

Contracted Case Management Meeting Questions & Answers October 28, 2005

Answers valid as of October 28, 2005

1. Non-registered consumers are sent to Providers from STR. Can the Providers bill Assertive Outreach (code 16) until the consumers become a registered client?

No. Assertive Outreach is not in Provider contracts.

2. Can consumers have a psychiatrist appointment prior to a case management appointment?

No. SRMHDDSAS physicians only see consumers needing enhanced services.

3. Do you need a special release signed by consumer to do NC-TOPPS?

Refer to NC-TOPPS Implementation Guidelines (October 1, 2005) on the Division Website under the NC-TOPPS section for information on Confidentiality of Consumer Data. (Page 3 of these guidelines)

4. Do you do NC-TOPPS for all consumers?

Refer to NC-TOPPS Implementation Guidelines (October 1, 2005) on the Division Website under the NC-TOPPS section for information on Confidentiality of Consumer Data. (Page 4 of these guidelines)

5. If a consumer refuses to answer the questions or sign the NC-TOPPS, what do you do?

QP's are required to fill out the NC-TOPPS as best as can be from the overall information gathered with the consumer. Most of the items are information that the QP would be getting anyway. It is still required to complete. (This information is from an email from Marge Cawley with the National Development and Research Institute (NDRI). The consumer is not required to sign the NC-TOPPS.

6. How do I know when it is time to do an update on the NC-TOPPS?

.Once you sign-on and complete an initial NC-TOPPS in the web-based system, the system will let you know when the update is due. When you sign in, you will see a list of NC-TOPPS that need updates in your inbox. You need to check this website daily.