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MHP Provider Network Procedural Update #8

TO: MHP Provider Network

FROM: Mental Health Partners – Quality Management

RE: NC-TOPPS information

NOTIFICATION DATE: July 23, 2010

EFFECTIVE DATE: July 1, 2010

The following information is to serve as a reminder to providers regarding a few new NC-TOPPS updates implemented via the NC-TOPPS Implementation Guidelines for 2010-2011. The manual can be obtained by clicking on the following link: <http://www.ncdhhs.gov/mhddsas/nc-topps/interviewforms/nc-toppsguidelinesjuly10.pdf>

Verification of Provider Agencies

Any QP who signs up with a provider agency that is not currently in the NC-TOPPS system will need to be verified by the LME superuser before the QP and provider agency will be given access to the system (See “Superuser Enrollment and Responsibilities”, Section VI). The LME superuser will receive an email when a QP signs up with a new provider agency. They will use the Profile Management System (<https://nctopps.ncdmh.net/UserManagement/Login.aspx>) to approve the QP and provider agency.

Conducting Interviews

NC-TOPPS is designed to assist the provider agency and consumer in determining and updating service needs through a planned in-person interview and discussion. The NC-TOPPS Interview questions can be used as a tool *during* a QP-consumer discussion to help identify areas of concern or can be completed at the *end* of a discussion to ensure that all areas of concern were addressed. As an integral part of the delivery of an outcome-driven service, an NC-TOPPS Interview that is completed with the consumer present in an in-person documented service activity is fully reimbursable. If the consumer declines to participate in an Interview, it is the responsibility of the QP to complete the interviews by gathering the information through clinical records and notes.

The above information is particularly important in completing **Section III on the NC-TOPPS Update Interview**. Section III includes questions which are important in determining consumer outcomes.

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This information will be posted on the MHP website at www.mentalhealthpartners.org in the Provider Updates section.



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These questions require that they be asked directly to the individual either in-person or by telephone. Question 35 states: Is the individual present for an in-person or telephone interview or have you directly gathered information from the individual within the past two weeks? There are two options to answer this question.

They are as follows:

1. Yes- complete items 36-51
2. No – Stop Here

If the individual is not present or if the information has not been obtained, then the answer should be No and the interview will stop at that point; however, it is important to note that **this series of questions (36-51) is being utilized to generate consumer level outcomes and will be utilized on the Provider Performance Reports being created by the Division.**

MHP would like to strongly encourage providers to complete these series of questions (36-51) at the NC-TOPPs Update Interview so that consumer level outcomes might be collected.

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