



What is NCCARE360?

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

Many North Carolinians struggle every day with food insecurity, housing instability, lack of transportation access or other needs. NCCARE360 provides a solution to a fragmented health and human services system by connecting providers across sectors. NCCARE360 supports individuals in communities so they have more opportunities to lead healthy and happy lives. NCCARE360 is the result of a strong public-private partnership between the NC Department of Health and Human Services and the Foundation for Health Leadership & Innovation. The NCCARE360 implementation team includes United Way of NC/2-1-1, Expound Decision Systems, and Unite Us.

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 powered by NC 2-1-1 that will include a call center with dedicated navigators, a data team verifying resources, and text and chat capabilities.
- A community repository powered by Expound to integrate multiple resource directories across the state and allow data sharing
- A shared technology platform powered by Unite Us that enables health and human services providers to send and receive 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 powered by Unite Us working with community-based organizations, health plans, health systems, and government agencies to create a statewide coordinated network. The team directly supports the community through every step of joining the network to ensure that 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 ongoing technical assistance.



Join NCCARE360 as a Network Partner

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

Referrals

There are multiple ways to send or provide a referral through NCCARE360, all of which are streamlined to fit diverse workflows and allow tracking of closed-loop process measures and outcomes.

Self-Referrals (a.k.a Assistance Request)

Self-referrals can be submitted via a public-facing form on www.nccare360.org. After a person submits the form, a NCCARE360 navigator will follow up to connect them to a community resource. All self-referrals through NCCARE360 require consent, which the person can provide electronically themselves or over the phone with the assistance of a NC 211 navigator. In addition, in late 2019, the NCCARE360 resource directory will be available on nccare360.org allowing individuals to search for and find the community resources they need anonymously.

In-Network Referrals

For organizations that have already onboarded onto NCCARE360 and agreed to network requirements, providers can send referrals directly through NCCARE360. These organizations have completed training and onboarding and are responsible for responding to referrals and reporting outcomes.

- Referral sent to an organization electronically (with consent) to another organization within the NCCARE360 network
- Allows for granular outcome reporting, longitudinal patient record, network reporting
- Focus on outcomes provides more accountability and a ROI-driven approach

Out-of-Network Referrals

NCCARE360 partners can provide referrals to organizations that are listed in the statewide resource directory (live in winter 2019), but that have not yet onboarded onto the platform. Over time, community engagement managers will work to move all out-of-network organizations that are interested in being a part of NCCARE360 to “in network.” When making an out-of-network referral:

- Patient is provided contact information for one or more resources (by either provider calling on patient’s behalf or providing patient print out information)
- Email can be sent to organization without PHI or PII
- Tracked manually within the platform on patient face sheet
- Consent is not required

Community Resource Directory

NCCARE360 leverages the robust resource directory that NC 2-1-1 has already built and used for decades. The expanded team of 2-1-1 data coordinators are working on improving this directory to ensure that it is fully updated, verified, standardized, and all resources are written at a fifth-grade reading level.

Organizations and resources that have already been onboarded onto the NCCARE360 network can be found in the platform today. A public-facing resource directory with all resources will be searchable through the NCCARE360 website by winter 2019.

The NCCARE360 Community Resource Repository provides a common structure and shared format for storing and accessing resource data. The Repository will work in tandem with the NC 2-1-1 data coordinators who will update all resources at least every 12 months. To date, replication of the NC 2-1-1 database of resources is complete. Data has been translated in Human Services Data Replication Specification (HSDS) schema to match the Unite Us outcomes platform data fields so that the NC 2-1-1 resource directory can be pulled into NCCARE360.

Integrations

NCCARE360 (through the Unite Us platform) can be integrated into many different technology infrastructures, including, but not limited to, Salesforce, Epic, and eClinicalWorks. The NCCARE360 EHR integration is built on the best industry standard (SMART on FHIR). The NCCARE360 community engagement team is available to help manage integrations with trainings and workflow planning meetings.

*"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 Partner*

Timeline & Community Engagement

The NCCARE360 Implementation began in early 2019 and will launch in all 100 counties by the end of 2020. See www.nccare360.org/where-we-are to determine each county's status in the implementation.

The Community Engagement team is comprised of Community Engagement Managers, Customer Success Managers, and Customer Success Representatives. They work in every community to build awareness, onboard partners, and provide on-going support after launch.

NCCARE360 Navigators

NCCARE360 Navigators are based in the NC 211 Coordination Centers. Navigators respond to requests for assistance from individuals in need of services received through www.nccare360.org.

NCCARE360 Navigators can also serve as care coordinators for providers who lack capacity to submit referrals on a person's behalf at that time.

Consent

All patients/clients must give informed consent before a referral can be sent on their behalf through NCCARE360 to an in-network organization. Consent is required for in-network referrals because PII is shared. Informed consent can be completed in multiple ways including: (1) signed on a paper and uploaded into the system, (2) signed directly on platform through tablet or with mouse, (3) sent to patient/client's email or phone (through text message) to sign, (4) through patient/client calling 2-1-1 and providing consent verbally, which is recorded into the system, (5) through attestation. The Unite Us technology platform is compliant with HIPAA, FERPA and FIPS in its infrastructure and access controls.

Privacy and Security Infrastructure

- Secured encrypted data at rest and in transit
- HIPAA-compliant cloud servers (AWS)
- Unite Us provides BAAs to covered entities
- Audited technical, physical and administrative safeguards
- Annual third party penetration testing and audit
- 100% approved audits by local and state governments, and health systems/plans

Privacy and Security Access Controls

- Each organization onboarded to authorize proper permissions based on the services they provide
- Each user is set specific roles for viewing permissions based on specific patient access
- Each program (within an organization) is assigned specific viewing permissions (i.e., ensuring non-clinical provers cannot view clinical information)

Closing The Loop

Tracking outcomes requires "closing the loop" on the referral. NCCARE360 collects a variety of secure, detailed data to improve efficiency of referrals and track impact to better serve our communities. Data for in-network partners includes:

Network Performance

- Total number of organizations
- Referral Traffic (e.g. number of referrals)
- Percent of outcomes accepted
- Number of clients served
- Number of out-of-network referrals

Network Efficiency

- Median time to connect to an organization
- Median time to case closure
- Number of open / closed cases

Community Impact

- Clients served
- Client impact (e.g. number of resolved services)
- Client outcome
- Community resource gaps analysis

Network Impact

- Accuracy of referrals
- Needs addressed
- Percentage of cases closed with positive outcomes