

Consent FAQ

What do I need to know about the new Consent process?

The new Consent process permits a provider to enter the CANS on the Virtual Gateway (VG), and allows other providers, to whom the caregiver has given consent, to view and copy the CANS. This will allow all providers caring for the child to have a clear picture of what is happening in the child and families life. This is particularly important when a child is cared for by multiple providers or requires treatment in different levels of care.

What specific information does MassHealth require to be entered into the Virtual Gateway (VG), and does this information require client permission?

Information about member demographics and whether the child/youth meets the criteria for Serious Emotional Disturbance (SED) collected with CANS must be entered into the VG, and does not require client permission.

What information requires member permission to be entered into CANS application on the VG and what is the process of documenting consent in the application?

Member permission is granted by a caregiver or an emancipated youth under age 21, and is required to enter CANS ratings and narrative fields in the VG. The application includes features for documenting consent, as well as, features for the member to cancel consent. MassHealth requires provider organizations use the consent form created by EOHHS.

What is different about the new consent process?

The new Consent form, which is scheduled to go-live in February 2015, features more user-friendly language that makes it easier for both the provider and caregiver to understand the consent process, and explains how the information gathered is stored in a safe place.

The new consent process allows providers who have received consent, to view and copy CANS records entered by other providers on the VG. This permits all providers with active consent, who are caring for the same child to have a clear and timely picture of what is happening in the child and family's life. This is particularly important when a child is cared for by multiple providers or requires treatment in different levels of care. For families, it means not having to repeat their stories. For new providers, it means that they will have immediate access to current information that affects their child's care and will be able to view, copy and edit a CANS previously created by another provider. Copying and editing an existing CANS will also save time and effort for providers.

What does the new language in the Consent form contain?

The new Consent form explains to the caregivers that signing the consent form gives permission to a provider to:

- 1) enter the CANS on the VG
- 2) such that any other providers, to whom the caregiver has given consent, will be able to view and copy the CANS record.

Please click to **Read the new Consent form.**



How will this work?

After the go-live date, all prior consent will no longer be valid as the Consent status in the CANS Application on the Virtual Gateway (VG) will be re-set to “no” for all members. You will be required to:

- Obtain new Consent from the caregiver when you next see them and then, you will need to enter “yes” in the ‘Manage Consent’ tab on the CANS application on the VG.
- If the caregiver declines consent then, you will simply enter “no” in the Manage **Consent tab. You are still required to enter the SED section on the CANS** application on the VG but complete the CANS on paper and enter into the child's medical record.

How will I know if another provider has completed a CANS on the same child?

When a new provider, with consent, enters a child's CANS onto the CANS application on the VG for the first time, the new provider will automatically be able to see the child's previous CANS from other providers.

The new provider will have the option to copy a previous CANS. The copy is now the new provider's CANS and can be edited as necessary, including the addition of Summary Comments at the end of each domain.

When a new provider copies a CANS, they are not altering in any way the previous CANS completed by another provider.

What do I need to tell members about the new consent process?

CBHI strongly encourage you to discuss the new consent form with caregivers prior to the go-live date so that you have signed consent forms on hand when the new process is active. On the go-live date, all existing consents, regardless of their stated end dates, will expire. We recommend that you throw away all blank copies of the old Consent form that you or a DEO in your organization may have on hand.

Will the faxing process change?

No. Current procedures for faxing in your signed consent forms will remain unchanged. Remember to generate a Fax Information Sheet (cover sheet) from the CANS application, just as you do now. (If the caregiver declines consent, the process remains the same. You should document this fact in the chart, but **do not** fax anything to MassHealth.)

Will there be “how to” support in the CANS Consent Resources and Guides?

We will revise all of the related information in the “How to use the CANS Application on the Virtual Gateway” page ([link to how to use CANS on the VG](#)) in the CANS section of the CBHI website to offer updated information. Also, CBHI will offer a webinar on the new consent process prior to the start date for the new process.

The Consent Webinar will be posted on the CBHI website. Providers may also call the VG Customer Service Helpdesk at **800-421-0938 or (TTY) 617-847-6578** for those with partial or total hearing loss) and ask for help with the new consent process. The call will be transferred to CBHI for assistance.

The revised CANS Consent Reference Guide, also found on this page, will instruct users on how to manage consent, download the consent form, as well as how to fax the consent form. The Guide will also offer assistance on how to talk to families about the new Consent process.

What should I do with the signed consent form after I document consent in the application?

The 4-page signed consent form, combined with the Consent Information Sheet (fax cover sheet), must be faxed to MassHealth at **617-887-8708**. The Consent Information Sheet (fax cover sheet) can be printed from the CANS application in VG, which will automatically print both member and provider information on the CANS Information Sheet (fax cover sheet). **Do not use your organization’s regular fax cover sheet as it will not be accepted in the faxing system.**

What do I do with the rest of the CANS information if the caregiver or member does not consent?

If the parent or guardian of a minor member (or the member if she or he is 18 or older) declines consent, then CANS should be completed on paper and included in the medical record. The CBHI system on the VG will not permit entry of CANS rating or narrative fields without consent.

Please remember that you must still enter SED and demographic information into the CANS application on the VG and you must complete a copy of CANS for the medical record regardless of member consent.

Can consent be cancelled?

Yes, members may cancel consent. The application allows the provider to change the consent status of a member at any time.

Does consent expire?

Consent will automatically expire after a specified period of time. The default length is one year, although the consent form and the application allow the member to specify a shorter or longer period of time if preferred. If you anticipate that the member will be in treatment for more than a year, you may want to suggest a longer expiration period for the consent.

What are the additional responsibilities of a provider regarding consent?

Providers have the independent responsibility to examine and comply with applicable federal and state privacy laws, regulations and rules as well as their own privacy policies and practices.

Who can access information from the online CANS application?

The VG is designed and extensively tested to be highly secure. The CBHI system does not include social security numbers or financial information that is most often the target of hackers. Consent gives MassHealth and the member's managed care plan access to the member's information. To protect a child's privacy, MassHealth keeps tight control over who has access to the database. Access to your CANS record is restricted and protected under state and federal privacy laws.

What is the benefit of consenting to entering CANS data in the CANS application online?

In early 2015, all provider who care for the same child *and* have active consent from the child's caregiver will be able to view and copy the child's CANS on the CANS application on the VG. The benefits of consent include the ability to view and copy the CANS to share with the family, to easily update the CANS without needing to create multiple paper copies, and to share the CANS with other levels of care across provider organizations. Also, by sharing the CANS, the family may not have to repeat their entire story, over and over again. Another benefit is the ability of the member's managed care entity (MCE) to see CANS in authorizing care—which may save time. Finally, the state uses CANS data entered into the application to gather general information about the delivery of CBHI services and in general to improve services for all youth and families using MassHealth.

Where can I get more information about faxing consents?

For more detailed instructions about faxing consents, please refer to the Faxing CBHI Consent Forms Reference Guide. It is available on the CANS ([link to Mass.gov website](#)) Web page of the CBHI Web site along with other CBHI reference materials.

If you have any questions regarding faxing consents, please contact Virtual Gateway Customer Service at **1-800-421-0938 or (TTY) 617-847-6578** for those with partial or total hearing loss).

Where can I get more information about the CANS application and consent?

More information about the consent process, including the consent forms and “how-to” Reference Guides, may be found at [click here for more information on Consent process](#). Click on “How to Use the CANS Application on the Virtual Gateway”. You will also find the CANS Family Guide on the *Clinical Guidance* section of CANS page of the CBHI website. The three-page document that explains the “what” and the “why” of the CANS to family members, including consent. We encourage providers to share this with families during the initial assessment period. Go to [link to Clinical Guidance on the CANS](#) and click on “Clinical Guidance on the CANS”.

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