

Closing the Loop: Coordinated Care



NCCARE360

NCCARE360 connects individuals and families to services they need through a statewide network of healthcare providers and community-based organizations.



Why NCCARE360?

Many North Carolinians struggle every day with food insecurity, housing instability, lack of transportation access, or other social needs. NCCARE360 provides enhanced referral coordination, connecting individuals and families to resources that positively impact their physical, behavioral, and social wellness. By facilitating coordination assistance, NCCARE360 helps everyone pursue their full potential by connecting them to community resources needed to be healthy. NCCARE360 is free for community-based organizations, social services agencies, local health departments, and other local partners.

NCCARE360 helps:



Securely match individuals and families to the right services



Send referrals to a wide variety of partners, including immigration organizations, food pantries, or department of social services.



Intake

Maria is a primary care physician who learns her patient is experiencing food insecurity and takes action.



Referral

Maria uses NCCARE360 to send electronic referrals to community partners in real time to address her patient's need for food and other social supports.



Resolution

Community organizations accept the referrals for services and provide the patient with resources and support.



Feedback

As her patient receives resources and services, Maria receives real-time updates and tracks her patient's total whole-care journey.

NCCARE360 is the result of a strong public-private partnership between the NC Department of Health and Human Services (DHHS) and the Foundation for Health Leadership & Innovation (FHLI). NCCARE360 is integral to DHHS's mission is to improve the health, safety, and well-being of all North Carolinians. The NCCARE360 implementation team includes United Way of North Carolina, NC 211, Unite Us, and Expound Decision Systems.

Want to learn more?



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