

Attention Providers:

According to NCTOPPS guidelines, when a consumer leaves their primary provider agency and is continuing services at a new primary provider agency, the QP of the new primary provider agency should contact the LME to request NCTOPPS submissions be changed to the new QP/primary provider agency. Update Interviews will then need to be completed on the schedule established with the previous primary provider agency. **Please use the attached form to request change of NCTOPPS QP access from the previous QP/primary provider agency to the QP of the new primary provider agency. You may submit this form with attached required documents via Fax to: CCMHC QM Department 910.221.0540.**

Also note, when a consumer is discontinuing services all together, or changes to a service that does not require NCTOPPS, an "Episode Completion" NCTOPPS needs to be completed. See *NCTOPPS guidelines for further instruction on when an Episode Completion is needed.*

For NCTOPPS guidelines and service codes for the qualifying services for MH & SA consumers, visit the NCTOPPS website at <http://www.ncdhhs.gov/mhddsas/nc-topps> and click on "Other Information."

Thank you,

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