

Process for referring a minor for a CANS assessment

A Child and Adolescent Needs and Strengths (CANS) assessment is used to determine OhioRISE eligibility. A certified Ohio CANS assessor completes the assessment. To request a CANS assessment for a Humana Healthy Horizons® in Ohio member, call:

- Provider Services at **877-856-5707 (TTY: 711)**, Monday – Friday, 7 a.m. – 8 p.m., Eastern time, or email Humana at **OhioRISE@humana.com**
- The minor’s care manager (if enrolled in a care management program)

After receiving the request for a CANS assessment:

- We will locate a certified Ohio CANS assessor to complete the CANS assessment.
- This assessor will call the parent or guardian of the minor to set up the CANS assessment.

General timeframe for a CANS assessment and OhioRISE eligibility determination

- Humana Healthy Horizons will make sure an initial assessment to determine CANS eligibility is set up within 72 hours of receiving a request for a CANS assessment.
- The initial assessment will take place within 10 days of scheduling—unless it is in the minor’s best interest to delay the assessment.
- The Ohio Department of Medicaid (ODM) will make an eligibility determination between two and three business days after the CANS assessor completes the assessment and enters it into the CANS IT system.
- An OhioRISE care coordinator will reach out to the parent or guardian of the minor within two business days of an eligibility determination.



[Access more information about OhioRISE →](#)

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