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:


- 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