Meeting: ICANS Community Provider Setup Q&A – 5/7/2018

Date: May 7, 2018
Time: 10:00am – 11:00am (MT)
Location: WebEx online training

Attendees:
- Michelle Buskey – Idaho Department of Health and Welfare (Presenter)
- Robert Willingham – Idaho Department of Health and Welfare
- Julie Trana – Pathways of Idaho

The DBH Automation Help Desk reviewed:
- The communication distributed by OPTUM to the provider network.
- The ICANS.dhw.idaho.gov website
  - The setup packets for Wave 1 and 2
  - Went over what each form in the packet is
  - Walked through how to complete and submit the Agency spreadsheet
  - Walked through how to complete the and submit the User Spreadsheet
    - Went over that the email provided for each user must be unique.
    - Went over what each of the level of access are and why/when you would assign them to a user.
    - Went over that the name on the spreadsheet should be their legal name as this is what will appear on the electronic signature.
    - Went over requirements for staff having access to sign and finalized a CANS, enter the CANS External User ID, if not available, enter a note and the DBH Automation Help Desk will look up the information.
    - Went over what the Agency ICANS Administrator (AIA) is responsible for.
      - Showed the ICANS eManual and where to find the DBH Automation Help Desk Contact information.
- Questions:
  - What do we do with the signed informed consent once we have the parent/guardian sign it?
    - The provider is responsible for maintain the signed informed consent as part of the client record.