1. Who do I contact at Trillium if I have a question about NC TOPPS?

- All emails related to NC TOPPS should be sent to the NC TOPPS main email address: NCTOPPS@TrilliumNC.org.
- The NC TOPPS team consists of:
  - Mionna Baker, Network Auditing Coordinator
  - Barbara Barnes, Network Auditing Support Specialist &
  - Amber Byrum, Network Auditing Coordinator, providing back-up as needed.
- The team can be reached by phone: 866-998-2597; or by emailing the NC TOPPS email address.

2. What responsibility do Trillium providers have regarding NC TOPPS?

- Complete NC TOPPS interviews in a timely manner to remain in compliance with the NC TOPPS submission guidelines.
- Read more about NCTOPPS by clicking this link: NC-TOPPS Implementation Guidelines FY 2024-2025.

3. How does Trillium check to see if my agency is completing NC TOPPS?

- Updated NC TOPPS Submissions (3 month, 6 month, 12 month, biannual) –
  - An Updates Needed Report is pulled from the NC TOPPS database (at least) weekly to determine interviews due. Providers contained in the report are contacted by email or phone to be notified of updates due. Focus is given to providers who have past due NC TOPPS interviews.
- Initial NC TOPPS Submissions –
  - A quarterly Initial Interviews Audit is completed to ensure initial NC TOPPS interviews are being submitted appropriately. This audit is designed to identify claims for services that require NC TOPPS interviews and compares this information with interviews already entered in the NC TOPPS system.

Based on this audit, a list of members with missing NC TOPPS interviews is then sent to providers. Technical assistance around this process is available for providers.

4. What happens if my agency does not complete NC TOPPS as required?

♻ For Initial NC TOPPS Submissions –
  ○ Providers who continue to fail to submit initial interviews will be provided with technical assistance. If improvement is not noted, it will be determined if a Plan of Correction is needed.
♻ For Updated NC TOPPS Submissions (3 month, 6 month, 12 month, biannual) -
  ○ For providers falling below a 90% submission rate as outlined in the quarterly compliance report issued by the Department, Trillium will review submission data, if needed, provide technical assistance, and determine if a Plan of Correction is needed.

5. How do I know if I need to submit an NC TOPPs interview for a member?

♻ See the NC-TOPPS Implementation Guidelines FY 2024-2025.
♻ Look for the "NC-TOPPS Service Codes Appendix A: Qualifying Services for Consumers Receiving Mental Health and Substance Use Disorder Services* For Which NC-TOPPS is Required".

6. How do I find the Common Name Data Service (CNDS) # for my member?

♻ Check in TBS/Provider Direct under the member's tab to see if a CNDS number has been assigned.
♻ If the member has Medicaid, use the member's Medicaid Identification number.
♻ For non-Medicaid members, or if you are unable to find a CNDS number in TBS/Provider Direct, contact NCTOPPS@TrilliumNC.org.
♻ When requesting assistance from Trillium in obtaining CNDS numbers, you will need to provide the following information:
  ○ Trillium Record Number
  ○ First & Last Name
  ○ Date of Birth

7. Is the CNDS # different from the Tailored Plan Record #?

- ♳ Yes. CNDS numbers are associated with the NC TRACKS system.
- ♳ Tailored Plan record numbers are Trillium's unique record numbers.

8. Is the NC Health Choice ID # the same as the CNDS #?

- ♳ Yes.

9. What agency is responsible for completing an NC TOPPS for members being served by more than one agency?

- ♳ When a member is receiving more than one qualifying service, the responsibility for completing the NC TOPPS Interviews are determined by a hierarchy of services based on age-disability.
- ♳ Go to NC-TOPPS Implementation Guidelines FY 2024-2025. Look for the section 'Completion of NC-TOPPS Interviews' (pg. 5).
- ♳ Priority for the responsible provider agency is in hierarchical order so that if a member is receiving two or more qualifying services during a given period, the service that is in highest order on the table is responsible for NC TOPPS.

10. How do I complete a member transfer?

- ♳ As required by the 'Authorization (Consumer Consent) to Release Information for Coordination of Care' section (pg. 6) of the NC-TOPPS Implementation Guidelines FY 2024-2025, it is the provider's responsibility to have the appropriate documentation for each member transfer in the member's record.
- ♳ Send a Zixsecure/encrypted email to NCTOPPS@TrilliumNC.org containing the member's full name, Trillum record number, date of birth, name of the QP who will be responsible for the member's NC TOPPS, and the site address that QP is assigned to in NC TOPPS.

11. Why does a member continue to show up on the "Updates Needed" report when the member is no longer receiving services?

- ♳ If the member has transferred to another agency, then he/she will need to be transferred in the NC TOPPS system. See #10.

- If an episode completion interview was not submitted, he/she will continue to show up on the updates needed list. Go to the NCTOPPS website, and submit an episode completion interview.
- If an episode completion has been submitted, and the member continues to show up on your agency's "updates needed" report, contact NCTOPPS@TrilliumNC.org.

12. When I attempt to enter an initial interview, an error message occurs stating there are already open episodes. What does this mean?

- It may mean the member has an open episode of care under another provider agency.
- Double check the member's information being entered in NC TOPPS (Tailored Plan Record Number, Name, DOB, and Gender) with the information in TBS/Provider Direct to be sure it matches.
- If you are still having trouble, email NCTOPPS@trilliumnc.org.

13. How do I switch QP's in the same agency?

- Your agency Superuser can change a member from one QP to another and from one location to another within the same agency.
- The Superuser can also remove a QP no longer working at a site.
- If problems continue, contact NCTOPPS@TrilliumNC.org.

14. How do I register my agency or a new user with NC TOPPS?

- See the NC TOPPS Quick Start Guide.

15. What can I do as a Superuser for my agency?

- Track updates needed.
- View all Initial Interviews, Update Interviews, and Episode Completion interviews submitted within your provider agency.
- See a list of QP names with their username, email, phone number, last login date, user role type, provider agency name, and address.
- Manage user requests.
- Change a member's QP, remove a QP when they leave, transfer members to another QP.

16. **What are the benefits of the NC TOPPS system?**

For Providers:

- Drives treatment planning (for individuals or overall).
- Assists with Accreditation efforts.
- Helps identify potential Quality Improvement Projects.
- Measures service outcomes.

Trillium Health Resources:

- Provides a snapshot of network services and provider outcomes.
- Helps identify issues/positive outcomes.
- Assists in measuring service outcomes.

DMH/DD/SUS:

- NC TOPPS provides data on State MH/SA system performance for the public, DHHS leadership, and the Legislature.
- Data can be used evaluating the treatment system in comparison to other states.