

• Closing The Loop

Navigators



NCCARE360

NCCARE360 Resource Navigators are based in the NC 211 call center. They support complex referrals, that may require unique navigator support, and self-referrals from the Assistance Request form on nccare360.org



Navigator Best Practices

NCCARE360 Resource Navigators can assist with supporting clients through the referral process. Navigators do not give direct assistance, but they do help coordinate potential resources through Platform referrals.

When sending referrals to NCCARE360 Resource Navigators, remember these important tips.

DO:

- Search for appropriate in-network and off-platform resources before sending a referral to a Navigator.
- Send a separate referral with the appropriate service type for each need that the client has identified.
- Use the referral description and/or assessment forms to give a brief overview of the client's needs to help the Navigator understand any barriers the client may face such as language, guardianship, and urgent needs.
- Include a point of contact for clients who are unable to accept our calls directly such as elderly, living with disability, or minors.
- Update client contact information in the profile/face sheet in the platform, not just in the referral description.

DON'T:

- Do not immediately send a referral to the Navigator. It is always best to search for in-network resources with the client as a first step.
- Do not send referrals to the Navigator as a batch referral with other in-network referrals. Wait to determine if the in-network agency can assist before sending the referral to the Navigator.
- Do not suggest that your client also fill out an Assistance Request if a referral has already been sent on their behalf.
- Do not send a referral to a Navigator without letting the client know what NCCARE360 is and that a Navigator will be reaching out via text, phone, or email.

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?



www.NCCARE360.org



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