



Provider Alert

ALERT #24

Date: August 27, 2013

CHILD AND ADOLESCENT NEEDS AND STRENGTHS (CANS) TOOL IS REQUIRED TO BE COMPLETED AND ENTERED INTO THE VIRTUAL GATEWAY

The following information should be noted immediately to your chief executive officer, chief medical officer, chief operating officer, program director, quality management director, compliance officer, billing director, and staff.

This Alert serves as a reminder of the requirements relative to completion of the Child and Adolescent Needs and Strengths (CANS) tool previously described in Alert #60, issued on 4/1/2009.

The following providers are required to complete and enter the CANS into the Virtual Gateway for youth under the age of 21:

Providers Required to Complete the CANS	Required Frequency of CANS Completion
<ul style="list-style-type: none">• Inpatient psychiatric facility• Intensive Community-Based Acute Treatment (ICBAT) and Community-Based Acute Treatment (CBAT)• Transitional Care Unit (TCU)	Completed as part of the discharge planning process
<ul style="list-style-type: none">• Outpatient therapy (<i>diagnostic evaluations, individual, family, and group</i>)• In-Home Therapy (IHT)• Intensive Care Coordination (ICC)	Completed at the time of the comprehensive assessment and every 90 days thereafter

With Member consent, providers are required to enter all information from the CANS tool into the Virtual Gateway at the above required frequency. If no consent to enter the CANS into the Virtual Gateway is given, providers are required to complete the paper version of the CANS *and* also enter the demographic information and Serious Emotional Disturbance determination into the Virtual Gateway.

When a provider organization terminates employment of a CANS-certified employee, the provider organization must submit a request to the Virtual Gateway to have the staff person deactivated *as soon as access to the Virtual Gateway is no longer required by the provider organization.*

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For more information about using the CANS application on the Virtual Gateway, please refer to <http://www.mass.gov/eohhs/gov/commissions-and-initiatives/cbhi/child-and-adolescent-needs-and-strengths-cans/using-the-cans-application-on-the-virtual-gateway.html>

If you have any questions, please contact our Community Relations Department at **1-800-495-0086** (press **1** for the English menu, **2** for the Spanish menu, then **3** and then **1** to skip prompts), Monday through Thursday, 8 a.m. to 5 p.m., and on Fridays from 9:30 a.m. to 5 p.m.