Meeting: ICANS Community Provider Setup Q&A – 4/17/2018

Date: April 17, 2018
Time: 3:00pm – 4:00pm (MT)
Location: WebEx online training

Attendees:
- Michelle Buskey – Idaho Department of Health and Welfare (Presenter)
- Robert Willingham – Idaho Department of Health and Welfare
- Amy Korb
- Unknown Caller_1
- Unknown Caller_2
- David Sorensen
- James Carpenter
- Lynn Opdycke
- Steven McKee
- Treva Rawlings
- Rose Lynch

- 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:
  - Treva Rawlings – Asked about an in-person training in mid-June, and asked if that was the training offered by the Automation Help Desk on the use of ICANS or if it was a

clinical training. Michelle said that the Automation Help Desk is unaware of any in-person training in min-June, but would research it and get back to her.

- Treva also asked about the “train the trainer” training in June and wanted to know if that would allow her to go back to her office and train her staff. Michelle said that the Automation Help Desk was not conducting a train the trainer training in June, but would research it and get back to her.