

How to Access the CANS LA Certification Application

The purpose of this administrator function in mp.com is:

1. To enter CANS LA certification dates to open the CANS LA application for staff to enter CANS LA through magellanprovider.com (“mp.com”).
2. To enter CANS LA re-certification dates for continued access to the CANS LA through mp.com.
3. To view CANS LA certifications for staff with mp.com accounts to verify status as active/inactive certification.

Note: To certify in the CANS LA or to obtain CANS LA certificates, please access www.canstraining.com.

1. The agency mp.com administrator opens the CANS LA Certification application using the link “View/Edit CANS Certifications” on the My Louisiana Referral/Assessment page:

The screenshot displays the Magellan Healthcare website interface. At the top, there is a navigation bar with links for 'Sign Out', 'FAQs', 'About Us', and 'Home'. The Magellan Healthcare logo is positioned in the upper right corner. Below the navigation bar, a menu contains 'MyPractice', 'Provider Network', 'Providing Care', 'Getting Paid', 'Forms', 'Education', and 'News & Publications'. A search bar with a 'Go' button is located on the right side of this menu. On the left, a 'My Practice' sidebar lists various options under 'My Louisiana', 'My Contact List', 'My Authorizations', and 'My Claims'. The main content area is titled 'Louisiana Referral / Assessment' and includes a 'Search' and 'Help?' link. A red arrow points to the 'Administrators: View/Edit CANS Certifications' link. Below this, there is a text block explaining the application's purpose and a 'NOTE' regarding eligibility. A search form for a member is provided, with fields for 'Last Name', 'First Name', 'Date of Birth', 'Member's Zip Code', and 'Member Number'. The form includes a 'Search' button, a 'Cancel' button, and a 'Return to MyPractice Page' link.

2. The mp.com administrator will view a list of all staff with mp.com accounts. If a CANS LA certification has already been entered, the date of the certification will be shown as well as the status as “Active” meaning less than a year since certification or “Inactive” meaning the certification is over a year old. Only staff with active certifications will have access to the CANS LA. *Note: If the staff needing certification added is not on the list, an mp.com account must first be created.*

The screenshot shows the Magellan Healthcare website interface. At the top, there is a navigation bar with links for 'Sign Out', 'FAQs', 'About Us', and 'Home'. Below this is a main navigation menu with options: 'MyPractice', 'Provider Network', 'Providing Care', 'Getting Paid', 'Forms', 'Education', and 'News & Publications'. A search bar is located on the right side of the main navigation.

The main content area is titled 'Manage CANS Certification ::' and includes an 'Edit' link. Below the title, there is a paragraph explaining the page's purpose and a list of actions:

- Enter the certification date for a newly certified clinician which grants access to the Child Adolescent Needs & Strengths (CANS-LA) tool,
- Update the certification date for clinicians completed their re-certification training,
- View each clinician's status for accessing the tool, and

 A note states: 'To add a new certification or re-certification, enter the certification date in the New Certification/Re-Certification Date column. Re-certification is required within one (1) year of the last certification date in order to continue using the tool.'

The table below displays the certification data for various providers:

Provider Name	User ID	Last Certification Date	New Certification/ Re-Certification Date	Status
admin, group	600507330	04/12/2012	<input type="text"/>	Inactive
Administrator, Group	047092000		<input type="text"/>	
Administrator, Group	543676000		<input type="text"/>	
Administrator, Group	591645000	09/04/2013	<input type="text"/>	Active
Administrator, Group	600507170	06/06/2013	<input type="text"/>	Active
Administrator, Group	808590000		<input type="text"/>	
Brown, John	577963000	09/06/2013	<input type="text"/>	Active
Loper, Donniss	dloper		<input type="text"/>	

At the bottom of the table, there are two buttons: 'Save Changes' and 'Cancel'.

User Names and IDs are fictitious

3. The certification date should be entered as MM/DD/YYYY. A calendar is provided to select the date. Click Save Changes to submit the new date. *Note: By entering the CANS LA certification date, the administrator is attesting to having seen the CANS LA certificate. A copy of any certifications obtained outside the Louisiana online training system should be kept for audit purposes.*

Manage CANS Certification ::

Edit

Displayed below are the providers associated with the account(s) you control as the administrators. This page gives you the ability to:

- Enter the certification date for a newly certified clinician which grants access to the Child Adolescent Needs & Strengths (CANS-LA) tool,
- Update the certification date for clinicians completed their re-certification training,
- View each clinician's status for accessing the tool, and

To add a new certification or re-certification, enter the certification date in the New Certification/Re-Certification Date column. Re-certification is required within one (1) year of the last certification date in order to continue using the tool.

Provider Name	User ID	Last Certification Date	New Re-C
admin, group	600507330	04/12/2012	
Administrator, Group	047092000		
Administrator, Group	543676000		
Administrator, Group	591645000	09/04/2013	
Administrator, Group	600507170	06/06/2013	
Administrator, Group	808590000		
Brown, John	577963000	09/06/2013	
Loper, Donnis	dloper		

September 2013

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Today is: September 10, 2013

Save Changes Cancel

User Names and IDs are fictitious

4. After the mp.com administrator enters a date which is within the past year, the staff will have immediate access to the CANS LA on mp.com from their secure access account. The staff will see a red button labeled "CANS Comprehensive."

- My Practice**
- ▶ **My Louisiana**
- Referral/Assessment
- ▶ **My Contact List**
- Lookup Contact Info
- ▶ **My Authorizations**
- Check Member Eligibility
- View Authorizations
- Request Member Care
- ▶ **My Claims**
- Check Claims Status
- ▶ **My Outcomes**
- Manage Outcomes
- ▶ **My Practice**
- My Notifications
- ▶ **My Reports**
- Plan-Specific Reports
- ▶ **My Forms**
- Medicaid Disclosure
- ▶ **My Profile**
- Change Password
- Edit My Profile
- Change Challenge Question

Louisiana Referral / Assessment

[Member Summary](#) [Help?](#)

Please be advised that the use of this tool for review of eligibility or benefits does not guarantee claim payment. Payment of benefits is subject to the member's eligibility on the date service is rendered and any other contractual provisions of the plan. To assure compliance with state mandates, please follow the pre-authorization instructions on the member's health insurance card.

Member Information

[Search Again](#)

TEST MEMBER **Member DOB:** 02/23/2005
 123 MAIN STREET **Gender:** F
 ANYTOWN, ST 22222

Member ID	Type of ID
SCL800011111101	Magellan
1234567891234	Medicaid

Plan Benefit Information

Client Name:

Type Of Plan	Coverage Start	Coverage End	Status
	04/02/2021	04/30/2021	Inactive
	03/27/2021	03/31/2021	Inactive
	03/01/2021	03/26/2021	Inactive
	02/25/2021	02/28/2021	Inactive

Intake Referral

Referral Date	Status	Type
02/25/2021	InActive	Enrollment
03/01/2021	InActive	Enrollment
03/27/2021	InActive	Enrollment
04/02/2021	InActive	Enrollment

Assessments

[Assessments](#) 

Clinical Plans

[Clinical Plans](#)

[New Search](#) | [Return to Search Results](#) | [Return to MyPractice](#)

My Practice

- ▶ **My Louisiana**
 - Referral/Assessment
- ▶ **My Contact List**
 - Lookup Contact Info
- ▶ **My Authorizations**
 - Check Member Eligibility
 - View Authorizations
 - Request Member Care
- ▶ **My Claims**
 - Check Claims Status
- ▶ **My Outcomes**
 - Manage Outcomes
- ▶ **My Practice**
 - My Notifications
- ▶ **My Reports**
 - Plan-Specific Reports
- ▶ **My Forms**
 - Medicaid Disclosure
- ▶ **My Profile**
 - Change Password
 - Edit My Profile
 - Change Challenge Question

Louisiana Referral / Assessment
Assessment Summary [Help?](#)

Member Information:

Name: TEST MEMBER **Member DOB:** 02/23/2005

Gender: F

Member ID	Type of ID
SCL800011111101	Magellan
1234567891234	Medicaid

IBHA Assessments

Assessment Date	Type	Status
04/13/2021	1915c	Complete

Add 1915(c) Assessment

CANS Assessments

Assessment Date	Status	Type
04/13/2021	Completed	Initial Assessment

CANS Comprehensive

←

View

Level of Need Assessments

Member currently has no Assessment data

[Return to Member Summary](#) | [Return to MyPractice](#)

User Names and IDs are fictitious

Frequently asked questions:

1. **Question:** I have more than one MIS# for my agency. Which MIS# should I select for the staff mp.com account?
Answer: Only give your CANS LA certified staff access to the MIS# and mp.com functions needed. If you are unsure of which MIS# to use, discuss within your agency and contact your Magellan representative if further assistance is needed.

2. **Question:** What functions in mp.com do I need to give staff to access the CANS LA? **Answer:** Access to Referral/Assessment.

3. **Question:** I have a clinician who used to have access to submit a CANS LA, but now doesn't. Why?
Answer: Check first to see if the certification is active. If it is, check to see if the clinician is using the correct user account.

4. **Question:** I have a staff member who works for another agency and already has an mp.com account. Do they use that account to submit their CANS LA?

Answer: Staff mp.com accounts are associated with provider agencies and CANS LA must be submitted using the correct provider agency association. If a staff submits a CANS LA under the wrong agency, this would be an unauthorized disclosure. Magellan should be contacted for deletion of the CANS LA from the agency without authority to view.

5. **Question:** I am the mp.com administrator for my agency and I also need to submit the CANS LA. I do not have a box to enter my CANS LA certification.

Answer: As an mp.com administrator, you will need to contact your Louisiana Magellan Network representative to have your CANS LA certification added to your mp.com account.