March 1, 2019

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

ATTENTION: DIRECTORS

SUBJECT: NORTH CAROLINA COMMUNITY CARE NETWORKS, INC. PARTICIPATION AGREEMENT

REQUIRED ACTION: TIME SENSITIVE

NC Medicaid contracts with North Carolina Community Care Network, Inc. (N3CN) – more commonly referred to as Community Care of North Carolina or CCNC – to provide care management services to Medicaid beneficiaries, including the foster care population. N3CN’s data platform VirtualHealth is an important tool used by counties to help ensure the health and safety of children/youth in foster care.

VirtualHealth has replaced the Provider Portal. VirtualHealth has proven vital to ensuring appropriate and timely care for children/youth, especially when custody is taken after normal business hours. The Division of Social Services is aware of many instances where access to a child’s health information after hours prevented costly health outcomes such as emergency department visits and hospital admissions.

N3CN and Division of Health Benefits recently updated the agreement for counties to continue to have access to the VirtualHealth. These agreements were sent directly to county Health Directors with a deadline to respond by March 8, 2019. Participation Agreements are replacing Technology Enabled Care Coordination Agreements (TECCA) and the DMA 3 Party Agreements.

A Health Director’s signature alone will not duly authorize the social services staff to access the information on children/youth in foster care. To ensure the staff at the county department of social services has continued access to this information, DSS Directors must:

a) ensure the appropriate ranking official (whomever governs both social services and public health employees) in your county sign the Participation Agreement; or
b) sign the Participation Agreement on behalf of county departments of social services

Attached is a summary of which signed agreements have been received to date and who signed the agreements. The initial instructions to the Health Directors and the two version of
the participation agreements (Government Entity and General) are also attached for your review. Please ensure a signed agreement is submitted to N3CN by the deadline of March 8, 2019. If you have questions regarding the Participation Agreements themselves, please contact your county’s network site directly (https://www.communitycarenc.org/networks).

Supporting county social services access to and use of VirtualHealth is part of North Carolina’s contract with the North Carolina Pediatric Society’s Fostering Health NC (FHNC) program. If your county is not currently utilizing VirtualHealth, you are encouraged to contact Christy Street, the Fostering Health NC Program Director at Christy@ncpeds.org or 919-839-1156 ext. 203 for more information. The FHNC team has many tools to help counties ensure better health outcomes for children/youth in foster care.

Thank you for your continued work on the behalf of children and families in North Carolina.

Sincerely,

Lisa T. Cauley
Deputy Director for Child Welfare

Cc: Michael Becketts, Assistant Secretary for Human Services
    Susan Osborne, Assistant Secretary for County Operations
    Kristin O’Connor, Section Chief, Policy and Programs
    Teresa Strom, Section Chief, County Operations
    Tom Wroth, MD, MPH – President, North Carolina Community Care Networks
    Beth Lovette, RN, MPH – Acting Director, Division of Public Health
    Elizabeth Hudgins, Executive Director, NC Pediatric Society
    Nancy Henley, MD – Chief Medical Officer, NC Medicaid

Attachments:
1. Memorandum to Health Directors dated January 31, 2019
2. Participant Agreement – General
3. Participant Agreement – Government Entity
4. CCNC Participation Agreement Status

CWS-10-2019