Montana CANS System (MCS) Helpful Hints

General Information

- Minimum system requirements are Windows XP or Windows 7 and Internet Explorer 9 or Firefox.
- If you're having trouble with a page, try selecting F12 and changing your Browser Mode to IE9 or IE10.
- If you encounter an error, try logging out and logging back in. If you encounter an error while saving something, log back in and search for your work—it may have been saved, even if you encountered a problem
- The system will often open a new tab in your browser, rather than changing your current page to a new page. That way, you can have multiple tabs open at the same time, so you can easily move among your Work Console, Youth Input, Activities Console, and Assessment tabs.
- If you're not sure where you are or how to get back to something, try looking through your other open tabs. It may contain the view you're looking for.

Work Console

- Provider Workload displays a list of youths with recent assessments. (This will be more useful after you complete a youth input and begin an assessment.)
- Tasks contains reminders and warnings about upcoming Assessment deadlines.
- Reports is where you can generate reports about recent activity.
- Youth Input is where you can enter a new youth record into the system.
- Refresh lets you get the latest information from recent activity into the Provider Workload area.
- Resources has links to useful websites.
- Search is where you can find if a youth is already in the system.

Search

- You can only search for an existing youth record by exact Medicaid Number.
- If you don't find an existing youth record, you can enter one with Youth Input. (You may need to navigate back to Work Console to select the Youth Input button.)
- If you find an existing record, you can view that youth's facesheet information, existing Assessments by your Provider, reminders regarding Assessments, and comments attached to the youth record.

Youth Input

- You can only search for an existing youth record by exact Medicaid Number.
- If you find a match, you can go straight to that youth's record.
- You can enter a youth input for someone else at your Provider—just select them under Submitted By.
- Make sure you enter something in all required fields.
- Date fields have a calendar pop-up you can use to pick a date, but you can also key in a date using MM/DD/YYYY format.
- If you're not sure how to populate a required field that's a dropdown, many have options like "Other" or "Unknown."
- If you're not sure how to populate a required field that's a text box, you just need to enter some text into the field—the system isn't going to check what you entered, just that you entered something.
- You can edit a youth's record later, if you need to make changes, once you've opened an Assessment for that youth.
- Several Race options will open a new field, like a dropdown or a text field, for you to select or enter more specific information.
- When entering address information, if you skip the City and State fields, key in a ZIP Code, then move to another field, the system will calculate and populate the City and State for you.
- The Axis 1 and Axis 2 will suggest diagnoses to you, based on what you type in, by comparing against diagnoses from the DSM-IV-TR. Once you key something in, you can select from available DSM options, rather than having to type everything in exactly.
- When you populate Axis 5, the system will enter the relevant text for the associated Rating.
- Remember to Save your results as soon as you're finished. The system will log you out if look like you're inactive for too long, and you may not even know you've been logged out, as all the time you are on the Youth Input page will look to the system like you are inactive.

Youth Record

- Youth Vitals, in the upper-left corner, contains brief information about the youth.
- Activities Console is your default view. It contains action items, comments, and the list of Assessment Cases.
- Tasks/Reminders displays your Provider's open tasks and reminders for that youth.
- Youth Info/Youth Facesheet displays a read-only view of the youth's Facesheet. You will be able to Edit the Facesheet as long as you have an Assessment for the youth open or have not completed a Discharge Assessment. Editing a Facesheet is just like Youth Input.
- Each Provider will only have one Assessment Case for a youth, but multiple Assessments.
- Selecting your Provider's Assessment Case will display your Provider's Assessment Console, with a list of all of your Provider's Assessments for that youth, along with their Type (Admission, Update, or Discharge), their current statuses (Draft or Final), and how many of the nine Domains are complete.

Assessment

- In order to Save as Draft, you need to populate the Administered Date, select Administered By, and select Assessment Type.
- Once you Save as Draft, the system will retain that draft's information, and you can keep updating the assessment and saving, until you are finished with the assessment and ready to Save as Final.
- On the left-hand side are each of the Assessment Steps. Each one is a separate Domain, and you can navigate between them by selecting the one you want or by navigating from screen to screen using the Next and Back buttons.
- When you complete a page and navigate to another, the system will automatically update your saved draft with your progress.
- When you complete all of the required fields on a page and navigate to another, the page you just completed will display on the left-hand side with a checkmark, showing that you have completed that page.
- Remember to put comments in each of the Comments boxes. The system won't let you proceed or Save as Draft without something in each box.
- When you return to your Activities Console, you will see your assessment listed under the Assessment Console, with its Type (Admission, Update, or

Discharge), its current status (Draft or Final), and how many of the nine Domains you've completed.
- From your Activities Console, you can return to your assessment by clicking the link for it under the Assessment Console.

Admin Console

- Admin Console is only for Provider administrators and provides a way to create and maintain that Provider's users and Provider information.
- New User allows a Provider to set up a new CANS user for that Provider.
- Browse Users displays a list of all the users for that Provider, with links to each individual user's page.
- Browse Provider displays a link to that Provider's page.
- When creating or updating a user's record, you can add or remove Roles, which gives that user access to different elements of the CANS system. A user can—and usually does—have multiple Roles.
- Remember, a user must always have the role of ICM User in order to be able to access the CANS system at all.
- A user's Log In User Name must match their ePass login, or he or she won't be able to access the CANS system.
- If a user is a CCU, you must give him or her the CCU Role, but you must also select Yes for CCU and select that user's Praed External User ID from the dropdown.
- Rather than removing a user from the system, just Edit that user's record, select the Deactivate User checkbox, and Update.
- A Provider administrator can change some (but not all) of their Provider's information.
- Remember, you can always cancel whatever you're doing and return to the Admin Console page by selecting the Admin Console link in the upper-left corner of any Admin Console page.