



IDAHO DEPARTMENT OF HEALTH & WELFARE

BRAD LITTLE – Governor
DAVE JEPPESEN – Director

ROSS EDMUNDS – Administrator
DIVISION OF BEHAVIORAL HEALTH
450 West State Street, 3rd Floor
P.O. Box 83720
Boise, Idaho 83720-0036
PHONE 208-334-6997

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RE: CHANGES TO ICANS SOCIAL SECURITY NUMBER (SSN) REQUIREMENT, EFFECTIVE 6/10/2019

Effective June 10, 2019, recent changes to the [ICANS](#) system now allow any ICANS user to create a record within the system using all zeros (000-00-0000) as the Social Security Number (SSN). Previously, ICANS users were required to submit a request to the ICANS Helpdesk to create the record prior to having the option to complete the CANS, potentially delaying the assessment process. Now, in situations in which a client does not have a full SSN or is unable to provide the last 4 digits of the SSN, ICANS users will create the record using zeros without submitting a request to the Helpdesk.

Description of Change and Expected Impact:

- Description:
 - The ICANS system now allows the User to enter a SSN consisting of all zeros (000-00-0000) when creating the Client Profile.
 - It is still advised that the full 9-digit SSN be entered into the system whenever possible, as entering only partial numbers into the ICANS increases the likelihood of duplication in the ICANS record. An authorized ICANS user should always attempt to collect and enter a valid 9-digit SSN for each record.
- Scope:
 - This change is system-wide and impacts all ICANS Users.
- Impact:
 - ICANS Users should no longer contact the ICANS Helpdesk to create an ICANS record for a client that cannot provide a SSN.
 - Users creating a record using 000-00-0000 will increase the likelihood for duplicate ICANS records within the system. This may later result in challenges when a User attempts to locate and link existing records within the system.
 - The ICANS Helpdesk will no longer accept request to create ICANS records for individuals who are unable to provide a SSN, effective 6/10/2019.

For additional information contact:

Seth Schreiber
Program Manager, IDHW-DBH Automation Unit
Email: seth.schreiber@dhw.idaho.gov | Phone: 208-332-5727