



**MAXIMUS<sup>®</sup>**

**QRTP AND CANS REFRESHER FOR  
NORTH DAKOTA FFPSA-QRTP**

# CANS Participation

- ✓ Participation means actively engaging in the interview process
- ✓ Should participate every time:
  - Custodial case manager
  - Child
  - Foster parents or facility staff
  - Parents, if applicable
    - Custodial case manager should support the assessor with informing foster parents/parents about the intent and need
    - Assessor will contact them independently

# CANS Interview

- ✓ Face-to-Face Typically
  - Temporarily on hold due to COVID-19.
- ✓ Zoom meeting for assessment is required for **all children** at the initial assessment, continued stay reviews at the 6 and 12 months
  - Regardless of custodian and placement.

# QRTP Assessments

- ✓ All children placed at the QRTP level of care **must follow** the assessment process
  - Home on the Range
  - Dakota Boys and Girls Ranch- Fargo and Minot
  - Charles Hall Youth and Family Services) s.
  - Custodians – Zones, DJS, and Tribes
- ✓ Court process for tribal custodial case managers is different.
  - We email the court the assessment report, rather than uploading into the ND Juvenile Court file

# Duration of Interview

## ✓ Varies

- Some interviews will take longer than others
- A private space must be provided for the interview
  - Onsite at the QRTP (if placed as emergency or during CSR)
  - Foster home or agency office, etc.

## ✓ Anticipate about 60 minutes

# Decision-Maker

- ✓ Ascend Contracted Individual will complete the assessment and send a report to Tennessee
- ✓ Final approval/denial is made by the Utilization Reviewer in Tennessee

# Denials and Responsibility

- ✓ If denied, the case manager is responsible for identifying and referring for alternative placement.
  - Ascend does not assist in locating alternate placements
  - QRTP's are not required to locate alternate placements

# Qualification Analysis

## ✓ Criteria Review/Expansion

- August 2019: Algorithm was developed and pre-tested on facility placements from DJS and Zones.
- Oct - Dec 2019: Algorithm was analyzed to consider if changes were required.
- Jan 2020: Algorithm was adjusted
- Ongoing Algorithm analysis occurs weekly

## ✓ NDDHS compared previous denials

- **Only 3** would have been approved – in comparing where they are in January, the child was stable in placement



# Approvals and Denials 10/1/2019 through 8/1/2020

<u>Outcome</u>	
Approved - QRTP Appropriate	250
Cancelled	6
Denied - Less Restrictive Care Appropriate	26
Denied - No Treatment Needed	11
Denied - PRTF Appropriate	11
Total Outcomes	304

# Assessment Report

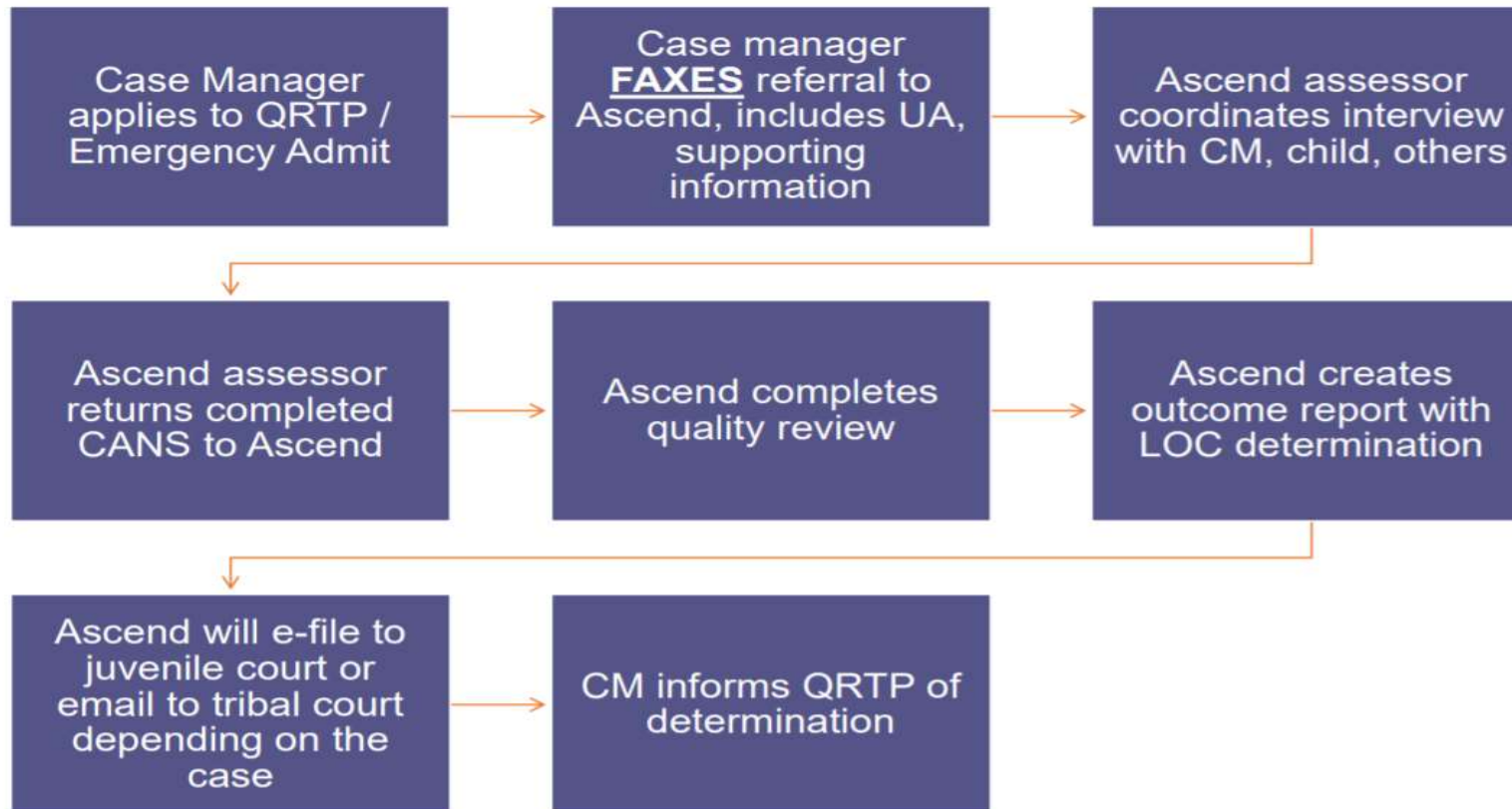
- ✓ Tribal Custodial Case Managers
  - The assessment report when it is a **Title IV-E** child must be sent to the regional office for group home approval data entry.
- ✓ Human Service Zone and DJS
  - The assessment report must be sent the regional office for group home approval data entry.
- ✓ QRTP needs a copy of the approval too!



Residential  
Bed  
Capacity

As of:	Number of beds:
*Oct 1, 2018	157 RCCF (Avg. 115 occupied)
*Oct 1, 2019	118 QRTP (Avg. 65 occupied)
*Feb 22, 2020	102 QRTP (Avg. 58 occupied)
*Aug 1, 2020	92 licensed QRTP (Avg. 60 occupied)

# FFPSA - QRTP Admissions Process Workflow



# For all referrals, use the Maximus Fax Coversheet

[https://maximus.com/sites/default/files/pasrr/documents/North-Dakota-FFPSA-QRTP-Referral-Fax-Coversheet%20-%2010.16.19\\_0.pdf](https://maximus.com/sites/default/files/pasrr/documents/North-Dakota-FFPSA-QRTP-Referral-Fax-Coversheet%20-%2010.16.19_0.pdf)

## Fax



Subject: North Dakota FFPSA - QRTP Referral

To Name:	Assessment Pro	From Name:	_____
To Fax Number#:	(877) 431-9568	From Fax #:	_____
		From Phone #:	_____
		From Email:	_____
		Referring	_____
		Agency:	_____



# Applications and Documentation

- ✓ Maximus and DHS require different application documentation, depending on the referral type.
  - Referral types include:
    - Pre-admission application
    - Continued Stay Review
    - Reconsideration Request
    - QRTP Extension Request
- ✓ The CFT and QRTP can be considered a resource of information and you can request treatment plans, behavioral notes, clinical team notes, etc. to assist in providing supporting documentation for the child's referral

## For Initial admissions, a child entering a QRTP:

- ✓ All preadmission applications must contain a completed copy of the ND SFN 824 Universal Application found at: <https://www.nd.gov/eforms/Doc/sfn00824.pdf>

### Supporting documentation preferred:

- Universal Assessment
- Completed IQ testing
- Psychiatric evaluation and psychiatric notes
- IEP
- Treatment Plan and incident reports
- Specialist evaluation

### If emergency, also submit from the QRTP:

- Suicide risk assessment
- Behavioral assessment
- Medical assessment

# Continued Stays: child continuing treatment in QRTP:

- ✓ Following the 90-approval period, if continued treatment in a QRTP is needed
- ✓ All Continued Stay Referrals must contain a completed copy of the Continued Stay Review Form found at: <https://www.nd.gov/eforms/Doc/sfn00826.pdf>

## Supporting documentation preferred:

- Treatment plan
- Permanency plan
- Progress, psychiatric and therapy notes
- Assessments, testing, IEP, medication and diagnosis
- Any specialist assessment not previously submitted to Ascend



## Reconsideration Request: denied QRTP

- ✓ Additional information for review or change in behavior/symptoms since determination was issued
- ✓ All Reconsideration Requests must include the QRTP Qualified Individual Desk Reconsideration Request Form:
- ✓ [https://maximus.com/sites/default/files/pasrr/documents/ND-FFPSA-Desk-Reconsideration-Request\\_1.pdf](https://maximus.com/sites/default/files/pasrr/documents/ND-FFPSA-Desk-Reconsideration-Request_1.pdf)

Supporting documentation must be provided to support reconsideration

## QRTP Extension Request Form

- ✓ Requests for extensions of QRTP approval periods may be made for a period of up to 14 days. This request can be found at:  
<https://maximus.com/sites/default/files/pasrr/documents/ND-FFPSA-QRTP-Extension-Request.pdf>
- ✓ If approval is needed for longer than 14 additional days, complete a complete Continued Stay Request.

### **Required for consideration:**

Discharge Date Identified

Discharge Plan Identified With Specified Location

## How do I receive all outcomes?

- ✓ Maximus will provide a determination outcome via email to the address listed on the request
- ✓ Maximus will also upload outcomes to the North Dakota e-file court system
- ✓ If ever in question regarding an outcome, please call or email the FFPSA Help Desk:

✓ Phone: 844.93.FFPSA

✓ Email: [ND\\_FFPSA@Maximus.com](mailto:ND_FFPSA@Maximus.com)

# Reminders and Updates

- ✓ Policy and Q&A document online
  - DHS policy finalized
  - Who is eligible for QRTP (age, general eligibility/LOC, dx, behaviors--profile of youth: may or may not be appropriate)
- ✓ Forms to complete: universal application, "right amount" of docs, relevant to current presentation; CSR
  - Important sections on the form to consider and ensure are accurate
- ✓ CFT member section should indicate important players
  - List in terms of importance and validity


**Custodial Case Managers are responsible for monitoring and tracking placement days/maximums**

# Placement Maximum and Extension Requests

- ✓ A foster child 13 years of age and older shall not exceed placement into a QRTP for more than 12 consecutive months or 18 non-consecutive months. A foster child age 12 and younger shall not exceed placement in a QRTP for more than 6 consecutive months.
- ✓ If the child is nearing a placement maximum deadline and is still in need of treatment, state approval from the ND Department of Human Services Executive Director is required. This process for a placement extension must be requested by the custodial case manager at least 30 days prior to reaching placement maximums.
- ✓ Process is detailed in the QRTP Policy listed here:  
<http://www.nd.gov/dhs/services/childfamily/docs/qntp-policy.pdf>

# FC Case Number and Court Case File Number

- ✓ To process a referral, the child's **FC (Foster Care) Case Number** and **Court Case File Number** are required.
- ✓ Obtain these numbers prior to submission of the referral.



**UNIVERSAL APPLICATION**  
 NORTH DAKOTA DEPARTMENT OF HUMAN SERVICES  
 CHILDREN AND FAMILY SERVICES  
 SFN 824 (9-2019)

Directions: This form is completed by the custodian detailing current and immediate need for out of home treatment. In addition to this form; the custodian (public agency case manager or a parent if child is not in public custody) must attach additional information to determine placement and best meet the needs of the child. This form must be submitted to the level of care provider (first) and the Qualified Individual, Ascend, only if applying for a QRTP.

CHILD DEMOGRAPHICS AND INFORMATION SOURCES			
Name (First, Last, Middle Initial)		Date of Birth	
Gender <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other (specify):		FC Case Number	Court Case File Number
Race and Ethnicity (check one)			
<input type="checkbox"/> Asian		<input type="checkbox"/> Hispanic or Latino	
<input type="checkbox"/> Black/African American		<input type="checkbox"/> White	
<input type="checkbox"/> Other (specify):		<input type="checkbox"/> Native Hawaiian/Pacific Islander	
<input type="checkbox"/> American Indian/Alaska Native (specify Tribal affiliation):			
Primary Language/Mean of Communication		Age	Height
Weight			
Eligibility: Check all that apply			
<input type="checkbox"/> Title IV-E <input type="checkbox"/> Emergency Assistance <input type="checkbox"/> SSI <input type="checkbox"/> SSDI <input type="checkbox"/> Unknown			
ND Medicaid Eligible		ND Medicaid Number	
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown			
Third Party Insurance		Name of Insurance Policy Holder	
<input type="checkbox"/> None <input type="checkbox"/> Yes (provide requested details)			
Insurance Policy Number	Name of Insurance Company		Telephone Number

## FAQ 1:

I submitted paperwork and the child has been in an emergency placement at the QRTP for 14 days; I have not received results. What should I do?

Answer: Contact the Ascend FFPSA Help Desk by phone or email:

- Phone: 844.93.FFPSA
- Email: [ND\\_FFPSA@Maximus.com](mailto:ND_FFPSA@Maximus.com)

## FAQ 2:

I cannot locate the assessment Ascend sent to me. What should I do?

Answer: Contact the Ascend FFPSA Help Desk by phone or email:

- Phone: 844.93.FFPSA
- Email: [ND\\_FFPSA@Maximus.com](mailto:ND_FFPSA@Maximus.com)



## FAQ 3:

I continue to fax the assessment paperwork to Ascend for them to begin the assessment. The file must be too big and is not going through. What should I do?

Answer: Consider breaking the fax into 2 files and using the same fax cover sheet documenting 1 of 2 and 2 of 2, send 2 faxes or consider emailing the paperwork to our secure email address

If all else fails, contact the Ascend FFPSA Help Desk by phone or email:

- Phone: 844.93.FFPSA
- Email: ND\_FFPSA@Maximus.com

## FAQ 4:

I have a case where the child is 12, turning 13 in three weeks. He has a continued stay review currently under consideration and will likely get approved to finish treatment. His current approval is good for two more weeks, but we will have a one-week gap specific to the six-month placement maximum. What should I do?

Answer: This child and case will require a placement extension request. Submit to [dhscfs@nd.gov](mailto:dhscfs@nd.gov) for review and extension approval.

## FAQ 5:

I have a case where the child is 12, turning 13 in eight months. She has a continued stay review due and will likely get approved to finish treatment, however, this placement will meet the six-month placement maximum next week. What should I do?

Answer: This child and case will not meet the criteria for an extension as the child is not 13 for eight months. Planning for discharge is required. Payment will end on the 180<sup>th</sup> day of placement.

## FAQ 6:

I had an approval for the child to be placed at a QRTP for 90 days. I submitted the continued stay review paperwork and have since been denied continued stay. How much time do I get to discharge and place the child elsewhere?

Answer: This child and case is no longer eligible for reimbursement if there is not an approval. Once the denial is received, case managers have **up to 14 days** to discharge, not to exceed the 90-day approval timeframe.

## FAQ 7:

I disagree with the QRTP denial. What should I do?

Answer: Custodial case managers have **five (5) business days from the denial notice's date** to request a reconsideration. The reconsideration process includes the following:

1. Complete a Desk Reconsideration Request Form (Available at [https://maximus.com/svcs/north\\_dakota\\_ffpsa](https://maximus.com/svcs/north_dakota_ffpsa))
2. Submit the Desk Reconsideration Request Form and supporting documentation to Maximus
3. We will review the request and re-issue a determination that the initial determination was either upheld or overturned.

Fax 877.431.9568

Email: [ND\\_FFPSA@maximus.com](mailto:ND_FFPSA@maximus.com)

## FAQ 8:

I missed the continued stay review timelines and think the child should stay at the QRTP. What should I do?

Answer: Custodial case managers must monitor and track dates. QRTP's are short-term treatment options and expectation to house or maintain living arrangement long term is no longer allowable for foster care reimbursement in such settings. A child without proper approval is not eligible for reimbursement. In these instances, email Brittany Fode (Guardianship and Facility Licensing Administrator) at [brifode@nd.gov](mailto:brifode@nd.gov)

## FAQ 9:

I have a case where the child has QRTP approval for six more weeks. The facility is ready, the child is ready and I agree the step down into a therapeutic foster home is most appropriate. Can I plan for discharge or do I have to contact Ascend?

Answer: Custodial case managers have the authority to place a child under their public custody in the least restrictive, most appropriate setting at anytime. If the plan indicates discharge is appropriate, proceed with discharge planning! No further involvement is warranted with Ascend.

## FAQ 10:

When do I complete an Extension Request versus a Continued Stay Request?

Answer: If the child is discharging within 14 days, complete an Extension Request for an approval period of up to 14 days. A discharge plan and date is required for approval.

If QRTP is needed for longer than 14 additional days, complete a Continued Stay Request.



## FAQ 11:

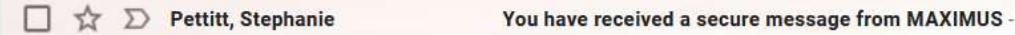
I received this email and I can't open it, What should I do?

Answer: Before you can use secure email through Cisco, you will have to register. You can only register after receiving a secure email from Ascend.

1. Add @maximus.com to your email's safe sender's list or whitelist. Directions depend on your email client.
2. Open the secure email from Maximus
3. Open the email's attachment. The email attachment's name will begin with "securedoc\_"

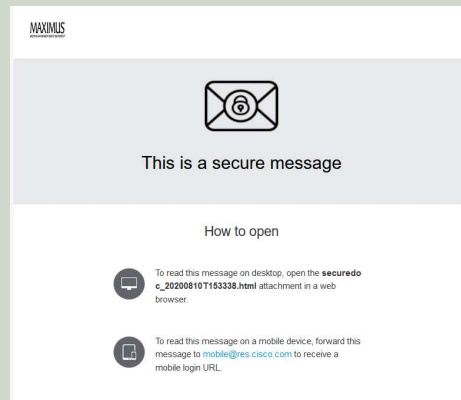
# Reading a Secure Email

## 1. Open the secure email

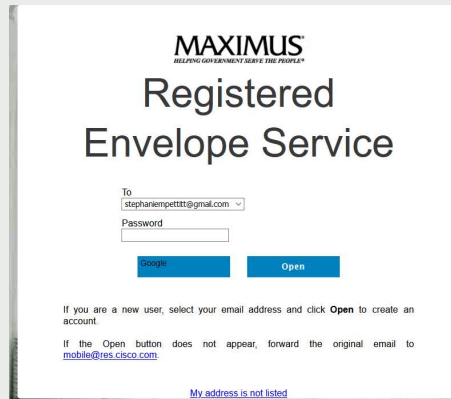


## 2. Follow the instructions in the email to open the contents

2a. For computers, open the attachment. It will redirect to a login screen



## 3. If you are a new user, select your email address and click **Open** to create an account.



4. The first time you open an email, you will be prompted to register

## You are not registered

To open this message, you must first register and create a password.

[Register](#)

5. Complete the registration form  
Click I agree to CRES's terms of service.  
Click Register

## New User Registration

### Enter Personal Information

Email Address

First Name\*

Last Name\*

### Create a Password

Password\*

Confirm Password\*

I agree to CRES's [Terms of Service](#)

[Register](#)

## 6. Follow the activation instructions emailed to you

### Final Step: Account Activation

Your Cisco Registered Envelope Service account was successfully created.

**Instructions to activate your account have been emailed to stephaniempettitt@gmail.com.**

Please check your inbox. If you do not see an account activation email, check your junk email folder.



**CRES Do Not Reply**

**Please activate with CRES -**

## 7. Click Activate Account



### Account Activation

Dear Stephanie Pettitt,

Thank you for registering with Cisco Registered Envelope Service.

[Activate Account](#)

To stop the registration process you can [cancel](#) this account.

#### IMPORTANT

To help keep your personal information safe, Cisco recommends that you never give your CRES password to anyone, including Cisco employees.

Welcome to CRES!

[About Registered Envelope Service](#) | [Terms of Service](#) | [Privacy Policy](#) | [Customer support](#)

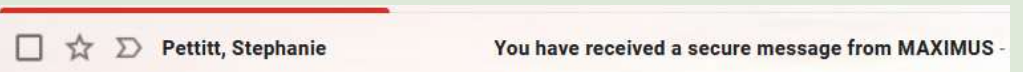
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8. You will receive notice your email address is confirmed.

Email address confirmed

You have activated the account for stephaniempettitt@gmail.com. Registration for this email address is now complete. To exit this page, close your browser window. After exiting this page, return to your Registered Envelope and enter your password to open it.

9. Return to the original email and open the attachment



10. Enter the password you created and click Open. This will open the email

A login form for the MAXIMUS Registered Envelope Service. At the top is the MAXIMUS logo with the tagline "HELPING GOVERNMENT SERVE THE PEOPLE®". Below the logo is the text "Registered Envelope Service". The form includes a "To" field with a dropdown menu showing "stephaniempettitt@gmail.com", a "Password" field with masked characters, a "Sign in with Google" button, and an "Open" button.

# MAXIMUS CONTACT

## Help Desk Email

ND\_FFPSA@maximus.com

## Helpdesk Phone

844. 933.3772

844.93.(FFPSA)

## Referral Fax

877.431.9568

## MAXIMUS Website

[https://maximus.com/svcs/north\\_dakota\\_ffpsa](https://maximus.com/svcs/north_dakota_ffpsa)