
Sign in using your secure username and password.

Click on “Manage Outcomes” under the My Outcomes section on the left-hand menu.

To administer a CHI, CHI-C, or CANS, under “Start Self-Assessment” click “Continue.”
(From this screen you also may see if the member has completed previous outcomes reports and access those reports.)
Search for your member
- Enter member name
- Select state
- Enter date of birth
- Click “Search”

Please complete as many fields as possible to accurately identify the member.

You will receive a screen to confirm this is the member you are treating.

Check that the member has a Status of “active” eligibility.

Select the member by clicking on the radio button then “Select this Member.”

Select and Launch the CHI/CHI-C outcomes tool based on Non-Medicaid or Medicaid.

Note: The CANS (Child and Adolescent Needs and Strengths – Mental Health version) also can be launched from this screen for members under age 21. The button will be gray if you are not actively CANS certified. Please see training requirements on the Outcomes Library.

If you select Non-Medicaid, you will see an option to add the member’s email address for the member/caregiver to receive email reminders to complete the CHI or CHI-C at 30, 60, and 90 days. The emailed link for the CHI or CHI-C will be in the language selected. If you do not provide an email address, Magellan will not send reminders.
directly to the member and you (provider) will enter all CHI and CHI-C assessments.

If Medicaid is selected, you will see an option for service type. Service Types may vary depending on location, but at minimum will include:
- Case Management
- Crisis Services
- Medication Management
- Outpatient Therapy
- Residential/24 hr
- Support Services

Note: There is no option for reminder emails directly to Medicaid members at this time.

Select CHI or CHI-C language: English or Spanish

If the member will complete the CHI or CHI-C online, select “Submit Online” and then select “Completed By Member.”

Select “Service Type”

Click “Continue.”

If the CHI or CHI-C was completed by the member, but you or your office staff will be entering the member’s responses online:

Select “Submit Online” and “Completed By: Provider/Office Staff.”

Click “Continue.”

Note: Upon closure of the CHI or CHI-C report, you will return to the “Start Self-Assessment” page. This allows for batch entry of multiple CHI and CHI-C surveys.
If the CHI or CHI-C will be emailed to the member, select “Generate Email to Member.”

Please note: You will receive a copy of the report (once the member has submitted), viewable via the Manage Outcomes Summary webpage, if the member elects to share it with you.

Click “Continue.”

If a member is age 14 to 17, you can decide whether you would like to launch the CHI or CHI-C.

Optional - You may select the CHI for the youth, and then re-log on and select the CHI-C for the caregiver to take.

Choose “Individual Not Selected or Listed” if member will not be associated with a staff person who has an MIS number (Magellan provider identification number).

This is the normal warning that you are leaving Magellan’s secure website and going to Quality Metric’s secure website. You must disable pop-up blockers or you will not access the Quality Metric site, and the Magellan site also will close.
Select “Launch CHI” or “Launch CHI-C” (this will be determined based on the age of the member from eligibility).

Have the member or parent/caregiver begin here.

The member must answer each question in order for you to receive reports.

Notice the “Progress” bar at the bottom. As a member completes each question the bar will show his/her progress.
Notice the phone number below for technical assistance.

Progress bar shows the member’s progress as he or she continues to complete the survey.

Once the survey is complete, the member must click the red button, “Click here for your Report.”
Notice the progress bar is complete.

You then will return to the page with the member’s results. You must click on each link to access each type of report (you may want to print them).

Once you close this window you will not be able to access these reports again until an overnight data feed is completed. The Provider Report of Member will be viewable via the Manage Outcomes Summary page.

The phone number for Quality Metric is provided for technical assistance with the CHI or CHI-C.

Providers should access Magellan’s website at www.MagellanHealth.com/provider.

Click “Close” when finished and the CHI or CHI-C window will close.
You will have access to CHI and CHI-C Provider Report of Member under Manage Outcomes Summary.