



AMENDED March 17, 2020

The NYS Department of Health, Children's Health Home program is extending the required CANS-NY In-Person Training Requirement that all Health Home Care Managers/Supervisors need to have completed an in-person CANS-NY training **by May 31, 2020**, due to COVID-19 and the number of cancelled CANS-NY in-person trainings.

- HHCMs complete in-person General CANS-NY Training
- HH Supervisors complete in-person General and Supervisor Training (General Training must be completed prior to the Supervisor Training)

NYS DOH will work with the Lead Health Homes to determine a new appropriate timeframe for this training requirement in the upcoming weeks. In the meantime, NYS DOH is working with Chapin Hall and their trainers on different types of training modalities and whether these trainings will meet the requirement.

NYS Health Home CANS-NY In-Person Training Requirement

NYS will be implementing a requirement that all HHSC care managers and supervisors must participate in an in-person CANS-NY general training; as well as an in-person supervisory training for all supervisors. NYS believes attendance to the in-person trainings will help to address reliability in ratings and create consistency in how the CANS-NY and HCBS/LOC Eligibility Determination is completed. It has been found that in-person trainings increase the care manager's understanding of the tool's application. This is based on testing, which shows individuals pass the test and score better after attending the in-person training than when solely taken on-line.

1. All previous 1915c providers that transitioned to HHCM or HH supervisors were already required to complete in-person CANS-NY training by February 28, 2019.
[New Requirement for Transitioning Providers to Attend In-Person CANS-NY Training](#)
2. All Health Home Care Managers need to have completed an in-person CANS-NY training **by May 31, 2020**
 - HHCMs complete in-person General CANS-NY Training
 - HH Supervisors complete in-person General and Supervisor Training (General Training must be completed prior to the Supervisor Training)
3. Newly hired HHCM and HH Supervisors must be CANS-NY Certified within three (3) months of hire – which can be completed on-line.



4. Newly hired HHCM and HH Supervisors must complete in-person CANS-NY training by:
 - HHCMs complete in-person General CANS-NY Training within six (6) months of hire as a HH CM
 - HH Supervisors complete in-person General Training within six (6) months of hire **and** in-person Supervisor Training within eight (8) months of hire / promotion as a HH CM Supervisor

As a reminder, all HHSC care managers and supervisors must be certified in the CANS-NY annually to complete CANS-NY and HCBS/LOC Eligibility Determination.

NOTE: *If you have taken the in-person CANS-NY training with Chapin Hall for the Health Home program in the last couple of years, then that would fulfill the new in-person CANS-NY training requirement. If you have taken an in-person CANS-NY training for a waiver program or another purpose, this would **not** meet this new requirement.*

Please see the following links for the training schedule, information, technical assistances and other supports surrounding the CANS-NY for Health Home Care Management:

- The NYS DOH Health Home Serving Children CANS-NY website: https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_home/s/hh_children/adolescent_needs.htm
- CANS-NY on-line training site: www.tcomtraining.com
- CANS-NY Training & Technical Assistance Institute: <https://cansnyinstitute.org/>
- Announcement – Launch of the CANS–NY Institute Website

If you have any questions or need assistance, please contact your Lead Health Home for assistance. Any trouble registering for in-person trainings contact support@tcomtraining.com

Health Home Program
Division of Program Development and Management