



PROVIDER ALERT

Issued: November 14th, 2008

TO: DCF Area Offices, Offices of Parole, Riverview Hospital, High Meadows, and Connecticut Children's Place

SUBJECT: Required submission of CANS and Registration/Request for Placement forms via CT BHP Web Registration effective Nov. 24th, 2008

Please distribute this important Provider Alert within your organization to all users responsible for submitting the on-line CANS & Registration form to CT BHP

The CANS Assessment form, Registration/Request for Placement form and CANS 60 Day Update form are currently completed as part of the referral process for out of home placements. On July 1st, the CT BHP began a pilot program with the Middletown and Norwich Area Offices to transition from a paper-based system to a web-based system whereby all CANS forms and Registration/Request for Placement forms were completed on-line. Since July 1st, the CT BHP has hosted over 16 trainings gradually folding in all DCF Area Offices, Parole offices, Riverview Hospital, CT Children's Place and High Meadows. The CT BHP has also scheduled three (3) additional trainings prior to November 19th for staff members that were identified as CANS users but could not attend the previous CANS web registration training dates. These training dates were emailed to all BHPDs, Riverview, CCP and High Meadows on 10/31/08 (see attachment).

DCF and CT BHP are excited that the trainings have been completed statewide and appreciate everyone's time and patience with the on-line CANS/Registration implementation. Over the last several months, Area Offices have been phasing out use of the paper CANS with the expectation that once trained all CANS would be submitted through the on-line process only. **Monday, November 24th serves as a formal deadline statewide for ending the former process** (please note this does not include supplemental clinical information which may continue to be faxed). As of November 24th, any CANS Assessment forms, Registration/Request for Placement forms or CANS 60 Day Update forms that are not received by CT BHP via Web Registration will not be processed* This will delay the referred youth's case being presented in the DCF Matching Rounds. In the event that a paper-based CANS or Registration form is received, DCF-RCT will send email notification (same day) to the Area Office Behavioral Health Program Director or facility Director that a Registration and/or CANS was received by paper and will need to be re-submitted via Web Registration in order to be processed.

CT BHP designated staff is currently in the process of completing on-site visits to each Area Office and facility to ensure that any outstanding questions, training and/or technical assistance related to the electronic submission of the CANS & Registration forms are successfully addressed. Please do not hesitate to call if you have any questions or need any assistance.

**"transition" CANS and Registration forms (those already in-progress and not yet submitted prior to 11/24) will be accepted by fax*

Thank you,

Provider Relations Department
Connecticut Behavioral Health Partnership

Encl: Training Invitation/RSVP
Quick Reference Guide

RSVP – CT BHP CANS Web Registration Training

Fax Completed forms to: 1-860-263-2036

Name: _____

Area Office: _____

Contact Email: _____

Phone: _____ Fax: _____

Please indicate the training(s) you will be attending:

- Tuesday, November 4th, 2008 – CANS Web Registration – 9:00 a. – 11:30 a.**
CT BHP ASO Office, 500 Enterprise Dr. Suite 4D, Rocky Hill, CT 06067
- Tuesday, November 11th, 2008 – CANS Web Registration – 9:00 a. – 11:30 a.**
CT BHP ASO Office, 500 Enterprise Dr. Suite 4D, Rocky Hill, CT 06067
- Wednesday, November 12th, 2008 – CANS Web Registration – 9:00 a. – 11:30 a.**
CT BHP ASO Office, 500 Enterprise Dr. Suite 4D, Rocky Hill, CT 06067

Directions to the CT BHP

From the North

Merge onto I-91 South. Take the West Street exit- EXIT 23- toward CT-3 / Rocky Hill. Turn Left Onto West St. Turn SLIGHT RIGHT onto Capitol Blvd (Corporate Ridge Sign in front of you) Turn RIGHT onto Enterprise Dr. Follow to end.

From the South

Merge onto I-91 North. Take the West Street exit- EXIT 23- toward CT-3 / Rocky Hill. Turn Right onto West St. Turn SLIGHT RIGHT onto Capitol Blvd (Corporate Ridge Sign in front of you). Turn RIGHT onto Enterprise Dr. Follow to end.

From the West

Merge onto I-84 E. Merge onto I-691 E via EXIT 27 toward MERIDEN / MIDDLETOWN. Merge onto I-91 N via EXIT 11 on the LEFT toward HARTFORD / SPRINGFIELD. Take the WEST STREET exit- EXIT 23- toward CT-3 / ROCKY HILL. Turn RIGHT onto WEST ST. Turn SLIGHT RIGHT onto CAPITOL BLVD. Turn RIGHT onto ENTERPRISE DR. Follow to end.

From the East

Merge onto I-84 W / US-6 W / WILBUR CROSS HWY toward HARTFORD
Merge onto CT-15 S / WILBUR CROSS HWY via EXIT 57 on the LEFT toward I-91 S / CHARTER OAK BR / N.Y. CITY
Merge onto I-91 S via EXIT 86 toward NEW HAVEN / N.Y. CITY
Take the West Street exit- EXIT 23- toward CT-3 / Rocky Hill.
Turn Left Onto West St. Turn SLIGHT RIGHT onto Capitol Blvd (Corporate Ridge Sign in front of you)
Turn RIGHT onto Enterprise Dr. Follow to end.



***Quick Reference Guide
CT BHP CANS WEB REGISTRATION***

Technical Support Information

(Questions regarding installation, password resets or password lookups)

AIS Technical Desk 1-866-817-6306

Installation Link:

<http://www.absoluteonline.com/app40/ctbhp/providerssl>

Installation Manual:

<http://www.absoluteonline.com/app40/documentation/activex4.0c10ssl.pdf>

Support Information

(Questions regarding CANS forms, system navigation, CANS workflows)

CT BHP Provider Relations email: ctbhp@valueoptions.com

Scott Greco, Provider Relations 1-860-263-2010

Robert Urban, Provider Relations 1-860-263-2012