



Required Training for 1915c Agencies Transitioning to Health Home Care Management

1. Required training outlined by your lead Health Home.

Required training outlined by your lead Health Home can include but is not limited to:

- Training for using the lead Health Home’s HIT / Electronic Health Record platform
- Training for use of the lead Health Home’s Billing platform
- Training on the lead Health Home’s policies and procedures
- Training outlined in Health Home standards, such as:
 - Consent – HIPPA/CFR 42/sharing of information
 - Mandated Reporter training- New York State Mandated Reporter Resource Center - Training Course
 - Engagement and Outreach (e.g., Motivational Interviewing)
 - Safety in the Community (e.g., conducting home visits, partnering with law enforcement, carrying cell phones, communication with supervisor, awareness of surroundings)
 - Trauma Informed Care
 - Person Centered Planning
 - Cultural Competency/Awareness
 - LGBTQ Issues – serving transgender children/adolescents and working with Lesbian/Gay/Bisexual/Transgender/Questioning Families
 - Meeting Facilitation

2. CANS-NY Certification

CANS-NY Certification is required annually for Health Home Care Managers and Care Manager Supervisors. CANS-NY Certification can be taken at <https://tcomtraining.com/login> at any time.

- Supervisors must be CANS-NY certified and must achieve at least a score of .80 reliability or higher on the exam
- Care managers must be CANS-NY certified and must achieve at least a score of .70 reliability or higher on the exam

Please note: CANS-NY Certification is required for CANS-NY 40 role in the UAS-NY.

In order for an individual’s CANS-NY certification to transmit to the UAS-NY system, they should have a valid HCS user ID. If they do not have a valid HCS user ID, they will need to obtain one. If they have a valid HCS user ID, they will need to enter their user ID into the



External GUID field of their profile on the TCOM Training website (where the CANS NY certification is completed – <https://tcomtraining.com>). To do this, the individual would need to:

1. Login to the website – <https://tcomtraining.com>
2. Click on the drop-down arrow next to their name on the upper right corner of the page.
3. Click on “Edit Profile”
4. Locate the External GUID field in column 2, lower right
5. Update the field with your HCS user ID and click “Save”

3. UAS-NY Training

There are a series of required and recommended web based trainings in the UAS-NY system, which are accessed by opening the UAS-NY application in the Health Commerce System. In addition to these courses, include quick reference guides that can be later referenced to support your training needs and questions.

For Health Home Care Management, the CANS-NY Roles in the UAS-NY are:

CANS-NY 15 – Administrative Support Staff – supports the provider level assessors and supervisors. Limited access. Cannot add assessment data to record.

Required Courses for the CANS-NY 15 Role:

- **1000 UAS-NY Training Environment**
Overview on using the UAS-NY training environment
- **1010 UAS-NY Security**
Overview of the security requirements for using applications within the UAS-NY
- **1100 - Navigating the CANS-NY in the UAS-NY**
Introduce you to the primary functional areas of the UAS-NY for the CANS-NY assessment
- **1200 Managing Your Organization's Case List**
Discuss and demonstrate building and maintaining your organization’s case list in the UAS-NY
- **2200 - CANS-NY - Creating a New Case File Record**

Recommended Courses for the CANS-NY 15 Role:

- **1300 - Using the UAS-NY to Conduct a CANS-NY**
Discuss and demonstrate key concepts related to adding and completing a CANS-NY assessment in the UAS-NY
- **1435 – CANS-NY Individual Reports**
Provide instruction on accessing and running CANS-NY Individual reports



- **1450 – CANS-NY Aggregate Reports**
Provide instruction on accessing and running CANS-NY Aggregate reports
- **1500C - Verification of CANS-NY Certification**
- Displays certification status only Interface only - users can utilize a link to LearnerNation
- **8000-CANS-NY UAS-NY Implementation**
Information and documents (for download) pertaining to the implementation of the UAS-NY and the CANS-NY.
- **8100-CANS-NY Instruments and Reference Manuals**
Information and resources pertaining to CANS-NY.
- **8900-UAS-NY Video Shorts**

CANS-NY 40 – CANS-NY Assessor – must have CANS-NY Certification to conduct assessments

Required Courses for the CANS-NY 40 Role:

- **1000 UAS-NY Training Environment**
Overview on using the UAS-NY training environment
- **1010 UAS-NY Security**
Overview of the security requirements for using applications within the UAS-NY
- **1100 - Navigating the CANS-NY in the UAS-NY**
Introduce you to the primary functional areas of the UAS-NY for the CANS-NY assessment
- **1200 Managing Your Organization's Case List**
Discuss and demonstrate building and maintaining your organization's case list in the UAS-NY
- **1300 - Using the UAS-NY to Conduct a CANS-NY**
Discuss and demonstrate key concepts related to adding and completing a CANS-NY assessment in the UAS-NY
- **1500C - Verification of CANS-NY Certification**
Displays certification status only Interface only - users can utilize a link to LearnerNation

Recommended courses for the CANS-NY 40 Role:

- **1435 – CANS-NY Individual Reports**
Provide instruction on accessing and running CANS-NY Individual reports
- **1450-CANS-NY Aggregate Reports**
Provide instruction on accessing and running CANS-NY Aggregate reports



- **8000-CANS-NY UAS-NY Implementation**
Information and documents (for download) pertaining to the implementation of the UAS-NY and the CANS-NY.
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Information and resources pertaining to CANS-NY.
- **8900-UAS-NY Video Shorts**

CANS-NY 50 – CANS-NY Assessor Supervisor – individuals that have the supervisory or managerial purview over the assessor teams

Required Courses for the CANS-NY 50 Role:

- **1000 UAS-NY Training Environment**
Overview on using the UAS-NY training environment
- **1010 UAS-NY Security**
Overview of the security requirements for using applications within the UAS-NY
- **1100 - Navigating the CANS-NY in the UAS-NY**
Introduce you to the primary functional areas of the UAS-NY for the CANS-NY assessment
- **1200 Managing Your Organization's Case List**
Discuss and demonstrate building and maintaining your organization's case list in the UAS-NY
- **1300 - Using the UAS-NY to Conduct a CANS-NY**
Discuss and demonstrate key concepts related to adding and completing a CANS-NY assessment in the UAS-NY

Recommended Courses for the CANS-NY 50 Role:

- **1435 – CANS-NY Individual Reports**
Provide instruction on accessing and running CANS-NY Individual reports.
- **1450 – CANS-NY Aggregate Reports**
Provide instruction on accessing and running CANS-NY Aggregate reports.
- **1500C - Verification of CANS-NY Certification**
*Displays certification status only Interface only - users can utilize a link to LearnerNation
- **8000-CANS-NY UAS-NY Implementation**
Information and documents (for download) pertaining to the implementation of the UAS-NY and the CANS-NY.



- **8100-CANS-NY Instruments and Reference Manuals**
Information and resources pertaining to CANS-NY.
- **8900-UAS-NY Video Shorts**

CANS-NY 60 – CANS-NY Assessor READ (ONLY) – assessors who have lapsed CANS-NY Certification

Required Courses for the CANS-NY 60 Role:

- **1000 UAS-NY Training Environment**
Overview on using the UAS-NY training environment
- **1010 UAS-NY Security**
Overview of the security requirements for using applications within the UAS-NY
- **1100 - Navigating the CANS-NY in the UAS-NY**
Introduce you to the primary functional areas of the UAS-NY for the CANS-NY assessment
- **1200 Managing Your Organization's Case List**
Discuss and demonstrate building and maintaining your organization's case list in the UAS-NY
- **1300 - Using the UAS-NY to Conduct a CANS-NY**
Discuss and demonstrate key concepts related to adding and completing a CANS-NY assessment in the UAS-NY

Recommended Courses for the CANS-NY 60 Role:

- **1435 – CANS-NY Individual Reports**
Provide instruction on accessing and running CANS-NY Individual reports
- **1450 – CANS-NY Aggregate Reports**
Provide instruction on accessing and running CANS-NY Aggregate reports
- **1500C - Verification of CANS-NY Certification**
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- **8000-CANS-NY UAS-NY Implementation**
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Information and resources pertaining to CANS-NY.
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4. **MAPP HHTS Training**

There are a series of web based trainings required for Health Home CMAs using the MAPP HHTS. The MAPP Gatekeeper is the individual at the organization that will coordinate and authorize users at the organization to roles in MAPP. The MAPP Gatekeeper and users in MAPP must have an active HCS user account. The MAPP Gatekeeper and other users in MAPP will receive email instructions from MAPP Customer Care Center for required web based trainings to use the system.

The following roles are used by the Health Home CMA in the MAPP HHTS:

- MAPP Gatekeeper
- MAPP Worker
- MAPP Read Only
- MAPP Referrer

- Training for use of the MAPP HHTS as required by NYS
 - Training requirements vary by role/organization type and may include online 30 minute to 2 hour web-based training and/or in-person training.
 - Users will be contacted MAPP Customer Care Center – MAPP-CustomerCareCenter@cma.com for more specifics regarding the training requirements necessary to access MAPP CCC once added to the system.