



Your agency was identified as a provider of children’s mental health services in Idaho and as such, the DBH Automation Help Desk (ICANS Help Desk) would like to offer your agency the opportunity to participate in Wave 6 of the statewide ICANS setup activities. Please note that participation in Wave 6 *is not required*, however, there will be some benefits if your agency chooses to participate.

A benefit of participating in the Wave 6 ICANS setup process is the option for your agency to use a simplified process for agency and user setup. Agencies participating in the Wave 6 ICANS setup may elect to submit the required documents either through the Automation Help Desk Online Portal or by email. Either option may eliminate the standard process of submitting separate Online Portal requests for each individual person needing access to ICANS. Wave 6 agencies can submit all signed user agreements and complete a spreadsheet for the set-up of the Agency as well as individual users. Participating in the Wave 6 ICANS set-up process can expedite ICANS access for an Agency’s once the users attend training.

Initial Set-up Process for Wave 6 Provider Agencies:

- Complete the Agency Access Requirements.
 - a. Review the Agency FAQs: [Agency FAQ Flyer](#)
 - b. Review the Privacy Policies: [ICANS Privacy Policies](#)
 - c. Review the Security Guidelines: [ICANS Security Safeguards Policies](#)
 - d. Review and sign the ICANS Agency Agreement: [ICANS Agency Agreement](#)
 - e. Complete the ICANS Agency and Facility Spreadsheet: [Agency Spreadsheet](#)
- Complete the *User Set-up Spreadsheet* ([User Spreadsheet](#)) to identify all users.
 - Designate two staff members as Agency ICANS Administrators (AIAs). Agency ICANS Administrators serve as the primary contacts for the Agency, the “Train the Trainers” for the Agency, and are responsible for submitting client record support requests and Authorized User access/revocation requests to the Help Desk on behalf of the provider agency.
 - AIAs are responsible to verify and ensure that any Authorized Users at the Agency meet and adhere to the ICANS User Agreement.
 - Agency ICANS Administrators (up to 2 per agency) must attend the Agency ICANS Administrator (AIA) training.
 - The AIA must submit a signed [Authorized ICANS User Agreement](#) for each individual user at the Agency. Signed *Authorized ICANS User Agreements* must be submitted before the user receives any login credentials to the system.
- ICANS Users must attend the online ICANS User Training.
 - Providers will not receive login credentials to access ICANS if they have not attended the training.
 - AIAs are able to indicate that the user has attested to the completion of the training on the *User Setup Spreadsheet*. For any users who have not attested to the completion of the online ICANS

training upon submission of the *User Setup Spreadsheet*, the AIA must notify the Helpdesk via email or Online Portal when the user has attested to the completion of the training. This must occur before access can be granted.

- Approved ICANS training is provided by the Division of Behavioral Health's Automation Help Desk through the Webex Platform.
- Agency ICANS Administrators (up to 2 per agency) must attend the Agency ICANS Administrator (AIA) training. All other staff requesting ICANS access must attend the ICANS Partner and Provider Training.
 - For a list of available training dates and times, visit the [ICANS Training Calendar](#).

Training provided by the Help Desk educates users on how to access and use the ICANS system only. ICANS training does NOT result in a CANS certification upon completion. As such, ICANS Users who require the ability to finalize and sign off on a CANS assessment must also be certified by the Praed Foundation. For additional information on the difference between ICANS and CANS training, please refer to the [7/23/2018 ICANS Training vs CANS Certification Training](#) memo, or to find out more on becoming CANS certified, please contact the [Praed Foundation](#).

In support of Idaho's implementation of the CANS, the Division of Behavioral Health is still offering a limited number of CANS Certification codes that allow individuals to certify on the CANS at no cost through the Praed Foundation's collaborative training site. To receive a code for free, please contact the Division of Behavioral Health's ICANS Helpdesk, and we will be happy to provide one.

Summary of how to participate in Wave 6 ICANS Setup:

- Complete the following documents:
 - a. *ICANS Agency Agreement* ([ICANS Agency Agreement](#))
 - b. *ICANS Agency and Facility Spreadsheet* ([Agency Spreadsheet](#))
 - c. *ICANS User Spreadsheet* for all staff needing access to ICANS, including AIAs ([User Spreadsheet](#))
 - d. *ICANS Authorized User Agreement* ([ICANS Authorized User Agreement](#)) for each staff listed.
 - e. Collect CANS Certification Certificates (if applicable) for any staff already certified in the CMH CANS through the Praed Foundation.
- Email the completed (signed) documents, including any CANS Certificates, to the [ICANS Help Desk](#) no later than June 30th, 2019.

The Help Desk will conduct at least two (2) on-line Question and Answer webinars for providers who are interested in participating in the ICANS Setup process. To see the schedule and to register for these sessions, please click [here](#).

We look forward to working with you in the setup and use of the ICANS system. Please do not hesitate to contact the Automation Help Desk with any questions or concerns.

Contact Information:

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ICANS Resource Website: <https://icans.dhw.idaho.gov>