

# Frequently Asked Questions (FAQ)

## Magellan CANS System for PA

On every page of [www.MagellanProvider.com](http://www.MagellanProvider.com), there is an FAQ link that will take you to the most common questions about the website. This document is specific to the Magellan CANS system. The FAQ on the Praed Foundation CANS Training and Certification can be found at <https://www.magellanofpa.com/providers/provider-resources/outcome-assessment-tools/>

### Magellan CANS System

On every page of [www.MagellanProvider.com](http://www.MagellanProvider.com), there is an FAQ link that will take you to the most common questions about the website.

**1. I forgot my MagellanProvider.com username and my password. How can I retrieve them?**

On the MagellanProvider.com Sign In page, there is a link for “Forgot Username?” and “Forgot Password?” Follow the instructions for your username and/or password to be sent to your email address on your account. If you are still unable to access your username or password, or your email address has changed, click the FAQs link at the top of the site to get further instructions or use the *Contact Us* option within any of the FAQ topics to send a message to Magellan directly.

**2. I am locked out of my MagellanProvider.com account. How do I get help?**

Click the FAQs link at the top of the site to get further instructions or use the *Contact Us* option within any of the FAQ topics to send a message to Magellan

**3. I am the MagellanProvider.com administrator for my agency. How do I create new accounts for CANS users?**

Simply sign in with your secure username and password, and click on **Administrator Setup** on the left-hand menu. On top right of page, click on Help for assistance or you can review online demo: On the website, under the Education top-menu item, select Online Training, then scroll to the MyPractice section to find a brief demonstration video on “Admin Set-Up.” Or, you may paste the link below into your browser:

<https://www.magellanprovider.com/MHS/MGL/education/demos/AdminSetUp/AdminSetup.html>

**4. I am the MagellanProvider.com administrator for my agency and I need to add my CANS certification. How do I add my own certification date?**

Contact your Magellan provider services representative or local office for Magellan to add the access to your account. You will need to provide your Praed Foundation certificate and your user account name.

**5. I completed my CANS certification but the CANS red box is gone. Why can't I submit a CANS?**

Your certification is good for one year. You will need to recertify and submit your certification to your agency or agencies. Your MagellanProvider.com administrator must enter the date of your certification in the CANS Certification tab. If you are the administrator of the Magellan website account, you cannot enter your own CANS, and will need to contact your network representative for assistance.

**6. What are the technical requirements for using the CANS application?**

Magellan upgrades our systems to work with the most recent versions of common browsers to maintain security features. Additionally, Magellan continues to support previous *recent* versions.

To use the CANS application, we recommended upgrading to the most recent version possible for your browser. Note that several common browsers automatically update without users needing to worry about versioning, e.g., Google Chrome. If you are on a previous version of Internet Explorer/IE, you will have to update incrementally, i.e., from IE 9 to IE 10 and then IE 11. We recommend upgrading to the most recent version of Adobe as well, and to use the highest speed connection available, which may be a wired connection if the available wireless has low bandwidth or connection speed.

**7. I completed the entire CANS and clicked submit, but I did not get a PDF of the CANS, and there is no CANS in the Outcomes listed. Did the CANS save?**

If the PDF of the CANS did not “pop up” when you clicked “submit,” then the CANS *possibly* did not save. Do not try again until completing these actions:

- A. Disable the pop-up blocker for the website (see Attachment 1 for more information).
- B. Add www.MagellanProvider.com to your Internet Explorer Compatibility View. (See Attachment 2 for detail.)
- C. Use Internet Explorer 11, Chrome, or another compatible browser.
- D. Search again for the CANS PDF from the *Manage Outcomes* page.

If these steps fail, click the FAQs link at the top of the site for further instructions, use the *Contact Us* link within any of the FAQ topics to send a message to Magellan directly or, if instructed, your local Magellan CANS contact. Identify what you are trying to do, your system specifications, the submitting provider website user account (e.g., joemsmith9999), and the name of the youth, Magellan ID and/or DOB, and date of CANS submitted. To ensure security, *do not* input the website user's password.

**8. I put the CANS under the wrong MIS#. What do I do?**

Determine the correct MIS# to enter all CANS for your program. If you have multiple MIS numbers associated with your account, select the correct MIS#. Re-enter the youth's CANS information, including the correct date. The youth's CANS will then connect for the Individual Youth Report and for the Provider MIS# reports. The CANS will only be deleted from the incorrect MIS# if there is a HIPAA violation.

**9. I am trying to enter a reassessment, but I am only getting an option of an Initial. How do I enter a reassessment?**

If the only option offered is “Initial,” then a CANS has never been completed for this youth *by eligibility* under this MIS#. For example, youth *eligibility* and Magellan ID will change if the youth moved to another PA county. In these situations, you can enter the Initial CANS with a back-date to the original Initial CANS before the current CANS is entered *or* the CANS can be completed as a new Initial in the new eligibility. The other possibility is that the previous MIS# used was different. Check the MIS# of the previous CANS. See the information above on entering the correct MIS#.

**10. How do I enter a CANS for a concurrent review?**

The CANS interval types are Initial, Reassessment, and Transition/Discharge. A “concurrent review” or “reauthorization for services” would be a Reassessment.

**11. Why are there only three CANS on my report?**

The Youth report is designed to match an episode of care. The Youth Report will always show an Initial CANS as the first in the episode series. Up to three CANS are shown in date order on the Youth report to show the youth: 1) at the *beginning* of the episode of care, 2) at the *most recent* treatment plan for the episode of care, and 3) where the youth is *currently* in the episode of care. If the current CANS is a Transition/Discharge, this represents the end of an episode of care. The next CANS entered can be an Initial to start a new episode of care.

**12. My agency is using a different CANS version and certification site on canstraining.com. Will Magellan accept that?**

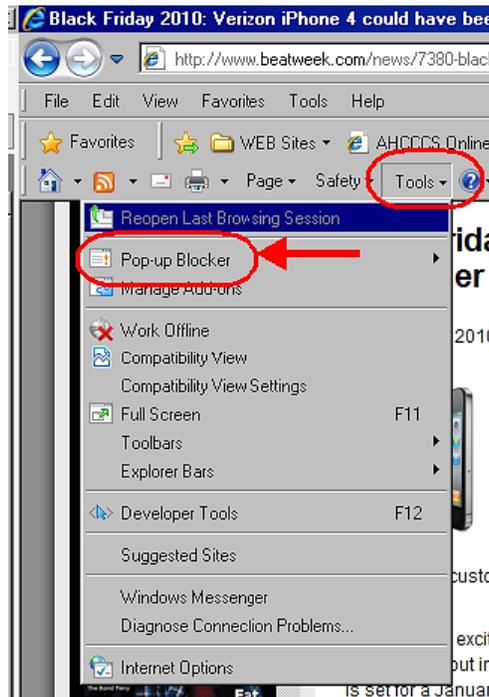
Magellan will accept active certifications on specific versions of the CANS. Have your agency’s Magellan provider website administrator contact your local Magellan office to determine if the CANS version will be accepted. If yes, your website administrator will enter the certification date into the MagellanProvider.com CANS Certification tab to open the Magellan CANS.

## Attachment 1

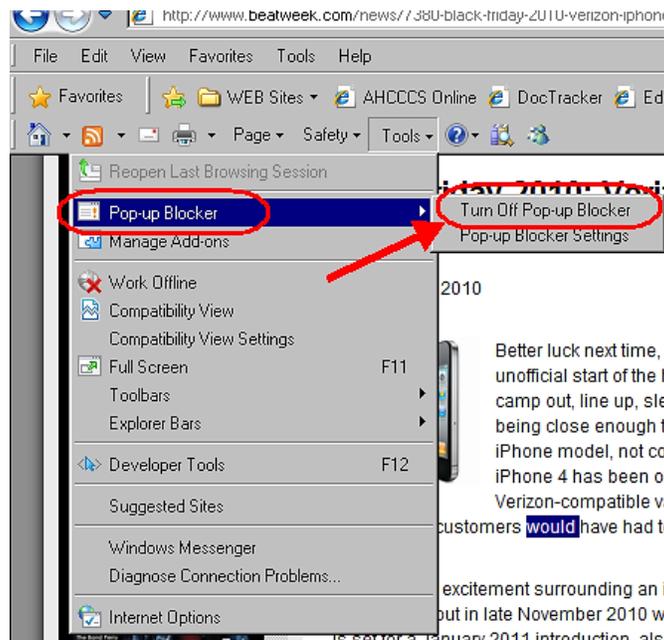
### Disable Pop-Up Blockers

The primary reason for being unable to submit a CANS (e.g., upon clicking “Submit,” the user is returned to Manage Outcomes) is that pop-up blockers have not been fully disabled.

1. Click on the Tools menu at the top of the browser and select **Pop-up Blocker**.



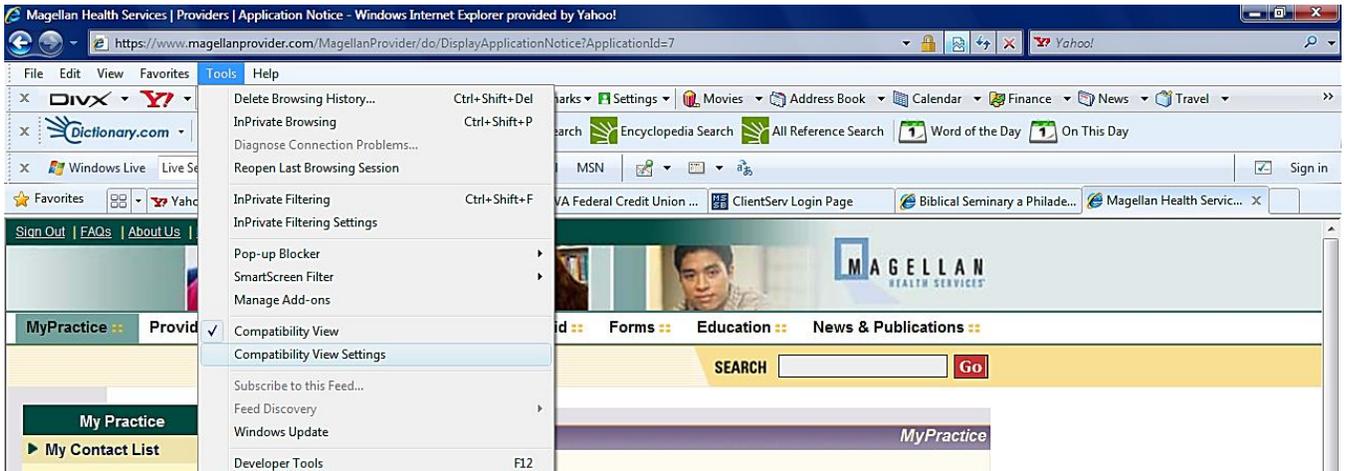
2. Then from the secondary pop-up menu, click **Turn Off Pop-up Blocker**. After that, complete and submit the CANS assessment.



## Attachment 2

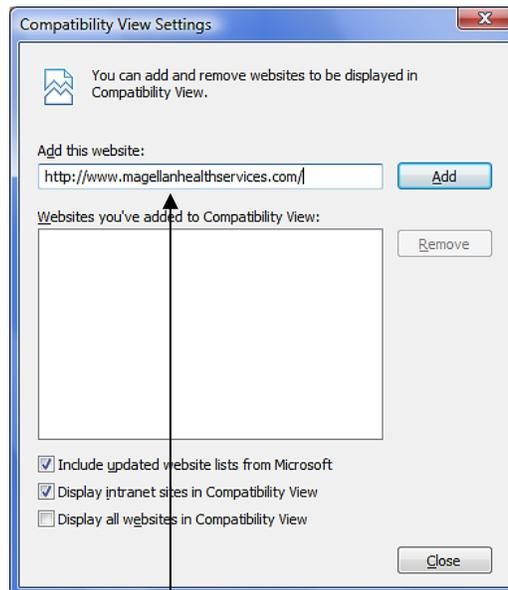
### Internet Explorer 10+ Compatibility View

1. When you get to the webpage, click on the **Tools** drop-down menu; it contains two compatibility options: **Compatibility View** and **Compatibility View Settings**.



Note: If you click **Compatibility View** at this point, you may need to do this every time you visit the website. To ensure the continued availability of the Compatibility View, continue with the following instructions.

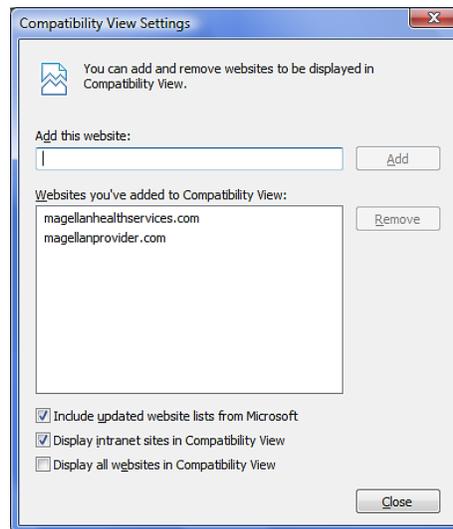
2. Two-thirds down on the menu, click on the **Compatibility View Settings** option; The following pop-up window will appear:



Click the "Add" button after entering the respective

3. In the “Add this website” box, enter the following web addresses:
  - a. [www.MagellanHealth.com](http://www.MagellanHealth.com)
  - b. [www.MagellanProvider.com](http://www.MagellanProvider.com)

4. Once completed, the Compatibility View Settings box will appear as follows:



5. Click Close.