

## CANS and PSC-35 FAQ

BHS Authority and Quality Improvement Services (AQIS) has compiled a list of questions received during the implementation of the Child and Adolescent Needs and Strengths (CANS). If you have additional questions, please contact Andrew Parker at 714-834-3172 or [AParker@ochca.com](mailto:AParker@ochca.com).

### 1. What are the client age ranges for the CANS and PSC-35?

- a. CANS should be completed prior to the client's 21<sup>st</sup> birthday, and should be coded as a Reassessment CANS
- b. PSC-35 should be completed prior to the client's 19<sup>th</sup> birthday, and should be coded as a Reassessment PSC-35
- c. Please stop administration of both CANS and PSC-35 once a client is out of the administration range

### 2. What happens when a client ages out of the administration range? **\*UPDATED\***

- a. A final CANS should be completed prior to the client's 21<sup>st</sup> birthday, and should be coded as a Discharge CANS
  - i. In the event that your client drops out of services around the time they are approaching their 21<sup>st</sup> birthday, code as an Administrative Close CANS
- b. A final PSC-35 should be completed prior to the client's 19<sup>th</sup> birthday, and should be coded as a Discharge PSC-35
  - i. In the event that your client drops out of services around the time they are approaching their 19<sup>th</sup> birthday, code as an Administrative Close PSC-35.
- c. Please stop administration of CANS or PSC-35 once a client is out of the administration range

### 3. What do the different completion categories mean i.e. planned discharge, administrative discharge, subsequent?

- a. Initial: The first CANS or PSC-35 completed during a client's MHP EOC.
  - i. This is defined as the client's initial entry to a MHP program for services.
- b. Reassessment: the next form completed following the Initial, and is completed every six months during the re-evaluation process.
- c. Planned discharge: the case is discharged as planned, i.e. client moves out of state, client's case is transferred to lower level of care, etc.
- d. Administrative Close: the case is discharged due to no contact.
  - i. CANS is still completed in this case.
- e. Urgent: only choose this if completing a form outside of the above categories
  - i. For example, an Urgent CANS may be warranted if the client's treatment plan changes radically.

### 4. How do we code/bill for completing the CANS and PSC-35?

- a. Code/bill as Assessment.

- 5. When multiple programs have the case, who completes these forms?**
- a. If there are multiple locations providing treatment at once, whichever program opens and is providing treatment to the case first.
    - i. For example, a County clinical program assesses a case, and then immediately refers said case to a Contract agency for treatment; then the Contract agency completes the CANS.
  - b. If the program that opens the case first eventually closes the case and the other provider continues, the receiving provider would take over. This would be communicated during the transfer and coordination of care process.
  - c. No client should have a CANS or PSC-35 discharge completed until the MHP is closed and the client leaves our system of care.
  - d. If multiple County-operated programs are involved, then the Plan Coordinator, *even if they were the second program to open the case*, is to complete the CANS
- 6. What do you do with the CANS and PSC-35 if it is time to complete and the youth is in custody or in the hospital?**
- a. Complete the forms even if the youth is in custody or in hospital.
  - b. Their completion would be non-billable services in this case.
- 7. What is the administration frequency of the CANS and PSC-35? \*UPDATED\***
- a. Completion takes place during the following intervals:
    - i Intake (by the end of the sixty day assessment period)
    - ii Every six months
    - iii Upon discharge
  - b. There is a thirty day window before and after the due date to complete CANS and PSC-35, and upload the results to IRIS.
    - 1 For example, if a client's Initial CANS and PSC-35 were completed on 04/22/2019, the first Reassessment forms can be completed anytime between 09/22/2019 and 11/22/2019.
- 8. Will Contract front office staff be trained in how to enter the CANS and PSC-35 in IRIS? \*UPDATED\***
- a. CANS and PSC-35 are available in IRIS for entry.
  - b. Training and guidance have been provided. Training for Contract programs is being provided by the BHS Front Office Coordination Team.
  - c. If your program is not yet entering the CANS and PSC-35 into IRIS, or, if your program requires additional training and support:
    - i Please contact the BHS Front Office Coordination Team at 714-834-6007, or e-mail at [bhsirisfrontofficesupport@ochca.com](mailto:bhsirisfrontofficesupport@ochca.com)
  - d. Go to <http://www.ochealthinfo.com/bhs/about/aqis/aoabh/downloads> for downloadable quick guides on how to enter these forms into IRIS

- 9. Will the CANS be administered to clients enrolled in services prior to February 1<sup>st</sup> 2019?**
- No. Complete the CANS only for clients first seen on or after February 1<sup>st</sup> 2019.
  - Clients who have transferred their case to another provider while keeping their MHP County Tx EOC open would not be required to receive CANS assessments.
- 10. What about the PSC-35? Should we complete this measure for existing clients? Or for new cases only? \*UPDATED\***
- Complete the PSC-35 for new cases as of April 1<sup>st</sup>, 2019.
  - Omit the PSC-35 for cases opened from February 1<sup>st</sup>, 2019 through March 31<sup>th</sup>, 2019.
- 11. Is there already a standardized way to analyze the data for the CANS and PSC-35, or will we be creating one ourselves?**
- The State is collecting baseline data at this time. AQIS will provide guidance as development continues.
- 12. When will data from the CANS and PSC-35 be collected?**
- Data will be collected by the State on a monthly basis. This data is uploaded from IRIS and sent to the State.
- 13. Will the CANS and PSC-35 forms be sent out to the providers or should they download from a website?**
- CANS forms will be available on our AOABH support website at <http://www.ochca.com/bhs/about/aqis/aoabh/downloads>
- 14. Who can administer the CANS? What about the PSC-35? \*UPDATED\***
- CANS
    - Staff who are CANS-certified can complete the CANS.
    - If you are uncertain as to whether you or your staff are to be certified in completing the CANS, please contact your Service Chief or Contract Monitor.
  - PSC-35
    - The clinician administering the CANS should also administer the PSC-35.
- 15. Where can I get information and support about the use of IRIS to enter the CANS?**
- For County clinical staff completing the CANS and PSC-35 themselves in IRIS, please contact the BHS IRIS Liaison Team at 714-347-0388, or e-mail at [bhsirisliaison@ochca.com](mailto:bhsirisliaison@ochca.com)
  - For County and Contract front office support staff, including Contract staff entering the CANS and PSC-35 into IRIS as data entry, please contact the BHS Front Office Coordination Team at 714-834-6007, or e-mail at [bhsirisfrontofficesupport@ochca.com](mailto:bhsirisfrontofficesupport@ochca.com)

**16. Once the CANS has been completed and entered into IRIS, what do we do with the forms? \*UPDATED\***

- a. County programs:
  - i If client and/or client's parent/caregiver requests their CANS to take home after completion, give them a copy, and scan the CANS form into IRIS
    - 1 If CANS is not shared, enter into IRIS and then shred.
  - ii Always scan the parent/guardian's completed PSC-35 after entering the form into IRIS
- b. Contract programs: put these forms in the client's chart according to your usual procedure after entering into IRIS.

**17. I am having trouble with the training website. Who can I contact for support?**

- a. You can e-mail the administrators of the training website at [support@tcomtraining.com](mailto:support@tcomtraining.com) for a password reset.
- b. If you have additional questions, please contact Andrew Parker at 714-834-3172, or [AParker@ochca.com](mailto:AParker@ochca.com).
- c. Please use the CANS Training Website Sign-Up Guide provided during training as a reference.