

# NCCARE360 INCLUSION CRITERIA

## Mission and Purpose

NCCARE360 is the first statewide network that unites health care and human services organizations with a shared technology that enables a coordinated, community-oriented, person-centered approach for delivering care in North Carolina. NCCARE360 helps providers electronically connect those with identified needs to community resources and allow for feedback and follow up. This solution ensures accountability for services delivered, provides a “no wrong door” approach, closes the loop on every referral made, and reports outcomes of that connection. NCCARE360 will be available in all 100 counties by the end of 2020, statewide in North Carolina.

## NCCARE360 Profile Element

Each profile within Unite Us platform and the NC 2-1-1 Resource Directory will include the following information:

- Name of organization
- Services provided with descriptions
- Street and mailing address (unless restricted due to client confidentiality and safety)
- Targeted age groups, communities and populations served
- Eligibility requirements
- Accepted payments and insurance, if applicable
- Phone, fax, email, and website, if applicable
- Hours of operation and appointment information, if applicable
- Documentation required to receive services
- Geographical area served
- Languages spoken (and other accessibility information, if applicable)
- Transportation information
- Organization Point of Contact

## Geographic Criteria

An organization must be located within North Carolina or a national organization that serves North Carolinians. Agencies that are located within a 30-mile radius of the state of North Carolina that provide a service that is not currently available in North Carolina will be accepted.

## Inclusion Criteria

Organizations must meet the following criteria:

- Organization provides a community service that can be classified within the AIRS/211 and/or Unite Us Taxonomy.
- Offers services to the community at large, not just its own members.
- Has a legal status that meets one of the following criteria:

**Last Updated: 11/27/2019**

- Is a tax exempt, non-profit organization (classified as 501(c)(3) under the Internal Revenue Code; charitable organization, religious organization, or private foundation), verifiable by an online search or by providing a copy of the IRS Tax Determination letter, which provides, coordinates, and/or advocates for health and human services;
- Is a government (public) agency or organization (including federal, state, county or municipality);
- Is a social or fraternal organization or club that serves non-members at no cost or sliding scale cost;
- Is a professional organization that provides a relevant health care or human services resource or service to the public at no cost or sliding scale cost;
- Is a business contracted by local government and/or state government to provide an essential community service;
- Is a business providing one or more of the following basic public utility services: electricity; gas; water; phone; cable; and/or Internet;
- Is a hospital, health clinic, or health care facility located in North Carolina;
- Is a mental health facility, substance use facility, peer support group, self help group, or other behavioral health facility located in North Carolina;
- Is a licensed for-profit therapist, psychologist, or psychiatrist that offers free services, services at a full and/or reduced fee, sliding fee scale, and/or accepts insurance;
- Is a licensed nursing home, residential care home, assisted living facility, adult day health facility, continuing care facility, hospital, home health provider or other service that meets the activities of daily living or independent activities of daily living of older adults or persons with disabilities.
- Is a community group, collaboration, coalition, or inter-agency health and human service organization that provide direct services to the public;
- Is a public or private school;
- Is a college or university, including state, private and community college institutions;
- Is a local or national hotline or crisis line that is monitored and managed by a non-profit or government agency.
- Organizations that do not meet the above criteria may be considered on a case-by-case basis.

## **Exclusion Criteria**

Organizations/services that meet any of the following criteria will be excluded:

- Does not have an established address or phone number;
- Is not licensed or accredited, if applicable to the organization type;
- Is unwilling to provide current updated information;
- Was found to be in violation of any federal, state, or local law or regulation by a licensing authority, court of law or other administration body within ten years;
- Misrepresents themselves as meeting the above criteria in any way;
- Illegally discriminates on the basis of race, color, national origin, age, disability, religious beliefs, gender, or sexual orientation;

**Last Updated: 11/27/2019**

- Is currently under investigation by a government agency.

## **Quality Control**

Inclusion policy is reviewed annually by NCCARE360 leadership. In addition, an In-Progress Review is performed bi-annually to ensure that organizations and information are up to date and consistent with the inclusion policy. Updates may occur in real time via software. Agencies that no longer meet the policy will be removed. Organizations that fail to comply or respond to the In-Progress Review after three attempts will result in an organization's exclusion from NCCARE360. NCCARE360 has the right to exclude organizations that have received client or user complaints or do not meet other policies. Once an organization is removed from NCCARE360, they must wait three months or ninety (90) days to resubmit a partner registration form.

## **Appeals**

The NCCARE360 Customer Success team will notify an organization within two weeks if an organization is determined to be ineligible to be part of NCCARE360 or if it was removed for any reason. An organization may appeal this decision within thirty (30) days. All appeals should be sent to: [connect@nccare360.org](mailto:connect@nccare360.org)

## **Disclaimer of Responsibility**

NCCARE360 reserves the right to include or exclude any organization for any reason. Inclusion in the platform does not imply endorsement of an organization by NCCARE360 and omission does not indicate disapproval. All resources in NCCARE360 are based on information provided by agency/organization/program representatives. Because information is constantly changing and being updated, listings are subject to change without notice. NCCARE360 neither guarantees nor makes any representation as to the accuracy or completeness of information within the platform. NCCARE360 reserves the right to edit any and all information to meet format, inclusion guidelines, and space requirements. NCCARE360 is not responsible for claims resulting and arising out of reliance upon the information and procedures presented in the platform.