



Introduction to

NC TOPPS



What Is NC-TOPPS?

- NC-TOPPS is a web-based system for gathering outcome and performance data on behalf of **mental health** and **substance abuse consumers** who are receiving a qualifying service in North Carolina's public system of treatment services.
- NC-TOPPS was launched in 1997 as a partnership between the federal government and the state and in 2005, NC TOPPS was moved to a web-based format.

How it Works



- NC-TOPPS is **based on face-to-face interaction** between a consumer and a QP with the objective of augmenting the clinical assessment process and providing information for the consumer's treatment plan.
- **Initial, Update and Episode Completion Interviews** are designed to assist in assessing the effectiveness of treatment.

How it Works continued



- The **Initial Interview** is designed to gather information on consumer demographics and pretreatment behaviors. This is required to be done face to face within the first or second treatment visit.
- **Update Interviews** (conducted at **three, six, twelve months, and bi-annually thereafter**) gather information on consumer status changes and treatment outcomes

Let's Get Started!

When starting to use NC-TOPPS...

- Go to the NC-TOPPS main website:

<http://www.ncdhhs.gov/mhddsas/providers/NCTOPPS/>

- Click on “NCTOPPS 2.1 Website Submission”
- Click on “Create NC-TOPPS User Profile”
- Enter your name and unique email address.
- Follow on-screen instructions to select LME-MCO(s) and provider agency(ies).

When starting to use NC-TOPPS...

- After your request is completed, the system will prompt you to **create a secure NC-TOPPS account**.
- To ensure the security of your account, you will **create a password** and answer security questions.
- **A username will be assigned to you** at this time.
- Your **new user request** will be **emailed** to your provider agency Superuser or LME-MCO Superuser.
- The Superuser will approve or deny your request and you will be notified by email.

What are Super Users?



- Every provider agency **is required** to have a Superuser.
- Superusers are individuals who have oversight responsibilities for their LME-MCO or provider agency.
- Superusers are able to:
 - track **NC-TOPPS submissions and due dates** for their LME-MCO or provider agency,
 - **change a consumer's QP,**
 - and **manage** user enrollment **requests.**

QUESTIONS & DISCUSSION



CNDS (Common Name Data Services) Number for NC-TOPPS

- For Medicaid recipients the CNDS number will be the same as the Medicaid ID. For individuals not enrolled in Medicaid, Partners will need to provide the CNDS number when an individual is admitted to an NC-TOPPS required service.
- If the individual is Medicaid-eligible, the CNDS number IS the Medicaid ID number. If he/she is IPRS only, NC Tracks creates a CNDS number, and the LME/MCO contact person will assist with the number. To obtain the number, please send a confidential email through the ZixMail portal to **Cindy Combs** ccombs@partnersbhm.org .In the email, include the individual's name, social security number and date of birth. You may also contact Cindy at 336-527-3209.

Preparation For Interviewing

- The NC-TOPPS Interviews include common information generally collected as part of developing and revising a mental health and substance abuse consumer's treatment plan.
- It is important that the QPs are familiar with the Interview questions prior to contact with a consumer.
- Careful preparation will increase the chances of engaging the consumer and completing NC-TOPPS Interviews with accurate information.
- Prior to sitting down with a consumer, a QP should practice with the various NC-TOPPS Interview items. Sign in as **username-training** & **password-training** in order to practice.

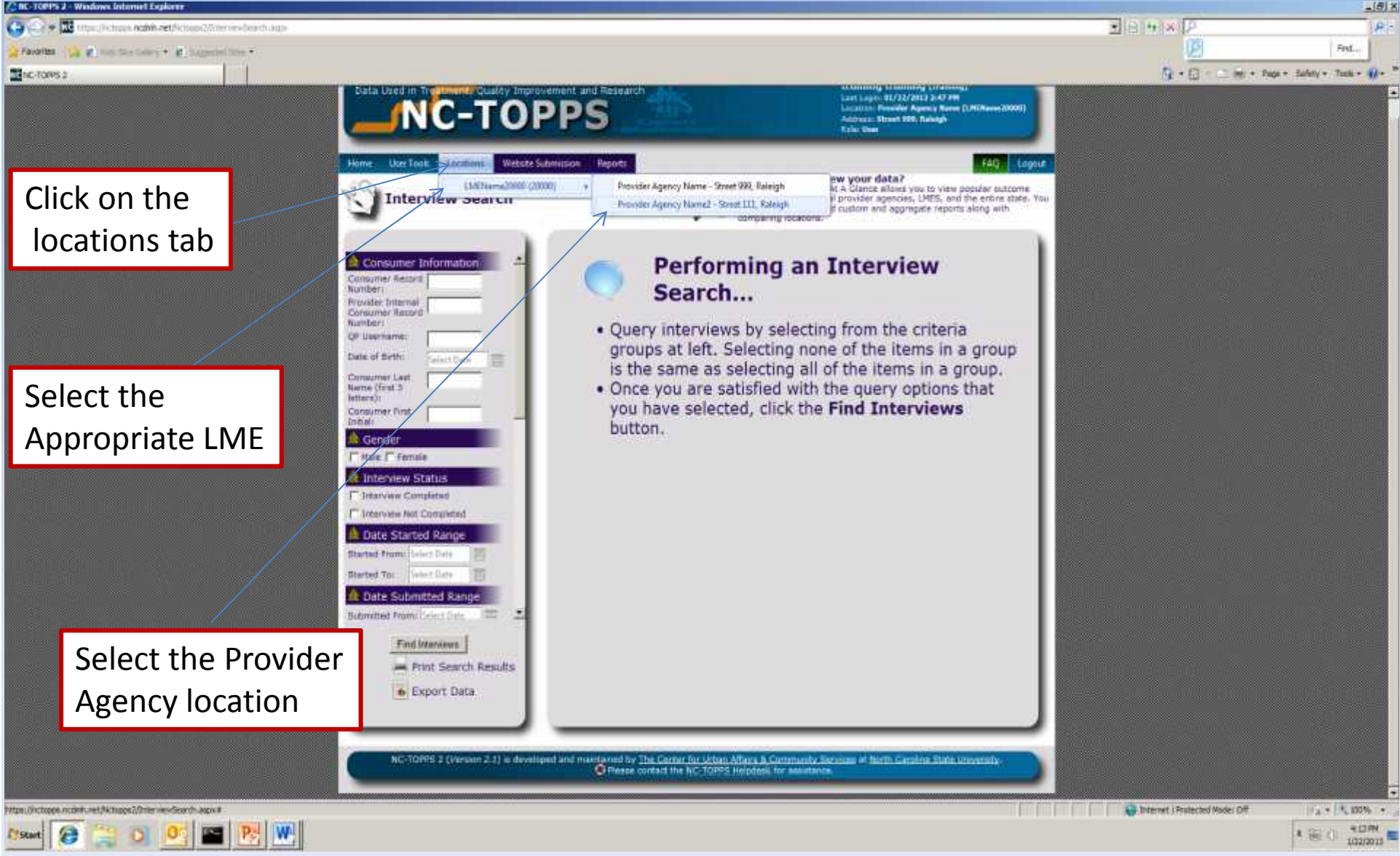
Preparation For Interviewing Continued

- **All items** in the interview are required to be answered before one can submit the interview.
- There are also certain items on the Update and Episode Completion Interview which are important in determining consumer outcomes that are **required to be asked directly** to the consumer either in-person or by telephone **within the past two weeks** of the NC-TOPPS interview.

To Submit an NC -TOPPS

- To submit an interview, go to the NC-TOPPS main website:
- [http://www.ncdhhs.gov/mhddsas/providers/NC TOPPS/](http://www.ncdhhs.gov/mhddsas/providers/NC_TOPPS/) and click on “NCTOPPS 2.1 Website Submission.”
- **Login** with your **username** and **password**, go to the **Locations tab** and select the **appropriate LME-MCO** and provider agency location.

Locations tab



Click on the locations tab

Select the Appropriate LME

Select the Provider Agency location

To Submit an NC –TOPPS Continued

- Once a location has been selected, the Website **Submission tab will appear** and you can **select “Start Initial Interview”** to start an Initial Interview
- or select **“Manage Episodes of Care”** to start:
 - an **Update,**
 - **Episode Completion,**
 - or **Recovery Follow-Up** Interview.

Website Submissions

The screenshot shows the NC-TOPPS website in a Windows Internet Explorer browser. The browser's address bar displays the URL <https://ncctopp.ncdh.net/ncctopp14-home.aspx>. The website header includes the NC-TOPPS logo and a user profile for 'training training (training)' with a last login of 8/15/2013 3:07 PM. A navigation menu contains 'Home', 'User Tools', 'Locations', 'Website Submissions', and 'Reports'. The 'Website Submissions' tab is active, showing a dropdown menu with 'Start Initial Interview' and 'Manage Episodes of Care'. A red box labeled 'Website Submission tab' points to the 'Website Submissions' menu item. Another red box labeled 'Select Start Initial Interview' points to the 'Start Initial Interview' dropdown option. A third red box labeled 'Or Select Manage Episodes of Care' points to the 'Manage Episodes of Care' dropdown option. The main content area features a 'Do you want to view your data?' section, a 'Posted: Sunday, July 1, 2012' date, and a 'Starting Interviews' section with two bullet points: 'Initial Interview' and 'Updates, Episode Completion, Recovery Follow-Up Interview'. Below this is a 'Running Reports' section with two bullet points: 'Interview Search' and 'Updates Needed'. Further down are sections for 'Managing Provider Agencies' (with a bullet point 'Adding, Removing, Changing a Location') and 'Managing User Preferences' (with a bullet point 'Updating User Account Information'). The footer contains the text 'NC-TOPPS 2 (Version 2.1) is developed and maintained by The Center for Urban Affairs & Community Services at North Carolina State University. Please contact the NC-TOPPS Helpdesk for assistance.'

Website Submission tab

Select Start Initial Interview

Or Select Manage Episodes of Care

QUESTIONS & DISCUSSION



Features Available to Qualified Professionals:

- **Interview Search:**
 - Search for interviews by various criteria
 - Consumer information
 - Consumer record number, QP username, DOB, consumer initials
 - Gender
 - Interview status
 - Date started and submitted range
 - Consumer group
 - Interview type and location
 - Print or export into an Excel document.

Reports

The screenshot shows the NC-TOPPS 2 website in a Windows Internet Explorer browser. The page has a blue header with the NC-TOPPS logo and navigation tabs: Home, User Tools, Locations, Website Submission, and Reports. The Reports tab is highlighted, and a dropdown menu is open showing 'Interview Search' and 'Updates Needed'. A red box with the text 'Click on Reports' has an arrow pointing to the Reports tab. Another red box with the text 'Click on Interview Search' has an arrow pointing to the 'Interview Search' option in the dropdown menu. The main content area is titled 'Information' and includes a post date of 'Sunday, July 1, 2012'. It contains sections for 'Starting Interviews' and 'Running Reports', each with a list of instructions. The footer contains version information and contact details.

training training (training)
Last Login: 01/22/2013 3:27 PM
Location: Provider Agency Name (LHChura20004)
Address: Street 999 Raleigh
Role: User

Home User Tools Locations Website Submission **Reports** FAQ Logout

Information

Interview Search
Updates Needed

Do you want to view your data?
NC-TOPPS Outcomes At a Glance allows you to view popular outcome measures for individual provider agencies, UNES, and the entire state. You have the ability to build custom and aggregate reports along with comparing locations.

Posted: Sunday, July 1, 2012

Starting Interviews

- **Initial Interview** - To start an Initial Interview, go to the Website Submission tab and select *Start Initial Interview*. This will create an Episode of Care for a consumer.
- **Updates, Episode Completion, Recovery Follow-Up Interview** - To start an Update, Episode Completion, or Recovery Follow-Up Interview, go to the Website Submission and select *Manage Episodes of Care*. From the Manage Episodes of Care screen, you have the ability to start an interview by entering a valid consumer record number or selecting an episode from the *Episodes of Care* list.

Running Reports

- **Interview Search** - To search for a particular consumer, go to the Reports tab and select *Interview Search* to find interviews that have been submitted for the consumer. You will be able to search for interviews by Consumer Record Number, QI Username, Date of Birth, Consumer Last Name, Consumer First Initial, Gender, Interview Status, Date Started/Submitted, Consumer Group, Interview Type, and/or Location.
- **Updates Needed** - To find a list of Updates that are currently due, go to the Reports tab and select *Updates Needed*.

Provider Agencies

- **Removing, Changing a Location** - To add, remove, or change provider agency locations, go to the User Tools tab and select *Manage Provider Agencies*.
- **User Preferences**
- **User Account Information** - To update your telephone number or password, go to the User Tools tab and select *Manage User Preferences*.

[Email feedback about NC-TOPPS 2.1](#)

NC-TOPPS 2 (version 2.2) is developed and maintained by The Center for Urban Affairs & Community Services at North Carolina State University. Please contact the [NC-TOPPS Helpdesk](#) for assistance.

Start | Internet | Protected Mode: Off | 4:24 PM | 1/22/2013

Interview Search

The screenshot shows the NC-TOPPS 2 Interview Search interface. The page header includes the NC-TOPPS logo and navigation links. The search filters on the left include:

- Consumer Information:** Consumer Record Number (66588), Provider Internal Consumer Record Number, QP Username, Date of Birth, Consumer Last Name (First 3 letters), Consumer First Initial.
- Gender:** Male, Female.
- Interview Status:** Interview Completed, Interview Not Completed.
- Date Started Range:** Started From, Started To.
- Date Submitted Range:** Submitted From.

The search results table displays the following data:

Print Interview	Consumer Record Number	Provider Internal Consumer Record Number	Consumer First Initial	Consumer Last Name	Interview Type	Date of Birth	Gender	Consumer Group	QI
Print	66588		Q	ELP	Initial	04/19/1982	Male	Adult Mental Health	79

At the bottom of the page, there is a footer: "NC-TOPPS 2 (Version 2.1) is developed and maintained by The Center for Urban Affairs & Community Services at North Carolina State University. Please contact the NC-TOPPS Helpdesk for assistance."

You can search by Several methods- I did Consumer Record # Here

You can print interview

Features Available To Qualified Professionals Continued

- **Updates Needed List:**
 - Assists in tracking the date that Updates are due for a consumer.
- **Individual Report:**
 - Displays select NC-TOPPS items from the Initial Interview and the two most recent Updates, if completed, for a consumer. This Report can be shared with the consumer in Person Centered Planning (PCP) if desired.

Updates Needed

The screenshot shows the NC-TOPPS 2 web application interface. At the top, there is a navigation menu with options: Home, User Tools, Locations, Website Submission, and Reports. The Reports menu is highlighted, and a dropdown menu is visible with options: Interview Search and Updates Needed. Below the navigation menu, there is a section titled "Updates Needed" with a sub-header "Have you heard about the NC-TOPPS Quickstart Guide?". Below this, there is a table with the following columns: LME, Provider Agency, Address, City, Consumer Record Number, Date of Birth, Consumer Last Name, Consumer First Initial, Gender, Consumer Group, QP First Name, QP Last Name, and QP Username. The table contains six rows of data. At the bottom of the table, there are buttons for "Back", "Print Report", and "Export Data".

training training (training)
Last Login: 01/22/2012 4:12 PM
Location: Provider Agency Name (LMEName=00000)
Address: Street 000, Raleigh
Role: User

Home User Tools Locations Website Submission Reports Interview Search Updates Needed

Have you heard about the NC-TOPPS Quickstart Guide? The Quickstart Guide has information on how to get-up and running with NC-TOPPS. If you are new to NC-TOPPS or need a refresher, you may want to take a look.

LME	Provider Agency	Address	City	Consumer Record Number	Date of Birth	Consumer Last Name	Consumer First Initial	Gender	Consumer Group	QP First Name	QP Last Name	QP Username
LMEName2	Provider Agency Name2	Street 111	Raleigh	05234	02/01/1957	TRT	K	Male	Adult SA	training	training	training
LMEName2	Provider Agency Name	Street 000	Raleigh	100100	07/20/1967	CAR	B	Female	Adult MH	training	training	training
LMEName2	Provider Agency Name	Street 000	Raleigh	98765	02/02/1980	CAT	J	Male	Adult MH	training	training	training
LMEName2	Provider Agency Name	Street 000	Raleigh	171717	08/12/2006	MAY	D	Male	Adult MH	training	training	training
LMEName2	Provider Agency Name	Street 000	Raleigh	24567	00/04/1989	SME	J	Male	Adult MH	training	training	training
LMEName2	Provider Agency Name	Street 000	Raleigh	956078	08/04/2006	BAG	H	Female	Child MH	training	training	training

Back Print Report Export Data

NC-TOPPS 2 (Version 2.0) is developed and maintained by The Center for Urban Affairs & Community Services at North Carolina State University. Please contact the NC-TOPPS Inquiries for assistance.

Click on Reports

Click on Updates Needed

Click on Export Data to transfer Report to Excel

Data Entry Users (DEUs)

- Data Entry Users (DEUs) are non-QP staff within provider agencies who are allowed to enter NC-TOPPS interview data on behalf of QPs. (The QP must sign the NC TOPPS form & the original with their signature must be placed in the chart)
- Users may request DEU status while adding provider agencies. All requests for DEU status are emailed to the Superuser, who will subsequently approve or deny requests.

Who Does the NC-TOPPS?

- When a consumer has **more than one** qualifying service, the responsibility for the NC-TOPPS interviews is determined by a hierarchy of services based on age-disability.
- Priority is in hierarchical order so that if a consumer is receiving two or more of the required services during a given period, **the service that is in highest order on the table** is responsible for NC-TOPPS.
- As services change, the NC-TOPPS record will be transferred to the agency providing the next highest service.
- Only **one set of NC-TOPPS Interviews** is completed for each consumer during a particular episode of care.

NC TOPPS Hierarchy

Adult SA/MH	Child/Adolescent SA/MH
Residential Services	Residential - PRTF
Partial Hospitalization	Partial Hospitalization
Assertive Community Treatment Team (ACTT)	Multi-systemic Therapy Services (MST)
Substance Abuse Comprehensive Outpatient Treatment (SACOT)	Intensive In-Home Services (IIH)
Substance Abuse Intensive Outpatient Treatment (SAIOP)	Substance Abuse Intensive Outpatient Treatment (SAIOP)
Community Support Team (CST)	Child and Adolescent Day Treatment
Opioid Treatment	Residential Services (except PRTF) & Therapeutic Foster Care Services.
Supported Employment or Long Term Vocational Support Services	Supported Employment or Long Term Vocational Support Services
Periodic (State Funded SA Only): Consumer, Group, Family	Periodic (State Funded SA Only): Consumer, Group, Family

QUESTIONS & DISCUSSION



Service Codes requiring NC TOPPS

Appendix A: Qualifying Services for Consumers Receiving Mental Health and Substance Abuse Services*			
For Which NC-TOPPS is Required			
Service Codes	Description of Services	Diagnosis	
		Mental Health	Substance Abuse*
Periodic Services			
90832--90838 [†]	Psychotherapy		x
90846 [†]	Family Therapy without Patient		x
90847 [†]	Family Therapy with Patient		x
90849 [†]	Group Therapy (multiple family group)		x
90853 [†]	Group Therapy (non-multiple family group)		x
H0004 [†]	Behavioral Health Counseling - Individual Therapy		x
H0004 HQ [†]	Behavioral Health Counseling - Group Therapy		x
H0004 HR [†]	Behavioral Health Counseling - Family Therapy with Consumer		x
H0004 HS [†]	Behavioral Health Counseling - Family Therapy without Consumer		x
YP831	Behavioral Health Counseling (non-licensed provider)		x
YP832	Behavioral Health Counseling - Group Therapy (non-licensed provider)		x
YP833	Behavioral Health Counseling - Family Therapy with Consumer (non-licensed provider)		x
YP834	Behavioral Health Counseling - Family Therapy without Consumer (non-licensed provider)		x
H0005 [†]	Alcohol and/or Drug Group Counseling		x
YP835	Alcohol and/or Drug Group Counseling (non-licensed provider)		x
Community Based Services			
H0015	Substance Abuse Intensive Outpatient Program (SAIOP)		x
H0040	Assertive Community Treatment Team (ACTT)	x	x
H2015 HT	Community Support Team (CST)	x	x
H2022	Intensive In-Home Services (IIH)	x	x
H2033	Multisystemic Therapy Services (MST)	x	x
H2035	Substance Abuse Comprehensive Outpatient Treatment (SACOT)		x
YP630	Supported Employment - Individual	x	x
YM645	Long-term Vocational Support - Individual	x	x
H2023 U4	Supported Employment	x	x
H2026 U4	Ongoing Supported Employment	x	x

Service Codes requiring NC TOPPS (Cont.)

Facility Based Day Services			
H0035	Mental Health - Partial Hospitalization	x	x
H2012 HA	Child and Adolescent Day Treatment	x	x
Opioid Services			
H0020	Opioid Treatment		x
Residential Services			
H0012 HB	SA Non-Medical Community Residential Treatment - Adult		x
H0013	SA Medically Monitored Community Residential Treatment	x	x
H0019	Behavioral Health – Level III - Long Term Residential	x	x
H2020	Residential Treatment - Level II - Program Type (Therapeutic Behavioral Services)	x	x
YA230	Psychiatric Residential Treatment Facility	x	x
YP780	Group Living - High	x	x
Therapeutic Foster Care Services			
S5145	Residential Treatment - Level II - Family Type (Foster Care Therapeutic Child)	x	x

* NOTE: All substance abuse consumers receiving the above services through State Funds must participate in NC-TOPPS in order to comply with federal block grant requirements.

** NOTE: When a child or adolescent consumer begins mental health and/or substance abuse treatment, if they are enrolled in the CDW and involved in the juvenile justice system, they are required to be entered in NC-TOPPS.

† If the consumer has a Substance Abuse diagnosis and is only receiving outpatient services with these service codes funded through Medicaid Basic Benefits, the consumer is not expected to participate in NCTOPPS.

NC-TOPPS IMPLEMENTATION GUIDELINES

Updated July 1, 2016

- NC-TOPPS Interviews must be **included in the consumer's record** and the **consumer is expected to sign** the copy of the submitted interview. (Adults and Adolescents can sign their own, but the child interview needs to be signed by parent or guardian.)
- When the consumer's provider agency changes, **the QP at the new provider agency** must notify the LME-MCO.
- The Initial Interview should be completed during the **first or second treatment visit** as part of the development of the consumer's treatment plan.

Update Interviews:

- An Update Interview must be completed **within two weeks prior or two weeks after** the appropriate Update is due.
- If an Update is not completed on time, it is still **required to be completed 2 weeks before the due date to 30 days** after the interview is due.
- If an Update is missed and another Update is now due, only the current Update due can be completed in the NC-TOPPS system.
- For example, if a 3 month Update is missed and a 6 month Update is now due, only the 6 month Update can be completed.

Episode Completion Interviews...

...must be submitted when a consumer has:

- successfully **completed treatment** (QP should conduct an in-person interview with consumer just prior to the end of services)
- been **discharged** at program initiative
- **refused treatment**
- **not received any services for 60 days** (check "Did not return as scheduled within 60 days.")
- changed to **service not required for NC-TOPPS**
- **moved out of area** or changed to different LME-MCO
- been incarcerated or institutionalized
- died
- other

QUESTIONS & DISCUSSION



No Internet or working Off-site?

- If the QP provides services at a location where internet access is not available, **QPs may use printable versions** to gather NC-TOPPS information on site.
- This information **must then be entered** into the web-based system by the QP or Data Entry User (DEU). Printable versions are available on the NC-TOPPS website on the Important User Links page (<http://www.ncdhhs.gov/mhddsas/providers/NC-TOPPS/userlinks.html>)

Where are Printable Forms?

NC Treatment Outcomes and Program Performance System (NC-TOPPS)

NC Treatment Outcomes and Program Performance System (NC-TOPPS) is a web-based program that gathers outcome and performance data on behalf of mental health and substance abuse consumers in North Carolina's public system of services. The NC-TOPPS system provides reliable information that is used to measure the impact of treatment and to improve service and manage quality throughout the service system.

[The NC-TOPPS Outcomes at a Glance 2.0 dashboard \(link is external\)](#) provides a dashboard that measure outcomes for particular age/disability group by local area, provider agencies and services.

[Locate what you need to get started using NC-TOPPS \(link is external\)](#) including the NC-TOPPS Quick Start Guide, interview forms and Superuser tools.

[NC-TOPPS 2.1 Website \(link is external\)](#) allows you to submit outcome information for individuals receiving services, create a new user account and manage system information.

Contact

Phone: 919-515-1310

[Email us](#)

Then Click
Here for
Printable
Forms

Additional Information

NC-TOPPS Superuser Tools Guide (Revised 3/2016)		
NC-TOPPS Guidelines (Revised 7/2016) (Rules, Regulations, and Practices for NC-TOPPS)		
NC-TOPPS Frequently Asked Questions (Revised 7/2016)		
NC-TOPPS 2.1 Website (Create and/or Manage User Account; Submit Consumer Data)		
Printable Interview Forms (Revised 7/2015)		
Adult	Adolescent	Child
Initial	Initial	Initial
Update	Update	Update
Episode Completion	Episode Completion	Episode Completion
Recovery Follow-Up	Recovery Follow-Up	Recovery Follow-Up
NC-TOPPS Resource Guide (Revised 9/2015)		
Back to NC-TOPPS Homepage		

QUESTIONS & DISCUSSION



NC TOPPS Interview Data Collection Method

Interview Data Collection Method for Episode Completion Interviews.

- 1) This is currently being looked at as a QIP for the agency.
- 2) The goal is to increase the in-person and telephonic (combined) data collection and look at ways to decrease the % completed by record review.
- 3) We are reviewing the score for overall Partners as a whole and have begun to look at individual providers scores per the NC TOPPS website Interview Method Report.
- 4) We will be looking at the aggregate data across all applicable ages/disabilities of 65% episode completion interviews done by phone or in person
- 5) It is advised that each provider agency superuser run this report regularly from the simple query (Interview Method Report) and look at ways to improve the score.

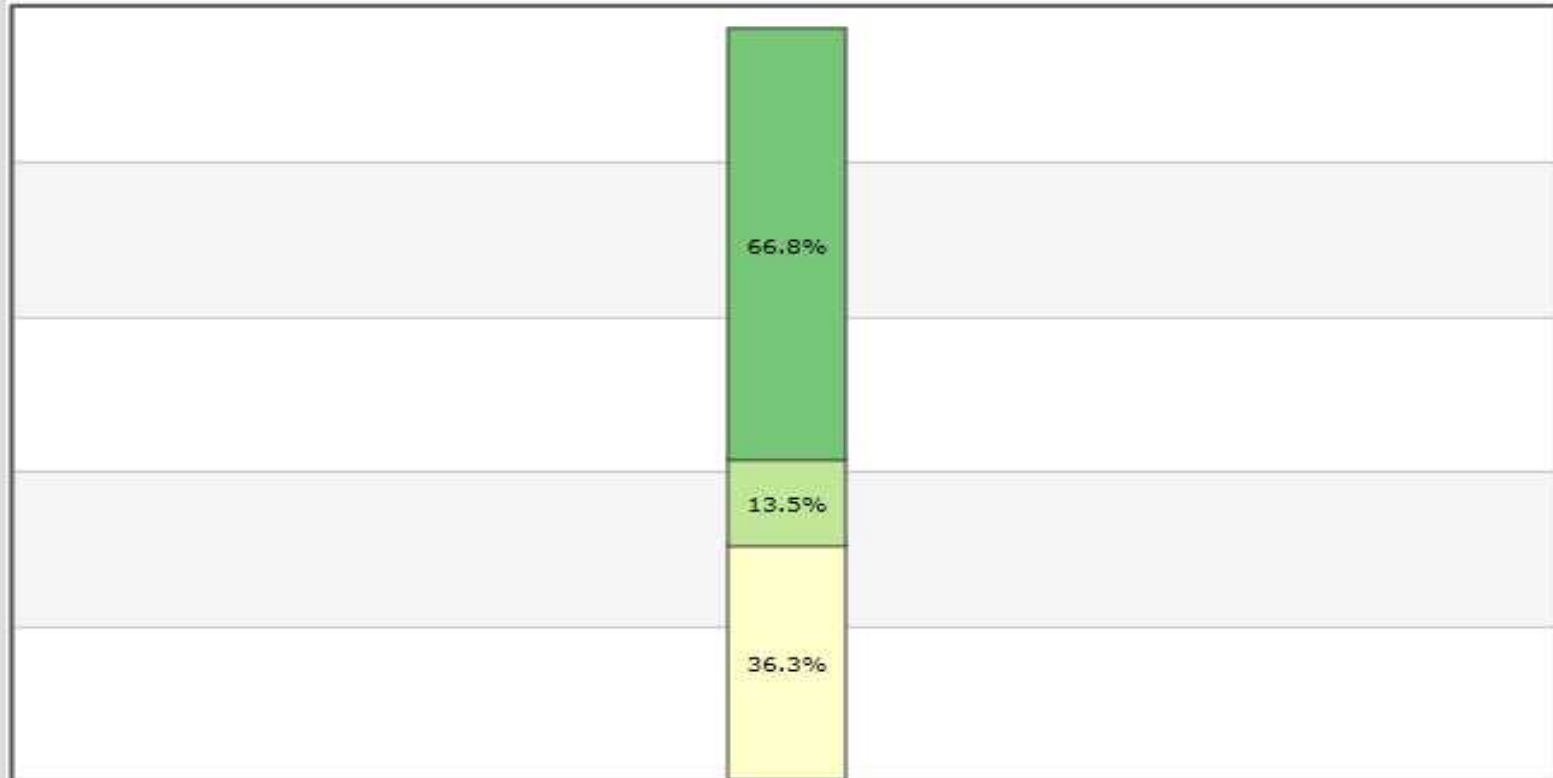
Interview Method Report

All Consumers


Episode Completion Interviews started

Friday, April 01, 2016 through Thursday, June 30, 2016

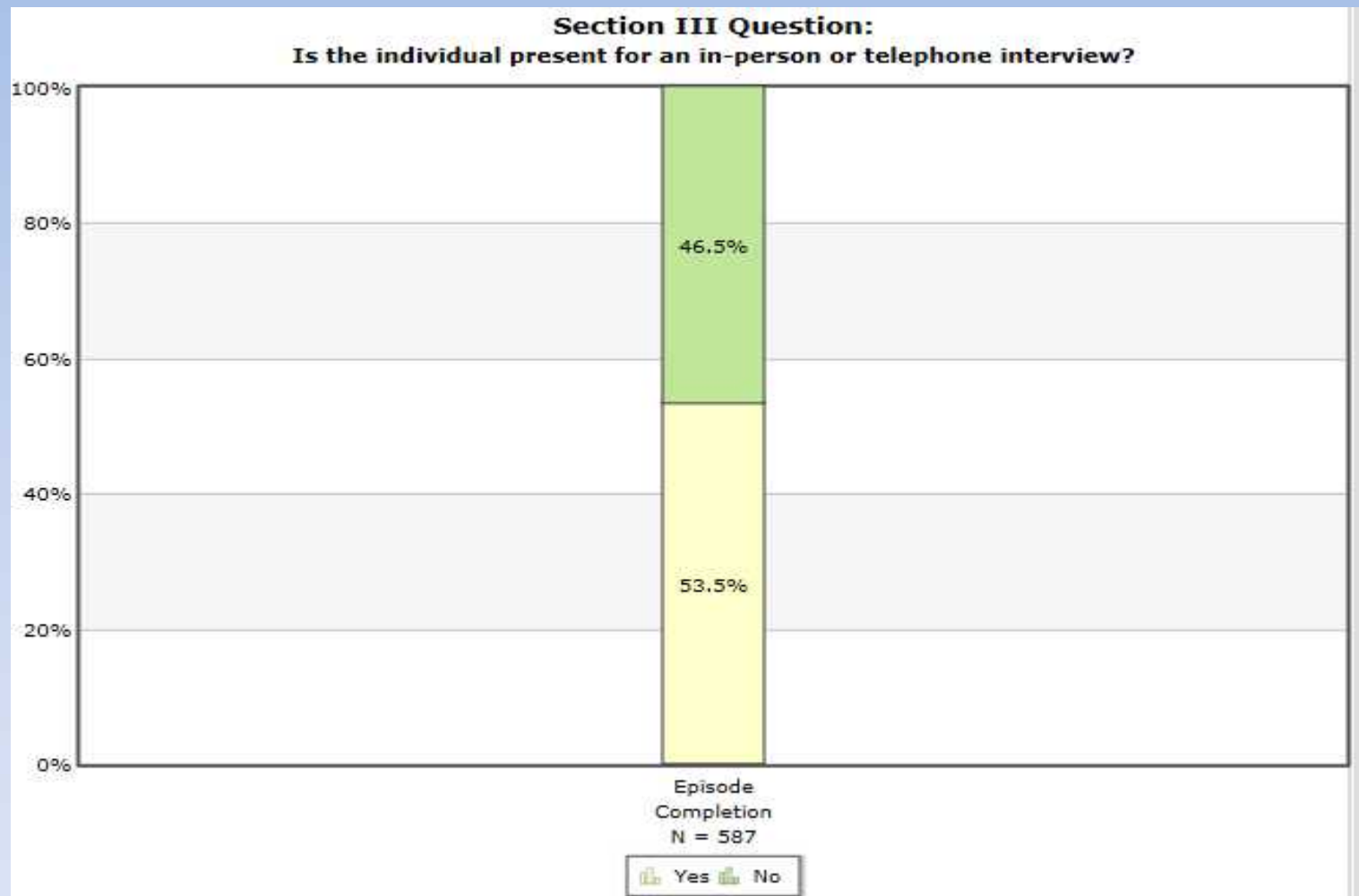
Section II Question:
How are the next section's items being gathered?



Episode
Completion
N = 587

 In Person  Phone  Record/Notes

Continued



Inside the Simple Query

Partners Behavioral Health Management (13141)

Adult Mental Health Consumers

Episode Completion Interviews started Friday, January 01, 2016 through Thursday, March 31, 2016

Number of Episode Completion Interviews: 270

Demographics

Services

Treatment Demographics

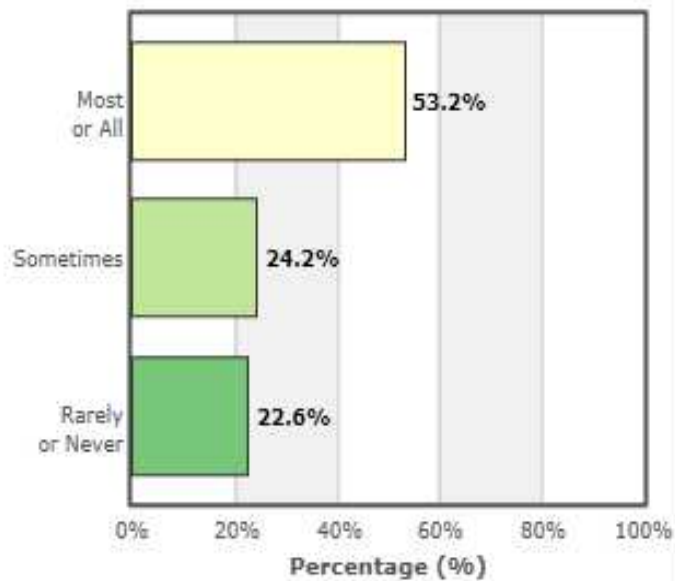
Behaviors

Employment/Housing

Service Needs

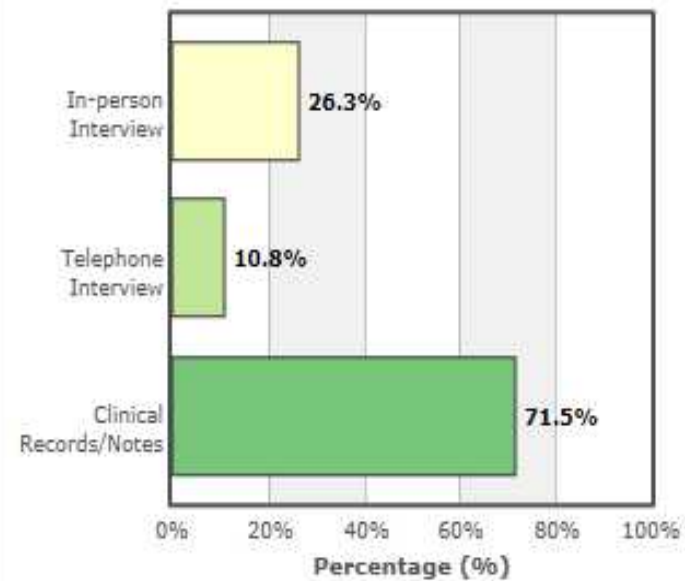
Attendance at Scheduled Treatment Sessions

Since Last Interview, N = 186

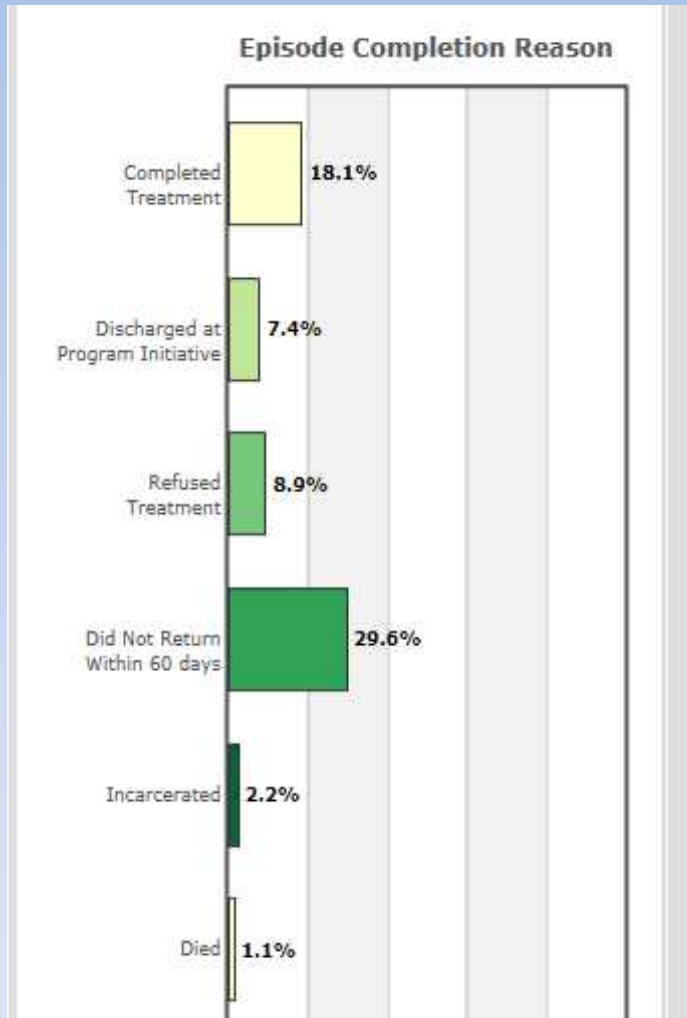


EC Interview Data Collection Method

Multiple Responses, N = 186



Continued



Barriers to Treatment Multiple Responses, N = 186		
	Initial	EC
No Difficulties	69.9%	55.9%
Active MH Symptoms	18.3%	17.2%
Active SA Symptoms	7.5%	9.1%
Physical Health	9.7%	6.5%
Family Issues	5.4%	5.9%
Needs Not Met	1.1%	4.8%
Engagement	3.8%	13.4%
Cost	7.0%	2.7%
Stigma /Discrimination	2.7%	2.2%
Treatment /Auth. Access	1.6%	1.1%
Deaf/Hard of Hearing	0.5%	0.0%
Language/Comm.	0.0%	0.0%
Legal Reasons	2.2%	1.6%
Transportation	8.1%	13.4%
Scheduling Issues	2.2%	3.2%
Lack of Stable Housing	4.3% N = 162 *	5.4%
Personal Safety	1.9% N = 162 *	0.5%

* - Interview(s) were completed after the question was added to NC-TOPPS.

Contacts:

- ***NC-TOPPS Help Desk***: Center for Urban Affairs & Community Services, NC State University:
 - (919)-515-1310
 - Help Desk: nctopps@ncsu.edu
- ***Partners Email: NCTOPPS Questions***
 - nctoppsquestions@partnersbhm.org
- (please use only consumer MR#'s in emails-no identifying information!)

QUESTIONS & DISCUSSION

