



## Texas Child and Adolescent Needs and Strengths (CANS) Comprehensive 3.0 (Child Welfare) Assessment

### Frequently Asked Questions

#### What is the CANS 3.0 assessment?

The Texas Child and Adolescent Needs and Strengths (CANS) Comprehensive 3.0 (child welfare) assessment is a multi-purpose tool developed for youth under the conservatorship of the Department of Family and Protective Services (DFPS). CANS 3.0 was developed with the primary objectives of permanency planning, safety, and improved quality of life for youth in foster care.

The assessment is designed to be used as either a prospective assessment tool for decision support and recovery planning, or as a retrospective quality improvement tool demonstrating an individual youth's progress. It can also be used as a communication tool that provides a uniform language for all youth-serving entities to discuss a youth's needs and strengths.

#### Who needs a CANS 3.0 assessment?

Effective September 1, 2016, youth who enter the care of DFPS and are 3-17 years of age need a CANS 3.0 assessment within 30 days of entering care and annually thereafter, per state requirements. Each time a member enters/re-enters into foster care, a provider has 30 days to complete a CANS 3.0 assessment. Providers must obtain authorization for any updates requested to the initial CANS 3.0 assessment if the annual assessment is not due. The 30 days in foster care will be calculated based on the STAR Health eligibility date.

#### Who can provide this assessment?

The assessment is to be completed by a certified CANS 3.0 assessor contracted with Superior HealthPlan (STAR Health) or an in-house DFPS CANS 3.0 assessor.

#### How can I become CANS 3.0-certified?

A provider can access the CANS 3.0 training on the [TCOM Training Login](#) webpage. The Texas Comprehensive 3.0 (Child Welfare) is the appropriate version to complete your required certification. The training cost is \$15. Discount coupon codes can be requested for groups of five or more by emailing [ECANS.Support@uky.edu](mailto:ECANS.Support@uky.edu).

#### Is this the same assessment conducted by Local Mental Health Authorities (LMHA)?

No, CANS 3.0 is different from the CANS assessment currently provided by LMHA.

#### Where should I submit my certification?

The CANS 3.0 certification must be submitted initially and annually to [TXCANS@SuperiorHealthPlan.com](mailto:TXCANS@SuperiorHealthPlan.com) for accurate payment processing. Please include your National Provider Identifier (NPI) and any other affiliation that you may use to bill for a CANS 3.0 on the certificate or in the e-mail.

#### Can an assessment be billed while the member is inpatient?

Yes, the CANS 3.0 assessment may be billed while a child is inpatient, if the facility has someone on staff who is certified to administer the assessment or is willing to allow a provider onsite to administer the assessment.

#### Where will I enter the results of the CANS 3.0 assessment?

The CANS 3.0 assessment can be completed through [eCANS Online Portal](#) and the [eCANS mobile application](#), both are online portals that STAR Health providers will have access to once the certification requirements are met. eCANS will also feed the assessment to Health Passport, where it can be accessed for future review. Providers can access Health Passport by logging into [Superior's Secure Provider Portal](#).



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### **How do I know if a CANS 3.0 assessment has previously been conducted?**

Providers can verify if a CANS 3.0 assessment has been previously conducted by using Health Passport within [Superior's Secure Provider Portal](#). Providers can choose to conduct re-assessments before the annual re-assessment is due, but updates are non-reimbursable. If there is a clinical need for a new assessment to be completed when a child has not had a lapse in eligibility, the provider will need to request an authorization to conduct a new CANS 3.0 assessment.

### **What if I need to make a change to an approved assessment?**

To request changes, providers can email DFPS at [cans@dfps.texas.gov](mailto:cans@dfps.texas.gov).

### **Where do I get more information on how this process will work?**

For more information, providers can register for a STAR Health orientation on the [Foster Care Texas Behavioral Health Trainings](#) webpage.

### **Where is my certification listed?**

Certified providers can be identified in Superior's printed [STAR Health Provider Directory](#), or online through the [Foster Care Texas Find a Provider Tool and STAR Health Provider Directories](#).

### **How often do I have to update my certification?**

Providers must update their CANS 3.0 certification on an annual basis and submit their certificate to [TXCANS@SuperiorHealthPlan.com](mailto:TXCANS@SuperiorHealthPlan.com). Failure to submit your CANS 3.0 renewal certificate to the e-mail listed above may result in denied claims.

### **If I decide not to become a certified CANS 3.0 assessor, will it impact the rest of my STAR Health contract?**

No, providers may offer services according to their contract. CANS 3.0 certification is optional for STAR Health providers, but it is necessary to provide the initial or annual CANS 3.0 assessment to STAR Health members and bill for this service.

### **Can CANS 3.0 be completed on the same day as a Psychological or Neuropsychological test?**

A CANS 3.0 and Psychological or Neuropsychological test should not be provided on the same day. For additional information, please review the [Same-Day Texas CANS 3.0 Assessments and Psychological and Neuropsychological Testing for STAR Health](#).

### **Who do I contact for questions?**

For additional assistance, call STAR Health Member Services at [1-866-912-6283](tel:1-866-912-6283) or contact your designated Account Manager. To access their contact information visit, [Find My Account Manager](#).