Meeting: ICANS Community Provider Setup Q&A – 4/11/2018

Date: April 11, 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
- Melony Scott
- McKenzie Basaldua
- Karen Burton
- Nick Arbon
- Matt Johansen
- Tami Jones
- Unidentified Caller_1
- Unidentified Caller_2

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 the Agency spreadsheet
    - Walked through how to complete the User Spreadsheet
- Went over that the email provided for each user must be unique to any other supported system, including the WITS system which the Automation Help Desk also supports.
- 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.
- 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:
- User asked about if it was possible to attend the training using the audio on their computer. Robert reviewed how to select use computer audio when they join the WebEx Meeting.