

# Frequently Asked Questions (FAQ)

## Magellan CANS 2016 System & Praed Foundation Magellan CANS Certification Site

On every page of [www.MagellanProvider.com](http://www.MagellanProvider.com) (“mp.com”), there is an FAQ link which will take you to the most common questions about the website. On every page of [www.canstraining.com](http://www.canstraining.com), the Praed Foundation training and certification system, there is a “contact us” link to ask website questions. This document will be specific to the Magellan CANS 2016 system and the Praed Foundation Magellan CANS certification site.

### Magellan CANS 2016 System:

- 1. I forgot my MagellanProvider.com user name or my password. How can I retrieve them?**  
On the MagellanProvider.com Sign In page, there is a link for “Forgot Username” and “Forgot Password.” Follow the instructions for your User Name and/or Password to be emailed to your email address on your account. If you are still unable to access your username or password, or your email address has changed, use the Contact Us option.
- 2. I am locked out of my MagellanProvider.com account. How do I get help?**  
Use the Contact Us option on the MagellanProvider.com website for assistance.
- 3. I am the MagellanProvider.com administrator for my agency. How do I create new accounts for CANS users?**  
In the mp.com Education > Online > MyPractice, there is a brief demonstration video on “Administrator Set-Up.” Or, you may paste the link below into your browser:  
<https://www.magellanprovider.com/MHS/MGL/education/demos/AdminSetUp/AdminSetup.html>
- 4. I completed my CANS certification but the CANS red box is gone. Why can't I submit a CANS?**  
Your certification is good for one year. You will need to recertify and submit your certification to your agency(ies). Your MagellanProvider.com administrator will need to enter the date of your certification in the CANS Certification tab. If you are the administrator of the mp.com account, you cannot enter your own CANS and will need to contact your network representative for assistance.
- 5. What are the technical requirements for using the CANS application?**  
Magellan upgrades our systems to work with the most recent versions of common browsers to maintain security features. Additionally, Magellan continues to support previous recent versions. The minimum requirements can be found in the mp.com FAQ on “Technical Help” > “What are the site access requirements?”  
To use the CANS application, it is recommended to upgrade to the most recent version possible for your browser. Note that several common browsers automatically update without users needing to worry about versioning, i.e. Google Chrome and Firefox. If the user is on a previous version of Internet Explorer/IE, the user will have to update incrementally, i.e. from IE 9 to go to IE 10 and then IE 11. It is recommended to upgrade to the most recent version of Adobe as well and to use the highest speed connection available, which may be a wired connection if the available wireless has low bandwidth or connection speed.

**6. I completed the entire CANS and clicked submit, but I did not get a PDF of the CANS, and there is no CANS in the Outcomes listed. Did the CANS save?**

If the PDF of the CANS did not “pop-up” when you clicked “submit” then the CANS possibly did not save. Do not try again until completing these three actions:

- 1- Disable the Pop-up Blocker for the website (see Attachment 1 for more information)
- 2- Add MagellanProvider.com to your Internet Explorer Compatibility View. (See Attachment 2 for detail)
- 3- Use Internet Explorer 11, Mozilla Firefox, Chrome, or another browser noted in mp.com to be compatible. (See the mp.com FAQ on “Technical Help” > “What are the site access requirements?”)
- 4- Search again for the CANS from the Manage Outcomes page for the pdf.

If all this fails, use the contact us feature in the mp.com FAQ or, if locally instructed, your local Magellan CANS contact. Identify what you are trying to do, your system specifications, the submitting mp.com user account (i.e. joesmith9999) no password, and the name of youth, Magellan ID and/or DOB, date of CANS submitted,

**7. I put the CANS under the wrong MIS#. What do I do?**

Determine the correct MIS# to enter all CANS for your program. Open an account with that MIS# or, if you have multiple MIS#s associated with your account, select the correct MIS#. Re-enter the youth’s CANS information, including the correct date. The youth’s CANS will then connect for the Individual Youth Report and for the Provider MIS# reports.

**8. I am trying to enter a reassessment, but I am only getting an option of an Initial. How do I enter a reassessment?**

If the only option offered is “Initial” then a CANS has never been completed for this youth by eligibility under this MIS#. For example, youth eligibility and Magellan ID will change if the youth moved to another PA county. In these situations, the Initial CANS can be entered with a backdate to the original Initial CANS before the current CANS is entered, or the CANS can be completed as a new Initial in the new eligibility. The other possibility is that the previous MIS# used was different. Check the MIS# of the previous CANS. See above on entering in the correct MIS#.

**9. How do I enter a CANS for a concurrent review?**

The CANS interval types are Initial, Reassessment, and Transition/Discharge. A “concurrent review” or “reauthorization for services” would be a Reassessment.

**10. Why are there only three CANS on my report?**

The Youth report is designed to match an episode of care. The Youth Report will always show an Initial CANS as the first in the episode series. Up to three CANS are shown in date order on the Youth report to show the youth: 1- at the beginning of the episode of care, 2- at the most recent treatment plan for the episode of care, and 3- where the youth is currently in the episode of care. If the current CANS is a Transition/Discharge, this represents the end of an episode of care. The next CANS entered can be an Initial to start a new episode of care.

**11. My agency is using a different CANS version and certification site on canstraining.com. Will that be accepted by Magellan?**

Magellan will accept active certifications on specific versions of the CANS, i.e. the Virginia CANS in Virginia and the Wyoming CANS in Wyoming. Have your agency MagellanProvider.com administrator contact your local Magellan office to determine if the CANS version will be accepted. If yes, your MagellanProvider.com administrator will enter the certification date into the MagellanProvider.com CANS Certification tab to open the Magellan CANS 2016.

## Praed Foundation Magellan CANS certification site:

**12. My agency not listed in the Magellan jurisdiction. What do I select?**

As a behavioral health managed care organization, Magellan CANS 2016 has sub-accounts by “entity” and not by “agency.” Only entities with requirements to use the CANS are included in this list. Please select the entity which matches your situation. If you have a requirement to use the CANS and do not find an entity which matches your situation, please contact your local Magellan office for assistance. If you are not required to use the CANS, please contact the Praed Foundation via their website [www.PraedFound.org](http://www.PraedFound.org) for free or self-pay training options.

**13. For my email, do I use my work email or my personal email?**

We recommend you use your work email. If you work at multiple agencies, select one of the agencies. There is a back-up email option that can also be used.

**14. I work at multiple sites. Which address should I use for my account?**

Chose any one of your work addresses. The address can be changed if you move over to a different site.

**15. How do I change my account information?**

You may change address and other information in your account using the drop downs in “Profile” and “Edit Profile.” To change your account name or email, use the contact us feature.

**16. I have a staff locked out of the Praed Foundation CANS training system. We have reviewed the CANS and the staff is ready to take the test again, but how?**

The staff should use the contact us option on the Praed Foundation website to identify the re-training steps taken and the request to re-open the account to take the test again.

**17. How do I download my previous certifications?**

You can retrieve your previous and current Praed Foundation certificates in [www.canstraining.com](http://www.canstraining.com). Using the account drop down under your name, select “My Certificates” and download the certificate(s). If your previous certificate was from the MagellanProvider.com certification system, your MagellanProvider.com administrator can download the most recent certificate.

**18. Can I get CE's for the CANS training?**

Praed Foundation does not at this time have CE's for CANS training through the online system. There is an annual conference in which CEs can be obtained. Please check the [www.PraedFound.org](http://www.PraedFound.org) for more information.

**19. Is there a user guide for [www.canstraining.com](http://www.canstraining.com)?**

Yes. Please see the “How to Navigate the CANS Training Website”

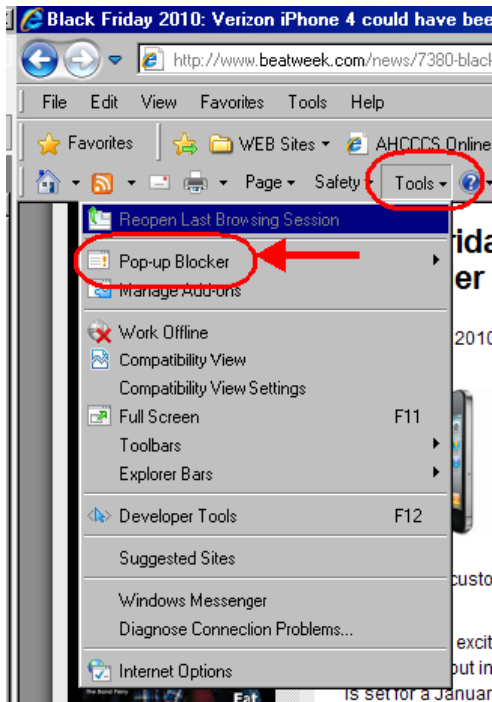
[http://www.magellanofpa.com/media/1552483/how-to-navigate-the-cans-training\\_jan\\_2017.pdf](http://www.magellanofpa.com/media/1552483/how-to-navigate-the-cans-training_jan_2017.pdf)

## Attachment 1

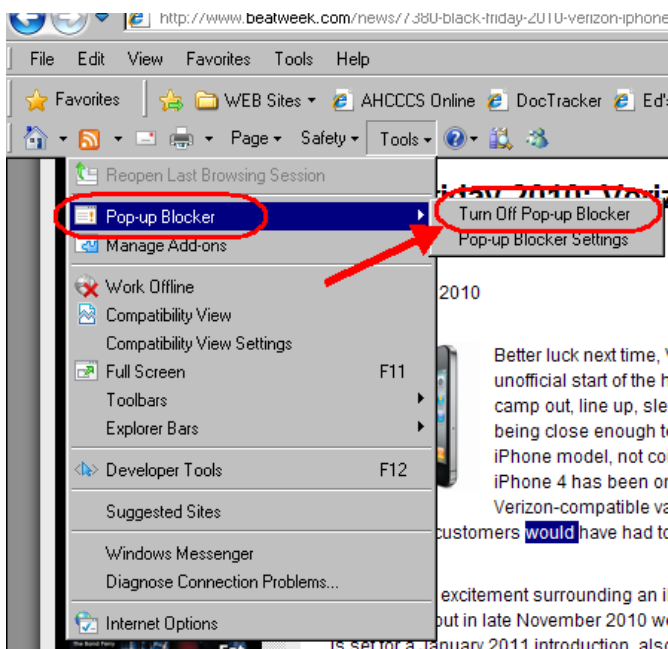
### Disable Pop-Up Blockers:

Primary reason for being unable to submit a CANS (when click "submit" the user is returned to Manage Outcomes), is that Pop-Up Blockers have not been fully disabled.

Click on the Tools menu at the top of the browser and select Pop-up Blocker



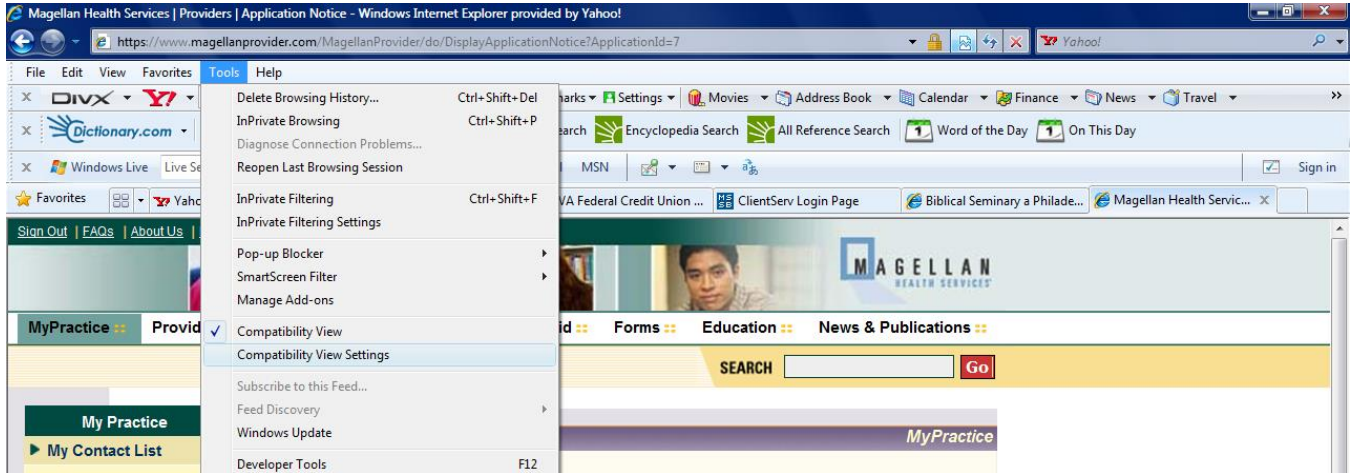
Then from the secondary pop-up menu, click Turn Off Pop-up Blocker. After that, complete and submit the CANS assessment.



## Attachment 2

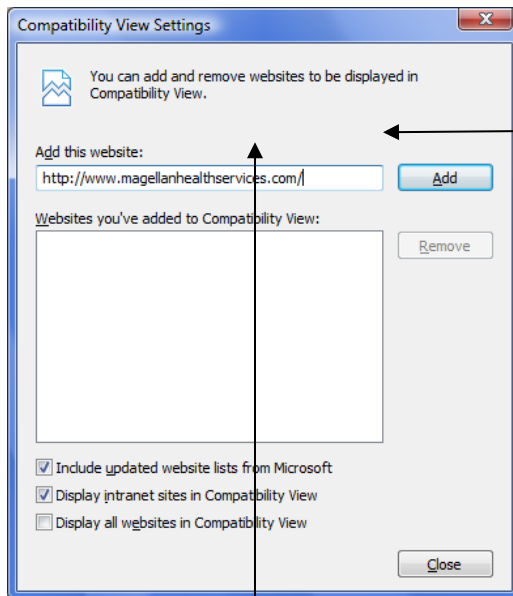
### Internet Explorer 10+ COMPATIBILITY VIEW

1. When you get to the webpage, click on the tools drop-down menu; it contains two compatibility options: **COMPATIBILITY VIEW** and **COMPATIBILITY VIEW SETTINGS**.



Note, if you just click the COMPATIBILITY VIEW at this point, you may need to do this every time you visit the website. To ensure the continued availability of the COMPATIBILITY VIEW, continue with the following instructions.

1. Two-thirds down on the menu; click on the COMPATIBILITY VIEW SETTINGS option; The following pop-up window will

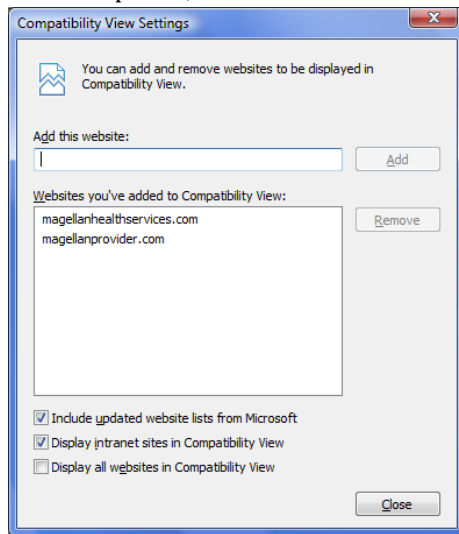


Click the "ADD" button after entering the respective websites.

appear:

2. In the "ADD THIS WEBSITE:" box, enter the following web addresses:
  - a. [www.magellanhealthservices.com](http://www.magellanhealthservices.com).
  - b. [www.magellanprovider.com](http://www.magellanprovider.com)

3. Once completed, the COMPATIBILITY VIEW SETTINGS box will appear as follows:



4. Click close.