July 23, 2018

TO: OPTUM NETWORK PROVIDERS, YES STAKEHOLDERS, IACP, PUBLIC ANNOUNCEMENT

FROM: IDHW DBH AUTOMATION UNIT

SUBJECT: ICANS TRAINING VS. CANS CERTIFICATION TRAINING

The DBH Automation Helpdesk (Helpdesk) is excited to support the July 1, 2018 rollout of the CANS to Idaho’s network of Medicaid-Optum children’s mental health providers. Since July 1, the Helpdesk has received a number of questions related to the ICANS and CANS, asking to clarify the difference between the CANS and the ICANS, the process to get access to the ICANS system, and training requirements. The Helpdesk hopes this communication will answer these questions. You can go to the ICANS resource website (www.icans.dhw.idaho.gov) for additional information and guidance related to the ICANS system.

ICANS vs. CANS:

- **CANS**: The Child and Adolescent Needs and Strengths (CANS). Idaho’s version of the tool, the Children’s Mental Health (CMH) CANS, must be used for all Medicaid clients who are engaged in the YES program.

- **CANS Certification**: Any individual completing a CANS must maintain a current CANS Certification through the Praed Foundation (see more information about Praed CANS Certification here).

- **ICANS**: The approved web-based platform for the administration and scoring of the CMH CANS in Idaho. Providers serving Medicaid clients who are engaged in the YES program are required to use the ICANS.

**Agency setup and Individual access to the ICANS system:**
Access to the ICANS system requires the completion of three separate steps.

1. Agency setup
2. User setup
3. User Training
1. **Agency Setup:**
All agencies that want to administer the CANS must have access to the ICANS system. Each agency must complete and submit both the ICANS Agency Agreement and Agency ICANS Administrator paperwork to the Helpdesk. These documents can be found on the ICANS Resources and User Guides website: [http://icans.dhw.idaho.gov/ResourcesandUserGuide/tabid/4105/Default.aspx](http://icans.dhw.idaho.gov/ResourcesandUserGuide/tabid/4105/Default.aspx). Once the provider agency is set up in the ICANS system, individual CANS users can be set up in the system.

2. **User Setup:**
To be granted access to the ICANS system, **each CANS user** must meet the following requirements.

- **Required:** Sign and submit the five (5) page ICANS Authorized User Agreement to the Automation Help Desk (see [User Agreement](#) here).
- **Required:** Register for, and attend, an online ICANS system training offered through the Automation Help Desk (see [Calendar](#) here).
  - Agency staff may attend any training that is for ICANS, including the “ICANS Community Agencies, Partners, & IDHW FACS Training” and “Liberty’s IA ICANS Training.”
  - In August, the trainings will combine and the name will change to “ICANS Partner & Provider Training.”
  - The “Agency ICANS Administrator (AIA)” Training is for any agency ICANS administrator, no matter what type of agency. This training suffices as the required training.
- **Optional:** Complete the online CANS Certification through the Praed Foundation. This is required for all staff requesting the **Sign and Finalize** level of access in the ICANS system. This level allows the user to enter and sign-off on a CANS Assessment (see [CANS Certification](#) here).

3. **ICANS User Training:**
User training on the ICANS system is offered live via WebEx, an online training forum. ICANS training is offered (at no cost) by the Helpdesk. Training sessions are offered at least twice per week (see [Calendar](#) to view schedules and register for a training). At this time, trainings are only offered as live trainings, though in the future will be offered via on-demand video. **Attendance at an ICANS training session is required for each user.** As such, the Helpdesk trainer will take attendance at each training and document attendance for all attendee information. Provided that all other requirements for system access are met, the ICANS account for each attendee will be updated within the same business day to allow access to the ICANS. Please note, ICANS user training is not the same as CANS Certification; CANS Certification is provided by the Praed Foundation and required to be an administer of the CANS tool.

The Helpdesk understands that the ICANS setup and requirements may be a confusing and complicated process. If you have any questions, please do not hesitate to email the Helpdesk at icanshelpdesk@dhw.idaho.gov or go to [www.icans.dhw.idaho.gov](http://www.icans.dhw.idaho.gov).

Thank you,

DBH Automation Help Desk