



NCCARE360

A New Tool for a Healthier North Carolina

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Overview:

1. What is NCCARE360?
2. Joint Vision
3. Coordinated Network
4. NC Data Repository
5. Data, Impact, Outcomes
6. Demo, Discussion, & Next Steps

Building a Healthier North Carolina

Part of a Broader Statewide Framework



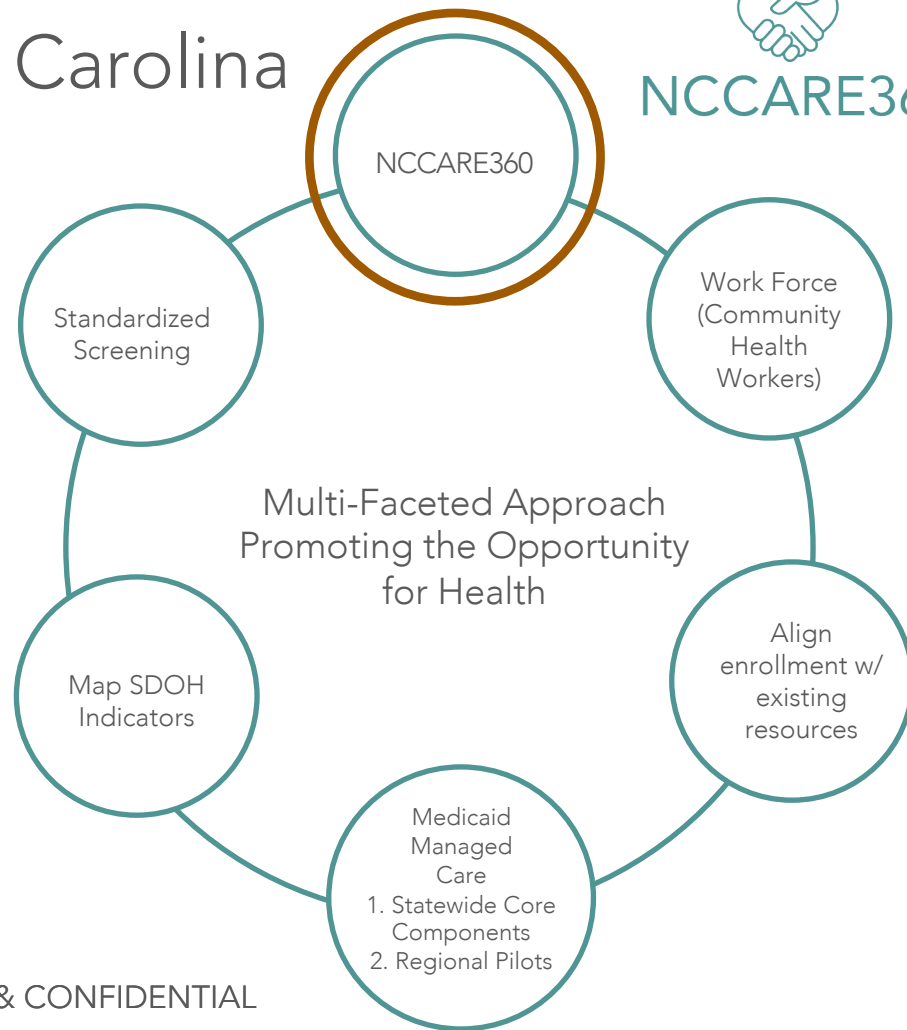
NCCARE360

The Problem:

Connecting people to community resources is inconsistent, not coordinated, not secure, and not trackable.

The Solution:

Uniform system for providers, insurers, and community organizations to coordinate care, collaborate, and track progress and outcomes. Tool to make it easier to connect people with the community resources they need to be healthy.





NCCARE360

What is NCCARE360?

NCCARE360 is the first statewide coordinated network that includes a robust data repository of shared resources and connects healthcare and human services providers together to collectively provide the opportunity for health to North Carolinians.

NCCARE360 Partners:



UNITE US



Expound



NCDHHS



United Way
of North Carolina

Three Deliverables



- Text and Chat
- Dedicated navigators
- Data team verifying resources





- Intake and Referral
- Outcomes Platform
- Local agency engagement
- Outcomes Reporting
- Web Search and Site



Expound

- System Integration
- Data Repository
- Accepts and shares resources

Three Functions

	Functionality	Partner	Timeline
Resource Directory	Directory of statewide resources that will include a call center with dedicated navigators, a data team verifying resources, and text and chat capabilities.		Ongoing work
Data Repository	APIs integrate resource directories across the state to share resource data.	 Expound	Phased Approach
Referral & Outcomes Platform	An intake and referral platform to connect people to community resources and allow for a feedback loop.	 UNITE US	Rolled out by county January 2019 – December 2020

Resource Directory

Building on NC 2-1-1 strength

18,000 organization directory, call centers

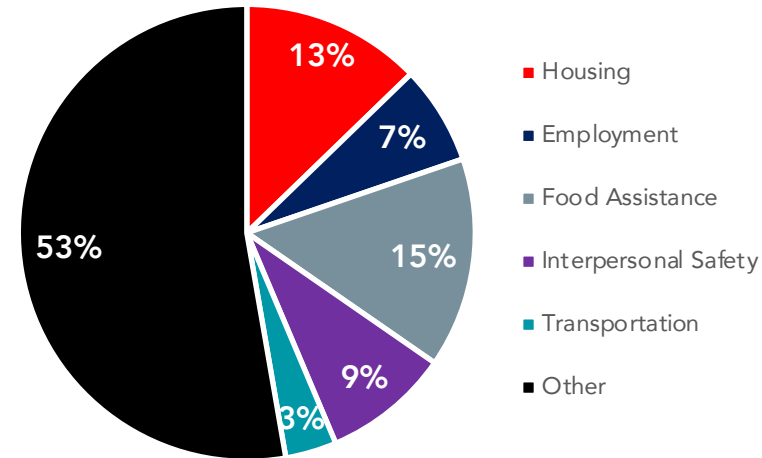
Growing Capacity

Additional data coordination staff →
Updating listings in current 2-1-1 directory
Additional call center staff → navigators at scale

Progress

1468 Organizations verified
3857 programs verified

2-1-1 Resources Verified by Service



Your Community Resources in One Place



Out of Network

Organizations that have not been onboarded to the platform

- Searchable and Identifiable as part of Resource Directory/Data Repository
- Not part of the NCCARE360 platform yet
- Do not report outcomes



In Coordinated Network

Organizations onboarded to the platform – Coordinated Network

- Agree to NCCARE360 platform requirements
- Have completed training and on-boarding
- Responsibility to report outcomes



NCCARE360

Joint Vision:

1. **Build a system of health** that is person-centered, increases access along the continuum, and improves health outcomes for all North Carolinians.
2. **Leverage existing and new infrastructure** to enable meaningful partnerships to connect people to health and social services, improve system wide efficiency, and deliver measurable ROI.
3. **Provide visibility and accountability** around organizations to narrow the gap between clinical and social services.

Ours is a **Vision**, not just a product.

PROPRIETARY & CONFIDENTIAL

What is a Coordinated Network?

A **coordinated network** connects providers (such as health care providers, insurers, or community organizations) through a shared technology platform to:

- **Communicate** in real-time
- Make **electronic referrals**
- Securely share client information
- Track **outcomes together**



Network Model: No Wrong Door Approach

Understanding Referral Workflows



Coordination Platform at work

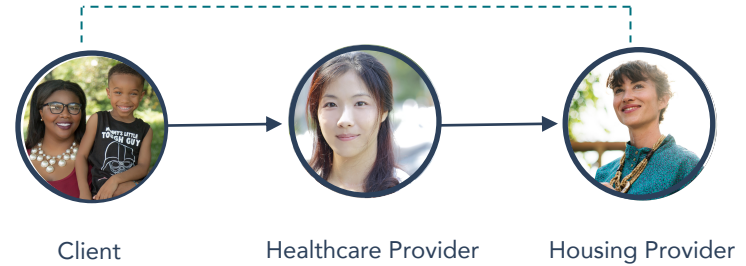
Improving coordination efficiency and accuracy

Traditional Referral



Service provider cannot always exchange PII or PHI via a secure method
Limited prescreening for eligibility, capacity, or geography
Onus is usually on the client to reach the organization to which he/she was referred
Service providers have limited insight or feedback loop
Client data is siloed & transactional data is not tracked

Through NCCARE360



- ✓ All information is stored and transferred on HIPAA compliant platform
- ✓ Client is matched with the provider for which he/she qualifies
- ✓ Client's information is captured once and shared on his/her behalf
- ✓ Service providers have insight into the entire client journey
- ✓ Longitudinal data is tracked to allow for informed decision making by community care teams

From Hello to Outcome, You are Connected

Automated workflows between your external partners at scale



Jane Smith CONSENT ACCEPTED

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HOUSEHOLD 4 | HOUSEHOLD INCOME \$32,000 | RACE White | ETHNICITY Non Hispanic/Latino

SERVICE	TYPE	CREATED	ASSIGNED TO	STATUS
Clothing	Referral	8/31/2017	NC Serves Metrolina Coordination Center	Needs Action
Employment	Assistance Request	8/23/2017	NC Serves Metrolina Coordination Center	Needs Action
Food	Case	8/15/2017	NC Food Bank	Open
Legal	Case	7/23/2017	Housing Works	Open
Benefits	Referral	7/15/2017	Single Shop	Reached

NAME	UPDATED
NC Serves Clothing Assessment	8/31/2017
NC Serves Employment Assessment	Not Started
NC Serves Food Assessment	Not Started
Intake 1	7/25/2017
NC Serves Housing Assessment	8/31/2017
NC Serves Employment Assessment	Not Started

Timeline

JAN 16, 2018

- Address Added by Ashle
- Employment Case Close
- Resolution: Resolved
Outcome: Employed F
Exit Date: 1/16/2018
Note: Client received f
Representative at Targe
- Note Added to Employ
- Interaction Type: Mea
Date: 1/16/2018
Duration: 1h
Note: Initial appointme
her resume. She will se
- Employment Referral

JAN 15, 2018

- Employment Case Creat
- Organization: Employ
Description: Looking f
working part time.
- Employment Referral He
- Reason: Scheduling an

Configurable Screening:

Patient and/or provider facing algorithmic screenings to stratify risk and identify specific co-occurring needs

Electronic Referral Management:

Seamless referral workflow sends the right data to the right provider(s) to address specific needs

Assessment/Care Plan Management:

Custom care plans for each service need that are attached to referrals so receiving providers get a head start

Bi-Directional Communication/Alerts:

Automated notifications keep all organizations up to date, while care team members can securely communicate with each other

Outcomes:

You get to know exactly what services were delivered, and the entire history for every intervention by your external partners

Privacy & Security



NCCARE360

Compliant with Health Insurance Portability and Accountability Act (HIPAA) & Personally Identifiable Information (PII) standards

Compliant with Security & Data Storage Standards and Breach & Enforcement Rules

Protected information (e.g. outcomes for Mental Health or Substance Use cases) is restricted from view based on users' viewing permissions.



EMPLOYMENT



DOCTOR



MENTAL HEALTH



CLIENT



HOUSING PROVIDER

Informed consent is requested by the system **ONCE**, before the first referral is made. Clients consent to have their information shared in order to receive services from network partners.

Permissions of Patient Access and Security

HIPAA, FERPA, FIPS COMPLIANT

Infrastructure

- Secured & Encrypted data at rest & in transit
- HIPAA compliant Cloud Servers (AWS)
- Unite Us provides BAA's to Covered Entities
- Audited Technical, Physical, and administrative safeguards
- Annual Penetration testing and audit by 3rd party
- 100% approved audits by local gov, state gov, and health systems/plans

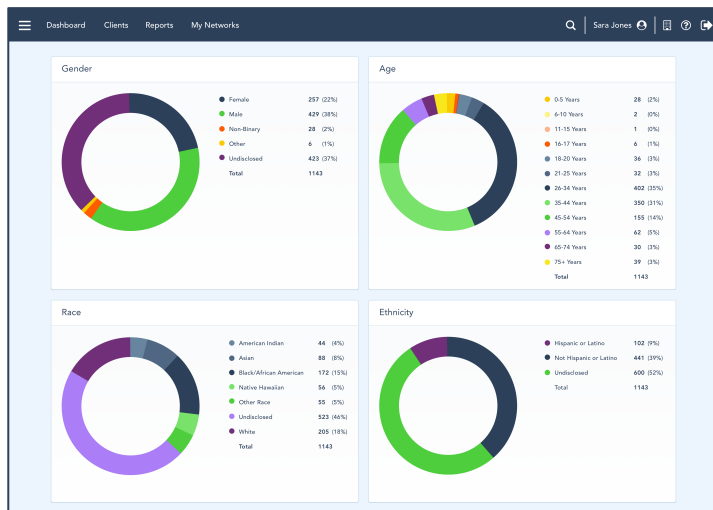
Access Controls

- Each organization is uniquely onboarded to authorize proper permissions based on 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 providers cannot view clinical information)

The Data You Need

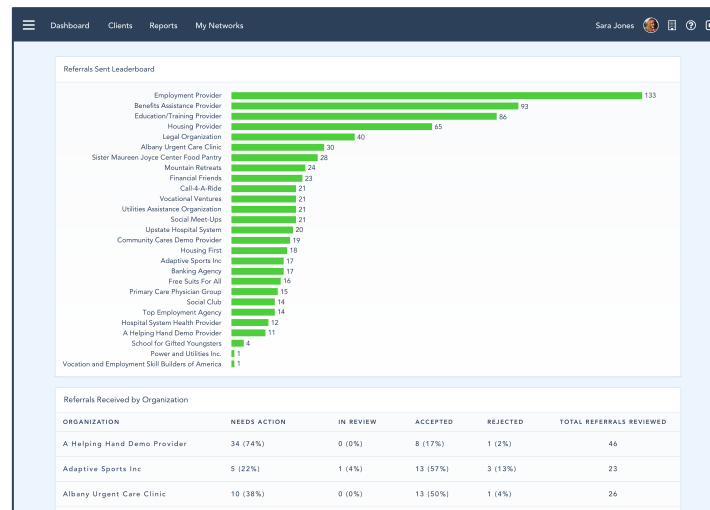
Real-time reporting of outcomes, impact, performance & efficiency

Patient Level Coordination and Tracking



Patient Demographics, Patient Access Points,
Service Delivery History, Outcome Breakdowns

Network Level Transparency & Accountability



Service Episode history (longitudinal), Referrals
Created, Received by, Structured Patient Outcomes
for each specific need addressed

Configurable & Structured Reporting

Granular and detailed outcomes for every type of service

Employment Service Type Example

Close Case

Is Resolved? *

Resolved

Outcome *

Select...

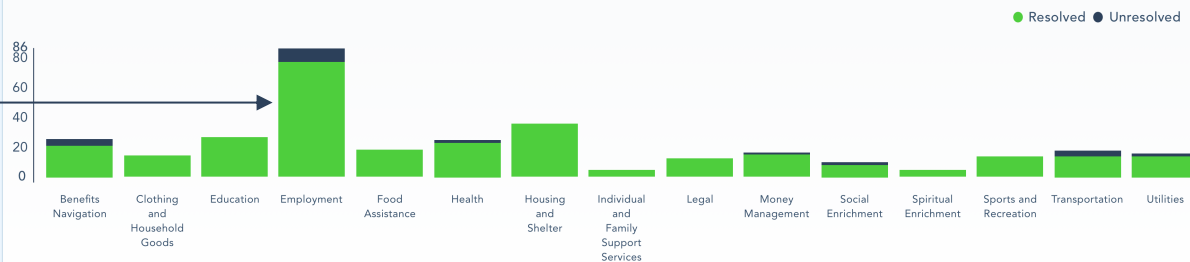
- Client Self-Resolved
- Referred out of Network
- Received Information
- Employed Part Time
- Employed Full Time
- Received Job Training
- Received Job Counseling/Coaching

Exit Date *

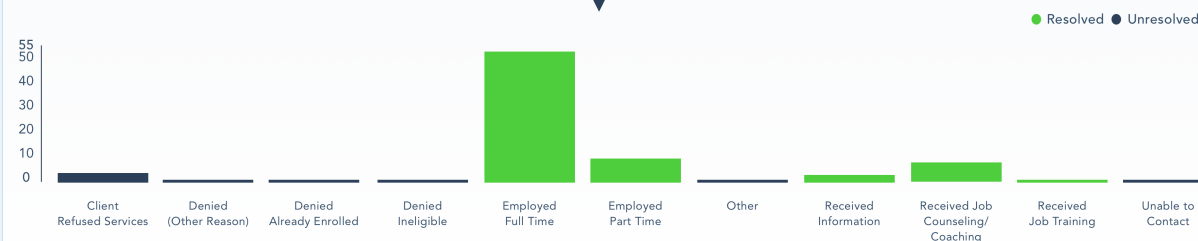
07-07-2017

CANCEL CLOSE CASE

Closed Cases by Resolution and Service Type

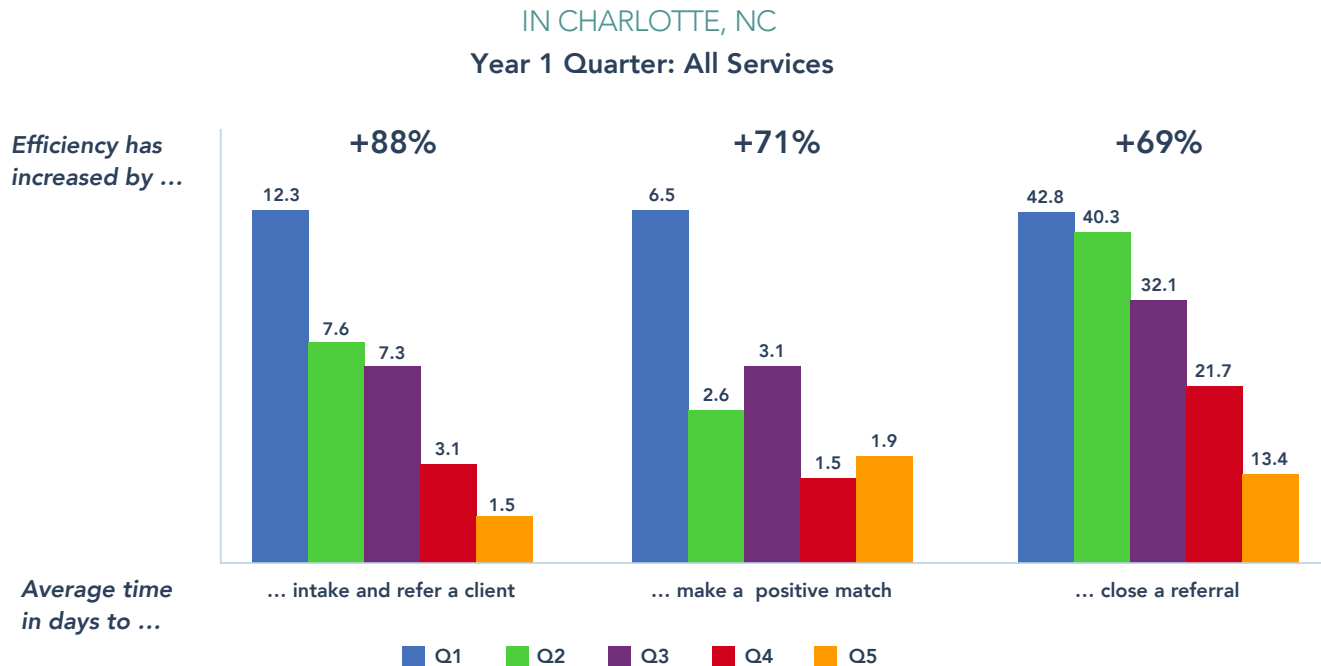


Closed Cases by Outcome for Employment

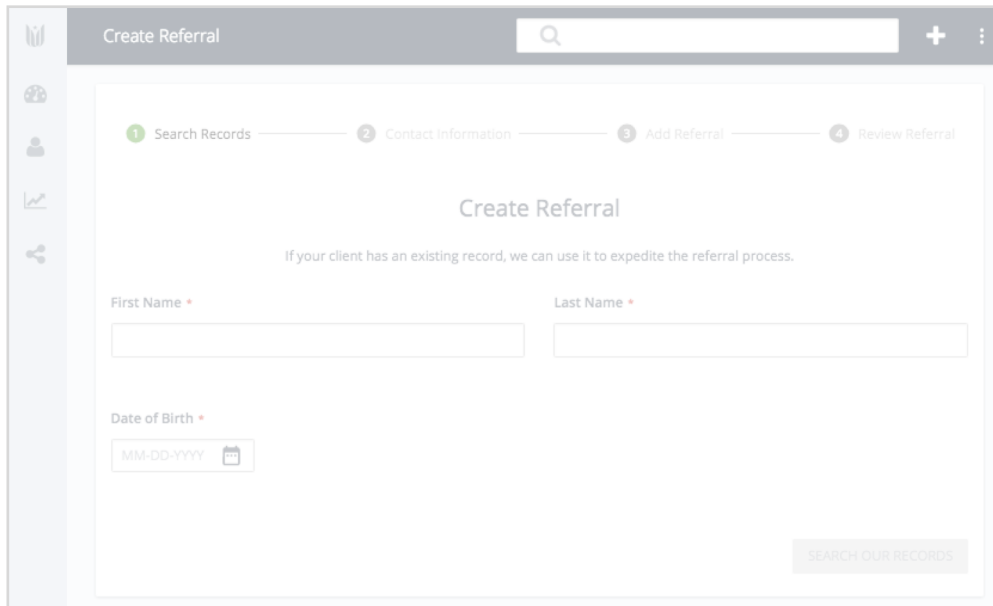


Improved Efficiency in North Carolina

Accelerating intake, referral, and closing the loop



Software Demo



Create Referral

1 Search Records — 2 Contact Information — 3 Add Referral — 4 Review Referral

Create Referral

If your client has an existing record, we can use it to expedite the referral process.

First Name *

Last Name *

Date of Birth *

MM-DD-YYYY

SEARCH OUR RECORDS

Status Update

NCCARE360 Status Update

12 Counties launched

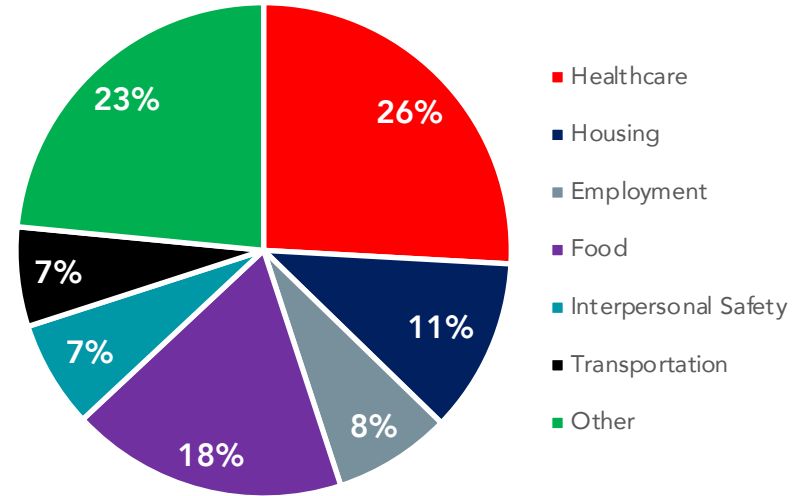
9 Counties started on implementation

1126 Organizations engaged in socialization process

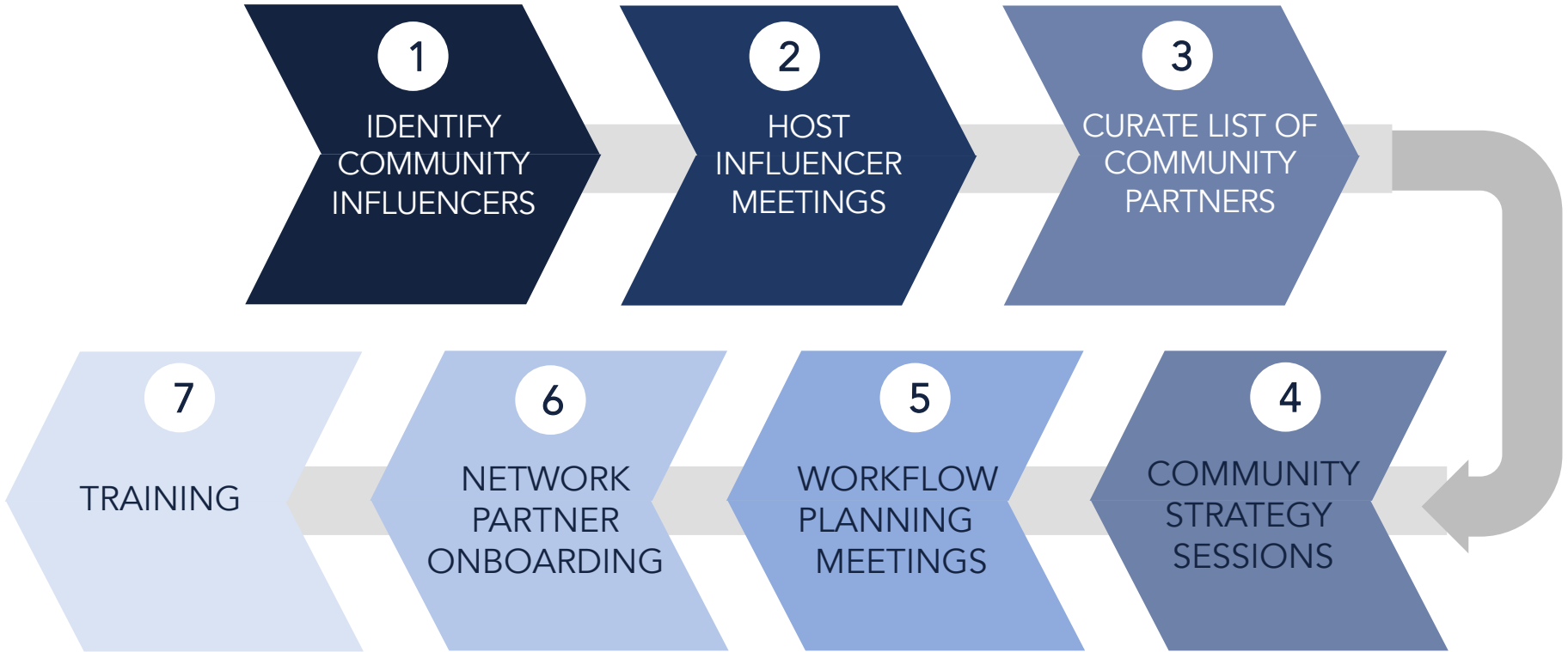
234 Organizations with NCCARE360 licenses

1081 Active Users

Engaged Organizations by Service



Regional Socialization & Onboarding Process





NCCARE360

What's Coming Up

	Central	Triangle	Metro	East	West
Q 3- 2019	New Hanover Brunswick Pender	Vance Granville Franklin Warren Durham Person	Mecklenburg Cabarrus		Buncombe Henderson Haywood
Q 4- 2019	Caswell Stokes Forsyth Randolph Davidson	Orange Chatham Nash Wilson	Moore Hoke Scotland	Pasquotank Perquimans Currituck Camden Gates	Madison Yancey McDowell



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What's Coming Up

	Central	Triangle	Metro	East		West	
Q1 & Q2 - 2020	Bladen Robeson Cumberland Sampson Columbus	Lee Harnett	Rowan Stanley Union Anson Richmond Montgomery	Wayne Onslow Duplin Dare Washington	Lenoir Greene Terrell Hyde	Watauga Caldwell Wilkes Surry Iredell	Avery Burke Alexander Yadkin Davie
Q3 & Q4 - 2020			Gaston Lincoln Catawba Cleveland	Jones Pamlico Carteret Craven		Mitchell Alleghany Jackson Cherokee Macon	Ashe Transylvania Swain Clay Graham

Appendix

Making the Connection

Who is involved in the Network?

Network Partners (Healthcare and Community)

- Send and receive referrals, share client updates with the network
- Actively maintain and update their organizational info, participating staff, and programs

NC 2-1-1/ United Way

- Navigators at-scale: NC 2-1-1 information and referral system will serve as the statewide coordination centers for NCCARE360

Unite Us Support Team

- Provide ongoing technology training and support to the network, analyze network data, solicit feedback on system

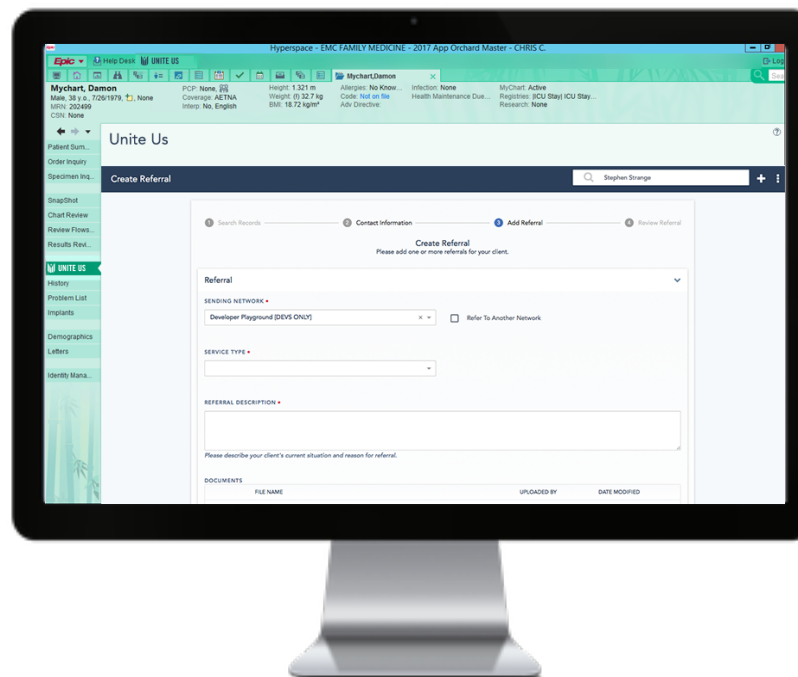




NCCARE360

Fully Integrated into Epic EHR

DELIVERING A SEAMLESS EXPERIENCE



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