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## **MCO Communication Bulletin #J111**

**Date:** December 19, 2014

**To:** LME-MCOs

**From:** Mabel McGlothlen, LME System Performance Team Leader, DMH/DD/SAS, and Kathy Nichols, Lead Waiver Program Manager, Contracts Section, DMA

**Subject:** NC-TOPPS Update

The purpose of this communication bulletin is to provide information for LME-MCO staff on the North Carolina Treatment Outcomes and Program Performance System (NC-TOPPS).

### SIMPLE QUERY

DMH/DD/SAS has added a new Simple Query feature to NC-TOPPS. The Simple Query is an expanded dashboard that will allow NC-TOPPS Superusers access to aggregate data for all the consumer interview questions by population. The dashboard allows LME-MCOs to look at outcomes as a LME-MCO network or by provider.

- November 17 - LME-MCO Superusers received training on the Simple Query.
- December 9 - LME-MCO Superusers received access to the Simple Query under the reports function.

Provider agency Superusers will receive access to the Simple Query in late January 2015 after the LME-MCOs have an opportunity to use the tool and notify providers of the enhancement. Additional enhancements currently in development for the Simple Query include export and print functions.

### UPDATE ON REQUIREMENT FOR CNDS NUMBER

On July 1, 2014, DMH/DD/SAS included the Common Name Data Service (CNDS) number in the Community NC-TOPPS. By adding the CNDS number, NC-TOPPS will eventually be better able to link service utilization and outcomes by using other state databases. Communication Bulletin #143 stated that the CNDS field would become a mandatory field starting January 1, 2015. Based on feedback from LM-/MCOs and providers, DMH/DD/SAS will delay the implementation of CNDS as a mandatory field within NC-TOPPS until July 1, 2015.

LME-MCOs receive a file that crosswalks CNDS to LME-MCO Record numbers. We expect LME-MCOs to give providers access to the CNDS numbers for the individuals they serve. For Medicaid recipients, the CNDS number is same as the Medicaid ID. For individuals not enrolled in Medicaid, LME-MCOs will need to provide the CNDS number to providers when an individual is admitted to a service that requires NC-TOPPS.

As always, suggestions for improving our consumer outcomes system are welcomed. If you have suggestions or questions about the Simple Query or CNDS number, please contact Jennifer Bowman at [Jennifer.bowman@dhhs.nc.gov](mailto:Jennifer.bowman@dhhs.nc.gov) or the NC-TOPPS Help Desk at 919-515-1310 or [nctopps@ncsu.edu](mailto:nctopps@ncsu.edu).

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