

The First Statewide Network Connecting North Carolinians to Community Resources, NCCARE360, Launches

May 7, 2019 – NCCARE360, the statewide coordinated care network connecting individuals to local services and resources, has officially launched in Alamance, Guilford, and Rockingham counties. The first rollout of the network launched with healthcare and community-based organizations, including Cone Health, Salvation Army Greensboro, Alamance Eldercare, Open Door Clinic, Greensboro Housing Coalition and Alamance Department of Public Health.

There is growing recognition that better coordination and investment in the non-medical drivers of health, like access to healthy food, safe and affordable housing, and well-paying jobs can improve health and decrease health care costs. However, people face a fragmented system of health and human services that is hard to navigate. NCCARE360 is collaborative solution to this problem by providing a coordinated, community-oriented, person-centered approach to delivering care in North Carolina.

“We all know that health happens locally and this is exactly what NCCARE360 supports,” says Anne Thomas, President and CEO of the Foundation for Health Leadership & Innovation. “NCCARE360 is working closely with our communities to ensure every partner delivering services in the state is connected.”

“To build a healthier North Carolina, we must build a system of health that unites health care and human services,” said DHHS Secretary Mandy Cohen. “NCCARE360 is a scalable, coordinated solution that makes it easier for providers, insurers and community organizations to connect people with the resources they need to be healthy and delivers value for all.”

Through NCCARE360, community partners have access to a robust statewide resource data repository that will include a call center with dedicated navigators and a shared technology platform that enables health care and human service providers to send and receive secure electronic referrals, communicate in real-time, securely share client information, and track outcomes. This solution ensures accountability around services delivered, provides a “no wrong door” approach, and closes the loop on every referral made.

“NCCARE360 will help us elevate the care we provide our patients,” says Kathy Colville, healthy communities director, Cone Health. “High quality medical care combined with healthy housing and nutritious food are a prescription for good health. NCCARE360 helps us make those connections.”

“We recently received a referral indicating a lady’s home was about to be condemned. Through NCCARE360 we connected the client to another agency and her issue was tracked and resolved within 24 hours,” Says Jackie Lucas, Executive Director, Salvation Army of Greensboro Center of Hope. “NCCARE360 eliminates unnecessary barriers for the client and the provider. Now the provider can see the services the client was receiving as they deliver care for the same person.”

NCCARE360 will be available in every county in North Carolina with full statewide implementation by end of 2020. On the ground implementation efforts are currently underway in Wake and Johnston counties followed by Pitt, Edgecombe, Beaufort, Martin, Hertford, Bertie, and Chowan counties.

About NCCARE360:

NCCARE360 is the first statewide coordinated care network, with a robust data repository of shared resources, that connects healthcare and human services partners together to collectively provide the opportunity for health for all North Carolinians. NCCARE360 is the result of a strong public-private partnership between the **NC Department of Health and Human Services (DHHS)** and the **Foundation for Health Leadership & Innovation (FHLI)**. The NCCARE360 implementation team includes United Way of NC, NC 2-1-1, Expound Decision Systems, and Unite Us.

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