



## NC InCK Family FAQ's

### What is NC InCK?

North Carolina Integrated Care for Kids (NC InCK) is a model aimed at better connecting the people who support children and families in meeting children's health, education, and overall well-being goals.

### Why does NC InCK exist?

We want all children to be healthy and thriving. We are working with funding from the federal government to make that a reality for more children and families. NC InCK works to improve children's health and well-being, allow children to be at home in safe and nurturing families, and invest public dollars in new ways that focus on more meaningful measures of child well-being.

### Which children are included in the NC InCK model?

Children from birth to age 20 who live in Alamance, Durham, Granville, Orange and Vance Counties and who receive health insurance through Medicaid or the Children's Health Insurance Program (CHIP) are automatically enrolled in the NC InCK model.

### Who is involved in designing and supporting the NC InCK model?

NC InCK is building solutions across programs that serve children, so that we can better work together for children and families. NC InCK works with the doctors and health insurance plans involved in children's health care, schools, early care and education, food, housing, public health services, child welfare, juvenile justice, Mobile Crisis Response, and Legal Aid.

### When did NC InCK start and how long does it last?

The NC InCK model launches in 2022 and will operate through 2026. All services at NC InCK are optional. The teams leading NC InCK have been working together to design and plan for the model since 2020.

### Do families need to do anything differently to have their child supported by the NC InCK model?

Children are automatically enrolled in NC InCK based on their age, where they live, and their insurance. There is no need to sign up for NC InCK. Children will still be able to see the same doctors and receive the same services. NC InCK is working to make more supportive services available to more families and to connect the teams who work with children so that children's supports are better coordinated.

### What is integrated care?

Children and families may work with a variety of people, organizations and systems that support them. Integrated care is bringing together the ideas and expertise of these people in a coordinated way. InCK is working to make integrated care possible for more children and families to improve health and well-being outcomes.



### What is a Family Navigator?

Some families in NC InCK have the option to work with a **Family Navigator**, who in most cases will be a care manager assigned to your family by your Medicaid plan or health care provider. For these families, a Family Navigator can support them in achieving their health and well-being goals for their child and coordinating the care team that the family identifies for their child. The Family Navigator can support a family through regular check-ins over a year.

### Who is part of a child's integrated care team?

A child's integrated care team is a group of people connected to a child who come together to support a child and family in reaching their health and well-being goals. This team always includes parents or guardians, and can include professionals from systems that support the child (like their doctor's office, school or child care center) and others who provide support to their child and family (like neighbors, coaches, or mentors). The Family Navigator is responsible for working with a family to identify and bring the integrated care team together to support the child and family in a coordinated way.

### What is a Shared Action Plan?

The Shared Action Plan is a document created by a family, their Family Navigators and their integrated care team to help all of your child's care team members know your top goals you're your child's health and well-being. The Shared Action Plan also includes a list of the care team members you have identified for your child, which will make it easier for them to get in touch with each other. The Shared Action Plan can be easily updated and shared with anyone you choose.

Some children may already have care plans, like a medical care plan or an individualized education plan (IEP). Families who helped design the Shared Action Plan asked for a short and simple plan. The Shared Action Plan can be a nice pair to other care plans created for children.

### How will NC InCK support integrated care?

NC InCK is building tools and resources to help integrate care for more children and families in the model. The tools include educational and resource guides to help families and providers connect to programs and services in health care, schools, early child care, food, housing, public health services, child welfare, juvenile justice, Mobile Crisis Response, and Legal Aid. InCK is also supporting a team of Integration Consultants who can help Family Navigators provide more integrated care support that meets a child's health, educational, and social needs.

## Other FAQ Topics

### NC InCK's Integrated Care Platform:

- NC InCK's VirtualHealth integrated care platform is available for families to more easily share documents and information with your child's integrated care team. Through a consent process, families can sign onto this platform and decide which of their child's care team members they want to give access to.



- Families who need support with the NC InCK VirtualHealth Integrated Care Platform should contact Nancy Madenyika at [nancy.madenyika@duke.edu](mailto:nancy.madenyika@duke.edu).

### How will my data be used in NC InCK?

NC InCK brings together information from multiple sources to give a more complete picture of a child's health, education, and social service needs as well as a family's needs. These data are used to identify children who would likely benefit from additional support so that more support can be offered to those families. No one will have access to personal data about you and your child other than individuals representing organizations to which you have provided consent.

### What is the NC InCK Consent Form?

Your Family Navigator will give you the opportunity to provide consent for your child to have more NC InCK supports. Entities listed on the InCK consent will have permission to:

- View the family's contact information, care management information and Shared Action Plan
- Convene with the family and collaborate regularly in support of the child's health, social and educational needs
- View a child's page on InCK's VirtualHealth Integrated Care Platform where contact information, care management information, and a copy of the consent and Shared Action Plan are stored

Information will be treated with the highest confidentiality standards mandated by applicable law.

### How does NC InCK relate to Medicaid Transformation?

Recently, North Carolina's Medicaid program changed the way it provides health insurance through Medicaid Transformation. NC InCK is not a type of health insurance. NC InCK works with all of the new Prepaid Health Plans and health systems to connect children and families to additional supports available through Medicaid and in other systems.

Note: To learn more about Medicaid Transformation, please visit [Medicaid's website](#).

## Learning More about NC InCK

### Where can I get more information?

The best place to find up to date information on NC InCK is at NC InCK's website: [www.ncinck.org/families](http://www.ncinck.org/families)

### Who do I contact to learn more?

If you have general questions about NC InCK, please email [info@ncinck.org](mailto:info@ncinck.org). For specific questions or requests related to InCK Consent, please email [ncinckconsent@duke.edu](mailto:ncinckconsent@duke.edu).



### How can I get involved?

There are many ways to get involved and support the NC InCK model.

**Family Council:** The Family Council is made up of caregivers of children enrolled in Medicaid or CHIP whose perspective and lived experiences inform the NC InCK model.

**Youth Council:** The Youth Council is made up of teens and young adults (ages 13-20) who are insured through Medicaid or CHIP and want to work with other leaders to make a difference for children and families in their communities.

If you are interested in participating in either the Family Council or Youth Council, please email [info@ncinck.org](mailto:info@ncinck.org)