

November 14, 2019

RE: Magellan Healthcare CANS Implementation for ABA agencies

Dear ABA Provider,

Magellan Behavioral Health of Pennsylvania (Magellan) will implement the Child and Adolescent Needs and Strengths – Core (CANS) across all contracted ABA/IBHS agencies, effective January 1, 2020.

Magellan began using the CANS tool with select contracted BHRS providers in 2005 and expanded to all contracted BHRS agencies in 2015. **Now, the CANS will be expanded to all contracted ABA/IBHS agencies in Bucks, Delaware, Lehigh, Montgomery, and Northampton counties effective January 1, 2020.** The expectation is that all eligible members receiving BHRS/ABA/IBHS (over 3 years of age) have a CANS assessment completed within 30 days of the initiation of ABA services, prior to each ABA reassessment, and at ABA discharge.

The CANS is a multi-purpose tool developed for children’s services to support decision making, including level of care and service planning, to facilitate quality improvement initiatives, and to allow for the monitoring of outcomes of services. Versions of the CANS currently are used in every state in child welfare, mental health, juvenile justice, and early intervention applications.

Reporting is available to providers at two levels – individual member reports and provider reports. Reports contain global scores as well as item-level scores grouped by six domains: strengths, problem presentation, functioning, risk, child safety, and caregiver needs and strengths.

Contracted BHRS/ABA/IBHS providers are required to have all master’s-level BHRS/ABA/IBHS staff trained and certified, via the Praed Foundation web training and certification process, by December 31, 2019. Training and certification is available free of charge to all contracted agencies. Web access is available from any computer, so staff can complete the training and the assessments from laptops, etc. CANS certification is required annually thereafter.

The Praed Collaborative Training site, www.canstraining.com, is the single source of online CANS certification. In order to access the training, please go to www.schoox.com/login.php- select State: Pennsylvania; Agency: please start typing in Magellan- and then select corresponding county to agency.

Please enroll in the Magellan CANS Core 1.0, which is free. This course is located under the training tab. Once staff complete the training, they should print the certificate and submit to your agency for record keeping.

The MagellanProvider.com administrator for the agency will need to create new accounts for all staff who will be completing the CANS. The administrator will need to enter the CANS certification date for each staff in order for the staff to have access to the Magellan CANS application. Magellan’s agreement with the Praed Foundation for use of the CANS is limited to those with active CANS certifications.

In order to set up accounts for the CANS users, simply sign in with your secure username and password, and click on Administrator Setup on the left-hand menu. On the top right of the page, click on Help for assistance or you can review the online demo. It is located on the website and available: under the Education top-menu item, select Online Training, then scroll to the MyPractice section to find a brief demonstration video on “Admin Set-Up.” Or, you may paste the link below into your browser:

<https://www.magellanprovider.com/MHS/MGL/education/demos/AdminSetUp/AdminSetup.htm>.

CANS resources are available on the www.MagellanofPA.com website. This includes Technical Assistance documents and Frequently Asked Questions documents. To find them please go to MagellanofPA.com, go to ‘For Providers’ and the information is available under “Provider Resources” in the “Outcomes Assessment Tools.”

Providers must develop internal workflows to ensure all staff complete the CANS prior to each assessment, and that the CANS report is available for review by the assessor and incorporated into the member’s assessment and treatment plan. Copies of the CANS report should be included in all BHRS/ABA/IBHS authorization requests effective January 1, 2020. Paper versions of the CANS are not acceptable with BHRS packet submissions – the CANS must be submitted electronically.

We will monitor agencies for staff adherence to this requirement.

Magellan requests that each agency identify an agency lead to manage all questions related to CANS. This individual should utilize the technical assistance documents available at www.MagellanofPA.com (For Providers/Provider Resources/Outcomes Assessment Tools) prior to contacting Magellan for assistance. If unable to resolve the issue internally, this staff will be the primary contact with Magellan to get the questions resolved.

If you have website related questions, please use the Provider Services Line 800-788-4005. The Provider Services Line can assist with issuing a user name, resetting a password, or to address technical difficulty. If you need to change your agency administrator, please contact Michael Ditty at MSDitty@MagellanHealth.com. We look forward to continuing our work with you to collect clinical outcomes for our members and BHRS/ABA/IBHS programs. We appreciate your participation in the process.

We look forward to working with you to collect clinical outcomes for all BHRS/ABA/IBHS members over the age of 3. We appreciate your participation in the process. If you have any questions, please contact me at TAKarbiner@MagellanHealth.com.

Sincerely,

Tara Karbiner

Tara Karbiner, MSW, LCSW
Director of Child and Family Resiliency