



NCCARE360

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NCCARE360 2020

As we started 2020, the NCCARE360 team was focused on the lofty goal of launching the critical platform that enables health and community-based organizations to make electronic referrals, communicate in real time, securely share client information, and track outcomes together in all 100 counties.

With COVID-19, the NCCARE360 team not only had to change its model of onboarding and launching networks, but it had to accelerate its rollout to meet the needs of responding to the global pandemic and its economic and social consequences.

Improving the linkages in community networks.

Since the start of NCCARE360 rollout in 2019, the Community Engagement team has had great success working with organizations in their communities and onboarding them to the NCCARE360 network. This process helps to build relationships, and develop a sense of community, which leads to trust. When doing the work of assisting vulnerable individuals and populations, trust is the most valuable resource in achieving successful results.

However, the NCCARE360 team was nimble to shift to a virtual onboarding process and expediting the onboarding process, all which enabled the platform to launch statewide in June 2020 — six months ahead of schedule.

Meeting the scale of need. The economic downturn caused by the COVID-19 pandemic has already led to devastating consequences for thousands of North Carolinians who are struggling to put food on the table, pay rent, or find employment. NCCARE360 has worked to be a part of the solution by expanding its community networks statewide.

NCCARE360 Overview

When we pose the question, “What do people really need to be healthy?” the answer is pretty consistent and intuitive. Yes, access to high-quality medical care is critical; but so is access to healthy food, reliable transportation, a safe place to live, and a good job. However, people face a fragmented system of health and human services that can be hard to navigate. Providers often operate in silos, are disconnected, and have no meaningful way of coordinating services for local residents.

When a primary care physician notes that a patient needs a visit to a medical specialist, there are mature systems for the physician to make the referral and track the progress and outcomes of that referral. No such system existed to address the non-medical drivers of health. In addition, no systems existed to connect community-based organizations and social service agencies to each other.

NCCARE360 addresses this gap — and more. NCCARE360 is the first statewide, coordinated care network to electronically connect people with identified resource needs to community-based organizations like food pantries, and allow for a feedback loop on the outcome of that connection.

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Since January 2020, NCCARE360 has grown its network to more than 2,000 organizations with over 4,200 programs. In 2020, NCCARE360 was able to serve more than 41,000 unique individuals and families, compared to just 1,200 the year prior. As the need for services hasn't slowed, neither has the work of the organizations who use NCCARE360. These organizations have made referrals on behalf of more than 12,300 individuals and families who needed services in January 2021 alone.

Moving into 2021, it is our commitment to continue to build on the work accomplished during 2020, and through strong, local partnerships, help North Carolinians connect to the resources they need to be healthy and well.

We look back in reverence to 2020, and we look forward to 2021 with a renewed spirit of hope.

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NCCARE360 is a statewide network that enables health care and human service providers to not only send and receive secure electronic referrals, but also to seamlessly communicate in real time, securely share client information, and track outcomes through a shared technology platform.

Since its launch in three counties in April 2019, NCCARE360 has been connecting people with the resources they need to be healthy, safe and well. Local health departments, social service agencies, and community providers are using NCCARE360 to assist with identified needs, such as housing, employment, food, interpersonal safety and transportation, among others.

NCCARE360's Impact: "The First Block to a New Beginning!"

COVID-19 and its economic impacts have affected thousands of households, many of whom had never sought assistance before.

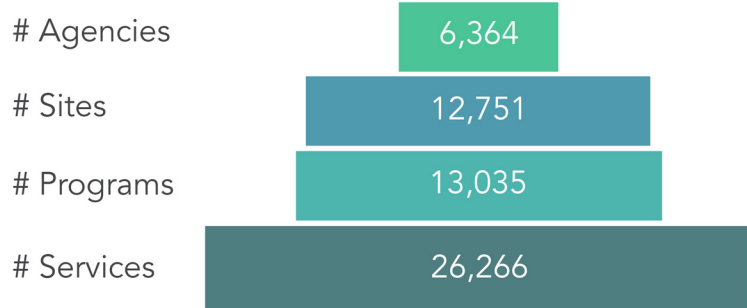
One individual called the Community Health Worker who referred them to community resources to say, "This is the first time I had ever experienced this type of hardship and had no idea the type of community-based organizations that are out there or what they could provide. I received a financial assistance check before the holidays."

Between the financial assistance check, and the additional referrals to employment and housing agencies, the person said this was, "the first block to a new beginning!"



NCCARE360 navigators have had a busy year responding to 7,743 requests for care coordination services by hospitals, health care practitioners, community health workers and local community-based organizations. The most frequent requests for assistance from the NCCARE360 navigators include complex housing needs, multiple needs that require ongoing support, transportation, and financial assistance. Referrals to NCCARE360 navigators can be within the platform or through the www.nccare360.org Request for Help web form.

Navigators at Work



NCCARE360: A Key Tool for North Carolina Medicaid Transformation

Since its launch in 2019, NCCARE360 has been building a public health infrastructure to knit together health care and human services and connect people to the community resources they need to be healthy and well. When the COVID-19 pandemic hit, this mission became even more critical and the team took immediate action to accelerate NCCARE360's statewide rollout 6 months ahead of schedule. This acceleration allowed NCCARE360 to serve as the infrastructure for the rollout of new COVID-19 recovery programs, which have connected over 25,681 households to over 120,000 services including economic relief payments, food boxes, transportation, and more.

NCCARE360 will continue growing this critical infrastructure. This year focusing on a new challenge: enabling North Carolina's innovative Medicaid Managed Care transformation to truly address both medical and non-medical drivers of health. While NCCARE360 is and will continue to be available for all North Carolinians, regardless of healthcare payor, NCCARE360 will be a critical tool for the Medicaid Managed Care program.

Currently, the NCCARE360 team is working to onboard the Local Management Entities – Managed Care Organizations (LME-MCOs) and Medicaid Standard Plans and their partners who will use NCCARE360 to screen all members to identify unmet resource needs and connect them to the community resources related to food, housing, transportation, and interpersonal safety.

NCCARE360 will also be used to drive investment in community services. Not only are Medicaid health plans incentivized to invest in community resources, but the Healthy Opportunities Pilots, set to launch in 2022, will actually reimburse human service organizations like food pantries and homeless service providers for Medicaid-approved Services delivered to beneficiaries enrolled in the Pilots—growing community capacity to deliver services critical to a person's health.

Through an upstream focus on all drivers of a person's health, NCCARE360—in partnership with NC Medicaid—is working to transform the current health and human services system so that all North Carolinians have the opportunity for health.

NCCARE360 is a public-private partnership between NCDHHS and FHLI, in collaboration with implementation partners that include the United Way of North Carolina/NC 211, Expound Decision Systems, and Unite Us. Partners are working together to develop guidelines and recommendations for social service departments and community-based human service agencies, as well.

For more information about NCCARE360, visit www.nccare360.org or contact connect@nccare360.org.



FOUNDATION FOR HEALTH
LEADERSHIP & INNOVATION



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

NCCARE360 IS BUILT IN COLLABORATION WITH:



Expound  **UNITE US**