# Frequently Asked Questions about NC-TOPPS & Trillium Contact Information

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

- The main email for all NC TOPPS correspondence is NCTOPPS@TrilliumNC.org
  - Mionna Baker, Network Coordinator, manages NC TOPPS for Trillium.
  - Phone- 866-998-2597
  - Email – Mionna.Baker@TrilliumNC.org
- Amber Byrum, Network Coordinator, provides backup for NCTOPPS at Trillium.
  - Phone- 866-998-2597
  - Email – Amber.Byrum@TrilliumNC.org

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

- Complete NC TOPPS interviews to remain in compliance with the NC TOPPS submission guidelines.
- Read more about NCTOPPS by clicking this link: NC-TOPPS Implementation Guidelines FY 2023-2024

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

- Initial NC TOPPS Submissions –
  - Trillium completes a quarterly audit to ensure initial NC TOPPS assessments are being submitted on members based on the services received. 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. A list of members with missing NC TOPPS interviews is sent to NC TOPPS Superuser of the identified provider via email with a deadline to complete the interview(s).  Technical assistance is offered to the provider for completing these initial NC TOPPS.
- Updated NC TOPPS Submissions (3 month, 6 month, 12 month, biannual) –
  - The NC TOPPS database is checked twice weekly to determine which interviews are past due. Email reminders are sent to all providers in the report for any type of interview due within the time period identified. Focus is given to providers who have past due NC TOPPS interviews. Follow up notifications are usually sent on Thursdays for oustanding updates due.

## 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 (a report pulled by NC TOPPS), 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?

- ♲ Go to NC-TOPPS Implementation Guidelines FY 2023-2024
- ♲ Look for the NCTOPPS Service Codes Appendix A: "Qualifying Services for member receiving mental health and substance abuse services for which NCTOPPS is required. "

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

- ♲ Check in TBS under the patient tab to see if a 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 number in TBS, contact NCTOPPS@TrilliumNC.org
- ♲ When requesting assistance from Trillium in obtaining CNDS #s, you will need to provide the following information:
  - ❍ first name,
  - ❍ last name,
  - ❍ date of birth,
  - ❍ gender,
  - ❍ provider site address for which you are affiliated

## 7. Is the CNDS # different from the LME/MCO#?

- ♲ Yes. CNDS#'s are associated with the NC TRACKS system.
- ♲ LME/MCO #'s 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?**

- ♲ The agency that is considered the clinical home (the one completing /updating the Person Centered Plan) is responsible for submitting the NC TOPPS interviews.

**10. Why does a member continue to show up on the "updates due" 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. Contact NCTOPPS@TrilliumNC.org for assistance.
- ♲ If an episode completion interview was not submitted, he/she will continue to show 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 on your agency's "updates due" list, then contact NCTOPPS@TrilliumNC.org.

**11. 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.
- ♲ Check to see if you have the wrong information for your member (LME/MCO Record Number, Name, DOB, and Gender).
- ♲ Double check the member's information in TBS/Provider Direct. When Nash County joined Trillium, there were issues with member numbers entered in NCTOPPS that were not Trillium numbers. We continue to address this issue.
- ♲ If you are still having trouble, email NCTOPPS@trilliumnc.org

**12. 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 also can remove a QP no longer working at a site.
- ♲ If problems continue, contact NCTOPPS@TrilliumNC.org

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

- ♲ See the NC TOPPS Quick Start Manual

**14. 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.

## 15. 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:

- ♻ 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.