NC-TOPPS SUPERUSER TOOLS GUIDE

Every provider agency is required to have a Superuser. Superusers (individuals who have oversight responsibilities for their LME-MCO or provider agency) have access to the same features as QPs under their Reports tab (Updates Needed, Interview Search, and Individual Report), but also have access to the following:

- Simple Query Report: Generate graphs for questions in the interviews by selecting criteria such as location(s), date range, age/disability group, interview type and service (optional). The Simple Query Report can be used to support outcome requirements for accreditation and monitor service outcomes. Reports can be printed in chart form and/or export the CSV file to Excel for further analysis.
- Advanced Query Report: Generate cross-tabular reports for questions in the interviews by selecting criteria such as location(s), date range, age/disability group, interview type, service (optional) and up to 3 variables. The Advanced Query Report can be used to support outcome requirements for accreditation and monitor service outcomes. Reports can be exported as a CSV file to Excel for further analysis and/or printing.
- Interview Method: Report shows how sections of the interviews are being gathered. Section II of the interview can be gathered with the consumer in person, by telephone, and/or with records and notes. Section III of the interview is only gathered by an in person or telephone interview.
- Raw Data Request: Specific data can be requested and retrieved under the Reports Tab, User-Requested Data Files link.

Superusers have access under their Superuser Tools tab for the following:

- User Search
- Online Codebook: Detailed documentation of the NC-TOPPS database showing all questions, response categories, and type variable. Items can be sorted by age/disability group, interview type and other criteria.
- Manage User Requests to Approve/Reject new users
- Change Consumer's QP (Provider Agency Superusers only)
- Remove Users

Additionally, LME-MCO Superusers have access under their Superuser Tools tab for the following:

- Change Consumer's QP and/or Provider Agency
- Manage New Provider Agency Requests to Approve/Reject users with new provider agencies

How do I become a superuser for my agency?

If you are already an approved NC-TOPPS user for your agency, you should contact the NC-TOPPS Help Desk (nctopps@ncsu.edu) to request a Superuser Enrollment Form verifying that you have authorization to access the data. Information needed for this authorization will include supervisor name, title, phone number, and email address. New users for an agency need to enroll in the web-based system as a user and be approved BEFORE they can apply to become a superuser.

I am trying to locate a particular NC-TOPPS user. How can I do this?

1. Go to the NC-TOPPS main website (http://www.ncdhhs.gov/providers/provider-info/mental-health/nc-treatment-outcomes-and-program-performance-system) and click on "NC-TOPPS 2.1 Website."

2. Log in with your current NC-TOPPS username and password.

3. Click on the Locations tab and select a provider. Once you choose a location, the Superuser Tools tab will appear next to the Locations tab.

4. Click on the Superuser Tools tab and click on "User Search."

5. You can get a list of all users by clicking on “Find Users” with no criteria items selected. You can search for a particular user by putting in information under any or all of these categories: User Information (First Name, Last Name, or Username), Role Types (Provider Agency Superuser), and/or Right Types (Qualified Professional or Data Entry User). Click "Find Users" to return results.

6. If you want to print this list, click on "Print Report" at the bottom of the page. If you want to export this data, click on “Export Data” at the bottom of the page.

I received an email to approve a new user. How do I do this?

1. Go to the NC-TOPPS main website (http://www.ncdhhs.gov/providers/provider-info/mental-health/nc-treatment-outcomes-and-program-performance-system) and click "NC-TOPPS 2.1 Website."

2. Log in with your current NC-TOPPS username and password.

3. Click on the Locations tab to select the appropriate LME-MCO and provider agency name/address in the blue bar near the top of the page. Once you choose the appropriate location, the Superuser Tools tab will appear next to the Locations tab.

4. Click on the Superuser Tools tab and click on "Manage User Requests." You will see names of prospective users in your User Management Request Queue. If your queue is empty, no users are waiting to be approved.

5. You will select Approve or Reject (on the far right at the end of the row). The user will go into Items for Approval or Items for Rejection. Click the “Confirm” button at the bottom of the page to save the approvals or rejections.

I received an email to approve a new provider agency and user (LME-MCO Superusers only). How do I do this?

1. Go to the NC-TOPPS main website (http://www.ncdhhs.gov/providers/provider-info/mental-health/nc-treatment-outcomes-and-program-performance-system) and click on "NC-TOPPS 2.1 Website."

2. Log in with your current NC-TOPPS username and password.

3. Click on the Locations tab and select a provider. Once you choose a location, the Superuser Tools tab will appear next to the Locations tab.

4. Click on the Superuser Tools tab and click on "Manage New Provider Agency Requests." You will see names of a new provider agency and new user in your New Provider Agency Request Queue. If your queue is empty, no provider agencies are waiting to be approved.

5. You will select Approve or Reject (on the far right at the end of the row). Click the “Save Changes” button at the bottom of the page to save the approvals or rejections.

An NC-TOPPS user no longer works at my agency. How do I remove them so they no longer have access?

1. Go to the NC-TOPPS main website (http://www.ncdhhs.gov/providers/provider-info/mental-health/nc-treatment-outcomes-and-program-performance-system) and click "NC-TOPPS 2.1 Website."

2. Log in with your current NC-TOPPS username and password.

3. Click on the Locations tab to select the appropriate LME-MCO and provider agency name/address in the blue bar near the top of the page. Once you choose the appropriate location, the Superuser Tools tab will appear next to the Locations tab.

4. Click on the Superuser Tools tab and click on "Remove Users." You will see a list of the Active Users at the provider agency you have selected.

5. Find the row with the username you wish to remove. At the far right end of the row, click on the “Remove” button.

6. Click the “Save Changes” button at the bottom of the page.

I need to change a consumer from one QP to another (all Superusers) <u>or</u> from one provider agency to another (LME-MCO Superusers only). How would I do this?

1. Go to the NC-TOPPS main website (http://www.ncdhhs.gov/providers/provider-info/mental-health/nc-treatment-outcomes-and-program-performance-system) and click on "NC-TOPPS 2.1 Website."

2. Log in with your current NC-TOPPS username and password.

3. Click on the Locations tab to select the appropriate LME-MCO and provider agency name/address in the blue bar near the top of the page. Once you choose the appropriate location, the Superuser Tools tab will appear next to the Locations tab.

4. Click on the Superuser Tools tab and then click on "Change Consumer’s QP” (Provider Agency Superuser only) or “Change Consumer’s QP and/or Provider Agency” (LME-MCO Superusers only).

5. Under the “Episodes of Care” listing, check the box next to the consumer(s) you want to modify.

6. At the bottom of the screen, select the New Qualified Professional you would like the selected consumer to be changed to. For LME-MCO Superusers, select the New Provider Agency and New Qualified Professional the consumer needs to be changed to.

7. If you are satisfied with the change, click the “Modify Episode” button at the bottom of the page to save the changes.

I just received raw data from CUACS. Where do I find the Online Codebook?

1. Go to the NC-TOPPS main website (http://www.ncdhhs.gov/providers/provider-info/mental-health/nc-treatment-outcomes-and-program-performance-system) and click on "NC-TOPPS 2.1 Website."

2. Log in with your current NC-TOPPS username and password.

3. Click on the Locations tab and select a provider. Once you choose a location, the Superuser Tools tab will appear next to the Locations tab.

4. Click on the Superuser Tools tab and then click on "Online Codebook."

5. You can generate the entire codebook by clicking on “Search Codebook” with no criteria items selected. You can search for a particular item in the codebook by putting in criteria information under Text Content (Question Text Contains, Response Text Contains, or Variable Text Contains), Consumer Group (Adult MH, Adult SUD, Adolescent MH, Adolescent SUD, or Child Mental Health), Interview Type (Initial, 3 month, 6 month, 12 month, Other Bi-annual Updates, Episode Completion, or Recovery Follow-Up), and/or Gender (Male or Female). Click "Search Codebook" to return results.

6. If you want to print this list, click on "Print Report" at the bottom of the page. If you want to export this data, click on “Export Data” at the bottom of the page.

Superusers can also find interviews and a list of Updates that are due located under the Reports tab.

I am looking for a particular interview. How can I find it?

1. Go to the NC-TOPPS main website (http://www.ncdhhs.gov/providers/provider-info/mental-health/nc-treatment-outcomes-and-program-performance-system) and click on "NC-TOPPS 2.1 Website."

2. Log in with your current NC-TOPPS username and password.

3. Click on the Locations tab and select a provider. Once you choose a location, the Reports tab will appear next to the Website Submission tab.

4. Click on the Reports tab and then click on "Interview Search."

5. You can search for all interviews associated with your profile by clicking on “Find Interviews” with no criteria items selected. You can search for a particular location by selecting the location you want to see. You can search for a particular consumer by putting in criteria information under Consumer Information (Consumer Record Number, Provider Internal Consumer Record Number, QP Username, Date of Birth, Consumer Last Name (first 3 letters), or Consumer First Name Initial), Gender (Male or Female), Episode Status (Open Episodes, Closed Episodes, All Episodes or Incomplete Interviews), Date Started Range (Date Started From and To), Date Submitted Range (Date Submitted From and To), Consumer Group (Adult MH, Adult SUD, Adolescent MH, Adolescent SUD, or Child MH), and/or Interview Type (Initial, 3 month, 6 month, 12 month, Other Bi-annual Updates, Episode Completion, or Recovery Follow-Up). Click "Find Interviews" to return results.

6. If you want to print this list, click on "Print Report" at the bottom of the page. If you want to export this data, click on “Export Data” at the bottom of the page.

I need to know what Updates are due for my agency. How do I find this?

1. Go to the NC-TOPPS main website (http://www.ncdhhs.gov/providers/provider-info/mental-health/nc-treatment-outcomes-and-program-performance-system) and click on "NC-TOPPS 2.1 Website."

2. Log in with your current NC-TOPPS username and password.

3. Click on the Locations tab and select a provider. Once you choose a location, the Reports tab will appear next to the Website Submission tab.

4. Click on the Reports tab and then click on "Updates Needed." Here you will find the consumer record numbers that are currently due for an NC-TOPPS Update. You will see the “Interview Type Due” and “Date Due” to the far right of the screen (use the scroll bar at the bottom of the box to see this information). You will also find more information such as LME-MCO, Provider Agency name, address, and city, Consumer information (DOB, Name Initials, Gender, Consumer Group), QP information (First Name, Last Name, Username, and email) and information for previous interviews for the consumer (Date Initial Started, Last Interview Type Submitted, Date Last Interview Type Started).

5. If you want to print this list, click on "Print Report" at the bottom of the page. If you want to export this data, click on “Export Data” at the bottom of the page.

How do I help a user find an interview that has been started, but not submitted?

As a superuser, you can see all interviews that have been started for the LME-MCO and/or provider agencies associated with your profile.

1. Go to the NC-TOPPS main website (http://www.ncdhhs.gov/providers/provider-info/mental-health/nc-treatment-outcomes-and-program-performance-system) and click on "NC-TOPPS 2.1 Website."

2. Log in with your current NC-TOPPS username and password.

3. Click on the Locations tab to select the appropriate LME-MCO and provider agency name/address in the blue bar near the top of the page. Once you choose the appropriate location, the Website Submission tab will appear between the Locations tab and Reports Tab.

4. Click on the Website Submission tab and click on "Manage Episodes of Care."

5. You will find the interview that was started under the “Episodes of Care” box that has all of the Incomplete Interviews. You will select the row of the consumer and then get to the interview by going to the second box labeled “List of Interviews for Selected Consumer.” You may need to scroll down in the second box to get to the interview that needs to be resumed. Select “Resume” to finish and submit the interview. NOTE: The user who started the interview can follow these same instructions under their login to get to the incomplete interview.

How do I help a user print an interview that has been submitted?

As a superuser, you can see all interviews that have been submitted for the LME-MCO and/or provider agencies associated with your profile.

1. Go to the NC-TOPPS main website (http://www.ncdhhs.gov/providers/provider-info/mental-health/nc-treatment-outcomes-and-program-performance-system) and click on "NC-TOPPS 2.1 Website."

2. Log in with your current NC-TOPPS username and password.

3. Click on the Locations tab and select a provider. Once you choose a location, the Reports tab will appear next to the Website Submission tab.

4. Click on the Reports tab and then click on "Interview Search."

5. You can search for a particular consumer by putting in any of the criteria (Location, Consumer Record Number, Provider Internal Consumer Record Number, QP Username, Date of Birth, Consumer Last Name (first 3 letters), or Consumer First Name Initial, Gender, etc.) Click "Find Interviews" to return results.

6. All of the interviews that have been completed for the consumer will show in the results. You can select the “Print” button to print the selected interview. NOTE: The user who submitted the interview can follow these same instructions under their login to print a completed interview.