

NCCARE360-HOP Talking Points

7/31/2023

Talking points around NCCARE360 alternatives for those not eligible for the Pilot or not in a Pilot region.

Messaging for Providers to Beneficiaries:

- What is NCCARE360?
 - NCCARE360 is the first-in-the-nation statewide network that unites healthcare and human services organizations (or community-based organizations) through a shared technology platform that enables a coordinated, community-oriented, person-centered approach for delivering care in North Carolina. Through NCCARE360, providers can electronically connect those with identified social needs to community resources, and then use the platform to request feedback and to track service delivery. NCCARE360 provides a “no wrong door” approach into services that address social needs, closes the loop on every referral made, requires accountability for services to be delivered and reports outcomes of that connection. **NCCARE360 is available in all 100 counties across North Carolina.**
- What organizations make up NCCARE360?
 - NCCARE360 is the result of a strong public-private partnership between the NC Department of Health and Human Services (NC DHHS) and the Foundation for Health Leadership & Innovation (FHLI). The NCCARE360 implementation team includes United Way of NC/NC 211, Expound Decision Systems and Unite Us.
- How is NCCARE360 used for the Healthy Opportunities Pilot (HOP)?
 - NCCARE360 is the technology platform used to enroll and coordinate services for eligible Medicaid members participating in the Healthy Opportunities Pilot (HOP) program.
 - **Providers can use NCCARE360 to identify Medicaid members with social needs who they think could be eligible for the Pilot. This is done by (1) making a profile for the member in NCCARE360 (if one is not already made) and (2) sending a Benefits Eligibility Referral to the care management organization associated with the member’s health plan (Ex. [Health Plan] - Care manager for the Healthy Opportunities Pilots).**
 - A Pilot Care Manager at the member’s health plan will then assess the member for Pilot eligibility and service needs. If the member is found eligible, they will be enrolled in the Pilot and the Care Manager will begin sending referrals to human service organizations that address their social needs.
 - After the human service organization provides a service to the member, they document service delivery in NCCARE360 by creating an invoice. This invoice is routed to the member’s health plan, who will pay the human service organization if the invoice is approved.
- What are NCCARE360’s functionalities?
 - NCCARE360 can also be used to connect individuals to community resources outside of the Healthy Opportunities Pilot program. There are a variety of resources available to providers through the platform to facilitate this process.
 - A robust statewide resource directory supported by a dedicated resource team at NC 211 who regularly verifies and updates programs and services in the NCCARE360 platform.

- A team of dedicated Navigators with the expertise to support complex NCCARE360 referrals and community-based organizations that are not able to stay with the client through the referral process.
 - A shared technology platform powered by Unite Us that enables providers to assess for unmet social needs, and then send and receive secure electronic referrals and track outcomes.
 - Unite Us staff working to engage and connect community-based organizations, social service agencies, health systems, independent providers, community members and more to create a statewide, coordinated care network.
- What types of Social Determinants of Health support services are available through the NCCARE360 portal?
 - Benefits navigation
 - Clothing and household goods
 - Education
 - Employment
 - Entrepreneurship
 - Food assistance
 - Housing and shelter
 - Income support
 - Individual and family support
 - Legal
 - Mental/behavioral health
 - Money management
 - Physical health
 - Social enrichment
 - Sports and recreation
 - Substance abuse
 - Transportation
 - Utilities
 - Wellness
- Who can individuals contact to get more information or get connected with services?
 - Contact NCCARE360: connect@nccare360.org
 - [Assistance Request Form](#)
 - [Resources for Individuals](#)