

9/24/2021

New Hampshire Independent Comprehensive Assessment for Treatment (CAT) Services to Launch with Assessments Management Partner, Maximus on September 28

The New Hampshire Department of Health and Human Services (DHHS) - Division of Behavioral Health, Bureau for Children's Behavioral Health, will launch the **Comprehensive Assessment for Treatment (CAT) Services Program**, as part of the Family First Prevention Services Act (**FFPSA**) with assessments management partner, **Maximus**. Planned for a **September 28 launch**, assessments performed through this vital new program will be conducted for children referred through the Division for Children, Youth and Families (**DCYF**), Care Management Entities (**CMEs**), Hampstead Hospital, and the community to help determine the appropriateness of receiving care in residential treatment and creating individualized recommendations for the child's care.

Keeping all key CAT Services stakeholders informed will remain a vital responsibility for both the State and Maximus throughout the implementation process and beyond. With that in mind, we've laid out some important details below regarding **new processes**, **available resources** and a bit more **background on Maximus** - as well as a visual **progress tracker** for an at-a-glance view of the implementation. You will continue to receive communications covering timely updates, learning opportunities, additional resources and insights, as we move beyond the upcoming implementation date. We look forward to working closely with you to introduce this impactful new program across New Hampshire.



Understanding the Referral Process

DCYF, the CMEs, and Hampstead Hospital will submit children for CAT referral directly to Maximus via secure email: NHCAT@maximus.com

All other referral sources will submit to BCBH via secure email at CATReferral@dhhs.nh.gov for a prescreen, which will then be referred to Maximus if determined to be an appropriate referral.

Note: The submitter may be contacted by Maximus if additional information or supporting documentation is needed to complete the referral process.

RESOURCE: Review New Program Supports

A few helpful resources have been developed to help familiarize you with NH CAT Services processes, terminology, etc. Review the support content and click on the links below to learn more.

New Hampshire CAT - Tools & Resources page | [Visit](#)

Throughout the implementation process and post-launch, this will become your one-stop shop for all things CAT Services. When you have a few minutes, be sure to review and explore some of the materials available. New content, including training resources will be added as we move closer to program go-live, so be sure to bookmark the page and check back frequently for updates:

Process Guide | [Download](#)

This handy PDF provides an overview of CAT Services assessment processes including:

- Program eligibility
- At-a-glance workflow
- Interview process
- Supporting documentation

Glossary of Terms | [Download](#)

Learn more background about CAT Services as well as common program terminology.

NEXT STEPS: Additional Supports & Insights

Stay tuned for future communications in the weeks ahead, which will spotlight more program insights, additional process tips, new resources and learning opportunities will be shared.

QUESTIONS? Contact New Hampshire CAT Help Desk

Do you have questions about the upcoming program implementation? Contact your **New Hampshire CAT Services Help Desk** for more information:

Phone: 833.73 NHCAT (833.736.4228)

Email: NHCAT@maximus.com

10/28/2021

Review Available Program Resources and Supports Following Recent 9/28 Launch

We are now over three weeks past the September 28 launch of New Hampshire's **new independent Comprehensive Assessment for Treatment (CAT) Services** program. Thanks again for your continued engagement during the recent training efforts and invaluable feedback throughout the implementation process.

Do you still have questions about program processes and procedures? The NH CAT services team has you covered, providing some helpful reminders, as well as new training and support materials. Check out more information below on these helpful resources:

- Review: CAT Services training presentation
- FAQs: Commonly asked questions
- Download: Program forms + reference guides
- Support: How to contact the Help Desk



REVIEW: Recent Training Recording

Unable to attend one of the online CAT Services training events that was offered for various program stakeholder groups across the state - or maybe you'd like a refresher on some of the topics discussed? Take a few minutes to select the link below to check out a helpful program walkthrough with the NH CAT Services Training team.

- [Training Presentation | NH CAT Services Overview](#)

**To listen to the presentation, you will need to enter name and email address when prompted.*

FAQs: Commonly Asked Questions

In the days following last month's program launch, we've gathered some of the most frequently asked questions during training sessions and those received by the Help Desk team from various stakeholders across New Hampshire. **Explore these FAQs below.**

A broader list of common questions and additional info have also been gathered into a **handy FAQs Guide** for your reference:

- [Click here to download the FAQs Guide](#) - NEW

Q: I am working with a child who needs a CAT referral. What do I need to submit?

A: You should first fill out the Comprehensive Assessment Treatment (CAT) [Referral Form](#), available on the NH CAT Tools and Resources page. DCYF staff can access the NH CAT Referral form directly from the Bridges system in the workload screen when initiating a referral. Information on the following should also be gathered to be included with the referral:

- Case Plans, Transition Service Plans, Plan of Care, Treatment Plans
- Recent psychiatric and/or psychological assessments
- Any prior CANS evaluations completed for the child
- IEPs
- Court or legal records

Q: I am ready to submit the referral. Where do I send it?

A: Once you have completed the Referral Form and gathered all necessary supporting content, the submitter will send to the following:

- Staff from Division for Children, Youth and Families (DCYF), Hampstead Hospital or any state CME: Send via email securely to – NHCAT@maximus.com.
- All other submitters, such as a community mental health center or school: Send via email securely to BCBH for initial review – CATReferral@dhhs.nh.gov.

Referrals eligible for the CAT will be provided and processed by Maximus. The submitter for any referral submission determined to be ineligible for the CAT will be contacted and the information returned.

DOWNLOAD: Program Forms + Reference Guides

NH CAT Process Guide | [Download](#)

This useful PDF provides an overview of CAT Services assessment processes including:

- Program eligibility
- At-a-glance workflow
- Interview process + documentation

Glossary of Terms | [Download](#)

Use this tool to learn more insights into the CAT Services with common terminology, as well as a breakdown of related acronyms and state programs.

NH CAT Referral Form | [Download](#)

Completely fill out and submit this form for any CAT referrals that may be needed.

Release of Information Form | [Download](#)

A release of information (ROI) will be required for any individuals listed as collateral supports for the youth that are not DCYF staff and are not the guardian (release is not needed for DCYF or guardian) before the Assessor can interview them.

SUPPORT: Contact the NH CAT Services Help Desk

Do you still have questions about the program? Contact your New Hampshire CAT Services Help Desk for more information:

Email: NHCAT@maximus.com
Phone: 833.73 NHCAT (833.736.4228)

Sign up for our Mailing List: Are you or someone on your team not on our email list? Contact us at: NHCAT@maximus.com with the subject line "Please add me to the NH CAT Services contact list" and include full name, title, facility/organization name and email address in the body of the message.

12/3/2021

Program Update: Reminders, Frequently Asked Questions and Available Resources

In the two months since the **New Hampshire Independent Comprehensive Assessment for Treatment (CAT) Services** implementation, the program support team continues to remain focused on ensuring that stakeholders across the state have a clear understanding of CAT basics and access to the resources necessary for referral submissions. Below are a few topics you might find helpful, including **referral process** reminders, frequently asked questions (**FAQs**) focused on residential treatment program eligibility, a breakdown of **available resources**, and how to reach out to the **Help Desk**.

***Coming Soon:** A new electronic Release of Information (**ROI**) form is planned to launch in December. Stay posted for details on this upcoming change.*

REMINDER: Referral Submission Process

Who is submitting referrals to the CAT Services program and where should they send submissions?

- DCYF, the CMEs, and Hampstead Hospital will submit referrals directly to Maximus via secure email: NHCAT@maximus.com
- All other referral sources will submit to BCBH via secure email at CATReferral@dhhs.nh.gov for a prescreen and then referred to Maximus if determined to be an appropriate referral.

FAQs: CAT & Residential Treatment Program Eligibility

The Help Desk team continues to gather some insightful program feedback. A broader list of common questions and additional info have been gathered into a handy, downloadable [FAQs Guide](#) for your reference:

Q: What if this youth is in a residential treatment program and needs a higher level of care after a few months have passed?

A: A new CAT referral would be created at that time.

Q: What if it was recommended a Level of Care for Residential, but our team decided not to utilize residential? Can we do that?

A: Yes. Each team should assess their community resources and what could be put in place to support the child and family in the home prior to using residential treatment if it is safe and appropriate to do so. This report provides a recommendation of a level of care and eligibility, not a

requirement.

RESOURCES: Program Training, Forms, & Guides

Helpful resources have been developed to get you up to speed with all things New Hampshire CAT Services. Review details below on several useful training and reference materials.

September 2021 NH CAT Services Training | [Recording](#)

Unable to attend one of the CAT Services pre-launch webinars – or maybe need a process refresher? Select the link above to check out a **helpful program walkthrough**. **Note: To listen to the presentation, you will need to enter name and email address when prompted.*

NH CAT Process Guide | [Download](#)

This useful PDF provides an overview of CAT Services assessment processes including program eligibility, workflow, as well as breakdown of the interview process and recommended documentation.

Glossary of Terms | [Download](#)

Use this tool to learn more insights into the CAT Services with common terminology, as well as a breakdown of related acronyms and state programs.

NH CAT Referral Form | [Download](#)

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CONTACT: New Hampshire CAT Services Help Desk

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Email: NHCAT@maximus.com
Phone: 833.73 NHCAT (833.736.4228)

Sign up for our Mailing List: Are you or someone on your team not on our email list? Contact us at: NHCAT@maximus.com with the subject line "Please add me to the NH CAT Services contact list" and include full name, title, facility/organization name and email address in the body of the message.