

CANS Troubleshooting: Top Five Calls to VG Customer Service

Issue	Definition/Cause	Solution/Workaround	Resources and Links
Cannot log into Virtual Gateway (VG)	Lost or forgot Username or password to the VG	To retrieve password , click here To retrieve username , please call VG customer service .	VG Customer Service Monday-Friday 8:30 A.M.-5:00P.M. 800-421-0938 (Voice) 617-847-6578 (TTY for those with complete or partial loss of hearing)
Cannot log into CANS Training Program Web site	Lost or forgot username/password to CANS Training Program Web site	To retrieve password , click here . To retrieve username , click here .	Mass CANS Training Program Web site https://masscans.ehs.state.ma.us
Trouble with faxing the CANS consent form	A CANS user may mistakenly use his or her organization's fax cover sheet when faxing a CANS consent form. The software that MassHealth uses to manage faxed consent forms CANNOT read your organization's fax cover sheet. If you try to fax a CANS consent using your organization's coversheet, that consent form <i>will not</i> be registered.	You must use the fax cover sheet that you can print out from the CBHI application. It will automatically print out with member and provider information on it. You must fax the CANS consent form with this cover sheet to MassHealth at 617-887-8708.	See CBHI CANS Consent Faxing Guide . Or go to: www.mass.gov/masshealth/cans Click on <i>Using the CANS on the Virtual Gateway</i> , scroll down to the Reference Guides—the consent faxing guide is toward the end of the list.
How do I get recertified to use the CANS?	Certification is valid for 24 months.	Six weeks before certification expiration, you will receive an e-mail notice of pending expiration. Upon receipt of this e-mail, you must log into the Mass CANS Training Web site with your existing username and password to access the certification exam.	For information on recertification, check Mass CANS Training Program Web site. https://masscans.ehs.state.ma.us
I lost my CANS training certification key.		To retrieve your Certification Key, log in to the Mass CANS Training Program website and select "Edit my Information" from the CANS Training Menu located on the right side of the CANS Training Program home page.	Mass CANS Training Program Web site https://masscans.ehs.state.ma.us