CANS and PSC-35 FAQ - AOABH programs

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.

1. **What are the client age ranges for the CANS and PSC-35?** **UPDATED**
   a. CANS is administered to clients aged 18-20, stopping when the client turns 21
   b. PSC-35 is administered to clients aged 18, stopping when the client turns 19

2. **What languages is the PSC 35 offered in?** **NEW**
   a. Our threshold languages in Orange County, which are English, Spanish, Vietnamese, Korean, Farsi, and Arabic. These translated versions are now posted on the AQIS AOABH Support website under Downloads at https://www.ochealthinfo.com/bhs/about/aqis/aoabh/downloads
   b. Chinese will be added soon, as Chinese was recently announced as a threshold language in Orange County

3. **What happens when a client ages out of the administration range?** **UPDATED**
   a. A final CANS should be completed prior to the client's 21st birthday, and should be coded as a <u>Discharge</u> CANS *if the most recent CANS was performed and entered six months prior.*
      i   In the event that your client drops out of services around the time they are approaching their 21st birthday, code as an <u>Administrative Close</u> CANS
   b. A final PSC-35 should be completed prior to the client's 19th birthday, and should be coded as a <u>Discharge</u> PSC-35 *if the most recent CANS was performed and entered six months prior.*
      i   In the event that your client drops out of services around the time they are approaching their 19st birthday, code as an <u>Administrative Close</u> PSC-35.
   c. Please stop administration of CANS or PSC-35 once a client is out of the administration range
   d. ==Discharge CANS and PSC-35 follows the same timeline rules as Reassessments, meaning, they are only valid if submitted six months after the most recent CANS or PSC-35.==

4. **What do the different completion categories mean i.e. planned discharge, administrative discharge, reassessment?** **UPDATED**
   a. <u>Initial</u>: The first CANS completed during a client's initial entry into an MHP program for services.
      i. See question 9, section d for information on how to check IRIS for previously completed CANS and PSC-35 forms

b. <u>Reassessment</u>: the next CANS completed following the initial CANS, and is completed every six months during the re-evaluation process until a client's case is closed from all open Episodes of Care
   i. This responsibility is transferred to the primary treatment program until the case is fully closed
   ii. Reassessments are completed between five and seven months from the Initial *or* most recent Reassessment
c. <u>Planned discharge</u>: the case is discharged as planned, i.e. client moves out of state, client's case is transferred to lower level of care, etc. from ALL County and Contracted facilities
   i. When entering into IRIS, ensure that the Discharge is charted six months after the most recent CANS or PSC-35 completed with a one month grace period
   ii. Discharge CANS and PSC-35 follow the same timeline rules as Reassessments
   iii. Otherwise, utilize the Administrative Close as described below
d. <u>Administrative Close</u>: the case is discharged due to no contact
   i. CANS is still completed in this case
   ii. PSC form is entered into IRIS
   iii. Use the Administrative Close when completing a closing CANS or PSC-35 less than five months or more than seven months since the most recently completed measure
e. <u>Urgent</u>: only choose this if completing a CANS outside of the above categories
   i. For example, the client's treatment plan changes radically, necessitating an update to the CANS

5. **How do we code/bill for completing the CANS and PSC-35?**
   a. Code/bill as Assessment.

6. **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 <u>Contract agency</u> 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 <u>Plan Coordinator</u>, *even if they were the second program to open the case*, is to complete the CANS

7. 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

8. 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.

9. Do we complete CANS and PSC-35 every time we complete an assessment? *NEW*

    a. No. If you or another program has already completed a CANS or PSC-35, then the next one will not be due until six months after the prior date of administration.

    b. Although CANS and PSC-35 gather information relevant to treatment planning, these measures will sometimes be completed outside of a client's assessment or reassessment time period.

    c. It is important to consider Coordination of Care when completing CANS and PSC-35 with clients.

        i Tracking the date of a client's Initial CANS would help calculate when a Reassessment CANS is due.

        ii This information can and should be communicated during Coordination of Care.

    d. Dates of previous CANS and PSC-35 completion can be looked up in IRIS for reference in the following locations:

        i. County: you can see CANS and PSC-35 documents in the Clinical Documents section of your client's chart in EHR, or in Form Browser.

        ii. Contract: look up CANS and PSC-35 documents in Form Browser section of your client's chart in the EHR.

        iii. See question 21 for more information.

10. 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

d.   Go to http://www.ochealthinfo.com/bhs/about/aqis/aoabh/downloads for downloadable quick guides on how to enter these forms into IRIS

11. Will the CANS be administered to clients enrolled in services prior to February 1st 2019?
  a.   No. Complete the CANS only for clients first seen on or after February 1st 2019.
  b.   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.

12. What about the PSC-35? Should we complete this measure for existing clients? Or for new cases only? *UPDATED*
  a.   Complete the PSC-35 for new cases as of April 1st, 2019.
  b.   Omit the PSC-35 for cases opened from February 1st, 2019 through March 31th, 2019.

13. Is there already a standardized way to analyze the data for the CANS and PSC-35, or will we be creating one ourselves?
  a.   The State is collecting baseline data at this time. AQIS will provide guidance as development continues.

14. When will data from the CANS and PSC-35 be collected?
  a.   Data will be collected by the State on a monthly basis. This data is uploaded from IRIS and sent to the State.

15. Will the CANS and PSC-35 forms be sent out to the providers or should they download from a website?
  a.   CANS forms will be available on our AOABH support website at http://www.ochealthinfo.com/bhs/about/aqis/aoabh/downloads

16. Who can administer the CANS? What about the PSC-35? *UPDATED*
  a.   CANS
    i   Staff who are CANS-certified can complete the CANS.
    ii   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.
  b.   PSC-35
    i   The clinician administrating the CANS should also administer the PSC-35.

17. Where can I get information and support about the use of IRIS to enter the CANS?
  a.   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 bhsirisliaisonteam@ochca.com

b. 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

18. 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.

19. 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 for a password reset.
  b. If you have additional questions, please contact Andrew Parker at 714-834-3172, or AParker@ochca.com.
  c. Please use the CANS Training Website Sign-Up Guide provided during training as a reference.

20. I have a client I am working on that is scheduled for intake close to their 21st birthday. Do I still need to complete the CANS? What about clients approaching their 19th birthday and the PSC-35? *NEW*
  a. The State identifies the "Assessment Period" as within the first sixty days of treatment
  b. It would be best to err on the side of caution and complete a CANS and/or PSC-35 as applicable
  c. You would follow the Initial CANS and/or PSC-35 with either a Discharge or Administrative Close CANS and/or PSC-35 shortly before the client's birthday that takes them out of the administration range
    i Choose either Discharge or Administrative Close based on criteria presented in question 4, sections C and D

21. Are County clinics able to view CANS and PSC-35 entered by Contracted agencies in IRIS? What about a Contracted agency viewing CANS and PSC-35 performed by County clinics? *NEW*
  a. Yes, both scenarios are possible. For a **County** program, you can view CANS and PSC-35 in either Clinical Documents or Form Browser in a client's chart.

        i   You can see who completed the form and under which facility when viewing the form in either Clinical Documents or Form Browser

       ii   You can adjust the timeframe of when you are looking in the chart via the grey bar as pictured below by using the arrows to the left and right. Use the left arrow on the left side to view forms completed earlier than 2019

b. For a **Contracted** agency, you can use the Form Browser section of the client's chart in IRIS

        i   You can adjust the timeframe of when you are looking in the chart via the grey bar as pictured below by using the arrows to the left and right. Use the left arrow on the left side to view forms completed earlier than 2019 as shown below

       ii   You can sort in Form Browser by choosing

            1   *Encounter – Date* to view forms sorted by FIN and form, or

            2   *Form* to see all forms of a particular type

c. Please see the CANS & PSC-35 training video for additional guidance on how to see CANS & PSC-35 forms in IRIS, as well as additional data entry guidance

Sunday, May 26, 2019 PDT- Wednesday, May 26, 2021 PDT(Clinical Range)