



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Social Services

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations
for Human Services

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

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603
MAILING ADDRESS: 2401 Mail Service Center, Raleigh, NC 27699-2401
www.ncdhhs.gov • TEL: 919-527-6335 • FAX: 919-334-1018

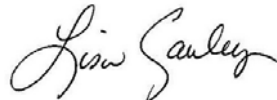
AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

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