



## **Community Service Agencies (CSAs) Selected**

The MassHealth Managed Care Entities (MCEs) -Boston Medical Center's Healthnet Plan, Fallon Community Health Plan, the Massachusetts Behavioral Health Partnership, Neighborhood Health Plan, and Cambridge Health Alliance's Network Health, along with Beacon Health Strategies (the behavioral health partners to Fallon and NHP), have announced the selections for the statewide Community Service Agency (CSA) contracts. The 32 CSAs will provide Intensive Care Coordination using the Wraparound care planning process for MassHealth members under the age of 21 with serious emotional disturbance (SED). Click [here](#) to view the list of CSAs.

## **New CANS Frequently Asked Questions On-line**

New and expanded CANS FAQs are now available on the CBHI website. The FAQs provide clear and easily accessible answers to questions about the CANS for administrators, behavioral health providers and others. Click [here](#) to the new CANS FAQs.

## **Exciting Opportunity for Wraparound**

### **And Systems of Care Training Providers!**

The Children's Behavioral Health Initiative (CBHI) will issue a solicitation for a vendor to provide training to Community Service Agency (CSA) staff, including Care Coordinators, Family Partners, and supervisory staff. The RFR will be released on Comm-PASS (<https://www.comm-pass.com/>), the state's procurement website, later this month. Continue to check the CBHI Update and the "Announcements" section of the CBHI website for release date information.

## **New Interactive Tutorials for CANS Users**

Two new tutorials for CANS users are now available on the CBHI website. The interactive lessons provide easy to follow step-by-step guides for Certified Assessors and Data Entry Operators who use the CANS application on the Virtual

Gateway. To view the new tutorials, go to MassHealth's webpage <https://www.mass.gov/masshealth/childbehavioralhealth>,

click "Announcements" and see "**How-To Guides on Using the CANS Application on the Virtual Gateway**" (also see *Question of the Week* in this week's CBHI Update).

## **Important Message: Entering CANS Information on the Virtual Gateway**

We are seeing an unexpectedly large percentage (over half) of "in process" records in the CBHI (CANS) system.

This is a reminder for providers that the process of entering the demographic information and information regarding Serious Emotional Disturbance is not finished until the Certified Assessor marks the record as "Complete". (A Data Entry Operator can enter data but cannot mark a record "Complete".)

If you have questions about how to mark a record "Complete", please see the instructions in the "Job Aid: Certified Assessor" available at the CBHI website, [http://www.mass.gov/Eeohhs2/docs/masshealth/provlibrary/chbi\\_training-ca-jobaid.pdf](http://www.mass.gov/Eeohhs2/docs/masshealth/provlibrary/chbi_training-ca-jobaid.pdf).

## **Question of the Week**

*"Please help. I couldn't access the How-To Guides for CANS Users in the last Update email".*

Sorry, the problem was on our end, not yours. Here are the five guides, along with two recent tutorials.

## **How to Guides on Using CANS Application on the Virtual Gateway**

- [Virtual Gateway Log in Assistance](#)
- [Job Aid: CBHI Certified Assessor \(PDF\) | RTF](#)
- [Job Aid: CBHI Organization \(PDF\) | RTF](#)
- [Job Aid: CBHI Data Entry Operator \(PDF\) | RTF](#)
- [Virtual Gateway Customer Service \(PDF\) | RTF](#)
- [Learn how a CBHI Data Entry Operator adds a SED/CANS Assessment](#)  
**This link provides Data Entry Operators with an easy, interactive online lesson that leads them through adding a CBHI SED/CANS Assessment.**
- [Learn how a CBHI Certified Assessor edits a SED/CANS Assessment](#)  
**This link provides Certified Assessors with an easy, interactive**

**online lesson that steps them through activating their  
Certification Key and how to edit a CBHI SED/CANS  
Assessment.**

**Have a question or a comment? Email us at [CBHI@state.ma.us](mailto:CBHI@state.ma.us). We'd  
like to hear from you.**

**CBHI**

Children's Behavioral Health Initiative  
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