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V. TIMEFRAMES FOR COMPLETING NC-TOPPS INTERVIEWS

Episode of Care

NC-TOPPS is designed to follow a consumer 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 a lapse in services of 60 days or more. A consumer who returns to services after a lapse begins a new episode of care.

For consumers receiving mental health and substance use disorder services, an Initial Interview must be completed at the beginning of an episode of care, followed with Updates (at 3 months, 6 months, 12 months, and other bi-annual updates as necessary), and an Episode Completion Interview at the end of an episode of care.

All NC-TOPPS interviews must be entered into the web-based system by the QP or Data Entry User (DEU).

Initial Interviews

An Initial Interview must be completed with the consumer in an in-person interview at the beginning of an episode of care. The Initial Interview should be completed during the first or second treatment visit as part of the development of the consumer's treatment plan. The Initial Interview should not be completed prior to the consumer's formal date of admission to the LME-MCO.

If the NC-TOPPS system does not allow a QP to complete an Initial Interview on a new consumer, the QP should contact the consumer's LME-MCO to receive access to the consumer's NC-TOPPS submissions and then administer NC-TOPPS Update Interviews on the previously established schedule. [An additional Initial Interview is not required.] See below under "Change in a consumer's Provider Agency" for more information on when an additional Initial Interview is not required.

Update Interviews

Update Interviews should be completed with the consumer in an in-person interview. An Update Interview must be completed within two weeks prior or two weeks after the appropriate Update is due. The timing of the appropriate Update is based on the day the Initial Interview was started in the web-based system. For example, if an Initial Interview is started on 1/3/15, the 3-Month Update is expected on 4/3/15; the 6-Month Update is expected on 7/3/15, etc.

- 3-Month Update – Completed 90 days following Initial Interview, plus or minus two weeks, 76 to 104 days.
- 6-Month Update – Completed 180 days following Initial Interview, plus or minus two weeks, 166 to 194 days.

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- 12-Month Update – Completed 365 days following Initial Interview, plus or minus two weeks, 351 to 379 days.
- Other Bi-Annual Update (18, 24, 30, etc. months) – Example: An 18-month Update should be completed 548 days following the Initial Interview, plus or minus two weeks, 534 to 562 days.

NOTE: 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. However, 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.

Change in a Consumer's Provider Agency

When a consumer leaves a provider agency, the responsibilities of that provider agency depend on whether the consumer is continuing services at a new provider agency or no longer continuing in services that require NC-TOPPS.

If the consumer is continuing services at a new provider agency, the new QP should contact the consumer's LME-MCO, so that the LME-MCO superuser can change the consumer's NC-TOPPS submissions to the new QP/provider agency. (See Section VI for more information on superusers.) The new provider agency will then be responsible for completing appropriate Update Interviews thereafter, on the schedule established with the previous provider agency.

If the consumer is no longer continuing to receive required services or the consumer is moving to another LME-MCO, the current QP should complete an Episode Completion Interview, as discussed in the next section.

If the provider agency does not see the consumer for 60 days or more without notification of the reason from the consumer or LME-MCO, the current QP should contact the consumer's LME-MCO to find out if the consumer has moved to another provider agency. If no other provider agency has been assigned to provide services, the current QP should complete an Episode Completion Interview, as discussed in the next section.

Episode Completion Interviews

Episode Completion Interviews must be submitted when a consumer has:

- successfully completed treatment (QP should conduct an in-person interview with the consumer just prior to the end of services)
- been discharged at program initiative
- refused treatment
- not received any services for 60 days (For the item asking the reason for the Episode Completion, the QP would check "Did not return as scheduled within 60 days.")
- changed to service not required for NC-TOPPS

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- moved out of area or changed to different LME-MCO
- been incarcerated or institutionalized (If a consumer continues to receive qualified services in a community setting, an Episode Completion should not be submitted and an NC-TOPPS should still be completed by the provider agency responsible for treatment plan development.)
- died
- other

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

NOTE: Submitting an Episode Completion Interview for NC-TOPPS should coincide with completing a discharge record for the CDW, unless the consumer has moved into services for which NC-TOPPS is not required. If a consumer is continuing in services not required for NC-TOPPS, the discharge record for the CDW is not required.

Recovery Follow-up Interviews

The Recovery Follow-Up Interview is optional and can be used by provider agencies to conduct an interview with a consumer at any time after an episode of care. It can be used for accreditation requirements to follow consumers after they have left treatment. Consent must be given by the consumer in order to complete the Recovery Follow-Up Interview. All items in the tool are based on items used in other NC-TOPPS interviews and all items are optional. A Recovery Follow-Up Interview can only be submitted by the provider agency who submitted the Episode Completion and there is no limit on the number of Recovery Follow-Up Interviews submitted for a consumer. LME-MCOs and provider agencies can request their Recovery Follow-Up data to conduct their own analysis. DMH/DD/SAS will not provide reports.

VI. PREREQUISITES FOR USING THE WEB-BASED NC-TOPPS SYSTEM

Technical Requirements

The following technology must be in place to access the online NC-TOPPS system:
- Secure web access at the desktop level for participating QPs.
- Minimum browser capability and encryption: Internet Explorer 11.0 or greater, Mozilla Firefox 45.2.0 or greater, Google Chrome 51.0.2704 or greater. Other browsers can be used, but are not supported.
- Bandwidth on a DSL or an ISDN line. (The online system can work with dial-up, but will be slower.)
- Java Script enabled for each Web Browser

In addition to the technical requirements, using the NC-TOPPS web system requires each provider agency to have a commitment by clinical and management staff to use the system and cooperation, leadership, and technical support from the provider agency's Management Information staff.

	NC-TOPPS Service Codes		
	Appendix A: Qualifying Services for Consumers Receiving Mental Health and Substance Use Disorder Services* **For Which NC-TOPPS is Required**		

Service Codes	Description of Services	Diagnosis	
		Mental Health	**Substance Use Disorder***
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, 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	**Individual Placement and Support (IPS) Supported Employment**	x	x
H2023 U4	**Supported Employment**	x	x
H2026 U4	**Ongoing Supported Employment**	x	x
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 - 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 use disorder 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 use disorder 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 Use Disorder 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.