

Frequently Asked Questions about CATCH-Johnston

What is CATCH-Johnston?

CATCH-Johnston offers quality behavioral health care, from UNC Health providers, at access points in the community. A CATCH-Johnston staff member or community partner will assist the child or adolescent to access a video call from the community access point so a behavioral health provider can provide care via video.

How does the program work?

- Parents or guardians or adolescents can call the program intake number
- The program staff will call to gather intake information and schedule an appointment if appropriate
- The child/adolescent and a caregiver or support person over 18 (for most locations) arrive to the access point location ten minutes before the scheduled appointment
- A program or site staff will assist the child/adolescent in joining the video call with the provider
- If a prescription medication is needed, the prescription will be sent to a local pharmacy
- A note will be sent to the student's primary care provider (local doctor) or current behavioral health provider (therapist) if applicable

How do I schedule an appointment?

Call 984-974-1619, leave a message, and a CATCH-Johnston staff member will return your call (typically within 2-5 business days) **OR**

Medical providers using EPIC can refer by selecting **UNC PSYCHIATRY CATCH JOHNSTON** [1070612001011]

What kind of conditions are treated?

The program works best for children and adolescents who are seeking support for behavioral health including:

- Persistent sadness – two or more weeks
- Withdrawing from or avoiding social interactions
- Hurting oneself or talking about hurting oneself
- Talking about death or suicide
- Outbursts or extreme irritability
- Out-of-control behavior that can be harmful
- Drastic changes in mood, behavior, or personality
- Excessive worrying
- Changes in eating habits
- Loss of weight
- Difficulty sleeping
- Extreme difficulty in concentrating or staying still
- Frequent headaches or stomach aches
- Changes in academic performance
- Avoiding or missing school
- Voices concerns or questions about sexual orientation or gender identity
- Difficulty completing daily tasks

Does insurance cover the cost of the CATCH-Johnston program?

Insurance plans are billed, and copays and deductibles apply. NC Medicaid covers the visits. Other insurance company coverage varies. It is important for parents or guardians to ask their health insurance company about coverage for behavioral telehealth care before a visit. If you are concerned about affording the program, please ask a program representative about UNC Health's charity care program as this may help offset costs for those who are eligible.