

"News for CANS Community"

Volume 1

Number 1

January 2010

CANSNews

Welcome to the CBHI MASS CANS Newsletter

A bi-monthly e-newsletter
to keep MASS CANS users
in touch and up-to-date

For many of us, December 2009 marked the first anniversary of our use of the MASS CANS tool. As we have worked during the past months to support providers who are implementing the MASS CANS, we have realized that a need exists to disseminate useful news and support information focused around the MASS CANS.

During the past year providers have told us about the challenges of integrating the MASS CANS into daily practice. At the same time, many interesting ideas are emerging about the potential of the CANS from discussions taking place around the state. It seems that people are engaged in creative discussion about using the MASS CANS. In our view, a bi-monthly e-newsletter is a must to highlight these new ideas, share best practices, and keep MASS CANS users in touch and up-to-date. We are excited about the prospect and hope you will be also.

We are pleased to introduce this first issue of the electronically distributed

MASS CANS Newsletter for all users of the MASS CANS: clinicians using it as Certified Assessors, administrative staff entering MASS CANS data as Data Entry Operators, and supervisors or administrators of programs who may see the MASS CANS used in clinical supervision, program planning, quality improvement, or to support the planning and funding of services. In time, we also hope to share information of interest to other important stakeholders, including state agency staff and family members, through this newsletter.

We anticipate that contributions to the newsletter will come from a variety of state sources, including MassHealth, the CBHI office, the Virtual Gateway help desk, and the University of Massachusetts Medical School (UMMS) CANS Training Program. We are also hopeful that over time providers, family members, and others involved in using the MASS CANS will be willing to share their insights.

In addition to regular issues of the MASS CANS newsletter, we will continue to share information through other methods including periodic conference calls, Community of Practice discussions,

topic-specific webcasts, the CBHI website, and other publications. In addition, we welcome your suggestions of other ways to keep you informed.

This newsletter will be distributed through a listserv maintained by UMMS and you may unsubscribe at any time. If your colleagues are interested in receiving the newsletter, please encourage them to subscribe by sending an e-mail request to masscans@umassmed.edu. The MASS CANS Newsletter will be archived on the CBHI website. Thus, past contents will always be available. ●

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.

About the CANS in Massachusetts

The CANS tool used here in Massachusetts is referred to as the **MASS CANS** because it is a version of the CANS tool copyrighted by the Praed Foundation and John Lyons, Ph.D., that has been modified to meet specific requirements in Massachusetts. The website is:

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

The **UMMS CANS Training Program** refers to the CANS Trainings offered through the University of Massachusetts Medical School. ●

Your Questions

How do I retrieve my certification key?

To retrieve your certification key:

- Login to the MASS CANS Training and Certification website at <https://masscans.ehs.state.ma.us>.
- If you are certified, you will have a username and password for this website.
- If you do not remember your username, you can call the UMMS Training Program staff at 508-856-1016.
- If you do not remember your password, you can retrieve it using the 'forgot password' prompt on the login page.
- Once you login, click on the '[edit my information](#)' link in the menu on the right side of the screen.
- Your certification key will be the first item listed directly above your contact information.

MASS CANS Statistics

Number of:	July	August	September	October	November	December
UMMS CANS trained clinicians	8,282	8,328	8760	9,202	9,145	9,224
UMMS CANS trained certified clinicians	7,780	7,827	8,265	8,557	8,682	8,763
MASS CANS records in CANS database	10,008	13,038	15,624	17,942	22,445	26,825
Organizations submitting MASS CANS records	188	199	207	219	221	226



CANSNews

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

CANSnews@state.ma.us

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Table of Contents

Using the MASS CANS	3
Sending the Consent Fax: Three Easy Steps	3
Tech Buzz	4
What is the Virtual Gateway?	4
Interactive Tutorials	5
MASS CANS Community of Practice	7
The UMMS CANS Training Program Announces Training Enhancements	8
CANS Rating Tips: Webcast Series	8
CANS Birth-4 Webcast Now Available	9
MASS CANS CoP Meeting Participants	10

Using the MASS CANS

About the Fax Cover Sheet

Q “Help, I’m having trouble understanding which cover sheet to use when sending the MASS CANS consent form. Where do I get the required cover sheet, and why can’t I just use my agency’s cover sheet to fax like I always do?”

A You must use the Consent Information Sheet which prints directly from the CBHI CANS application as your fax cover sheet when you submit the MASS CANS consent form. It is extremely important to use the Consent Information Sheet as your fax cover sheet because it contains pre-populated information about the child (and provider) that is read and recorded by a receiving computer. You can’t use your organization’s fax sheet, make your own, or fill this information in yourself because the receiving computer is not able to recognize your (human) writing. If you would like more information about faxing the consent cover sheet, see page 5 of the CBHI Data Entry Operator Reference Guide.

Sending the Consent Fax: Three Easy Steps

Here are 3 easy steps to remember when faxing the CBHI consent fax:

- 1** Print the Consent Information Sheet from the CBHI CANS application. It will automatically print with the correct client name, MassHealth member ID and provider agency name.
- 2** Fax the two-page consent form to either of the two fax numbers listed on the consent information form.
Use the Consent Information Sheet as your fax cover sheet.
Never use your organization’s cover sheet or make-up your own.
- 3** Save the signed consent form.
Keep the original copy for your records.

Remember: If the MassHealth member declines consent, you do not need to fax in a consent form.

“It is extremely important to use the Consent Information Sheet as your fax cover sheet.....”

EXECUTIVE OFFICE OF HEALTH AND HUMAN SERVICES
OFFICE OF MEDICAID (MASSHEALTH)

PERMISSION TO GET AND SHARE INFORMATION IN THE
CHILD AND ADOLESCENT NEEDS AND STRENGTHS (CANS) TOOL

Name of MassHealth member (Member) _____
Name of behavioral health assessor (Assessor) _____
Name of provider organization (Provider) _____

_____ (member) is under the age of 21 and is receiving a behavioral health assessment.

At certain times under MassHealth rules, behavioral health providers must fully assess MassHealth members under the age of 21. Providers must use a special tool called the Child and Adolescent Needs and Strengths (CANS) to collect the information from the assessment. For members who are in ongoing treatment, the CANS must be updated at least every 90 days.

MassHealth is requiring behavioral health providers to use the CANS to ensure that the behavioral health services offered to members meet their needs and that all assessment records are kept the same way. If all providers keep their records the same way using the CANS, it will be easier for a member's providers to talk to each other. The CANS will also help MassHealth to check if services helped a member over time.

By signing below, I am giving the provider permission to give MassHealth all of the information in any CANS about the member. The provider can give the CANS information to MassHealth in the way and for the reasons described in this form.

The provider can enter CANS information into MassHealth's CANS computer system each time a CANS is done or updated.

MassHealth can use the CANS information in ways allowed by law, such as

- checking that the member gets needed services;
- checking that the member gets services that help over time; and
- doing studies that help MassHealth
 - evaluate or improve services offered to members;
 - decide whether to develop new services; and
 - decide how to lower health-care costs.

Using its CANS computer system, MassHealth can send the CANS information to any MassHealth managed-care entity that the member is enrolled in. MassHealth wants to do this so the managed-care entity can better serve the member and check that needed services are being delivered to the member. After the managed-care entity gets the CANS information, MassHealth no longer controls it. The managed-care entity will decide how to use or disclose the information under law.

I know that MassHealth will have to use or disclose the CANS information in ways required by law. I also know that MassHealth can remove information that identifies the member. It can use or disclose the remaining information for any reason.

CANS-CF (ENG) (04/08)

I can cancel this permission at any time in writing in the ways listed here. I can give the provider a letter saying that I want to cancel my permission. The provider will tell me how to address the letter. I can also send a letter to MassHealth. The letter to MassHealth must be sent to: Children's Behavioral Health Initiative, attn: CBHI Consent, 1 Ashburton Place, 5th Floor, Boston, Massachusetts, 02108.

A letter to cancel my permission must

- say who the member is;
- give the member's birth date;
- say who I am; and
- say if I am the member, the member's custodial parent, or explain why I can act for the member.

CANS information entered into the CANS computer system before I cancel my permission cannot be taken back. CANS information that the managed-care entity got before I cancelled my permission cannot be taken back.

Information given out under this permission may not be protected by the same laws that apply when the provider or MassHealth has it. It could be given out again.

I may get a permission end date on this form. If I do not, the permission ends one year from when I sign this form. If the member is still getting behavioral-health services from the provider when my permission ends, I will be asked if I want to give my permission again.

I have read this whole permission. I signed it willingly. I know that services to the member will not be affected in any way if I do not sign it or if I decide to take back the permission in the future.

I have been given a copy of this written permission.

Printed name of person signing permission _____

Signature of person signing permission _____

Date of signing (date permission starts) _____

Date permission ends (If no date is written on this line, permission will end one year from the date of signing.) _____

Please check the line below saying why you can sign this permission under law.

_____ I am the member. I am 18 years old or older. If I am not 18 years old or older, I can give my permission for other reasons under law.

_____ I am the member's custodial parent.

_____ I am able to act for the member to give permission to give out medical information. I have attached a legal document showing why I can do this.

Continued on page 6

Tech Buzz

I have completed the MASS CANS certification exam and am now a Certified Assessor (CA). What are my next steps to access the CBHI CANS application on the Virtual Gateway?

After completing the training program and passing the MASS CANS certification exam, your next step is to apply for access to the CBHI CANS application on the [Virtual Gateway \(VG\)](#).

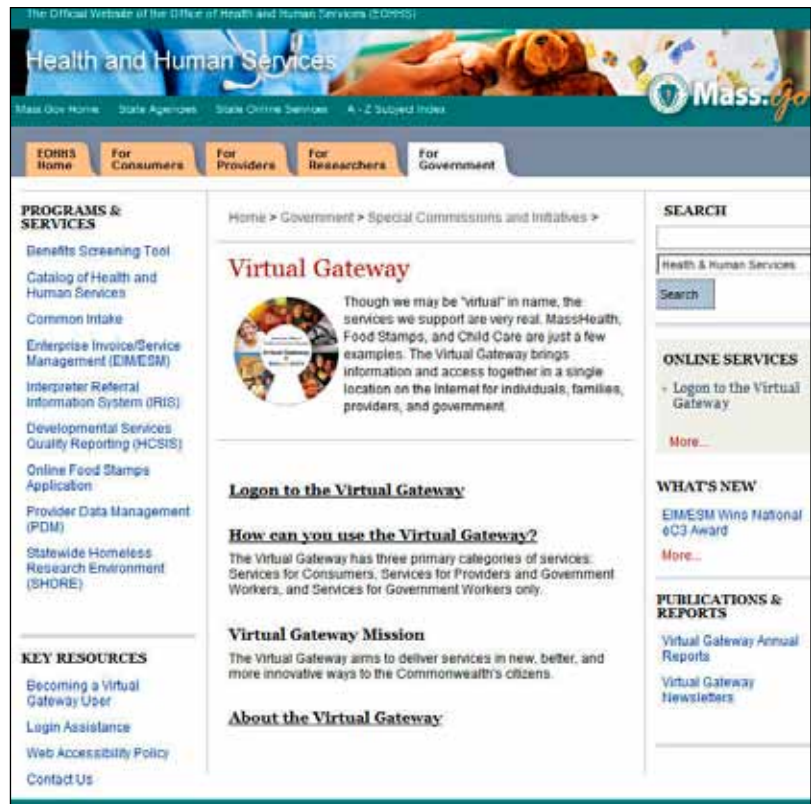
1. If you work in an **agency/organization**: your registration is generally the responsibility of your organization's designated VG Access Administrator. You should contact your Access Administrator to make sure they have requested access to the CBHI CANS application on the VG for you. Your Clinical Director will know who the designated Access Administrator for your agency/organization is.
2. If you are in **private practice**: you are responsible for registering your private practice as an organization with the VG and applying for VG access.

Complete the following 3 forms and email them to VirtualGatewayCBHI@state.ma.us:

1. [Virtual Gateway Services Agreement](#)
2. [Access Administrator Designation](#)
3. [User Request Form](#)

For more information on Becoming a VG User, click [Becoming a Virtual Gateway User](#).

Please contact Virtual Gateway Customer Service for CBHI CANS information at VirtualGatewayCBHI@state.ma.us or Phone: 1-800-421-0938.

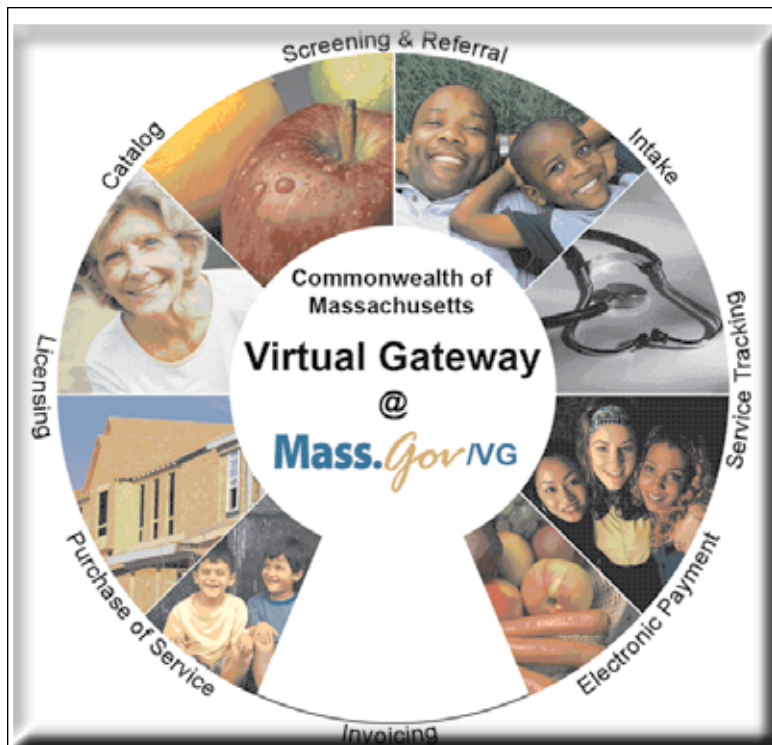


What is the Virtual Gateway?

The [Virtual Gateway \(VG\)](#) is an internet portal designed by the Executive Office of Health and Human Services (EOHHS) to provide the general public, medical providers, community-based organizations, and EOHHS staff with online access to health and human services programs. By consolidating information and online services in a single location on the internet, the VG

simplifies the process of connecting people to critical health and human services programs and information.

The Children's Behavioral Health Initiative (CBHI) CANS application is one of many "business services" within the VG. One such service is [Common Intake](#), an online tool that registered providers can use to submit a single application on behalf of clients for multiple programs and services. Another is the [Enterprise Invoice/Service Management \(EIM/ESM\)](#) system, which streamlines and consolidates contract management, reporting, and billing activities for certain providers servicing Massachusetts residents.



Where can I go for additional assistance on understanding and using the CBHI CANS application within the Virtual Gateway?

- Information on using the CBHI CANS application on the Virtual Gateway can be found at: www.mass.gov/masshealth/childbehavioralhealth. Go to “[Information for Providers](#),” and then go to “[CANS Tools](#)” at the top of the page.
- Any questions or difficulties accessing the Virtual Gateway can be directed to: VirtualGateway-CBHI@state.ma.us or Phone: 1-800-421-0938.
- For more policy related questions, or if you are having difficulty navigating within the CBHI CANS service, please email CBHI: cbhi@state.ma.us.

Tech Buzz *continued from page 4*

What do I need to do when I receive my New User Email from the Virtual Gateway?

As a new user, open the New User Email and follow the instructions provided. Click the link to the Welcome Virtual Gateway User page. From the Welcome Virtual Gateway User page, enter your VG Username (User ID) and Temporary Password, as provided to you in the New User Email. Follow the instruction screens to complete the login process using the [Virtual Gateway Login Job Aid](#) as a guide.

I've used the Virtual Gateway before. What happens if I forget my password?

If you know your VG Username and have previously successfully logged into the CBHI CANS application, but now cannot remember your VG password, click the [Forgot Password](#) link on the Welcome to Virtual Gateway User page. Follow the directions to complete the Password Reset process using the Virtual Gateway Forgot Password Job Aid as a guide.

If you have tried to reset your password by clicking the 'Forgot Password' link, or have tried to login several times with your password and still cannot access the Virtual Gateway, call Virtual Gateway Customer Service at 1-800-421-0938. Virtual Gateway Customer Service hours of operation are Monday through Friday, from 8:30 AM until 5:00 PM. A TTY line is available at 1-617-988-3301 for deaf and hearing impaired individuals.

Visit the CBHI website for a complete listing of [Frequently Asked Questions](#).

Interactive Tutorials

Interactive Tutorials for CBHI CANS Application Users

Did you know tutorials for CBHI CANS application users are available on the CBHI website? These interactive sessions provide easy to follow step-by-step directions for Certified Assessors and Data Entry Operators who use the CBHI CANS application on the VG. The tutorials can be found on the CBHI website at www.mass.gov/masshealth. Click CBHI and go to “Training for Providers”, then click on “CANS TOOLS” and scroll down for a list of MASS CANS implementation resources. ●

Using the MASS CANS

Continued from page 3

Did You Know ...?

Consent forms are available in the following languages:

- English
- Spanish
- Russian
- Portuguese
- Chinese
- Vietnamese
- Khmer
- Lao
- Haitian Creole

The consent form is only available in English within the CANS application. However, translated forms are available on the CBHI website for providers serving non-English speaking families. To download, visit the CBHI website (www.mass.gov/masshealth), click the "[CBHI](#)" link and click the "[Information for Providers](#)" link). On the "Information for Providers" page, click the "[CANS Tools](#)" link. On the CANS tools page you will find Massachusetts CANS Consent Documents in the above languages.

Helpful Hint: When entering a reassessment, copy the MASS CANS!

When performing the 90-day re-assessment, copy the previous record and 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.

Verifying MassHealth Member Eligibility, Claim Status and More: Provider Online Service Center (POSC)

Have you registered to use the Provider Online Service Center (POSC)?

The POSC is a Web-based environment that automates functions such as member eligibility verification, claim submission and status, claims processing, prior authorization, referrals, pre-admission screening, online remittance advices, and reports. A username and password are necessary to access many POSC services.

Current MassHealth providers and business partners received a Provider PIN Registration Letter from MassHealth earlier this year. That letter included a personal identification number (PIN), a 10-digit NewMMIS Provider ID and service location number, and instructions on how to register online.

For more information visit www.mass.gov/eohhs and select the [MassHealth Provider Online Service Center](#) link found under "Online Services."

If you already have a VG User ID to access the POSC service portal, you do not need to have another VG User ID created for the CBHI CANS application. You will need to have your Access Administrator (AA) submit a User Request Form (URF) to add the CBHI application to your user profile.

If you have any questions, please contact Virtual Gateway Customer Service at 800-421-0938.

YourFeedback.....

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



MASS CANS Community of Practice

A Community of Practice (CoP) is defined as a “group of people who share knowledge, learn together, and create common practices.” — Wenger, McDermott, & Snyder, 2002¹



PHOTO: CASSANDRA PERRY

Left to right: Mary Innis (UMass Memorial Medical Center), EJ Thomas (Community Services Institute), Catherine Balletto (Community Services Institute), Deborah McDonagh (CBHI), Jack Simons (CBHI)

In September CBHI, in partnership with the UMMS CANS Training Program, initiated a series of Community of Practice teleconferences and workgroup meetings to address issues surrounding using CANS in Practice.

An initial kick-off teleconference occurred on September 18, 2009. At that time, clinicians learned about planned activities and had the opportunity to join a live discussion with a panel of colleagues who shared their experiences using the MASS CANS in daily clinical work.

Provider meetings focusing on the interface of CANS and treatment planning started in October. The group has met twice; our December meeting was snowed out and was rescheduled for Wednesday, January 6. While we are already enrolled

to capacity for that meeting, we will publicize openings for future meetings.

Attendees at these meetings have represented a broad spectrum of MASS CANS users, from solo practitioners to large, multiservice, multisite organizations, at a variety of levels of care. In response to provider questions, we have added representation from MassHealth and its managed care entities so we can achieve a better common understanding of CANS implementation and impact at multiple levels and across a variety of services and settings. The meetings have illuminated the complexity of CANS implementation in Massachusetts and have

helped to identify opportunities and challenges in CANS implementation for the near future (see page 10 for a full list of meeting participants).

Our previously scheduled January 15 teleconference call to provide a summary of the workgroup discussions has been rescheduled to February 5th, 2010.

We invite you to send questions and/or comments regarding your experiences integrating the UMMS CANS into your practice to MassCans@umassmed.edu.

CANS Teleconference Rescheduled: February 5th, 2010
(previously scheduled for January 15th)

Time: 12:00 pm — 1:00 pm

Phone: 866-565-6580

Passcode: 9593452



PHOTO: CASSANDRA PERRY

Left to right: Gretchen Hall (UMMS Training Program), Kelly English (Office of Behavioral Health for MassHealth), Jack Simons (CBHI), Deborah McDonagh (CBHI)

¹ Wenger, E., McDermott, R., & Snyder, W. (2002). Cultivating communities of practice: A guide to managing knowledge. Boston, MA: Harvard Business School Press.

The UMMS CANS Training Program Announces Training Enhancements



As a result of feedback from trainings and the extensive technical assistance provided to people participating in UMMS CANS training, the UMMS CANS Training Program launched a new and improved online MASS CANS certification training. The new program includes the following features:

- Engages learners in an item-by-item explanation of the MASS CANS tool
- Learners gain an understanding of the rating scale and rating distinctions for each item

- Acknowledgement and respect for the range of knowledge and expertise of the audience
- Very easy navigation using the right hand menu bar
- Multiple opportunities to practice at the MASS CANS item level
- Recognizes that users have different learning styles and allows learner to receive information in a variety of ways

- Provides learners with an opportunity to test their mastery of the subject through item-level quiz questions

For more information and to use the enhanced Distance Learning Program, visit the UMMS CANS Training Program at <https://masscans.ehs.state.ma.us>. ●

CANS Rating Tips: Webcast Series

A webcast series to augment CANS support will be available soon. (A *webcast* is a pre-recorded multimedia presentation that you can view on the Web, at your own pace, whenever you wish.) The series will include two components: Item Definitions unique to MASS CANS and Ratings Review. These webcasts are intended to clarify rating

questions and provide additional information on items about which providers have frequently had questions. Please visit the UMMS CANS website at <https://masscans.ehs.state.ma.us> to access all of these webcasts.

We hope you will find these tools helpful and that they will support your use of MASS CANS in your organizations.

Please feel free to call the UMMS CANS Training Program office at 508-856-1016 with any CANS training-related questions.

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>

- January 27, 2010 — *Peabody Holiday Inn*
- February 24, 2010 — *UMass Medical School, Shrewsbury*

- March 19, 2010 — *UMass Amherst*
- April 14, 2010 — *Taunton Holiday Inn*
- May 11, 2010 — *Boston Transportation Building*
- June 17, 2010 — *UMass Medical School, Grafton*

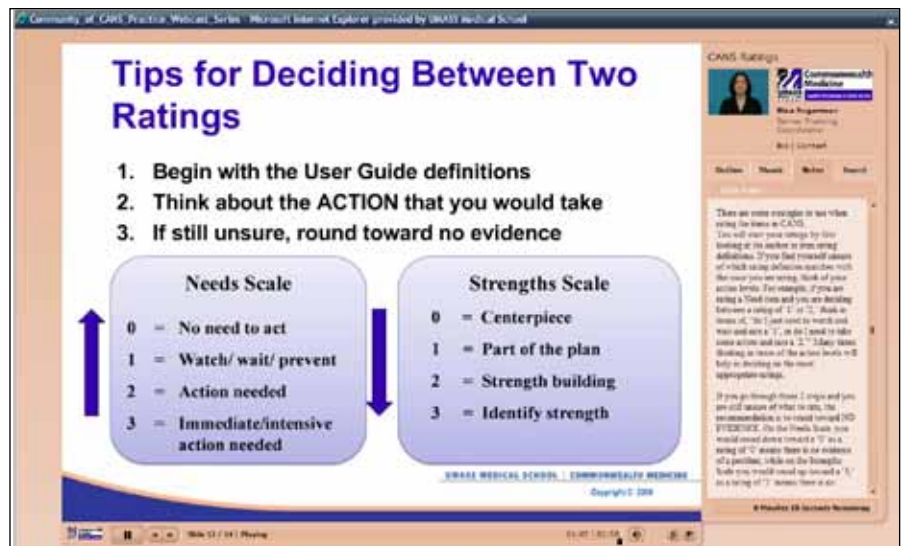
CANS Conference Call Schedule:

- February 5, 2010
- March 12, 2010
- May 14, 2010



CANS Birth-4 Webcast Now Available

The UMMS CANS Training Program is also pleased to announce the launch of a MASS CANS Birth-4 webcast. (A *webcast* is a pre-recorded multimedia presentation that you can view on the Web, at your own pace, whenever you wish.) This module is an important addition to the UMMS CANS Training Program and provides support for currently certified providers who use MASS CANS with children from birth through age four. The webcast reviews the Birth-4 Domains, key characteristics, and the ratings as they apply to the Birth-4 application. Items specific to the Birth-4 application are reviewed in this overview, as they are designed to respond to the developmental levels of young children. The goal of this presentation is to enhance your use of the Birth-4 MASS CANS, and is specifically for those who already hold a MASS CANS certification. All Certified Assessors can access the Birth-4 program at the UMMS CANS Training website at: <https://masscans.ehs.state.ma.us>. The Birth-4 MASS CANS webcast is an enhancement to the certification training and is not a preparation course for certification. ●



CANSConference



PRAED FOUNDATION
SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Present the sixth annual
CANS CONFERENCE

PRODUCING OUTCOMES, ENCOURAGING BEST PRACTICES AND BUILDING FAMILIES

April 18th through April 20th, 2010

Hotel Nikko

San Francisco, California

On-line hotel registration will be available at www.praedfoundation.org

MASS CANS CoP Meeting Participants

Catherine Balletto, Community Services Institute
Gina Battaglia, MBHP
Michelle Blanchard, Advocates Community Counseling
Ben Cadet, Willis Center
Branilda DeLeon, Gandara Center
America Ducasse, Arbour Counseling
Nancy Gajee, May Institute
Erin Schotanus, Family Continuity
Debra Grollman, Community Healthlink
Jim Haugey, BHN
Debbie Howard, Northeast Center for Youth
Margaret Howell, Multicultural Wellness Center
Mary Innis, UMass Memorial Medical Center
Amanda Jablonski, South Bay Mental Health Center
Melissa King, MBHP
Michelle Machado, St. Vincent's Home
Mary McCarthy, Child and Family Services
Susan McCarthy, St. Vincent's Home
Kara Sabalauskas, The Home for Little Wanderers
Sara Schieffelin, Northeast Center for Youth
Mary Lou Shewchuk, Family Continuity
Dr. Carl Skeene, Private Practice in Springfield
Linda Smith, BHCHP
Edward Thomas, Community Services Institute
Janice Tortoriello, River Valley Counseling Center,
Courtney Ungechauer, Strattus, TILL's Behavioral Health Centre
Ivy Velez, Walden School for the Deaf ●

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:

MassCans@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