Building Connections for a Healthier North Carolina

NCCARE360

NCCARE360 is a digital platform bridging health and human services in North Carolina. It's the country's first and only statewide coordinated network, connecting individuals to community resources and services that help them thrive.

NCCARE360:

☑ **Connects people** with community resources and health navigators that help ensure their medical and non-medical needs get met.

☑ **Improves organization effectiveness** by sharing data that supports grant proposals, helps with capacity projections, and tracks the whole client journey to know when people get the help they need.

☑ **Increases health system and government efficiency** by prioritizing whole-person preventive care, reducing repeat emergency department visits, and allowing people to get healthy and stay healthy.

By helping more people address non-medical drivers of health, NCCARE360 reduces the overall cost burden of health care across the system. When needs like food, transportation, and housing are met, people have more opportunities to access stability and live healthy, happy, and productive lives.

CLIENTS SERVED
219,867

REFERRALS MADE
698,617

CASES CREATED
768,528

* Service, referral, and case data from NCCARE360 launch through March 31, 2025

NCCARE360 is a public-private partnership between the North Carolina Department of Health and Human Services and the Foundation for Health Leadership & Innovation. Our implementation team includes United Way of North Carolina, NC 211, and Unite Us.

NCCARE360 and the Healthy Opportunities Pilot

![NCCARE360 logo]

In 2022, NC Medicaid launched the Healthy Opportunities Pilots (HOP), the first program of its kind in the U.S. to test and evaluate how providing high-need Medicaid enrollees with services like housing, food, transportation, and support for safety and stress can impact health outcomes.

While NCCARE360 and HOP operate under separate funding and administrative structures, **HOP relies on the NCCARE360 platform,** leveraging the statewide coordinated network to provide care and resources to Medicaid beneficiaries.

NCCARE360

- Funded by the North Carolina Department of Health and Human Services
- Available to all North Carolinians
- A digital tool to coordinate health and social services

HOP

- Funded through a Federal Medicaid 1115 Waiver
- Available to Medicaid beneficiaries in rural pilot regions
- A program to study the impact of providing non-medical services powered by the NCCARE360 platform

Even though NCCARE360 and the Healthy Opportunities Pilot have separate operating models, HOP pilot data has proven that, by using the NCCARE360 platform, providing support for non-medical drivers of health **reduces emergency department visits, decreases in-patient hospitalizations, and saves around $85 per Medicaid member per month.**