

Process for Referring Children/Families for a CANS Assessment

A Child and Adolescent Needs and Strengths (CANS) assessment is used to determine OhioRISE eligibility. These assessments are completed by a certified Ohio CANS assessor. Molina Healthcare can refer a child or youth to a certified Ohio CANS assessor to have a CANS assessment completed.

You can ask Molina Healthcare to refer your child for a CANS assessment by doing one of the following:

- Call Member Services at:
(800) 642-4168
TTY (800) 750-0750 or 711 (deaf or hard of hearing)
7 a.m. to 7 p.m., local time, Monday through Friday
- Call the Molina Healthcare 24-Hour Nurse Advice Line 24 hours a day at:
(888) 275-8750 (English)
(866) 648-3537 (Spanish)
711 (deaf or hard of hearing)
- Call your child's care manager (if they are enrolled in the care management program).
- Initiate a referral via the online My Molina member portal.
My Molina portal registration instructions:
 - Step 1: Go to www.mymolina.com (MiMolina.com en Espanol).
 - Step 2: Enter your **Member ID** number, date of birth and zip code.
 - Step 3: Enter your email address.
 - Step 4: Create a password.
 - Step 5: Now you're ready to login and use MyMolina.com!

Molina Healthcare will complete the referral of your child for a CANS assessment. A CANS provider will contact you to set up the CANS assessment once the referral is received.