

What is NCCARE360?

NCCARE360 is the first statewide coordinated network that unites health care and human services organizations with a shared technology platform that allows providers to electronically connect those with identified needs to community resources and allow for a feedback loop on the outcome of that connection.

Who can access NCCARE360?

All North Carolinians can utilize nccare360.org or call 2-1-1 to find information and get referred to community organizations. Organizations that want to utilize NCCARE360 to send and receive referrals on behalf of their clients or patients must have a license to access and use the platform. If you are an organization interested in joining the network, reach out to the NCCARE360 team at www.nccare360.org/join/.

Who are the partners behind NCCARE360?

NCCARE360 is a result of a public-private partnership between the NC Department of Health and Human Services and the Foundation for Health Leadership and Innovation (FHLI). The NCCARE360 implementation partners are United Way of NC/211, Expound Decision Systems, and Unite Us. Each partner in this solution brings expertise in the following areas:

- Unite Us provides the care coordination and outcomes platform for NCCARE360 that allows healthcare providers, community-based organizations and others to work together securely in real-time.
- NC 2-1-1 has more than a decade of experience connecting individuals and families across NC to free and confidential information on local health and human services resources, through a simple dialing code 2-1-1, and a statewide resource database and call-center.
- Expound Decision Systems has created a successful data repository model which will be extended to manage resources specific to the Social Determinants of Health in North Carolina.

Does my organization need to pay for NCCARE360? How is it funded?

Private and philanthropic partners who saw the need for a solution like NCCARE360 provided initial funding for the platform. NCCARE360 will be free for community-based organizations, social service agencies, local health departments and other local partners, and will be subsidized for major health systems and payors.

How do patients/clients give consent to join NCCARE360?

Patients/clients give consent to participate and have their information shared in the network. The consent for network participation is different from the consent an organization may request.