



NCCARE360

NCCARE360 Quarterly Report • September 2021



Executive Summary

In North Carolina, we know that healthy communities are essential for a healthy state. Access to high-quality medical care is critical, but research shows [up to 80% of a person's health](#) is determined by social and environmental factors, like housing and transportation, and the behaviors that emerge as a result of them. Due to the often-siloed nature of service provision, navigating services like health, housing, employment, and transportation can be incredibly difficult. That's why [NCCARE360](#) was founded on building connections for a healthier North Carolina. As the first statewide coordinated care network to better unite individuals to local services and resources, we are providing public access to resources and helping health and community-based organizations make electronic referrals, communicate in real time, securely share client information, and track outcomes together.

NCCARE360 ensures accountability for services delivered by providing a “no wrong door” approach, closing the loop on every referral made, and reporting outcomes of that connection. As of July 2020, NCCARE360 [is available in all 100 counties in NC.](#)

NCCARE360 continues to expand its network and serve more North Carolinians. In July – September 2021 (to date), NCCARE360 has added more than 150 organizations with nearly 300 programs onto the network and served more than 9,000 North Carolinians in that time to connect to needed services

NCCARE360 FUNCTIONALITIES

NCCARE360 helps improve health outcomes in NC through four updated functionalities:

1. A **robust statewide resource directory** supported by a dedicated resource team who regularly verifies and updates programs and services in the NCCARE360 platform
2. A **team of dedicated navigators** with the expertise to support complex NCCARE360 referrals and community-based organizations (CBOs) that are not able to stay with the client through the referral process
3. A **shared technology platform** that enables providers to assess for and identify unmet social needs, and then send and receive secure electronic referrals and track outcomes
4. A **community engagement team** working with community-based organizations, social service agencies, health systems, independent providers, and more to create a statewide, coordinated care network



NCCARE360 BY THE NUMBERS

NETWORK OVERVIEW

Since January 2019, NCCARE360 has grown its network to more than 2,400 organizations with more than 4,500 programs. In the first quarter of 2021 (July - September), NCCARE360 has received more than 9,000 referrals and served more than 7,700 clients.

Quarter 1 July 1 - September 30, 2021

10,447 Clients Served
20,389 Service Episodes
13,015 Electronic Referrals
13,502 Cases

Year-to-Date January - September 2021

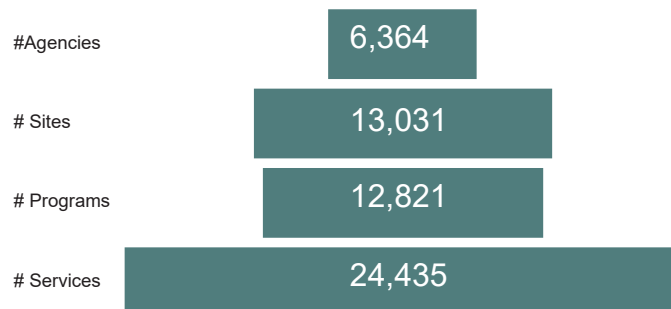
41,957 Clients Served
88,514 Service Episodes
65,749 Electronic Referrals
65,618 Cases

Total To Date: March 2019 - September 2021

41,262 Users
2,474 Organizations
145,365 Electronic Referrals
71,244 Clients Served

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

Navigators at Work As of September 2021



NCSERVES UNIFICATION

With the 4th largest population of active-duty military and a large veteran population, it is critical that North Carolina has a strong network of resources for its military community. NCCARE360 was proud to [announce](#) that it joined forces with NCServes in July 2021. This union will improve the experiences of North Carolina's military community by increasing the number of services and resource available to our active duty service members, veterans, and their families.

Launched in 2015, NCServes was the nation's first statewide coordinated network of public, private, and non-profit organizations working together to connect military service members, veterans, and military families with providers and resources for which they are eligible.

With this merger, all NCServes network partners will now have access to the broader NCCARE360 network of community resources and additional NCCARE360 features and data to help them better serve military families. Together, NCCARE360 and NCServes will continue to provide a collaborative tool to help North Carolinians navigate a service system and connect them to the community resources they need most. This unification helps to ensure North Carolina's active duty military, veterans, and their families have access to the support they need.



NCCARE360 & NORTH CAROLINA MEDICAID

On July 1, 2021, 1.6 million Medicaid beneficiaries in North Carolina began receiving Medicaid services in a new way through NC Medicaid Managed Care health plans. This transformation builds an innovative health care delivery system that puts the health of beneficiaries at the forefront.

NCCARE360 is a key technology platform to be used by NC Medicaid partners including Pre-Paid Health Plans (PHPs), LME-MCOs, and care management entities. In April, [all seven of North Carolina's LME-MCOs](#) were brought onto the NCCARE360 network and in July, [all five Medicaid PHPs went live on NCCARE360](#).



“NCCARE360 is critical to the department’s goal of effectively delivering health, not just health care, by addressing the medical and non-medical drivers of health, including housing, food, transportation and interpersonal safety,” said Dave Richard, Deputy Secretary of NC Medicaid. “Medicaid health plans will use NCCARE360 to help address the unmet resource needs of their members and strengthen partnerships between health care providers and their communities.”

Evidence of the beneficial partnership started early when, only 24 hours after being onboarded to NCCARE360, WellCare had sent 118 referrals across the platform for 47 members. More information about the transition to NC Medicaid Managed Care can be found on the Medicaid website at [medicaid.ncdhhs.gov/transformation](https://www.ncdhhs.gov/medicaid).

THE CARE BEHIND THE COORDINATION

Navigators are busy responding to requests for care coordination services by hospitals, health care practitioners, community health workers, and local community-based organizations. The most frequent requests for assistance to navigators include complex needs that require ongoing support, and the navigators are there every step of the way.

Recently, a local community-based organization was working with a woman caring for her aging mother. Due to the complexity of the needs, the CBO referred the case to an NCCARE360 Navigator. The initial request was for medical expense assistance, but after further discussion with the woman, the navigator learned the family also needed additional resources. The woman, overwhelmed by the additional costs and time required to take care of her mother, was unable to pay this month's utility bills. If the utility companies turned off her utilities, she feared, she would be unable to care for her mother and much of the expensive medication would quickly expire.

The Navigator used NCCARE360 to identify community resources to assist with the short-term utility need and medical bill assistance. In addition, the Navigator used NCCARE360 to identify home-based care and medication assistance programs and assisted her with the applications. She also found a respite care program that would give her a break from her caregiver duties and provide peace of mind knowing that her mother was in safe and capable hands.

The woman called back to thank the Navigator, saying she greatly valued the care and compassion of the NCCARE360 navigator throughout the process, and she appreciated the navigator's perseverance as she continued to check in on her to ensure that agencies had contacted her about the referrals. Before long, the Navigator helped the woman and her mother meet their needs so that life could start to feel less overwhelming for the family.

This is one example of the care and commitment the NCCARE360 Navigators show to all individuals who reach out for help. We are proud of the great work of the NCCARE360 Navigators and all organizations that coordinate great care for North Carolinians.

NCCARE360 Navigators use the platform for general information and referral, and they have the expertise to support complex NCCARE360 referrals and CBOs that are not able to stay with the client through the referral process. They also support public inquiries that come through the NCCARE360 assistance form.



NCCARE360 GOALS FOR NEXT QUARTER

SUPPORTING ADDITIONAL COMMUNITY HEALTH WORKERS

Community health workers (CHWs) are trained public health workers [closing the gap](#) between communities and health care systems. As trusted members of the communities they serve, CHWs provide critical services to those underserved and disproportionately impacted by public health threats, with one of the biggest threats now being COVID-19. North Carolina Department of Health and Human Services (NCDHHS) launched the Community Health Worker Initiative last year to support individuals through COVID-19 isolation and quarantine and has employed more than 400 CHWs to work in underserved areas with high COVID-19 cases.

At the beginning of August 2021, Kinston, NC, [achieved](#) an above-average vaccination rate by making vaccine access a part of larger community-service efforts that utilized CHWs. Along with providing vaccinations, testing, and food distribution, Kinston officials set up CHWs with tablets or laptops and mobile hotspots to leverage NCCARE360 and connect individuals to other traditional health care settings and organizations that address their non-medical drivers of health.

CHWs are integral to connecting North Carolinians in underserved communities to medical and social supports. Since the CHW program started in 2020, more than 134,553 referrals have been made in NCCARE360, connecting thousands of community members to needed services.

By the end of Q2 (October – December 2021) the NCCARE360 implementation team will train and on-board 350 additional CHWs to the NCCARE360 network for a total of about 850 CHWs working to serve communities statewide.

For more information, visit [NC DHHS COVID-19 Support Services Program](#) or call 844-628-7223.

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.



NCCARE360 IS BUILT IN COLLABORATION WITH:

A collection of logos for the partners of NCCARE360. From left to right: "2.1.1 North Carolina" in a blue speech bubble; "United Way United Way of North Carolina" with the United Way logo; "Expound" with a brain icon made of dots; and "UNITE US" with a stylized human figure icon.