Why Focus on Healthy Opportunities?

"Healthy Opportunities," commonly referred to as the social determinants of health, are conditions in the environments in which people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risks.

- Access to high-quality medical care is critical, but research shows up to 80 percent of a person's health is determined by social and environmental factors and the behaviors that emerge as a result.

- Addressing the factors that directly impact health is a key component of meeting DHHS's mission to improve the health, safety and well-being of all North Carolinians while being good stewards of resources.

North Carolina's Healthy Opportunities Priority Domains

Housing

Food

Transportation

Interpersonal Violence

Healthy Opportunities Portfolio

Strategy to bridge health care and human services across diverse populations and geography at scale.

Key Healthy Opportunities Initiatives

"Hot Spot" Map

Screening Questions

NCCARE360

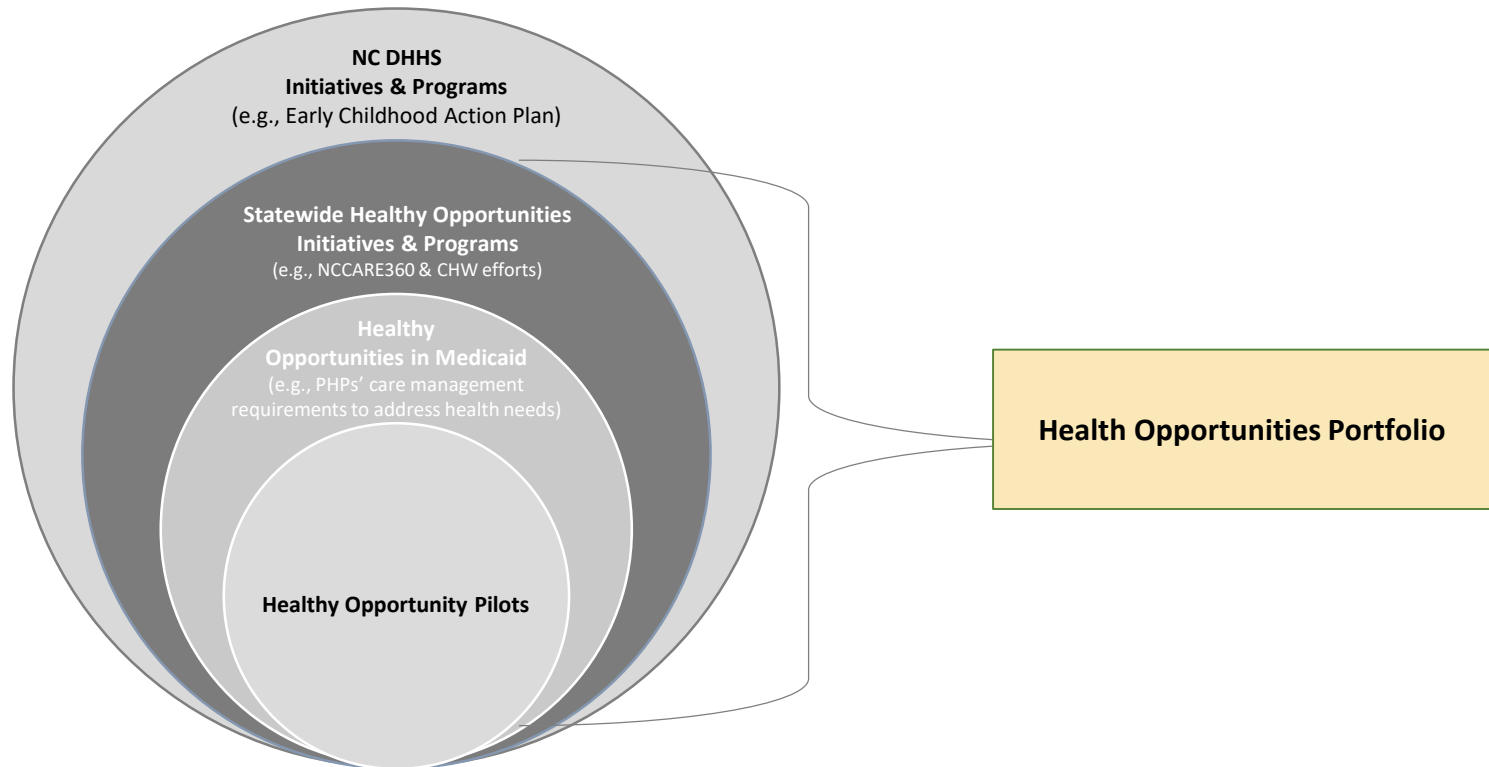Medicaid Transformation & Healthy Opportunities Pilots

Workforce

Connecting Resources

Scope of Initiatives & Programs

NC DHHS
Initiatives & Programs
(e.g., Early Childhood Action Plan)

Statewide Healthy Opportunities
Initiatives & Programs
(e.g., NCCARE360 & CHW efforts)

Healthy
Opportunities in Medicaid
(e.g., PHPs' care management
requirements to address health needs)

Healthy Opportunity Pilots

Health Opportunities Portfolio

Vision for "buying better health"

"We envision a North Carolina that optimizes health and well-being for all people by effectively stewarding our resources that bridge our communities and our health care system."
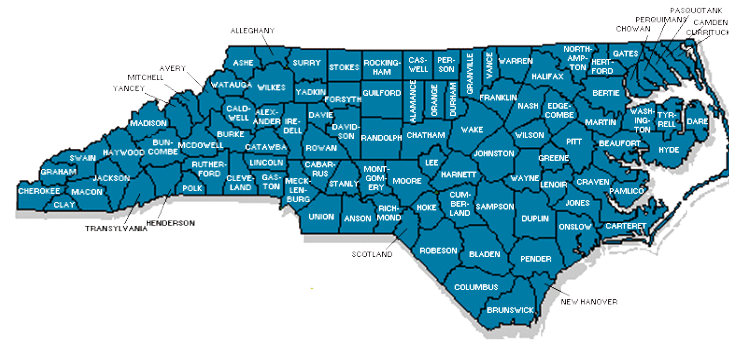
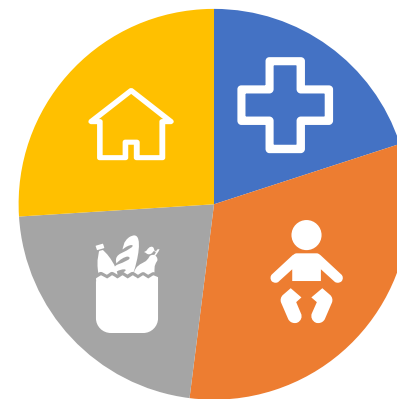# 2.1. Effective Shared Language & Understanding

NC Physicians Agree:

Physicians – Raleigh

Physicians – Asheville

Physicians – Specialists

Legend:
- Food
- Affordable Housing
- Child care, Transportation & Utilities
- Health care

Source: Focus groups conducted by The Health Initiative with the North Carolina Medical Society in Feb 2019

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.

NCCARE360 Partners:

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 to send and receive electronic referrals, seamlessly communicate in real-time, securely share client information, and track outcomes.

- A **community engagement team** powered by Unite Us to guide change management, workflows and training, and provide ongoing network partner support.

Why Participate in NCCARE360?
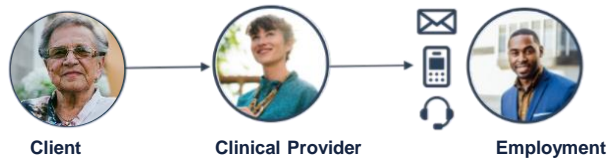
Improve efficiency & client experience

Traditional Referral


Client → **Clinical Provider** → **Employment**
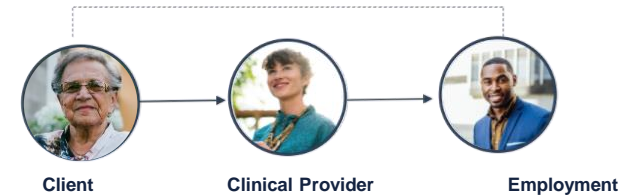
✗ Providers cannot always exchange PII or PHI securely

✗ Limited prescreening for eligibility, capacity, or geography

✗ Clients must contact each organization they were referred to

✗ Providers have limited insight or feedback loops

✗ Client data is siloed and transactional data is not tracked

NCCARE360

Client → **Clinical Provider** → **Employment**

✓ Information is stored and transferred on Unite Us' HIPAA, FERPA, FIPS, and 42 CFR Part 2-compliant platform

✓ Clients are matched with the provider(s) they qualify for

✓ Information is captured once and shared on clients' behalf

✓ Providers have insight into the entire client journey

✓ Longitudinal data is tracked to allow for informed decision-making by community care teams

UNITE US

Status Update

69	Counties launched
12	Counties in Standard Implementation
19	Counties Currently in Rapid Response
983	Onboarded Organizations
3271	Onboarded Users
3498	Referrals Sent
1796	Clients Impacted

Not Yet Onboarded
In Implementation
Onboarded
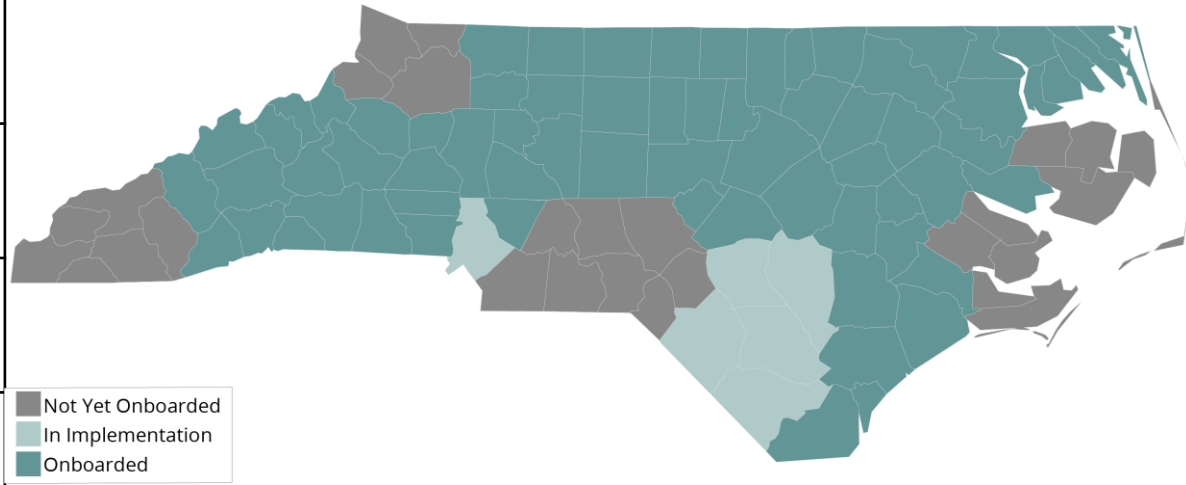
Next Steps

Learn More at NCCARE360.org

Download partner materials, track the network's growth, and refer other organizations to join the network by signing up through the website.

Submit Your Partner Registration Form

PRF collects details about your organization's services, programs, eligibility requirements, and staff members.

Contact Us for Workflow Guidance

Request a Workflow Planning Meeting for your organization.

Attend a Software Training

Unite Us provides in-person, virtual, or self-paced software training. As soon as the PRF is complete and staff are trained, you will receive logins to use the platform!

NCCARE360
A New Tool for a Healthier North Carolina

Thank You!

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