
A New Tool for a Healthier North Carolina

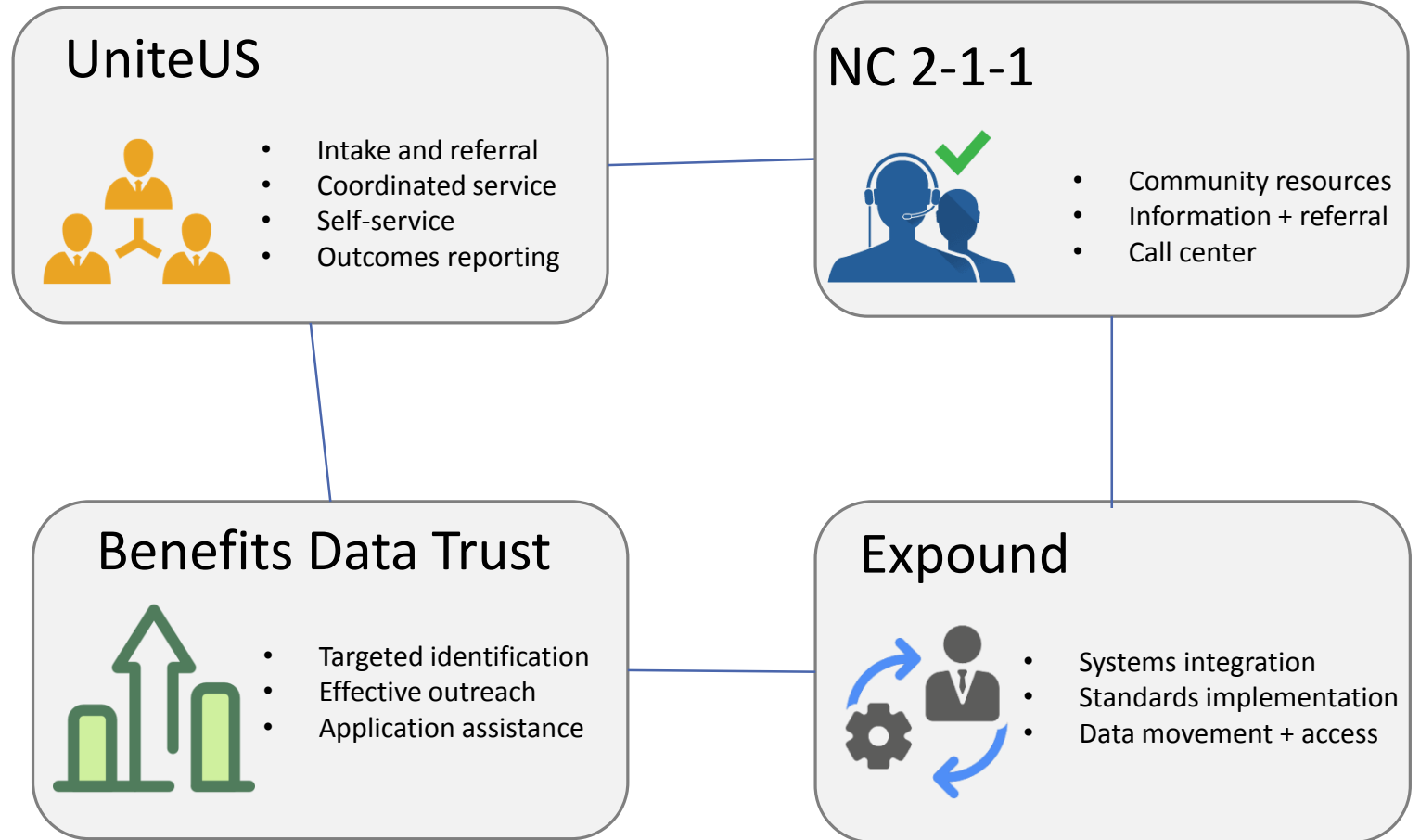


NCCARE360 Joint Vision

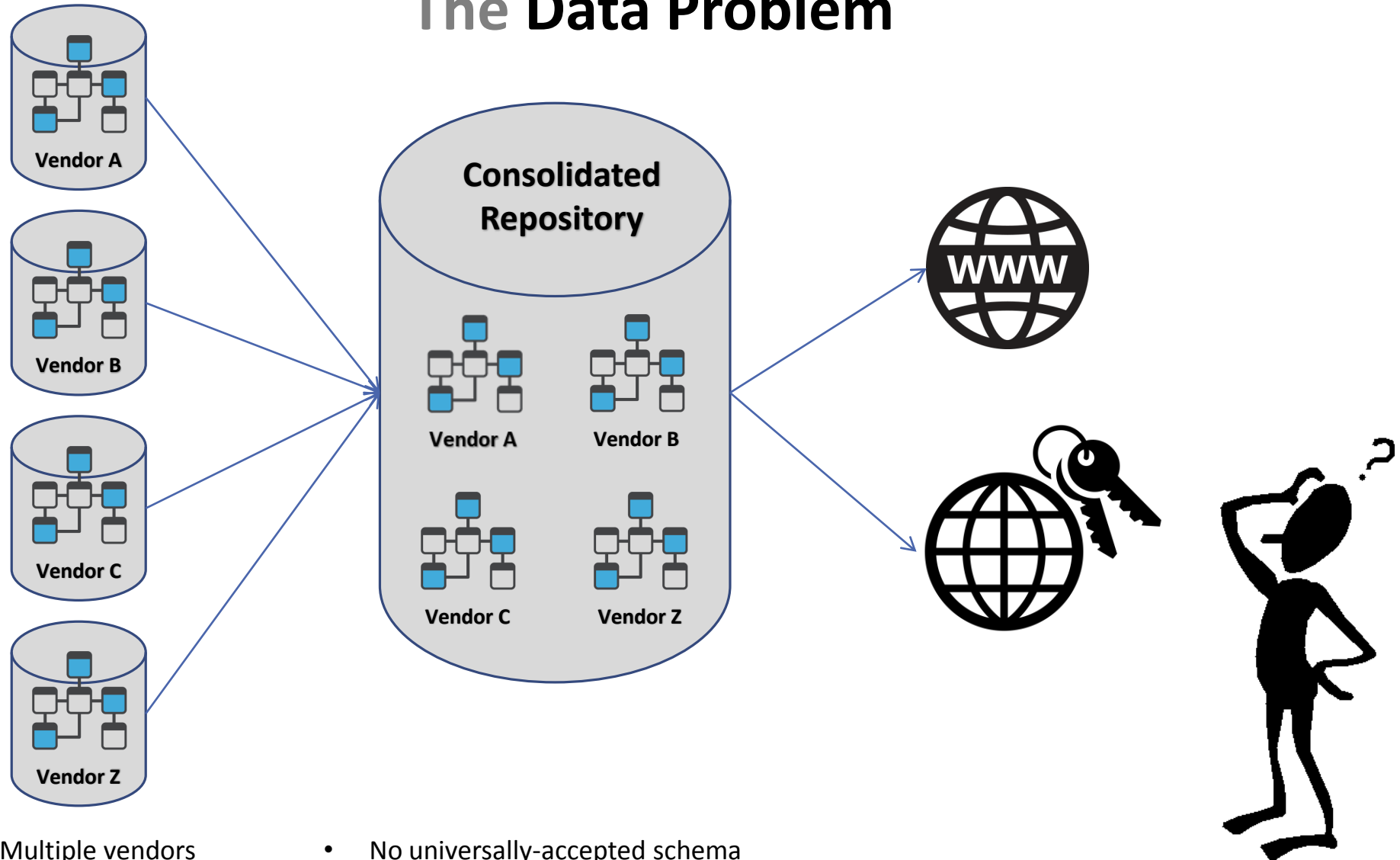
- Utilize best in class technology and software to leverage established and trusted infrastructure to deliver measurable ROI to all investors and provide accountability to narrow the gap between clinical and social services.
- Ours is a vision, not just a product.
- Bring expertise from a wide range of professional experiences.
- Be flexible and grow the vision as time and experience provides new pathways.

NCCARE360 NC Resource Platform

Four Partners – One Solution



The Data Problem

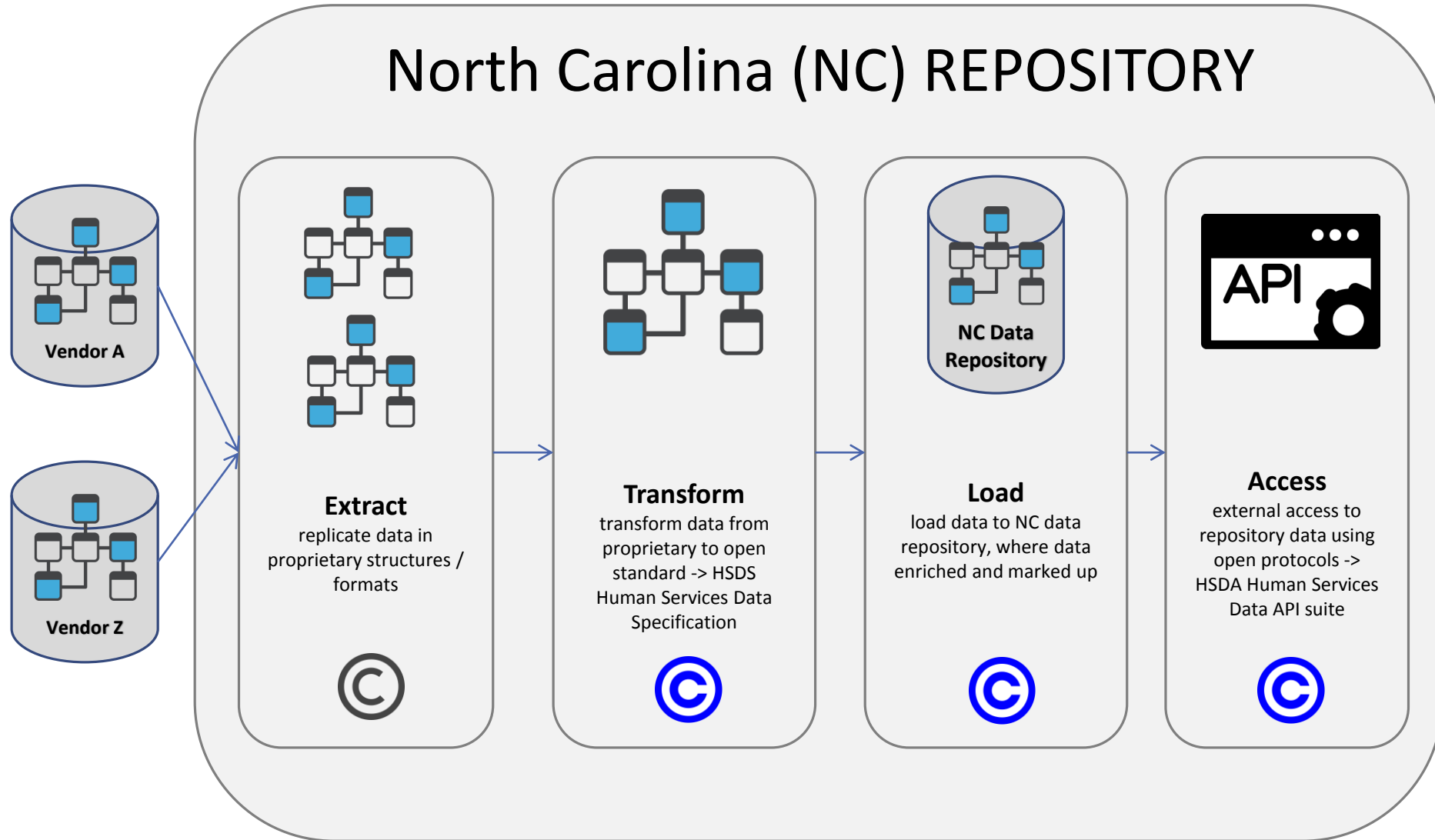


- Multiple vendors
- Proprietary formats
- Unique transmissions
- Non-standardized content

- 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

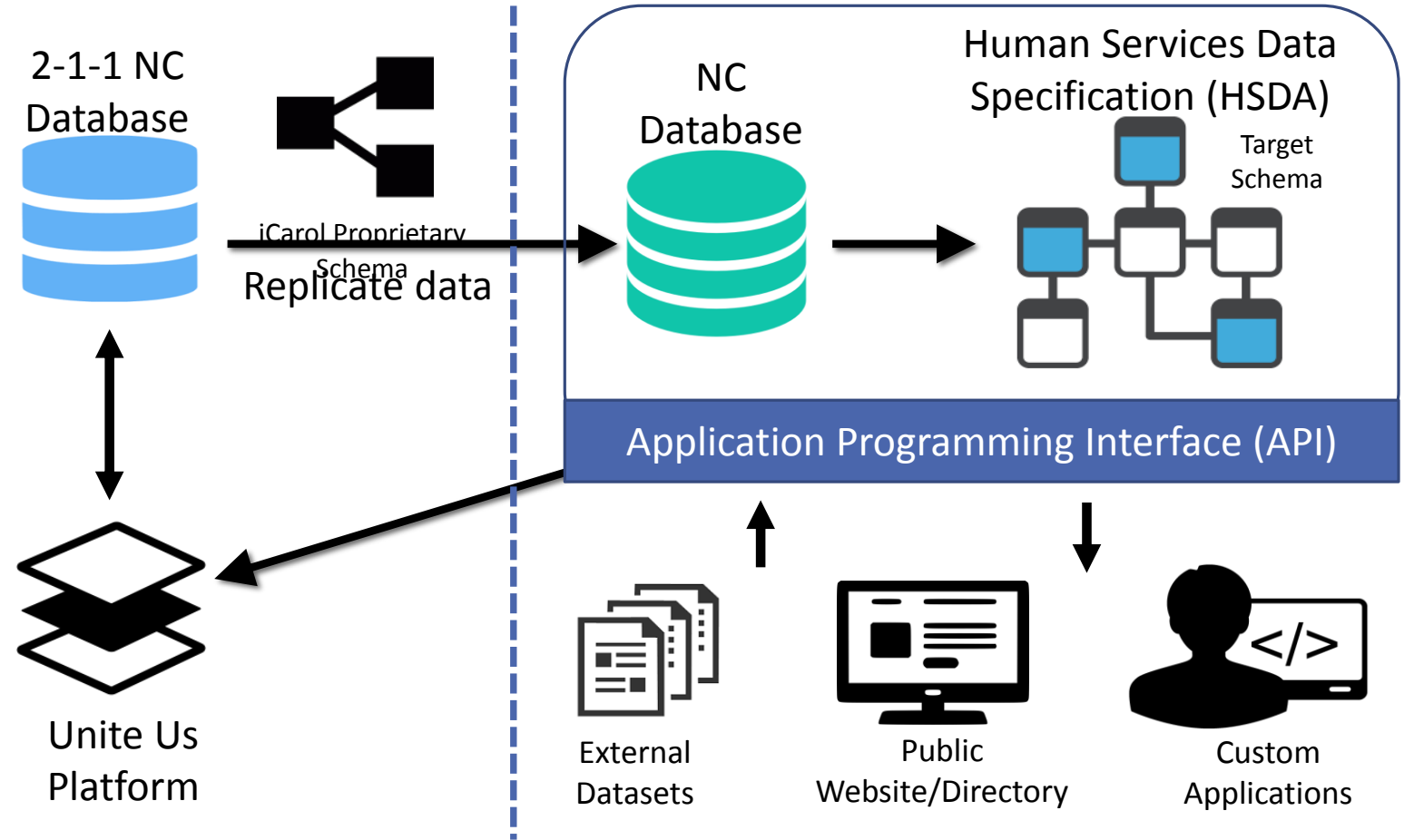


What is an API? (Application Programming Interface)

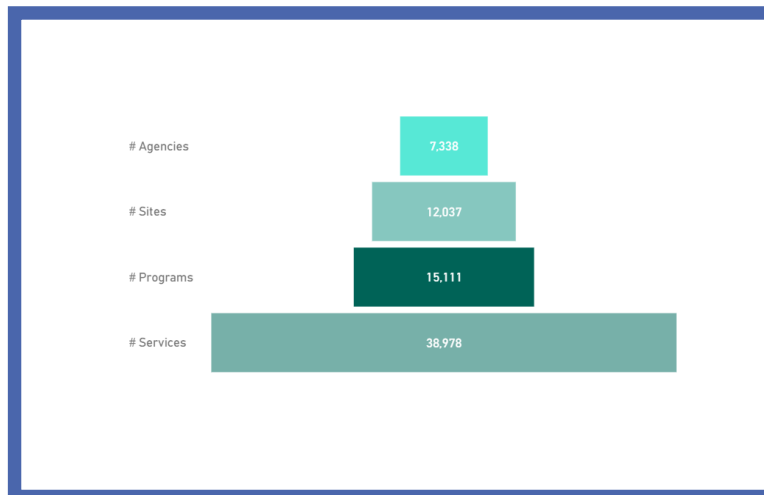
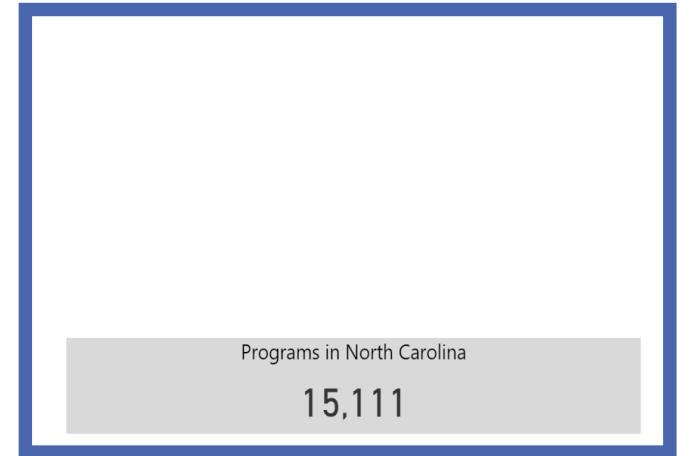
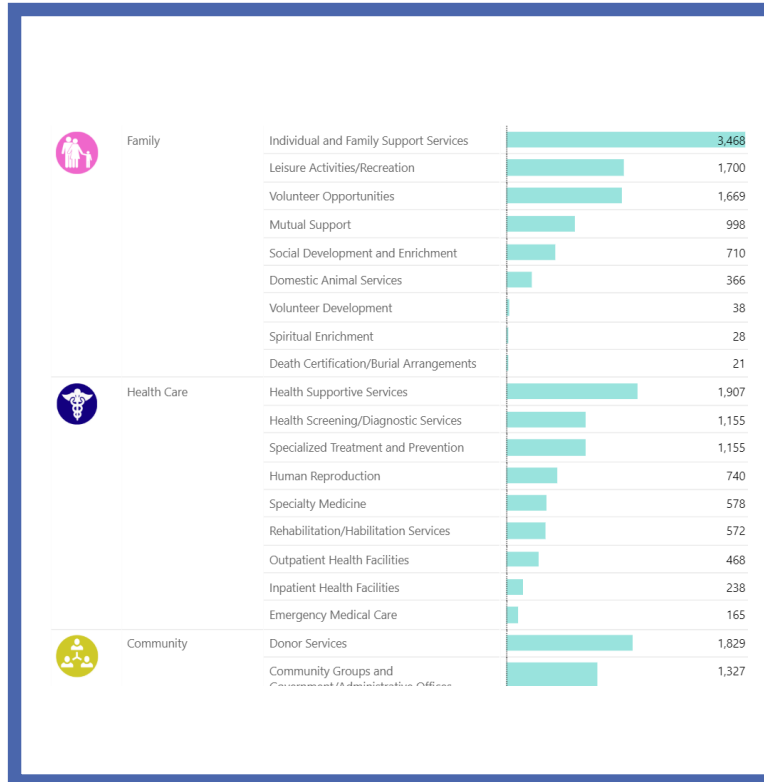
VIDEO



NC Data Repository

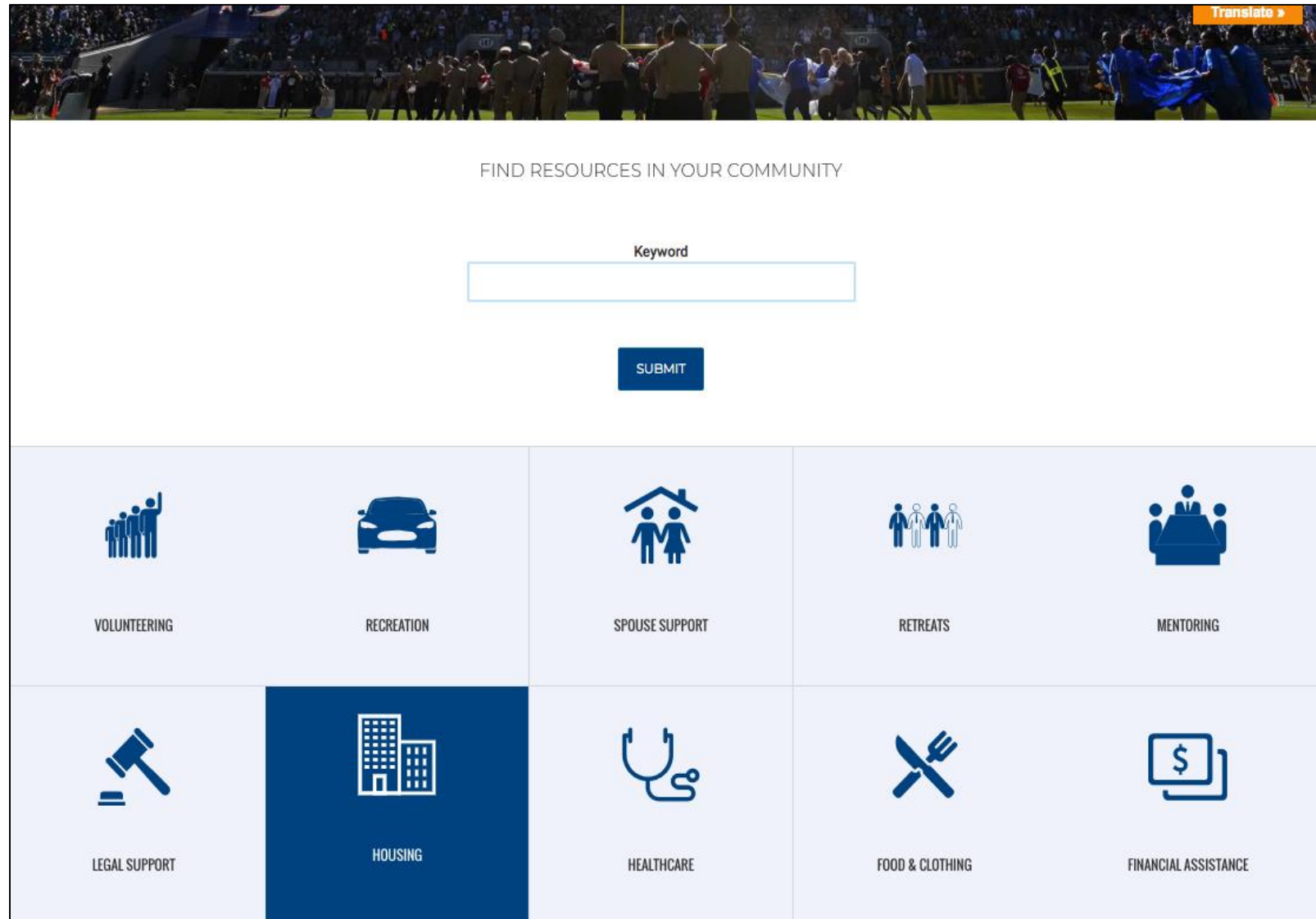


Business Intelligence



User Friendly Website

Allowing users to access information at their own pace



Outcomes Platform

Connecting healthcare and social service providers together



ACCESSING CARE & SERVICES

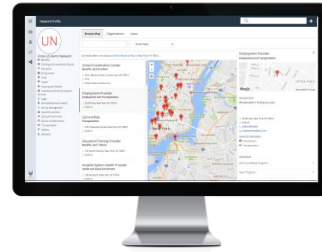
WORKING AS ONE COMMUNITY CARE TEAM TO IMPROVE HEALTH



Tom shows up at Sue's organization or requests care digitally.



Sue is a clinical provider & identifies Tom has additional needs.



Sue uses Unite Us to gain digital consent & electronically refers Tom to multiple community partners.



Housing



Employment



Behavioral Health



As Tom receives care, Sue coordinates in real-time with Tom's "community care team," receiving **automated** updates and tracking his total health journey through the SDoH Dashboard.



FROM HELLO TO OUTCOME, YOU ARE COVERED

AUTOMATED WORKFLOWS BETWEEN YOUR PARTNERS AT SCALE

The screenshot displays a user interface for a client named Jane Smith. At the top, there is a navigation bar with 'Dashboard', 'Clients', 'Reports', and 'My Networks'. The client's profile includes a photo, name, and a 'CONSENT ACCEPTED' status. Below the profile is a 'Records' table with columns for SERVICE, TYPE, CREATED, ASSIGNED TO, and STATUS. The table lists several records related to clothing, employment, food, legal, and benefits. To the right of the records is a 'Timeline' section showing a sequence of events from January 15, 2018, to January 16, 2018, including 'Address Added by Ashle', 'Employment Case Close', 'Note Added to Employ', and 'Employment Referral'. On the far right, a form titled 'AWP Clothing & Housing Goods' is open, containing several dropdown menus and a 'Save' button.

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	Recalled

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

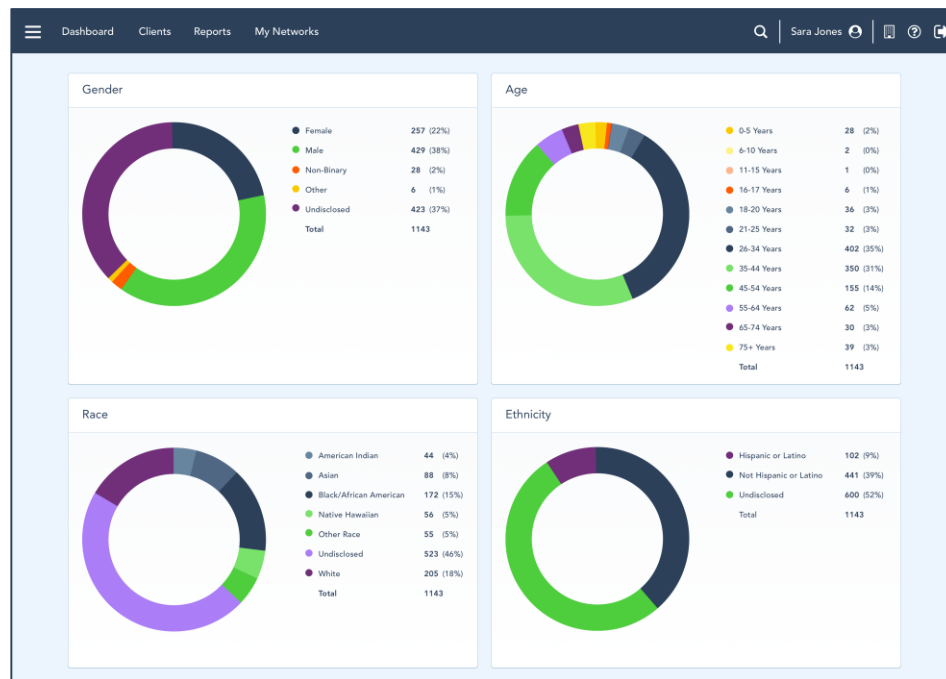
Outcomes:

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

THE DATA YOU NEED

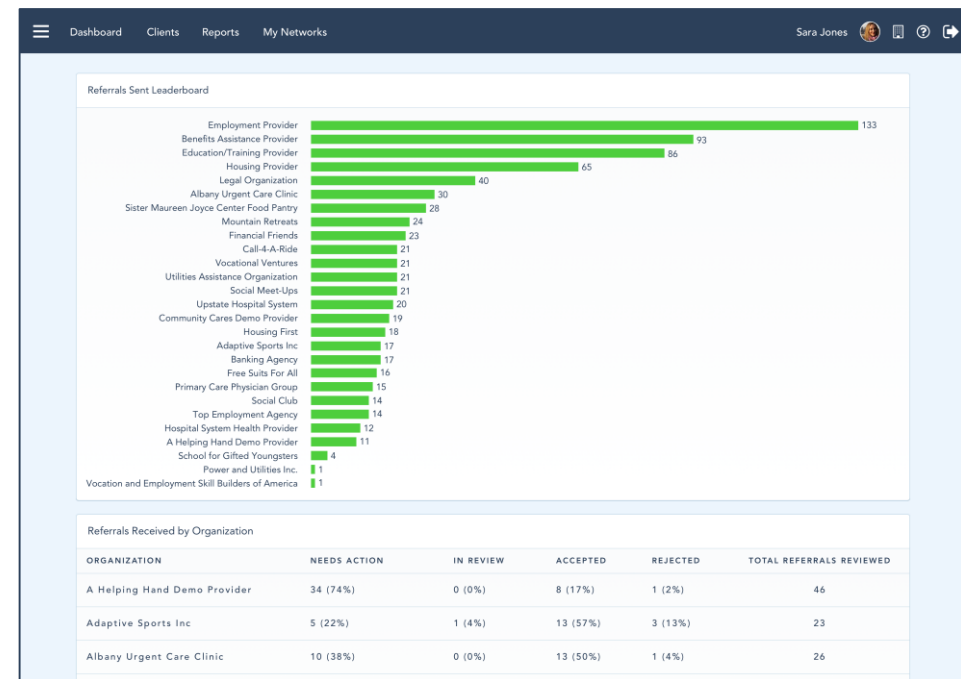
REAL-TIME REPORTING OF OUTCOMES, IMPACT, PERFORMANCE & EFFICIENCY

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

A PATIENT JOURNEY DOESN'T ALWAYS START IN THE HOSPITAL

AS A NETWORK, EVERYONE HAS THE ABILITY TO SOLVE NEEDS AND TRACK OUTCOMES TOGETHER

Charlotte, NC Network Launched in 2015, with over 264 Providers and 184 programs in-network



34% of Electronic Referrals

are originating with
Benefit Providers



17% of Electronic Referrals

are originating with
Employment Providers



21% of Electronic Referrals

are originating with
Social Enrichment
Providers

A PLATFORM THAT PAYS FOR ITSELF

VALUE FOR ALL PROVIDERS + AVOIDABLE UTILIZATION



96.4% accuracy of referrals



88% improvement in coordination efficiency



84% of patients with positive outcomes

NC 2-1-1 Call Center

Providing easy, consistent access to
information for all North Carolinians

What Will Stay the Same

- 2-1-1 dialing code
- Professional Call Specialists
- Free, Multi-Lingual,
Confidential
- Commitment to Data Quality

What Will Change

- Text and Chat Capabilities
- 2-1-1 Navigators
- Expanded Data Team

The Value of a Comprehensive Approach

