

Frequently Asked Questions

Q. What kind of questions can providers call NH MCAP Access Line about?

A. The Dartmouth Health Children's Child and Adolescent Psychiatrist that supports the Access Line can answer mental health questions about assessment, diagnosis, and treatment planning including medication management or other treatments. Examples include questions about specific medication dosing or side effects and help with differential diagnoses or appropriate levels of care.

Q. What's the best way to frame my question?

A. Prior to speaking with the Dartmouth Health Children's Child and Adolescent Psychiatrist we will collect some basic intake data. During the consultation, it is helpful to understand what you are looking for help with and what you have tried so far.

Q. What is the average wait time to speak with a Child and Adolescent Psychiatrist?

A. Most consults are available within 2 days of request, depending on the overall volume of requests.

Q. How long will a call take?

A. The average consultation takes about 15 minutes, but you will get as much consultation as you need.

Q. What if I need a response right away?

A. The NH MCAP Access Line is not a crisis service, but NH does have resources to help! NH Rapid Response Access Point (833-710-6477) is a 24-hour service that can help you and your patient determine next steps which may include phone support, dispatch of a Rapid Response Team, or referral to an Emergency Department. More information can be found here:

[Acute Crisis Care | Children's Behavioral Health Resource Center \(nh.gov\)](#)

Q. How do I bill for this?

A. Interprofessional telephone/internet Electronic Health Record Consultation code 99452 may be reported by the treating/requesting physician, NP, or PA for 16-30 minutes in a service day preparing for the referral and/or communicating with the consultant.

Q. How does NH MCAP manage patient data?

A. Patient data and recommendations made during the consultation are recorded in Dartmouth Health's secure, HIPAA protected electronic health record and e-faxed to the requesting provider following the consult. All data used by NH MCAP for program evaluation is de-identified.