

New CANS Consent Process

This simple 2 - page step by step process explains how to obtain permission as an individual provider, as well as:

- ✦ What to do if a caregiver declines or cancels Consent
- ✦ What to do to view and share the CANS across Providers

1. Caregiver grants a Provider permission for consent

- ✦ Provider explains the Consent process to the caregiver and caregiver agrees to give permission Consent.
- ✦ Provider logs into the Virtual Gateway (VG), clicks 'Print Blank Forms' tab, then clicks on the PDF icon of the preferred language. The person giving permission for consent should sign and date the consent form.
- ✦ Provider returns to the VG window in the browser, selects the Manage Consent tab, clicks the Manage Consent sub-tab beneath it, and then, enters the member's MassHealth ID.
 - Provider selects the "Yes" button then enters the relationship of the caregiver to the member. The start date for the consent will default to present-day, and the end date will default to one year from present-day, but the provider can choose other dates at the direction of the caregiver.
 - Provider clicks "OK" and then "OK" again to print the pre-populated Consent Information Sheet which MUST be used as the CANS fax cover sheet. Provider faxes the CANS Information Sheet (cover sheet) with the signed Consent form to MassHealth at: (617) 887-8708
- ✦ The provider is now authorized to enter CANS into the VG.
- ✦ CANS data can be shared by CBHI with Mass Heath and MCEs and other entities with consent for specific uses.
- ✦ Provider updates Consent status as needed.
- ✦ CANS may now be viewed and copied by the provider and within the provider's organization.

2. Caregiver declines permission to a Provider for Consent

- ✦ Provider logs into VG and selects “No” in the Manage Consent tab.
- ✦ Provider documents that caregiver declines consent. Provider does NOT fax or send any notice of declined consent to MassHealth.
- ✦ Provider completes the demographic section (Person’s Details) and SED on the VG application and finalizes the CANS as “Documented on Paper”.
- ✦ Provider completes the CANS on paper and enters it into the child’s medical record file.

3. Caregiver cancels permission for Consent

- ✦ Provider goes on to CANS application on the VG and changes status from “yes” to “no” in Manage Consent tab
- ✦ From the status change date going forward, the CANS system will only permit demographic and SED information to be entered for the member. The provider must enter this information and finalize the CANS as “Documented on Paper”. CANS must be done on paper and included in the medical records.
- ✦ The Provider must then notify MassHealth by emailing a signed, scanned copy of a written cancellation letter to: CANS-CBHI@MassMail.State.MA.US

Data collected prior to the change date for the revised Consent will remain in the system. (Data is not identified by an individual child)

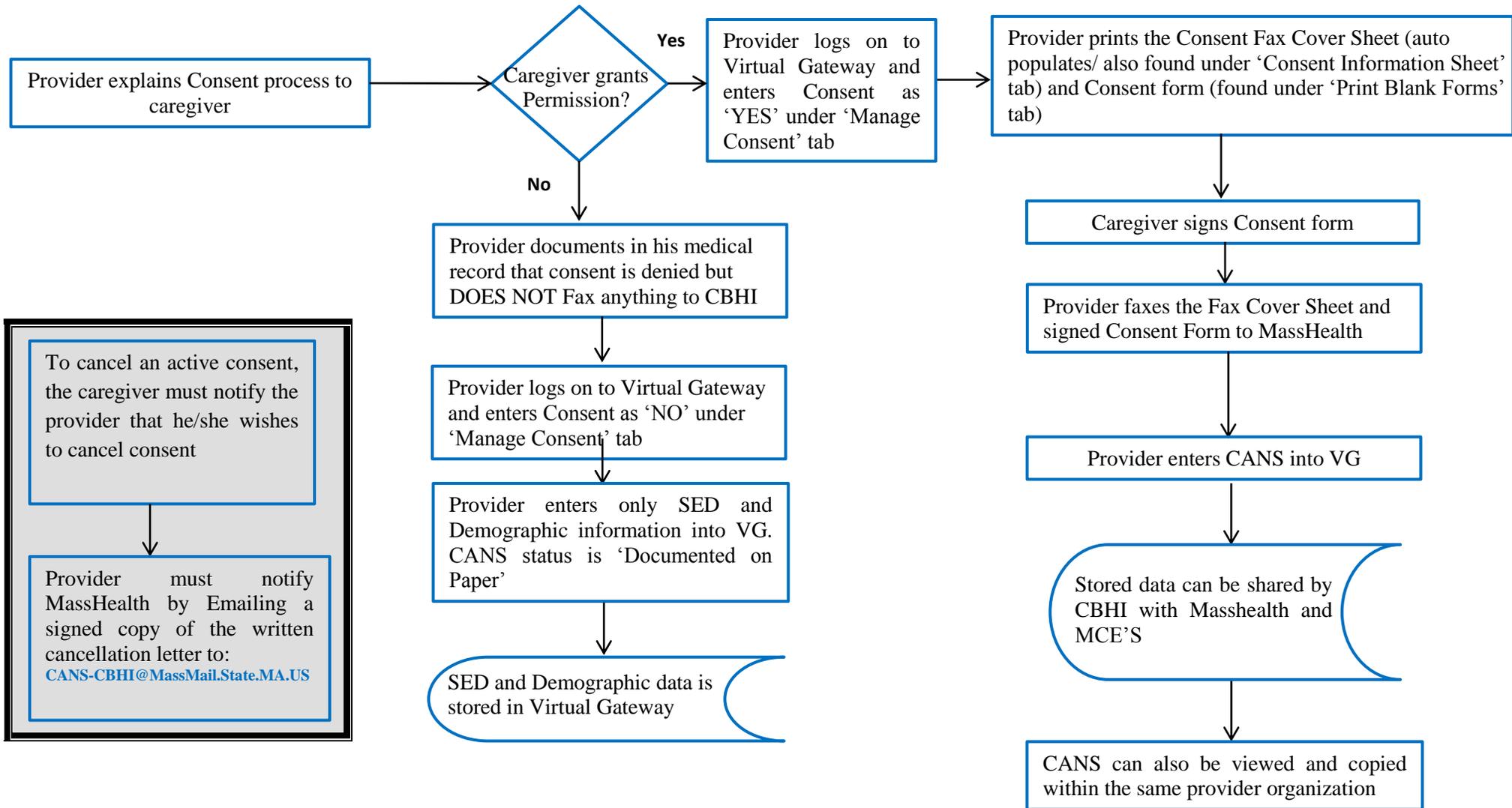
4. Caregiver grants permission for Consent for one or more Providers

- ✦ Each Provider obtains consent and follows the directions in #1
- ✦ CANS can be both viewed and copied across Provider organization with active Consent for each Provider

5. Caregiver agrees to Consent for Provider A but not for Provider B

- ⊕ Provider A maintains Consent.
- ⊕ Provider B must follow the direction in #2.
- ⊕ CANS can be viewed and copied by Provider A. Provider A will only see demographic and SED information collected by provider B since the system will not allow provider B to enter full CANS in the absence of consent.
- ⊕ Provider A's CANS cannot be viewed or copied by B.

Overview of CANS Manage Consent Process at Individual provider level

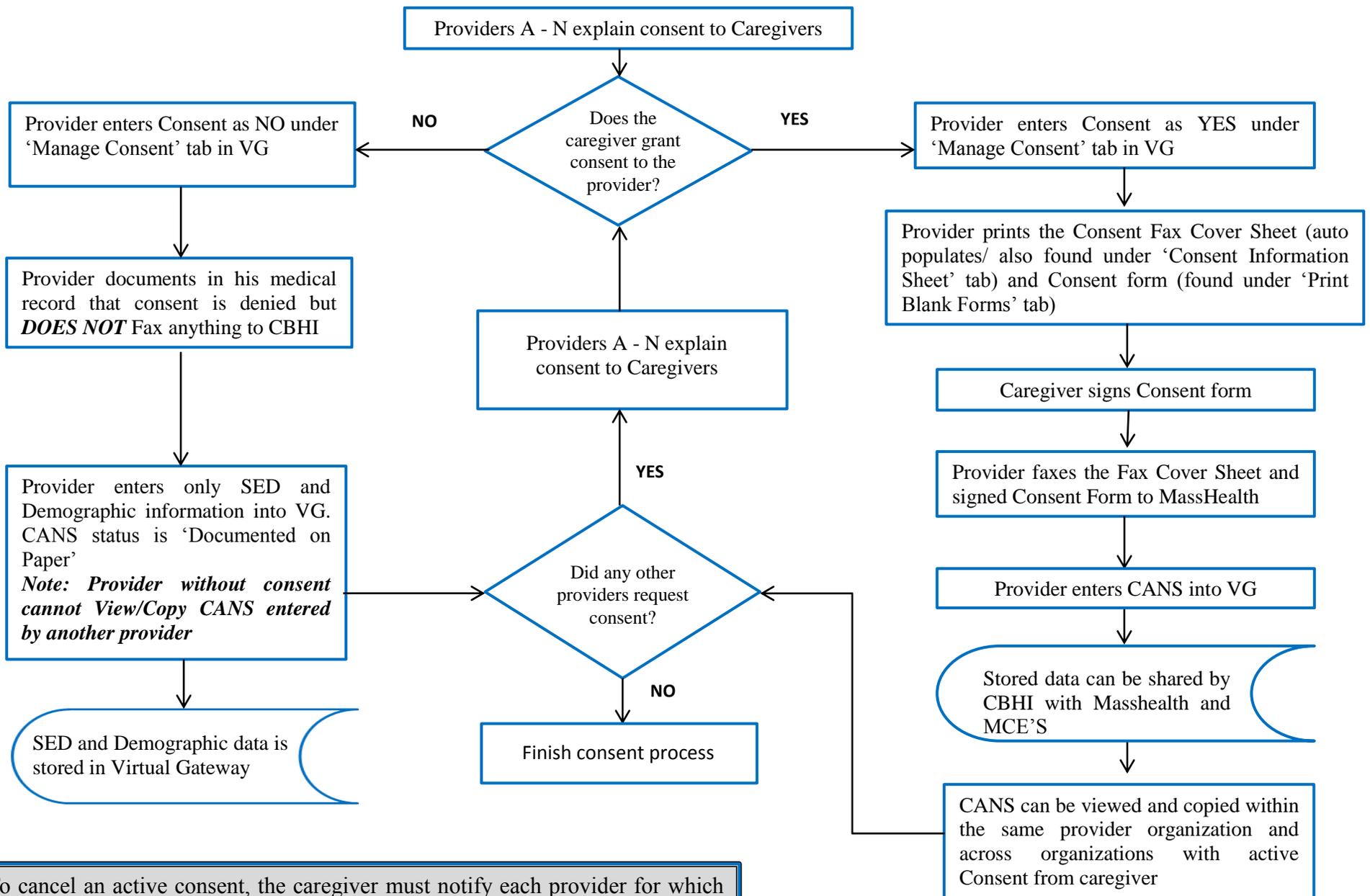


To cancel an active consent, the caregiver must notify the provider that he/she wishes to cancel consent

Provider must notify MassHealth by Emailing a signed copy of the written cancellation letter to:
CANS-CBHI@MassMail.State.MA.US

CANS => Child and Adolescent Needs and Strengths
 CBHI => Children's Behavioral Health Initiative
 MCE => Managed Care Entity
 Provider => Behavioral Health Professional
 VG => Virtual Gateway

Overview of CANS Manage Consent Process at Multiple Provider Level



To cancel an active consent, the caregiver must notify each provider for which he/she wishes to cancel consent. Each provider must notify MassHealth by emailing a signed copy of the written cancellation letter to:
CANS-CBHI@MassMail.State.MA.US