What is ICANS?
ICANS is a secure, electronic, internet-based system used to administer and manage CANS (Child and Adolescent Needs and Strengths) assessments in Idaho.

What type of agency can have access to ICANS?
Agencies that have access to ICANS participate as one of the following:
- Idaho Medicaid Approved Agencies
- Idaho Medicaid/Optum Approved Agencies
- Idaho Department of Juvenile Corrections
- Idaho Department of Health and Welfare (Division of Behavioral Health, Medicaid, Family and Community Services if the child is involved with their programs.
- Other Entities as determined and approved by DBH

*Access permissions to ICANS are assigned according to specific role-based needs. Not all agencies will have the same access to the ICANS system.

Why does my agency need access to ICANS?
Your agency will need to use the ICANS to administer, score, and manage CANS assessments for any client that is involved in state-funded mental health services, such as the YES program. The ICANS is the only state-approved platform for the administration, scoring, and management of the Idaho CMH CANS (and variants) in Idaho.

Why do we need to sign an ICANS Agency Agreement?
The Agency Agreement for ICANS is a legal agreement between the agency, organization, and/or provider and DBH. The agreement serves as an assurance to the Division of Behavioral Health the agency’s commitment to adhere to the rules and regulations governing the use of the ICANS for all agency staff who have access to the system. By signing the agreement, the agency is allowed to create, maintain, use and/or disclose protected health information as a covered entity according to HIPAA.

Why do my staff members have to sign ICANS User Agreements?
To access the ICANS, all individuals must have a signed ICANS User Agreement. This Agreement assures the following:
- Anyone accessing the system is doing so only for purposes of providing or coordinating mental health assessment or treatment and healthcare operations to promote efficiency of communication of care, client safety, and enhanced client health.
- The authorized user will abide by the ICANS policies and procedures, including but not limited to, those related to HIPAA, CFR, and state rules and regulations related to privacy and security standards, as well as the ICANS electronic manual.

ICANS information may be shared with other Authorized Users (See ICANS User Agreement) only within the ICANS process to prevent duplication of records. To clarify, this means that the ICANS does not offer the ability for an authorized user to simply search for an existing client outside of the current agency to look up the information listed below. It is also important to note that an Authorized User, by signing the ICANS User Agreement, legally agrees to:
- Access ICANS only as reasonably necessary for the performance of the Agency’s activities,
- Not disclose any user IDs, passwords and/or other security measures issued to them to any other party,
• Comply with all other requirements as described in the agreement, the ICANS Agency Agreement, the ICANS eManual, ICANS Privacy Policy, ICANS Security Safeguards Policies, and other terms and conditions to which DBH may agree, at its discretion.

Only the following information in the ICANS system may be shared with authorized users:
• Last Name
• First Name
• Birth Date
• Social Security Number*
• Gender
• Race
• Ethnicity
• Address
• Identifiers (other numbers such as Medicaid ID number)

*The Social Security Number (SSN) is collected for the purpose of identification of participants and the prevention of duplication of benefits and information. The SSN is a fundamental component for case management and care coordination activities.

The following information in the ICANS system is not shared with authorized users:
• Diagnosis(s)
• Any information related to Substance Use.
• Ratings on any of the CANS items.
• Comments entered into ICANS related to the CANS scoring.
• Recommended Level-of-Care outcomes

Examples of potential authorized users may include, but are not limited to:
• Division of Behavioral Health Children’s Mental Health staff.
• Division of Family and Community Services (FACS) staff, including Developmental Disabilities and Child Welfare if your child is involved in their programs.

• Medicaid and/or Optum staff who are responsible for the coordination, payment, and quality management of behavioral health services in Idaho.
• Independent Assessment providers, who are contracted by Medicaid, who will assess children for eligibility for some state-funded children’s mental health services.

Will training be provided in the use of ICANS? Yes, trainings covering the use of ICANS will be provided by the Division of Behavioral Health. A schedule of current training sessions is located on the ICANS Training Calendar, click [here](#).

In addition to online training sessions, an electronic manual (eManual) is also available on the ICANS website. This manual provides detailed guidance and information related to the use of ICANS. All authorized users of ICANS are required to abide by the guidelines set forth in the ICANS eManual.

The Division of Behavioral Health will also provide ongoing technical support and assistance to all ICANS authorized users. ICANS technical support is available to users through a convenient online support portal ([ServicePRO](#)), by email, and by telephone.

Have questions not covered by this FAQ or have concerns?
Please contact the IDHW DBH Help Desk

**e-Mail:** [icanshelpdesk@dhw.idaho.gov](mailto:icanshelpdesk@dhw.idaho.gov)

or call (208) 332-7316, Toll-Free: (844) 726-7493