

## Frequently Asked Questions about NC-TOPPS

### **Q: Where is NC-TOPPS?**

A: <http://www.ncdhhs.gov/mhddsas/nc%2Dtopps/> (or go to main DMH/DD/SAS site, click on “Providers of MH/DD/SA Services” and then scroll down to “NC-TOPPS”)

### **Q: What’s my user login/password? Why isn’t my user login/password working?**

A: User logins and passwords are maintained by NCSU’s Center for Urban Affairs and Community Services. Go to the NC-TOPPS site, click on “User Enrollment” and then select the option *indicating that you already have a login and password*. You will then be able to select the issue you are experiencing with your account, and complete a short form to send to NCSU.

### **Q: Why won’t the system accept this consumer record number?**

A: Some potential solutions are described below.

1. Try leading zeros and leading spaces.
2. If you are trying to submit an Initial, and the system tells you that an Initial has already been completed, double-check with your agency’s Superuser to see if another clinician has already submitted the Initial.
3. Another possibility would be that another agency has this person open. If that is the case, the Superuser at your agency can work with the LME Superuser to resolve the issue with the other agency.
4. If you are trying to submit an Update, and the system tells you that record does not exist, check on the printed version of a previous interview to see if the number was incorrectly entered on the Initial. If that is the case, ask the Superuser to submit a request to [nctopps@ncsu.edu](mailto:nctopps@ncsu.edu) to change the record number.

### **Q: How do I sign up to use NC-TOPPS?**

A. Each staff member who will enter NC-TOPPS on the web (or view/print what has been entered) must be enrolled in the website submission program. Enrollment is done on the TOPPS website. Click on “User Enrollment.”

1. If you have never had an NC-TOPPS Log-In and password before, select that option on the next screen. If you have had an NC-TOPPS Log-In and password before, go to step 3.
  - a. Enter your last name and first name. Enter the person’s individual email address at your agency.
  - b. Enter the LME Name (i.e., The Durham Center), Provider Name and Provider Street Address, City, Zip Code (i.e., Address of your main facility that serves Durham Center consumers).
  - c. If you will be working for other LMEs or providers, you can enter additional LME, provider and facility information.
2. Review the information on the screen. Once complete and correct, click the **Submit** button. You will receive an email confirming your Log-In and password from NCSU NC-TOPPS staff within one to four business days. Please be patient. Be sure to check your junk/bulk mail in case the email with the Log-in/password is sent there.

3. If you already have an NC-TOPPS Log-In and password, but are changing to another provider, changing your last name, adding another LME/agency, requesting a reminder of a forgotten Log-in and password, and/or reporting a Log-in and password that is not working, please select the appropriate option on the main User Enrollment screen and proceed as appropriate.
4. Each agency should have a designated Superuser, a staff member who can see and monitor all of the submissions by your agency and prompt other staff for what is missing. Email [nctopps@ncsu.edu](mailto:nctopps@ncsu.edu) with your request to become a Superuser. You will be sent a short form to complete justifying your need for Superuser access. Be sure to check your junk/bulk mail in case the email with the Log-in/password is sent there.
5. For Training, review the Reports/Presentations available on the website by clicking on “Other Information” from the home page. Read the Implementation Guidelines. Perform practice interviews before you do a real one by clicking on “Website Submission” from the home page and using the word “training” (without the quotes) as the log-in and password.

**Q: Which consumers need to have NC-TOPPS completed?**

A: Consumers above the age of six who receive any of the following services require NC-TOPPS.

***Mental Health Consumers***

Community Support - Adult  
 Community Support - Child  
 Community Support Group  
 Community Support Team  
 Intensive In-Home  
 Multi-systemic Therapy  
 Assertive Community Treatment Team  
 Residential Treatment  
 Day Treatment

***Substance Abuse Consumers***

Community Support - Adult  
 Community Support - Child  
 Community Support Group  
 Community Support Team  
 Intensive In-Home  
 Multi-systemic Therapy  
 Assertive Community Treatment Team  
 Residential Treatment  
 Day Treatment  
 Methadone Administration  
 SA Intensive Outpatient Treatment  
 SA Comprehensive Outpatient Treatment  
 Outpatient – Individual (IPRS only)  
 Outpatient – Group (IPRS only)

**Q: Who should complete NC-TOPPS?**

A: The QP in the primary provider agency that completes the consumer’s PCP/treatment plan is responsible for ensuring that NC-TOPPS Interviews are done as a regular part of developing and updating a consumer’s PCP/treatment plan. Having the consumer present for an in-person Interview is expected. Copies of all completed NC-TOPPS Interviews must be included in the consumer’s service record and submitted to the LME as part of the PCP/treatment plan.

There should be only one set of interviews for each episode of care for a consumer. If the consumer is being treated by multiple provider agencies, the QP from the primary

provider agency who is responsible for the consumer's PCP/treatment plan is also responsible for ensuring that all involved provider agencies are consulted and informed when completing NC-TOPPS Interviews. If the consumer signs a consent for sharing the NC-TOPPS information with other provider agencies involved in his or her care, the primary provider agency's QP is responsible for providing those other provider agencies with copies of the NC-TOPPS Interviews

**Q: What is an Episode of Care?**

A: NC-TOPPS is designed to follow an individual across an "episode of care." An episode is defined as the period that begins with the initiation of services and ends with the termination of services or with an unplanned lapse in services of 60 days or more. An individual who returns to services after a lapse begins a new episode of care.

**Q: What do I need for the consumer in order to be able to submit NC-TOPPS?**

A: Before an NC-TOPPS Interview can be conducted with a consumer, the QP must receive the LME Assigned Consumer Record Number.

**Q: How often should NC-TOPPS be completed?**

A: If the consumer is new to your agency AND new to the service being provided, an Initial interview must be conducted with him/her in-person and submitted online by the second service visit.

Update interviews must then be conducted at 3-Months, 6-Months, 12-Months and every six months after that.

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)
- chosen to stop treatment all together
- not received any services for 60 days (For the item asking the reason for the Episode Completion, QP would check "Consumer did not return as scheduled within 60 days.")
- moved to services or target populations not required for NC-TOPPS (For the item asking the reason for the Episode Completion, the QP would check "Moved to services or target populations not requiring NC-TOPPS.")
- been discharged at program initiative
- been incarcerated or institutionalized
- died

If a consumer returns after an Episode Completion Interview has been completed, the assigned QP from the primary provider agency should complete an Initial Interview for the new episode of care.

**Q: What happens when a consumer leaves our agency? When a consumer transfers to our agency?**

When a consumer leaves their primary provider agency, the responsibilities of that primary provider agency depend on whether the consumer is continuing services at a new primary provider agency or discontinuing services all together.

If the consumer is continuing services at a new primary provider agency, the new QP should contact the consumer's LME, so that the LME Superuser can change the consumer's NC-TOPPS submissions to the new QP/primary provider agency. The new primary provider agency will then be responsible for completing appropriate Update Interviews thereafter, on the schedule established with the previous primary provider agency.

If the consumer is discontinuing services all together, the current QP should complete an Episode Completion Interview.

If the primary provider agency does not see the consumer for 60 days or more without notification of the reason from the consumer or LME, the current QP should contact the consumer's LME to find out if the consumer has moved to another provider agency.

If no other primary provider agency has been assigned to provide services, the current QP should complete an Episode Completion Interview.

**Q: What's a Superuser? How do I become one?**

A: If you already have a user login and password, contact [nctopps@ncsu.edu](mailto:nctopps@ncsu.edu) to gain Superuser access. You will be asked to complete a brief form regarding supervisor authorization to become a Superuser.

Superusers can:

- Track Updates Needed (upper righthand side when you sign in)
- See a list of Initial, Update and Episode Completion Interviews submitted within the past 90 days (under "Administrative Tools")
- Access data queries (under "Administrative Tools")
- Promptly change a consumer's QP in the NC-TOPPS system by clicking on "Administrative Tools" and then "Change Consumer's QP" to make appropriate changes when 1) a QP leaves a provider agency or a consumer moves from one QP to another QP within the provider agency; or 2) a consumer leaves their primary provider agency and is continuing services at a new primary provider agency (this requires communication between the agency and LME Superusers).

**Q: The information above did not help me. What do I do?**

A: First check in with your agency's Superuser. Then, if he/she cannot resolve the issue, he/she can contact the LME's Superuser. When all else fails, contact NC-TOPPS staff at NC State University's Center for [nctopps@ncsu.edu](mailto:nctopps@ncsu.edu).