reference Guide, page six](#). This guide is written to help clinicians' assistants learn how to enter data for a clinician but the information is also useful for Certified Assessors.

Alternatively, on the CANS page of the CBHI website, you can also view on-line tutorials that provide easy to follow step-by-step directions for Certified Assessors and data entry operators. The first tutorial shows how to enter a CANS and the second shows how to edit a CANS. Both tutorials may be found on the CANS page of the CBHI web site at [www.mass.gov/masshealth/cans](http://www.mass.gov/masshealth/cans). Click on "*How to Use the CANS Application on the Virtual Gateway*". The tutorials, which run approximately 4 minutes each, are located at the bottom of the page.

## **2. How do I view a CANS?**

1. From the Main Assessment Menu, click the View CANS tab.
2. Click View Client tab.
3. Enter the Mass Health ID\*; click the OK button. (If the result is not the correct MassHealth client, click the Cancel button to enter another member.)
4. Confirm client information; click the OK button. A list of the records for the client will display (based upon your role and organization). You may sort the list by the column headings shown in bold and underlined. Multiple pages may appear with arrows at the bottom of the screen for navigation between pages. You also have the option to add a new record, if necessary.
5. To view a specific assessment on the client, click the View button. The record will appear with a left panel menu, an option to open assessment in PDF format, and a scroll bar on the right to view the record online. You can print, save, or download the record by clicking on the icon.

## **3. How do I edit a CANS/SED (Serious Emotional Disturbance) Determination for a Client?**

When entering a CANS assessment you can stop at any time and return later to finish. To save what you have completed, you must remember to click the [Save] button at the bottom of the page. This allows you to save what you have completed and return to finish at a later time.

1. Click the Edit tab at the Main Assessment Menu.
2. Type Certified Assessor User ID\*; click OK button.
3. Confirm the Certified Assessor; click the OK button.
4. From the Main Assessment Menu, click the Edit tab.
5. Enter the Mass Health ID\*; click the OK button.
6. Confirm client information; click the arrow to access the client record. Since you are accessing a client's records, a consent page will appear. If the client would like to change the status of his or her consent, click the Change button. If consent is unchanged, click the OK button.
7. Review and update, if necessary, the Domains/Modules based on hardcopy tool.

Note: The Save and Next and the Save buttons will place the record in an "In Progress" status, which indicates that a Massachusetts CANS has been saved as a draft and may be accessed for additional edits as needed. The record will be saved but will not be marked 'Complete' or 'Incomplete but Final' status until the Certified Assessor logs on and marks the record either of these (see Certified Assessor Job Aid for more information).

#### **4. How do I copy a CANS?**

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 CANS. This also works if the child or youth has a CANS assessment entered by another service within your organization (e.g., he /she had a CANS assessment done in your outpatient clinic and now is in your Community Based Acute Treatment (CBAT) program.

How to copy: every 90 days, the application allows you to 'copy' an existing CANS record. This feature allows you to select the client's previous record and update that information according to the new assessment data for the current period of time.

- From the Main Assessment Menu, click the Copy tab.
- Enter the MassHealth ID\*; click the OK button. (If the result is not the correct MassHealth client, click the Cancel button to enter another member.) Confirm client information; enter Date of Assessment\*; click the OK button. A list of records with a status of "Documented on Paper", "Complete", and "Incomplete but Final" for the client will display on the page. You cannot copy an assessment with a status of "In Progress".
- Locate the assessment that you wish to copy and click the Copy icon.
- Since a client's records are being accessed, a consent page will appear. If the client has changed his/her consent form, you may change the Consent details by clicking the Change button and update accordingly. If Consent is unchanged, click the OK button to continue.

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

#### **5. How do I delete a CANS?**

The CANS cannot be deleted if an assessment is in Documented on Paper, Complete, or Incomplete but Final status. A record that is never finalized (i.e., In Progress) will expire after 180 days – the same result if it were deleted.

You can delete a CANS assessment that is in an "In Progress" status, if entered in error.

1. From the Main Assessment Menu, click the Edit tab.

2. Enter the Mass Health ID\*; click the OK button. (If not the correct MH-client, click the Cancel button to enter another member.)
3. Confirm client information; click the OK button.
4. A list of the records for the client with a status of "In Progress" will display on the page.
5. Locate the assessment that you wish to delete and click the Delete icon. A warning message will appear on the screen saying that by proceeding, the CANS assessment will be permanently deleted.
6. Click the OK button.
7. Select the Deletion Reason\* from drop down menu.
8. Click the OK button. A pop-up window will appear asking, "Are you sure you want to delete?"
9. Click the OK button. This returns you to the list of In Progress assessments for this client with the message: "CANS record has been successfully deleted."

## **6. How do I print my CANS assessment?**

A CANS record may be printed via the Print-to-Screen (PDF) function under both the View Client and View Certified Assessor tabs.

- Click on the PDF icon to have the record displayed in a new screen. You may view review, print, or save the record in Adobe Acrobat to your computer.
- If you are trying to print the Consent Information Sheet and are a Certified Assessor, click View Client and select Print to Screen.

If you are having trouble printing or downloading, make sure Internet Explorer is configured to use Adobe Acrobat Reader to open .pdf files. Versions 8.0, 9.0, or 10 of Adobe should work. If your software is out-of-date you can download it for free at [www.adobe.com](http://www.adobe.com). Also, be sure the Pop-Up Blocker is turned Off. To check, select Pop-Up Blocker from the Tools menu in Internet Explorer.

To check if Internet Explorer is properly configured:

1. Close Internet Explorer and start Acrobat or Adobe Reader using your desktop icon or your computer's start programs menu.
2. Select Preferences from the Edit menu at the top of the window.
3. Select Internet from the Categories menu on the left.
4. Deselect Display PDF in browser and click OK.

Note: The next time you select a link to a PDF file, the browser may prompt you to open or save the file. If you choose to open the file, the browser opens the file in the application that you specified. If you choose to save the file, the browser will download it to your computer's hard disk.

## **7. How do I open a CANS report as a PDF?**

CANS downloads are a lesser-known file type (JSF), but they have a PDF file structure and will open in Acrobat Reader. If you are having trouble opening a file after downloading, your system may not know to automatically treat JSF as PDF. You can save the file then change the file extension to .pdf, and it should open with no problem. To change the extension, right click on the file in File Manager or Explorer, and choose the Rename option.

## **8. How do I change my name in the VG?**

Changing your name in the VG is a five-step process:

1. Finish to the best of your ability all "*In Progress*" records. (Once the name change is completed in the system you will be unable to edit any old records.)
2. The Access Administrator (AA) in your organization must send a User Request Form (URF) requesting the name change to the Virtual Gateway. E-mail the URF to [VirtualGatewayHelpDeskFaxes@massmail.state.ma.us](mailto:VirtualGatewayHelpDeskFaxes@massmail.state.ma.us). You will receive an e-mail notification from the Virtual Gateway when this has been accomplished. From this point on, all new CANS will have your updated name attached. Note: until the next steps are accomplished, you will not be able to log in with your new name.
3. Contact the CANS Training Program at UMass (774) 455-4057, to have your name changed in the training certification database at UMass. It is not necessary to wait for the name change at Virtual Gateway to be complete before contacting UMass.
4. Contact CBHI at (617) 573-1832 to let CBHI know that Steps 1-3 are complete so that they can delete the Certified Assessor record under your previous Last Name in the CBHI certification table. Note: Up to this step, you can use your previous name when logging in.
5. When you next log into the system, you will be prompted to enter your new Last Name and Certification Key. Entering this information will trigger the system to obtain the updated certification information from the UMass certification system.

At this point the name change is complete. It should not be necessary for you to enter your certification key again (unless you change your name again).

Reminder: You will need to login with the updated name and user ID BEFORE a data-entry operator can enter records again on your behalf.