



What is NCCARE360?

NCCARE360 is the first statewide coordinated network that unites health care and human services organizations with a shared technology platform allowing for a coordinated, community-oriented, person-centered approach for delivering care in North Carolina. NCCARE360 allows providers to electronically connect those with identified needs to community resources and allow for a feedback loop on the outcome of that connection. This solution ensures accountability around services delivered, provides a “no wrong door” approach, closes the loop on every referral made, and reports on outcomes of that connection.

NCCARE360 has the power to transform lives and impact communities across North Carolina.

Many North Carolinians struggle with food insecurity, housing instability, lack of transportation access or other needs every day. NCCARE360 provides a solution to a fragmented health and human services system, by connecting providers across sectors. NCCARE360 supports individuals in communities to have more opportunities to lead healthy and happy lives.

NCCARE360 creates a fundamental change in how North Carolina delivers on the promise of health.

How does NCCARE360 work?

NCCARE360 has multiple components including:

A robust statewide resource directory that will include a call center with dedicated navigators, a data team verifying resources, and text and chat capabilities.

A community resource data repository to integrate resource directories across the state to share resource data.

A shared technology platform that enables health and human services providers to send and receive secure electronic referrals, seamlessly communicate in real-time, securely share client information, and track outcomes.



While this technology is robust and transformative, technology is just technology unless all network partners are trained and empowered to use it to better serve their patients and clients. NCCARE360 has a community engagement team working with community-based organizations, health plans, health systems, and governmental agencies to create a statewide coordinated network. The team directly supports the community through every step of joining the network to ensure each partner is supported. As new regions launch, the team remains engaged in the community, working with partners to regularly review data and network performance, solicit feedback and input on processes, and provide on-going technical assistance. "This works because we know each other. This is our community. We are going to make it a success. We are going to transform lives." - Kathy Colville, Cone Health, NCCARE360 Network Partner.

Join NCCARE360 as a Network Partner

NCCARE360 is rolling out across North Carolina and will be fully statewide by end of 2020. If you are interested in joining the network, reach out to the NCCARE360 team at www.nccare360.org/join.