

DCF ALERT

Alert#: DCF 2011-02
Issued: May 2011
TO: DCF Area Offices, Offices of Parole and Probation
SUBJECT: CANS Update Function Explanation

Dear DCF Staff,

It has recently come to our attention that CANS submitters are creating CANS re-requests and updates and attempting to save them to be able to review or edit at a later time prior to submission. This is resulting in a complete loss of the document and obvious (and understandable) frustration on the submitter's part.

This notice is to inform users about the current Client Connect functioning when creating CANS updates or re-requests. At this time, Client Connect does not allow for multiple open CANS. If you are updating a CANS using the "update" hyperlink and attempt to save the update as a draft, you will be unable to access the draft at a later time. This is because Client Connect recognizes this "update" as an additional saved open CANS. Therefore, it is important when completing an update to only enter data into the update sections and submit promptly. We recognize that this may cause inconvenience to you and others in the Area Office who may need to review or contribute information to the update. However, for now, we are unable to effectuate an immediate "fix" to the problem.

We at CT BHP are working diligently with Client Connect programmers to improve the process of submitting CANS re-requests and updates. We appreciate your attention to this matter and thank you for your patience. Please call Provider Relations at 877-552-8247 with questions.

Thank you,
CT BHP Provider Relations and Residential Care Team

Attachment: CANS Update Instructions

CT BHP – CANS UPDATE INSTRUCTIONS

PLEASE NOTE: The Re-Request function and link should no longer be utilized. The following instructions should be utilized for **ALL** CANS resubmissions and updates, including:

- A CANS submission is returned to the submitter from CT BHP requesting more information or clarification.
- Updates or additional information while a submitted CANS is in Awaiting Placement Status
- All 60 Day, 90 Day, etc. Updates

- 1) From the Home/Welcome Page of ClientConnect
 - a. Click Initiate and View Requests for Care/CANS

The screenshot shows the ClientConnect ValueOptions Home page. On the left sidebar, the link "Initiate and View Requests for Care/CANS" is highlighted with a red box. The main content area displays a welcome message for "SCOTT GRECO" and a section titled "WHAT DO YOU WANT TO DO TODAY?" with two links: "Initiate and View Requests for Care/CANS" and "Specific Member Search". Below this, there is a "Request for Care/" section with a status indicator: "You have 0 Request".

- 2) Find the CANS to be Updated under the Open Request for Care/CANS section

The screenshot shows the "Request for Care/CANS Summary" page. The "Open Request for Care/CANS" section is highlighted with a red box. Below it is a table with the following data:

Record #	Member ID	Member Name	Status	Date Complete Packet Received	Submitted By	Registration/CANS info.	Match Received	Match/Admit Info.
030711-1-7-1	CT06666666	Smith, John	Awaiting Match	03072011	D725ZCZA	View/Print Re-Request Update		View/Print
041111-1-4-1	TEMP000760979	Doe, Jane	Match Made	04112011	D72RIOSL	View/Print Update		View/Print

The "Update" link in the second row of the table is highlighted with a red box, and an arrow points from the text "3) Click Update" below to this link.

- 3) Click **Update**
 - a. Users should never choose Re-Request

CT BHP – CANS UPDATE INSTRUCTIONS

- 4) The previously submitted CANS will open to the first page of the CANS form.

CLIENTCONNECT
VALUEOPTIONS

Request for Care/CANS

Member Name: **POORE RONALD** Member ID: **TEMP000760979** Submitter: **D7GRECOS** Date of Birth: **06/30/1994**

▼ REGISTRATION ▶ CANS:MEMBER DEMOGRAPHICS ▶ CANS:LIFE DOMAIN FUNCTIONING ▶ CANS:SCHOOL ▶ CANS:STRENGTHS AND NEEDS ▶ CANS:BEHAVIORAL/EMOTIONAL NEEDS AND RISKS

▶ **CANS: MEDICATIONS AND CURRENT STATUS/INVOLVEMENT**

Registration

*Referring Party: *Geographic Area:

Is this a SWETP referral? Yes No Are supplemental clinicals expected? Yes No

*Contact Name: *Phone #: Ext. *Social Worker/Probation/Parole/Public Defender Name: *Phone #: Ext.

- 5) Users should immediately click on and proceed to the **CANS Medications and Current Status/Involvement Tab**. (The last page of the previously submitted CANS)

Note: Users should not change or alter any previously entered fields on any of the CANS pages. Users should not click Save Request as Draft during the Update process.

- 6) Once on the CANS Medications and Current Status/Involvement Page, users should scroll down to the bottom of the page and the **Request for Care/CANS Updates** section.

Narrative Entry (0 of 250) Narrative Entry (0 of 250)

Request for Care/CANS Updates

▶ UPDATE 1 Date(MMDDYYYY)

▶ UPDATE 2 Date(MMDDYYYY)

▶ UPDATE 3 Date(MMDDYYYY)

▶ UPDATE 4 Date(MMDDYYYY)

▶ UPDATE 5 Date(MMDDYYYY)

▶ UPDATE 6 Date(MMDDYYYY)

- 7) Click the Update 1 Field to expand the Update Section.

CT BHP – CANS UPDATE INSTRUCTIONS

- 8) Once the Update field expands, complete the Open Text Fields
 - a. Reason for Update (*drop down menu*)
 - b. Please Provider Details Narrative Entry (*open text field*)
 - c. Describe Changes in Behavioral/Psychological Presentation (*open text field*)
 - d. Rationale for Continued Need for Out of Home Placement (*open text field*)
 - e. Describe fully, the Current Treatment Needs (*open text field*)

Note: Users should not click Save Request as Draft during the Update process.

Request for Care/CANS Updates

UPDATE Date(MMDDYYYY)

Reason for Update
SELECT...

Please Provide Details
Narrative History
Narrative Entry (0 of 250)

Describe Changes in Behavioral/Psychological Presentation
Narrative History
Narrative Entry (0 of 250)

Rationale for Continued Need for Out of Home Placement
Narrative History
Narrative Entry (0 of 250)

Describe full the Current Treatment Needs
Narrative History
Narrative Entry (0 of 250)

- 9) Once complete, Users should click **Submit** at the bottom of the screen.

UPDATE 5 Date(MMDDYYYY)

UPDATE 6 Date(MMDDYYYY)

Back Submit