

QUESTIONS	ANSWERS
Contact Information and Resource Access	
How do I contact the New Hampshire CAT Help Desk at Maximus?	<p>At program launch, support will be available through the following channels:</p> <p>Contact by phone: 833.73 NHCAT (833.736.4228)</p> <p>Contact by email: NHCAT@maximus.com</p> <p>Additional resources: https://maximusclinicalservices.com/svcs/new_hampshire_cat</p>
How do I get on the NH CAT communication distribution list?	<p>To be added to the New Hampshire email distribution list, email a request to NHCAT@maximus.com with the subject line: "Please add my email to the NH CAT Contact List." This communication should include your name, title, agency/facility, email address, and contact phone number.</p>
Who should I contact with any questions about the CAT referral process?	<p>To find answers to your referral process questions, call New Hampshire CAT Help Desk: 833.736.4228 or email: NHCAT@maximus.com.</p>
When I leave a voicemail for the New Hampshire CAT Help Desk team at Maximus, when should I expect for a call-back?	<p>We thank you for your patience as we address calls in the order we receive them. Our standard practice is to return them as soon as the next Help Desk agent is available, and within the same business day for calls received before 4:00 PM EST. Calls received after 4:00 PM EST will be resolved the next business day.</p>
Where can I find New Hampshire CAT support materials online?	<p>Explore the New Hampshire CAT Tools & Resources page, which has a growing list of content that will eventually include a broad range of support content, including contact information, recent announcements, helpful guides and training materials, and relevant state links. You can find these resources at: https://maximusclinicalservices.com/svcs/new_hampshire_cat.</p> <p>Department staff can also access the BCBH intranet page for additional information: http://intranet/bcbh/index.html.</p>
Understanding CAT and the Referral Submitter's Role	
What is CAT and why is it important?	<p>The independent Comprehensive Assessment for Treatment (CAT) is an assessment process by which a child, youth or young adult's need for residential or other treatment is assessed and to determine whether/if the child or youth utilizing residential treatment has a clinical need for this intensive service.</p>
What assessment tool is used for the CAT?	<p>An independent contractor assessor initiates a file review process, interviews and administers the Child and Adolescent Strengths and Needs (CANS) assessment tool to reach an individual CAT determination for each child assessed. Practitioners utilize this tool to identify each child and family's strengths and needs. DHHS determined this tool to be the standardized assessment tool for the children's behavioral health system, per RSA 135-F.</p>
Who can submit referrals for a CAT?	<p>Typical referral submitters in New Hampshire are CPSWs and JPPOs working with Division for Children, Youth and Families (DCYF), as well as staff from Hampstead Hospital and various Care Management Entities (CMEs). Referrals can also be sent in from community mental health centers, schools or other facilities.</p>
Referral Submissions and the Assessment Process	

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I am working with a child who needs a CAT referral. What do I need to submit?	<p>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:</p> <ul style="list-style-type: none"> • 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
I am ready to submit the referral. Where do I send it?	<p>Once you have completed the Referral Form and gathered all necessary supporting content, the submitter will send to the following:</p> <ul style="list-style-type: none"> • 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 to BCBH for initial review – CATReferral@dhhs.nh.gov. <p>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.</p>
Once I've submitted the referral, is my role in the CAT assessment process completed?	Once the referral is received, program support staff will review the submission and may follow up with you, if any additional input or feedback is necessary before moving forward with the interview process.
Will I be notified once the CAT process is completed?	Once a final report is generated for the child at the end of the assessment process, all stakeholders will be notified of findings and/or recommendations.
What are the expected timeframes for the process?	Maximus has a 14-day expedited contractual turnaround when a child is in a psychiatric hospital, is detained or committed by the court, or has DCYF involvement and has already admitted to a residential treatment program that is a Qualified Residential Treatment Program (QRTP). Non-expedited referrals will take up to 30 days to ensure all natural and formal supports involved are contacted. Maximus is currently meeting and exceeding the requirements in other states where we do this work.
<i>Community Referrals for the CAT</i>	
What is the interaction between state partner, Maximus, and New Hampshire's CMEs?	If the individual is not involved with DCYF and is deemed eligible for residential treatment, Maximus will provide referrals to the CME for Transitional Residential (and Psychiatric) enhanced care.
If we want to access residential treatment, what will we need?	The CAT report will be provided to the family and stakeholders and BCBH may issue a funding commitment if appropriate.

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How will we know which residential treatment settings are the most appropriate setting?	The TR-ECC coordinator will work with the child and family team to determine if residential treatment is the right next step and will support the family in making appropriate referrals and notifying appropriate partners such as the school district.
<i>Next Steps and Residential Treatment Program Eligibility</i>	
What if this youth is in a residential treatment program and needs a higher level of care after a few months have passed?	A new CAT referral would be created at that time.
What if it was recommended a Level of Care for Residential, but our team decided not to utilize residential? Can we do that?	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.
What are the various outcomes that can be recommended through CAT?	CAT can have the following outcomes: Family Setting Recommended, Level 1 Residential Recommended, Level 2 Residential Recommended, Level 3 Residential Recommended, Level 4 Residential Recommended, or Level 5 PRTF Recommended.
What is a PRTF?	PRTF is a psychiatric residential treatment facility. In the context of the CAT Services program, the State of New Hampshire distinguishes PRTF as a higher level of care (Level 5) than each of the QRTP levels of care (CAT Levels 2-4). A PRTF provides the residential treatment outside of an acute hospital within a medical model of treatment with oversight by a psychiatrist.
How does QRTP differ from PRTF?	<p>Qualified Residential Treatment Programs are a new designation of non-family-based placements that serve children with specific treatment needs who require short-term placement out of their home. In NH, residential programs designated as Level 2, Level 3, and Level 4 all meet the requirements to be a QRTP. These requirements include:</p> <ul style="list-style-type: none"> • Being accredited (through COA, JCAHO, CARF, etc.) • Having a trauma-informed model of care • Having access to licensed nursing staff and other licensed clinical staff to provide care 24/7 • Facilitating family participation in treatment when appropriate • Providing aftercare support for 6 months post discharge <p>As indicated above, in NH PRTFs are considered a higher level of care that can meet a higher intensity of behavioral health needs within a medical model of treatment.</p>
Are there contracts in place?	Yes. As of the development of this document in early September 2021, there are already multiple facilities with more to come. Once a facility is approved through the state, those programs would be eligible for referrals from DCYF or the CME (TR-ECC).

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