



NC InCK Basics for Families

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 and 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.

Who?

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 will run from 2022 to 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 aims to make more supportive services available to more families and connect the teams who work with children for better coordination.

Supports Available to Families in NC InCK

Family Navigator:

Some families in NC InCK have the option to work with a **Family Navigator**, who in most cases will be the care manager working with a Medicaid plan or your health care provider. Based on a family's preferences, a Family Navigator can be a family's main contact for understanding a child's needs through conversations and assessments, achieving your goals for your child's health and well-being, and



coordinating the care team that you identify for your child. The Family Navigator can support your family through regular check-ins over a year.

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 can include professionals from systems a child interacts with (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 better support the child and family.

Shared Action Plan:

The Shared Action Plan (SAP) is a document created by a family, their Family Navigators and their integrated care team to encourage coordination and communication among all Care Team members. The Shared Action Plan (SAP) is a shareable, living document created in collaboration between the Family Navigator, family and the child's care team to encourage coordination and communication among all care team members and trusted natural supports. Key components of the SAP include preferences and strengths, a list of care team members and their contact information and the family's personal goals.

Note: The Shared Action Plan can be a valuable tool for any child, even if they already have a care plan. The Shared Action Plan is a shorter and simpler document that families have asked for and that can be easily shared across a child's integrated care team. In these ways, the Shared Action Plan can be a nice pair to an existing care plan for your child.

NC InCK's Integration of Care

NC InCK Integration Consultants support Family Navigators in connecting with resources to meet a child's health, educational, and social needs. These Integration Consultants can help your Family Navigator connect your child to programs and resources in any of these service areas, if needed: health care, schools, early child care, food, housing, public health services, child welfare, juvenile justice, Mobile Crisis Response, and Legal Aid.

Educational and Resource Guides for Families

NC InCK provides educational and resource guides for families. These include information about the NC InCK model, training and overviews for key parts of the model (like the Shared Action Plan and Consent), and resources developed by NC InCK staff and Legal Aid with information about each of the core child service areas.



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 also have access.

Families who need support with the NC InCK VirtualHealth Integrated Care Platform should contact Nancy Madenyika at nancy.madenyika@duke.edu.

Data 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.

NC InCK Consent

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

This NC InCK consent provides permission for:

- The integrated care team to communicate and support health, social and educational needs of the child
- The child's Information to be shared with their integrated care team
- The creation of a page for your child on NC InCK's VirtualHealth integrated care platform where you can choose to share your child's information and Shared Action Plan with their integrated care team

Medicaid Transformation

Recently, North Carolina's Medicaid program has 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

Website

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



Contact

If you have general questions about NC InCK, please email info@ncinck.org. For specific questions or requests related to InCK Authorization, please email ncinckauthorization@duke.edu

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