



NCCARE360

A New Tool for a Healthier North Carolina

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Introductions & Overview:

1. What is NCCARE360?
2. Joint Vision
3. Coordinated Network
4. Demo, Discussion, Questions & Next Steps



Building a Healthier North Carolina

Part of a Broader Statewide Framework

The Problem:

- The majority of factors influencing health outcomes are social and environmental.
- There was no IT system in place across the state of North Carolina to connect providers from all sectors, contributions to fragmentation of care and underutilization of resources.
- Connecting people to community resources is inconsistent, not coordinated, not secure, and not trackable.

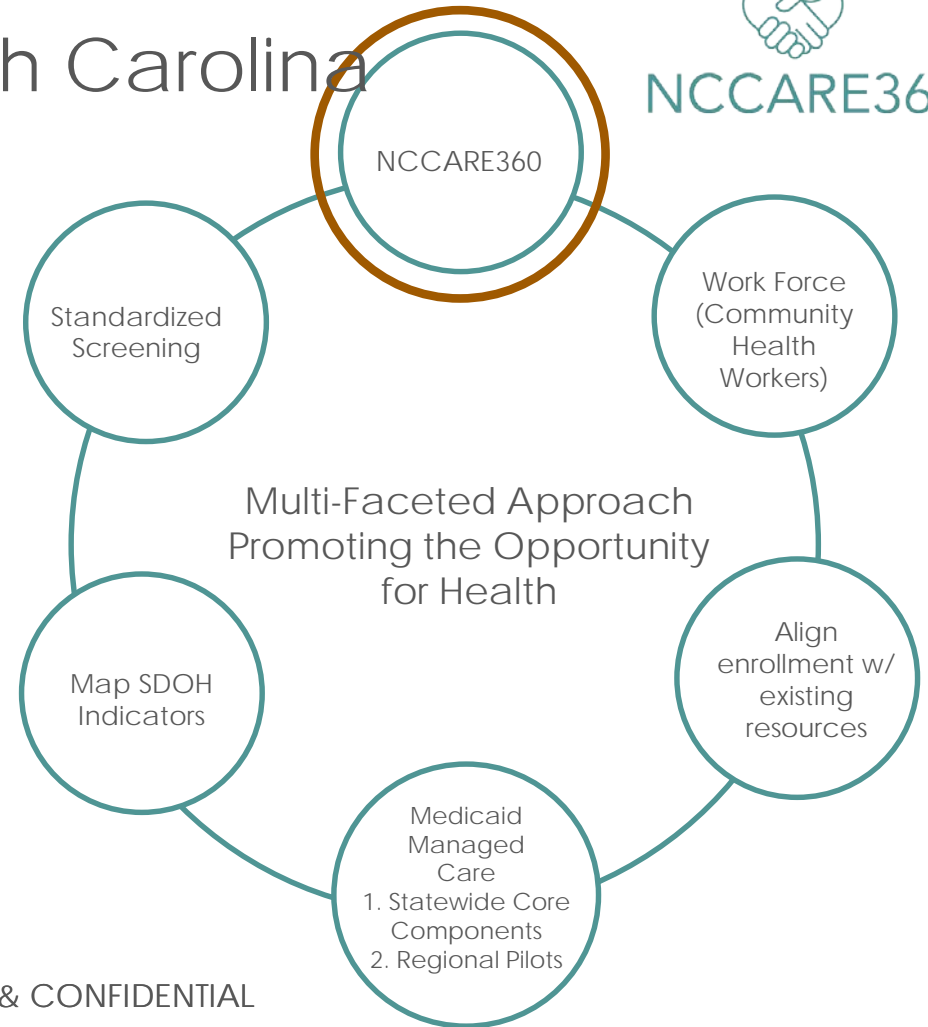
Building a Healthier North Carolina

Part of a Broader Statewide Framework



The Solution:

1. Uniform system for providers, insurers, and community organizations to coordinate care, collaborate, and track progress and outcomes.
2. Tool to make it easier to connect people with the community resources they need to be healthy.
3. Track statewide, regional, and community – level data on service delivery and outcomes achieved.





Vision:

1. Build a **system of health** that is focused on the person and helps them access the services and resources they need to be healthy.
2. Invest in both existing and new infrastructure to enable different types of organizations to connect people to health and social services in a way that makes the system more efficient.
3. Provide visibility and accountability to help bridge the gap between health care and social services.

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



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



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

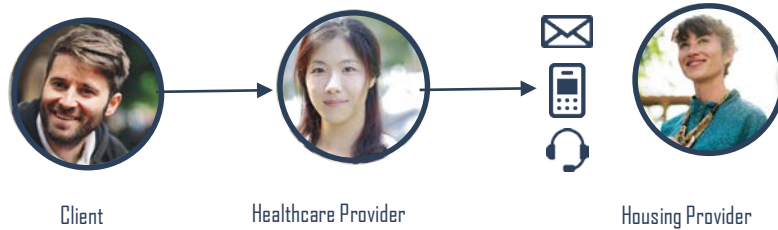
Understanding Referral Workflows



Coordination Platform at Work

Improving coordination efficiency and accuracy

Traditional Referral



Through NCCARE360



- ✗ 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

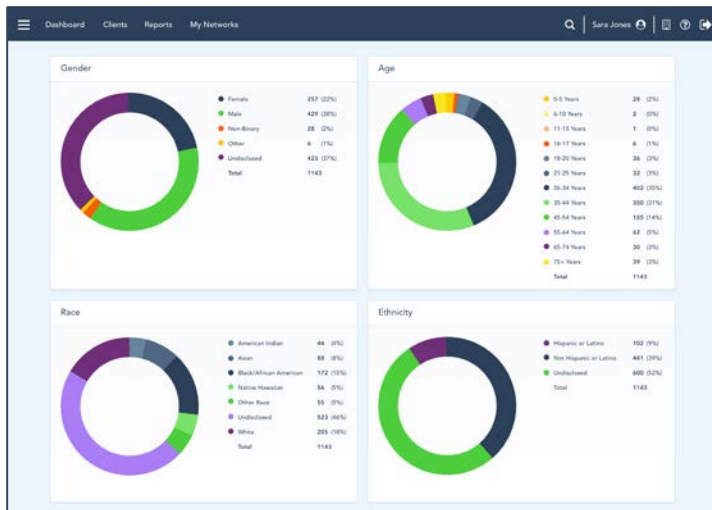
- ✓ All information is stored and transferred on HIPAA compliant platform
- ✓ Client is matched with the provider for which he/she qualifies
- ✓ Client's information is captured once and shared on his/her behalf
- ✓ Service providers have insight into the entire client journey
- ✓ Longitudinal data is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



The Data You Need

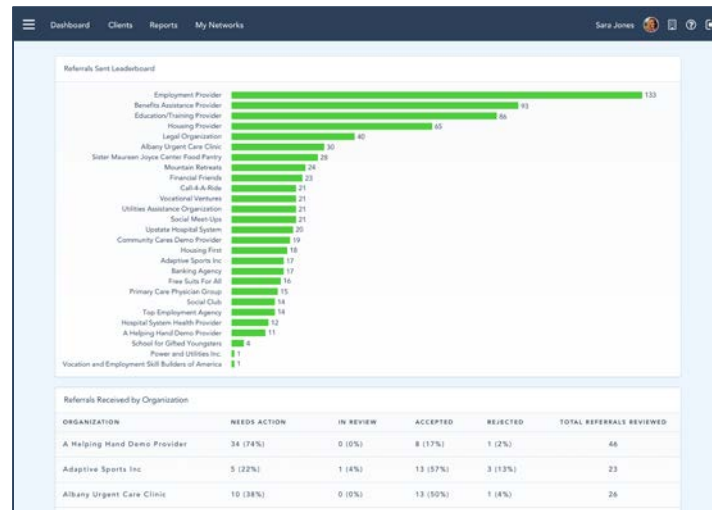
Real-time reporting of outcomes, impact, performance & efficiency

Patient Level Coordination and Tracking



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

Network Level Transparency & Accountability

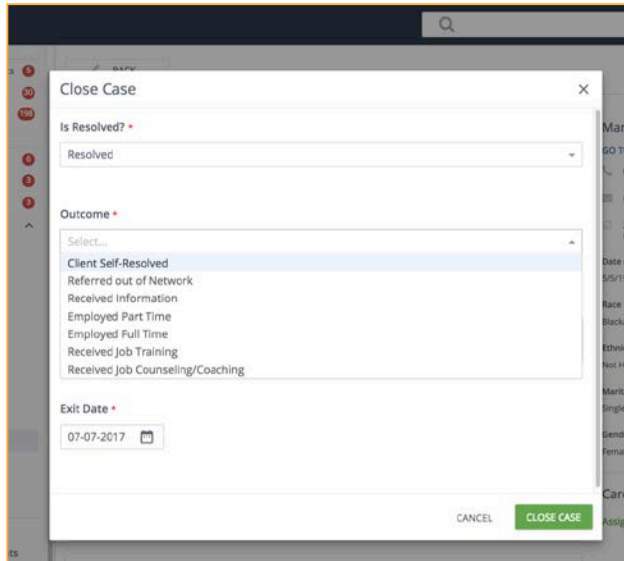


Service Episode history (longitudinal), Referrals Created, Received by, Structured Patient Outcomes for each specific need addressed

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





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“Before utilizing the platform, we were at the mercy of assisting clients by giving them a list of community providers.”

-Mecklenburg County HHS

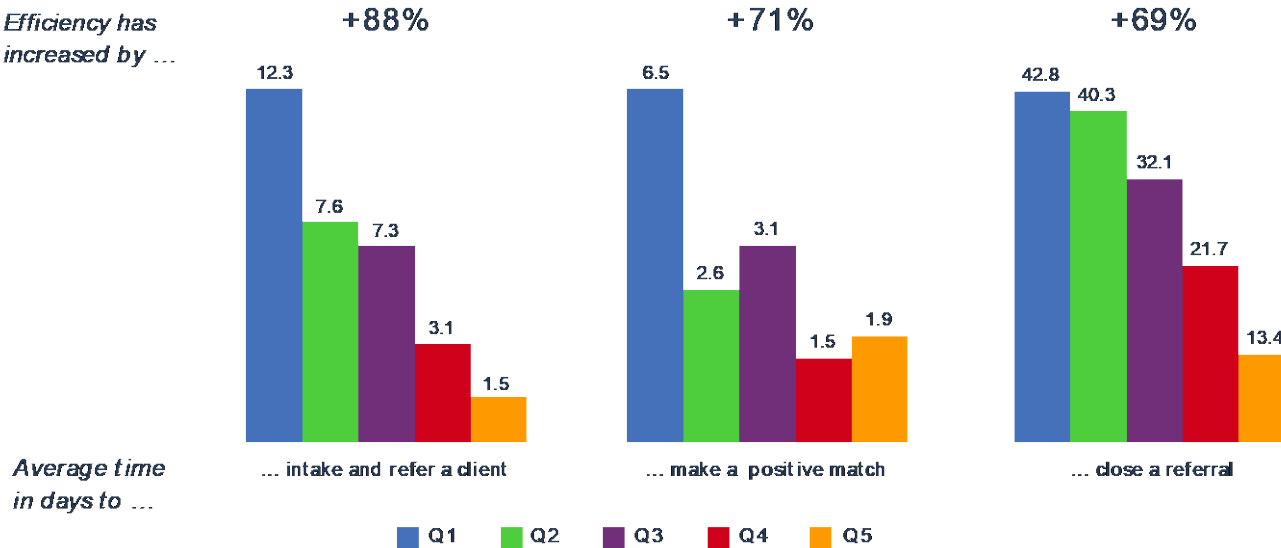
Improved Efficiency in North Carolina

Accelerating intake, referral, and closing the loop

IN CHARLOTTE, NC

Year 1 Quarter: All Services

Efficiency has increased by ...



Data from a Coordinated Network in Charlotte, NC (Powered by Unite Us)

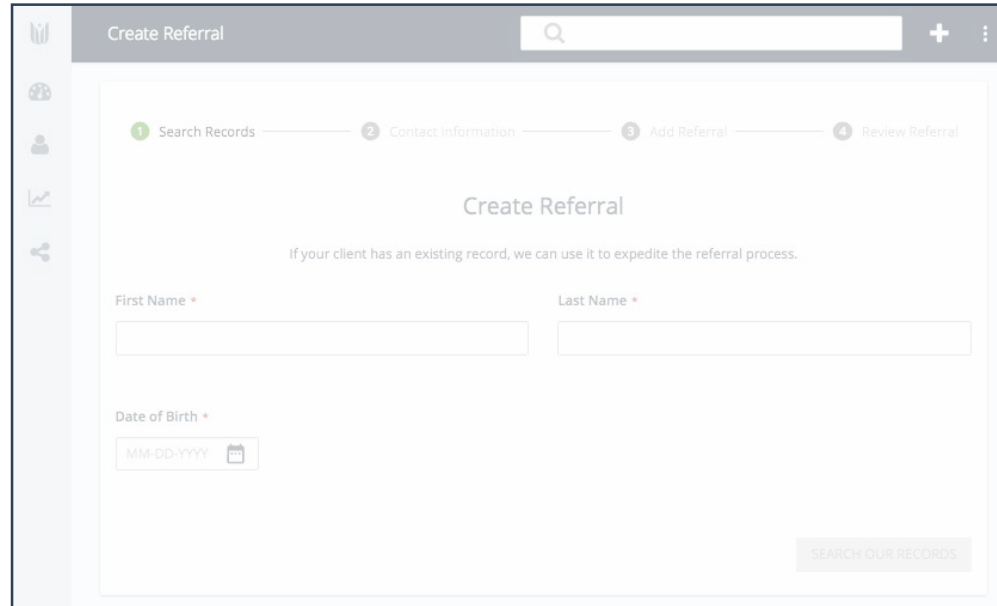


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“Unite Us has removed over 85% of our administrative work and spend. That’s saving 15 hours per week per person.”

- Pittsburgh Housing Support & Utilities

Software Demo



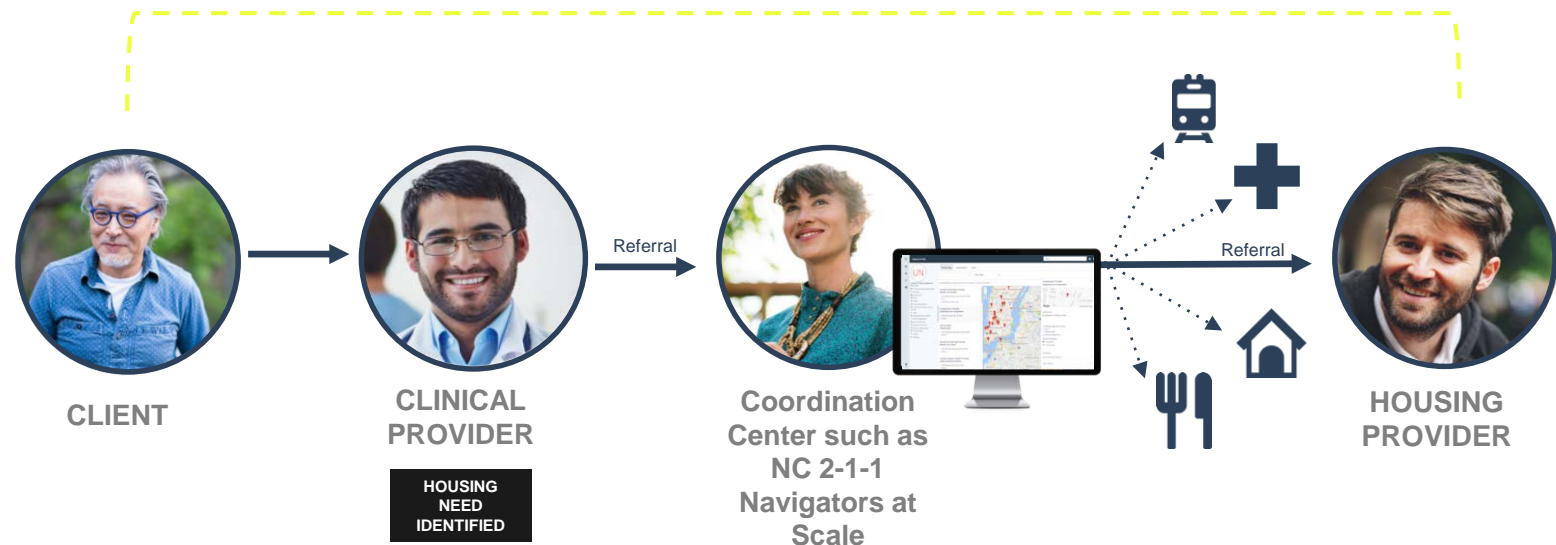
The screenshot shows a web application window titled "Create Referral". At the top, there is a search bar and a navigation menu with icons for home, settings, user profile, analytics, and share. Below the navigation is a progress bar with four steps: 1. Search Records (active), 2. Contact Information, 3. Add Referral, and 4. Review Referral. The main content area is titled "Create Referral" and contains the text: "If your client has an existing record, we can use it to expedite the referral process." Below this text are three input fields: "First Name *", "Last Name *", and "Date of Birth *". The "Date of Birth" field includes a placeholder "MM-DD-YYYY" and a calendar icon. A "SEARCH OUR RECORDS" button is located at the bottom right of the form area.



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Sample Referral Workflow through Coordination Center

Initial Referral Accepted





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Sample Referral Workflow through Coordination Center

Initial Referral Rejected

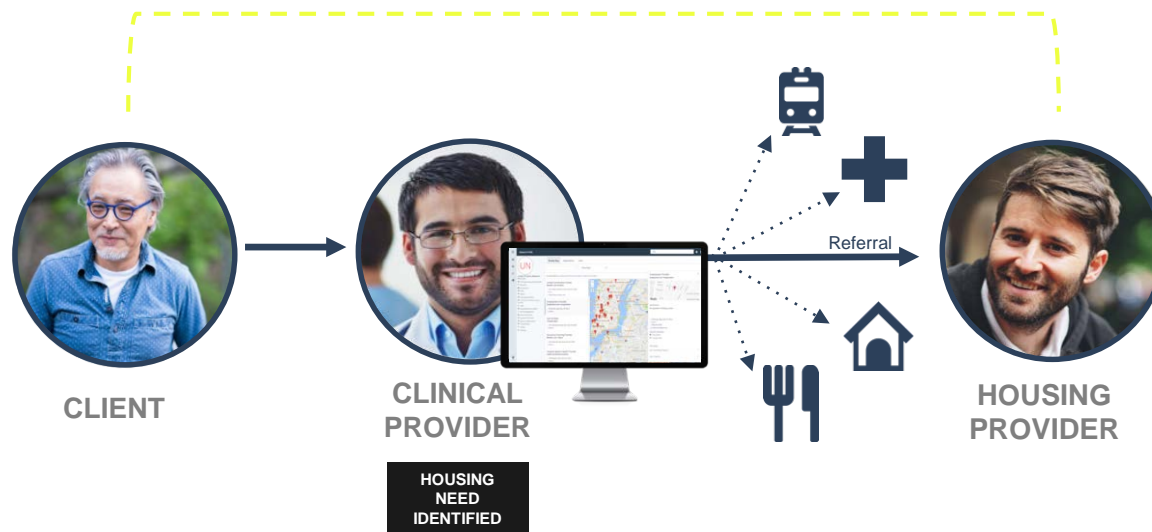




NCCARE360

Sample Provider-to-Provider Referral Workflow

Initial Referral Accepted



PROPRIETARY & CONFIDENTIAL



Sample Provider-to-Provider Referral Workflow

Initial Referral Rejected



Determining Internal Workflows

How Will NCCARE360 Be Implemented at Your Organization?



1. Which programs will receive referrals through NCCARE360?
2. For every participating program, which staff in your organization will:
 - a. Receive and act on referrals (i.e. deciding if your organization can serve the client).
 - b. Work with clients and provide updates on their cases.
3. Who do you often send referrals to and receive referrals from? We'd love to speak with them too.





Network Level Agreements

Suggestions:

- Take action on referrals within 48 hours
- When a case is closed an outcome will be documented

Let's have some dialogue!

- What do you think makes sense?
- Are there any NLAs you would suggest?



Network Launch Plan



- Discuss network objectives & project design

- Software demo

- Answer partner questions

- Identify additional partners

- Learn about partners' current referral workflows

- Determine programs/ departments and staff to participate at launch

- Partners provide information on:
 - staff who will be using the software
 - eligibility for programs/ services for which staff will receive referrals


- Unite Us trains partners in-person on the software

- Network goes live!
- Ongoing software training webinars and live support provided by Unite Us
- Ongoing network growth

Partner Registration

Tell Us About Your Organization!





NCCARE360

Step 1 of 16

6%

Organization Name: *

This will be the name used for your organization in the Unite Us software.

About Us: *

Please provide a brief description of your organization's mission and services.

PROPRIETARY & CONFIDENTIAL

Next Steps

Questions? Let's have a conversation.
— Contact me at morgan@uniteus.com



Share your partners!

Completion of Partner Registration Form

Additional presentations & meetings to discuss workflows

Software Training in February-
Tentative Dates: Feb 5th, Feb 7th, Feb 13th, Feb 19th

Network Launch

Appendix of Slides

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.



Your Community Resources in One Place



NCCARE360

In Network

Organizations onboarded to the platform

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

Vs.

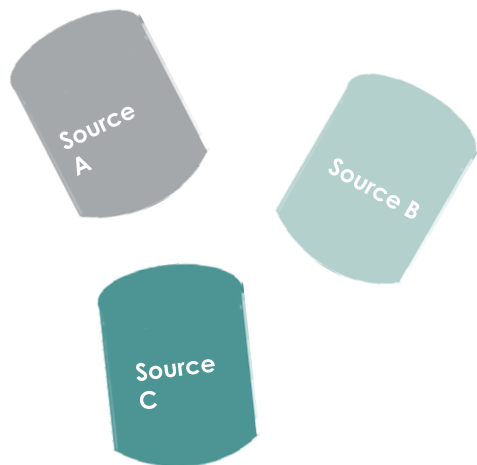
Out of Network

Organizations that have not been onboarded to the platform

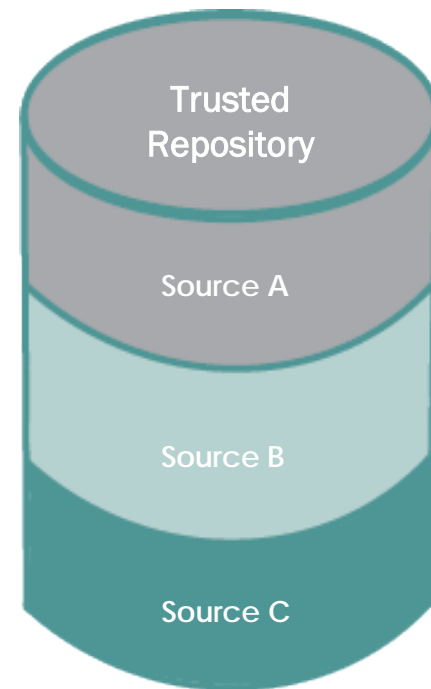
- Searchable and Identifiable
- Not part of the NCCARE360 platform yet
- Do not report outcomes
- Originally part of the NC 2-1-1 existing database or added to the repository by other organizations



The Data Problem



The Data Solution



- Multiple Directories
- Multiple Vendors
- Proprietary Formats
- Non-Standardized content
- Unique ways to transmit data
- Hard to keep updated

- No Universally accepted schema
- No authoritative "aggregator"
- Industry incentivized to disaggregate
- No easy way for users to consume data
- Current way: technically complex & costly

The Data Solution

North Carolina Data Repository

