

# North Carolina Public Health Guide

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## Purpose of this Guide

The purpose of this guide is to build the knowledge of Integration Consultants supporting NC InCK Family Navigators on North Carolina's key public health programs and services that are most important for supporting the needs of children enrolled in the InCK model. The guide focuses on resources located within and serving members within InCK's 5-county service area and includes local health departments and federally qualified health centers.

Family Navigators looking to connect children with dental, immunization, and health care services; services for children with developmental delays or health care needs; or supports for new parents and young children may find this guide especially useful.

We welcome additional recommendations on public health services to include in this guide. To share ideas, please contact info@ncinck.org.

## Key Programs and Services in Public Health

## NC Local Health Departments: Locations, Service Offerings and Programs

Across InCK's service area there are 4 local health departments providing services: Alamance, Durham, Granville/Vance and Orange County. For contact information for each local health department, please see Table A-2 in the Appendix.

Each local health department offers a variety of services. This section of the guide will review the most utilized services for children:

- Dental
- Health Promotion and Wellness
- Women Infant and Children | Nutrition

#### **Dental Services**

North Carolina offers "extensive" dental benefits to children with Medicaid coverage through local health departments. This category covers the widest range of dental care. Some of the procedures and services offered to Medicaid recipients in North Carolina include routine examinations, preventative services, basic and advanced tooth restoration, periodontal services, denture fitting and placement, and oral surgery.

Dental care that is deemed "medically necessary" is covered by Medicaid. This includes routine checkups for both adults and children. However, care that is deemed "experimental" is not covered by this policy. Full x-rays are covered once every five years, complete denture replacement is covered every 10 years, and partial denture replacement is covered every 8 years. North Carolina also does not place a limit on the total amount of dental care one individual can receive on an annual basis.

**See Table 1** in this section below for links to specific programs in each county that provide dental services including mobile dental services. It also includes links to Health and Wellness and Nutrition Services.

## Health Promotion and Wellness

Local health departments also offer a variety of programs focused on physical health and well-being. Please see the **Table 1** below for county-specific programs. Programs include Triple P, WIC, immunizations, clinical services, and home visiting.

Table 1. Dental, Health and Nutrition Programs by County Health Department

County	Dental	Health and Wellness	Nutrition (WIC)
Alamance	Children's Dental Health Center	<ul> <li>Community Health, Outreach, and Policy (CHOP) – Alamance County Health (alamance-nc.com)</li> <li>Child Health</li> <li>Care Coordination for Children</li> <li>Immunizations</li> </ul>	WIC Program – Alamance County Health (alamance-nc.com)
Durham	Dental Services  Tooth Ferry: Mobile Dental Unit that visits and treats children in Durham's Public Elementary Schools.	<ul> <li>Child Health Program   Durham         County - NC - Public Health</li> <li>Triple P   Durham County - NC -         Public Health (dcopublichealth.org)         (Positive Parenting)</li> <li>Durham CCI Brochure (Nutrition support)</li> <li>School Health   Durham County -         NC - Public Health (</li> <li>Care Coordination for Children           Durham County, NC CC4C Brochure</li> <li>Immunization Clinic Brochure</li> </ul>	DINE - Durham's Innovative Nutrition Education: a unique school and community- based nutrition education program that serves the people of Durham, NC through all stages of life.
Orange	Orange County Dental Clinics	<ul> <li>Child &amp; Adolescent Health</li> <li>Communicable Disease Services</li> <li>Flu Vaccinations</li> <li>Health &amp; Behavioral Intervention Program (HBI)</li> <li>Immunizations/Vaccinations</li> </ul>	Nutrition Services   Orange County, NC
Granville- Vance District	<u>Dental</u> <u>Services –</u> <u>Granville</u> <u>Vance Public</u> <u>Health</u> (gvph.org)	Health Promotion & Wellness – Granville Vance Public Health (gvph.org)  Clinical Services and Care Management – Granville Vance Public Health (gvph.org)  Primary Care Immunization Child Health Newborn/Postpartum Home Visit Family Planning Communicable Disease	Nutrition and WIC (Women, Infants, and Children) – Granville Vance Public Health (gvph.org); Clinical Services and Care Management – Granville Vance Public Health (gvph.org)

## Women, Infants and Children (WIC) Program

The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) provides healthy food and health care support and is administered by local health departments. WIC includes vouchers for fruits and vegetables, infant formula, and other nutritious foods for infants and young children.

Family Navigators serving families with young children can inquire if the family they are serving receives WIC and support families in applying for and receiving WIC support to increase food resources for families using the links provided below.

### WIC eligibility requirements

- Pregnant women
- Breastfeeding women who have had a baby in the last 12 months
- Women who have had a baby in the last 6 months
- Children up to 5 years of age
- Infants

Note on Income for WIC eligibility: A person receiving Medicaid automatically meets the income eligibility requirement. This means all children enrolled in InCK should meet income criteria for WIC.

Useful tools to assist any of your families in applying for WIC:

- Online WIC Self Referral Form: Family Navigators can support families in applying for WIC through this online form.
- <u>WIC Services and Approved Foods:</u> NC DHHS website with more details on eligibility, services and foods covered by the WIC program.
- Public Charge Rule North Carolina Justice Center: Public charge rules that relate to
  determinations about certain legal resident statuses changed in March 2021. Immigrants should
  know that they and their families can access many public benefits without concern, if they are
  eligible, and are encouraged to get information about public charge rules in English and Spanish
  on the NC Justice Center website.

NOTE: Additional Resources for Food and Nutrition resources can be found on NC211 and NC Care 360 and State website: North Carolina Food and Nutrition Resource Programs | NCDHHS or in InCK's Food Guide.

### CMARC: Care Management for At-Risk Children

CMARC is a statewide care management model run through local health departments that is available to children ages 0-5 who may benefit from additional support due to special health care, developmental or behavioral health needs. Some health departments still use the previous name for this program, CC4C on their websites. Services vary depending on the needs of the child and family but may include parenting support, referrals to medical care and connections to community resources for families in need of support with housing, food and other areas.

Table 2. Frequently Asked Questions on CMARC Model for Family Navigators

FAQ	Answer		
TAQ	Allswei		
What is the CMARC	A set of care management services for at-risk children ages zero to five. The		
program?	program coordinates services between health care providers, community		
	program and supports, and family support programs. PHPs will contract		
	with LHDs to administer care management services for children deemed as high risk. CMARC was previously known as CC4C.		
Howare Children	Standardized screening tool		
Identified for services	Direct provider referrals		
for CMARC?	Community agencies such as WIC, DSS		
	4. Self-referrals		
	5. PHPs' stratification		
What services are	Care Managers can assist families in many ways:		
provided in CMARC?	1. Ask about children and family's needs, concerns, goals, and		
	questions.		
	2. Work with families to help them build a strong link to a <b>medical</b>		
	home (regular doctor) for their child.		
	3. Work with a child's healthcare providers		
	4. Offer referrals to community resources to meet a family's specific		
	needs such as; food pantries, clothing closets, and housing.  5. Assist families dealing with challenging levels of stress		
	6. Offer information on child development and growth.		
What are examples of	Children with Special Health Care Needs (CSHCN);		
high-risk needs that	<ul> <li>Children with experience in the Infant Neonatal intensive Care Unit</li> </ul>		
deem children eligible			
for CMARC?	<ul> <li>Children with experience of adverse childhood events including, but is</li> </ul>		
	not limited to:		
	1. Child in foster care		
	2. History of abuse and neglect		
	3. Caregiver unable to meet infant's health and safety needs/neglect.		
	4. Parent(s) has history of parental rights termination.		
	<ol><li>Parental/caregiver/ household substance abuse, neonatal exposure to substances</li></ol>		
	6. CPS Plan of Safe Care referral for "Substance Affected Infant"		
	(Complete section "Infant Plan of Safe Care")		
	7. Child exposed to family/ domestic violence.		
	8. Unsafe where child lives/ environmental hazards or violence.		
	9. Incarcerated family or household member		
	10. Parent/guardian suffers from depression or other mental health		
	condition, maternal postpartum depression.		
	11. Homeless or living in a shelter		
Howlong do shildren	2.6 months (if they are between the ages of 0.5 years old)		
How long do children	3-6 months (if they are between the ages of 0-5 years old)		
typically stay in	<u>I</u>		

FAQ	Answer
CMARC Care Management?	
Who serves in the Case Manager Role for CMARC?	Credentialed and experienced case managers who are social workers and nurses
How do families stay connected with their Case Manager?	<ol> <li>Phone calls</li> <li>Email/Text</li> <li>WIC appointments</li> <li>Doctor appointments</li> <li>Home visits</li> </ol>
Additional CMARC guida	ance can be found on the NC DHHS website.

## NC Division of Public Health: Women's and Children's Section

The NC Division of Public Health: Children and Youth Branch provides both call lines and direct services for children and parents in a range of service areas—including children with special health care needs, infants and toddlers with potential developmental delays, parent training and immunizations.

## Children with Special Health Care Needs

Table 3. Programs for Children with Special Health Care Needs (NC DPH)

Programs and Services	Description	Contact Details
Children with Special Health Care Needs	Contact for those living with, caring for, or concerned about a child with special health care needs. Callers can learn about health care programs as well as funding resources available to North Carolina residents	Help Line: 800-737-3028
NC Infant Toddler Program (NITP)	(NITP) families who have a child with a Alamance Cou	
	developmental delay. Support and services available if the child:  • Is up to three years old and;  • has certain levels of	Debbi Kennerson debbi.kennerson@dhhs.nc.gov Phone: 336-334-5601
	developmental delay or an established condition.	Orange and Durham, Granville and Vance Counties Portia Pope, Director
	For more information on NITP, see InCK's Early Childhood Guide.	portia.pope@dhhs.nc.gov Phone: 919-560-5600
Free Online Special Needs Parent Trainings	Offers free training presented by parents of children with special health care needs; offered in selectable modules in English and Spanish, in	Holly Shoun, Family Liaison Specialist NC DHHS Children and Youth Branch, Division of Public Health Holly.Shoun@dhhs.nc.gov

Programs and Services	Description	Contact Details
	person or virtually. If a family is interested contact	Phone: 919-707-5605
North Carolina Immunization Program/ Federal Vaccines for Children (FVC)	Provides federally purchased vaccine, for eligible children, at no charge to public and private providers for: Medicaid, Uninsured, Under insured American Indian, and Alaskan Native	Alamance: 336-227-0101 Orange: 919-245-2400 Durham: 919-560-7608 Granville: 919-693-2141 Vance: 252-492-7915
	NC Immunization Requirements  • Childcare Entry  • Kindergarten to 12th grade  • College	

## Federally Qualified Health Centers (FQHCs)

As a Family Navigator, you may work with parents of children who do not have insurance and need linkage to medical services. This section will provide information about Federally Qualified Health Centers (FQHC) and the resources available to children and their families by county.

#### What is an FQHC?

Federally Qualified Health Centers are community-based health care providers that receive funds from the Health Resources & Services Administration (HRSA) Health Center Program to provide primary care services in underserved areas. The center must meet a stringent set of requirements, including providing care on a sliding fee scale based on ability to pay and operating under a governing board that includes patients.

Federally Qualified Health Centers may be Community Health Centers, Migrant Health Centers, Health Care for the Homeless, and Health Centers for Residents of Public Housing.

For more information on Federally Qualified Health Centers, see What Is a Health Center?

### Resources available through an FQHC

Health centers must provide comprehensive primary care and preventative health services for all age groups. Examples of types of services that must be provided directly by a health center or by formal arrangement with another provider include:

- Preventive dental services
- Screenings
- Immunizations
- Well child visits
- Referrals to specialty care providers
- Pharmaceutical services as appropriate
- Patient case management to establish eligibility for health and related services
- Transportation services necessary for adequate patient care

- Translation services for limited English speaking patients
- Health education of patients and the general population

Table 4. FQHCs by County

County	Name of FQHC	Address & Phone	Additional Information
Alamance	Burlington Community Health Center PIEDMONT HEALTH SERVICES	1214 Vaughn Road, Burlington, NC 27217 (336) 506-5840 (Main) (888) 267-3675 (After Hours)	Visit Website  Eligibility Open to all. Fees Sliding scale, based on income. Accepts Medicare, Medicaid, and most private insurances. Apply Call to schedule an appointment Documents Proof of insurance or proof of income for sliding scale.
	Scott Community Health Center PIEDMONT HEALTH SERVICES	5270 Union Ridge Road, Burlington, NC 27217 (336) 421-3247 (Main) (888) 267-3675 (After Hours)	Visit Website  Eligibility Open to all Fees Sliding scale, based on income. Accepts Medicaid, Medicare, and most private insurances. Apply Call to schedule an appointment.  Documents Proof of insurance or proof of income for sliding scale.
	Sylvan Community Health Center PIEDMONT HEALTH SERVICES	7718 Sylvan Road Snow Camp, NC 27349 Main: (336) 506- 0631 After Hours: (888)- 267-3675	Visit Website  Eligibility Open to all.  Fees Sliding scale, based on income. Accepts Medicaid, Medicare, and most private insurances.  Apply Call to schedule an appointment.  Documents Proof of insurance or proof of income for sliding scale
	Charles Drew Community Health Center PIEDMONT HEALTH SERVICES	21 North Graham- Hopedale Road, Burlington, NC 27217 (336) 570-3739 (Main) (888) 267-3675 (After Hours)	Visit Website  Eligibility Open to all. Fees Sliding scale, based on income. Accepts Medicaid and most private insurances. Apply Call to schedule an appointment. Documents Proof of insurance or proof of income for sliding scale.
Durham	Lincoln Community Health Center	Address: 1301 Fayetteville St, Durham, NC 27707 (main site)	Visit Website  Eligibility – must be a Durham or Granville County resident

County	Name of FQHC	Address & Phone	Additional Information
		Phone: (919) 956- 4000	Fees Sliding scale, based on income. Accepts Medicaid, Medicare, and most private insurance. Payment is due at the time of service.  Apply Call to schedule an appointment. Call to get info about walk in appointments  Documents Proof of insurance or proof of income for sliding scale
	Lincoln Community Health Center HEALTH CARE FOR THE HOMELESS	412 Liberty Street, Durham, NC 27701 (919) 808-5640 (Main) (919) 956-4000 (After Hours)	Eligibility Men, women, and children over the age of 6 months living in emergency shelters, transitional housing, domestic violence shelters, on the streets, in cars, in the woods, or doubled up in unstable housing.  Fees Sliding scale, based on income. Accepts Medicaid, Medicare, and most private insurance. Payment is due at the time of service.  Apply Call to schedule an appointment. Walk-ins are welcome, but may have to wait a long time. Appointments recommended.  Documents Proof of income for sliding scale and insurance card if available.
Granville	Rural Health Group at Stovall RURAL HEALTH GROUP	100 Durham Street, Stovall, NC 27582 (919) 690-0815 (Main)	Eligibility Meet income limits.  Fees Sliding scale, based on family size and income. Accepts Medicaid and most private insurance. No one will be turned away for inability to pay.  Apply Call to schedule an appointment.  Documents Proof of income. Insurance card if available.
Orange	Chapel Hill Community Health Center PIEDMONT HEALTH SERVICES	107 Conner Drive, Chapel Hill, NC 27514 (888) 267-3675 (After Hours) (919) 929-8474 (Fax) (919) 951-7599 (Other) (919) 951-7600 (Main)	Eligibility Open to all.  Fees Sliding scale, based on income. Accepts Medicare, Medicaid, and most private insurances.  Apply Call to schedule an appointment.  Documents Proof of insurance or proof of income for sliding scale.

County	Name of FQHC	Address & Phone	Additional Information
Vance	HENDERSON MEDICAL RURAL HEALTH GROUP AT HENDERSON	100 Parkview Drive West Henderson, NC 27536 Phone: 252-438- 3549	<u>Visit Website</u>

#### Additional Public Health Resources

#### NCCARE360

Many of the Family Navigators within health plans and health systems will be familiar and trained on the <u>NCCARE360</u> tool. NCCARE360 offers one avenue for identifying service providers in a family's area and making referrals for support. Family Navigators can make online referrals for a family within the platform and view the status of the referral over time. NC Medicaid is promoting the tool and continues to strengthen the network of providers and uses for care management support for families.

Types of service providers located on NCCARE360 include:

- Housing, Emergency rent assistance,
- Assistance with utilities (electric bill, water, gas, etc.),
- Food, Pharmacy, and Clothing assistance,
- Child care, Tutoring, Teen Talk, Support Groups, Counseling Services
- Adult literacy and Computer training centers, Work force Trainings, Financial education and Credit Counseling,
- Emergency Services available

For more information, contact **Dionne R. Greenlee-Jones** Community Engagement Manager | NCCARE360, dionne.greenlee-jones@uniteus.com | 919.638.0088.

#### NC 2-1-1

NC 2-1-1 also has a robust search engine where Family Navigators and families can search for key services in their community. It is an information and referral service provided by United Way of North Carolina. Families and individuals in all 100 counties in North Carolina can call to obtain free and confidential information on health and human services within their community. Available in most languages, NC 211 is open 24 hours a day, seven days a week, 365 days a year.

When an individual calls NC 211, a trained call specialist will conduct a search based on his or her geographic location to identify resources based on the caller's current needs. In addition to contact information for the community resource, the call specialist will provide eligibility requirements, the intake process for a program, the hours of operation, any requirements for appointments, and accessibility information, when available.

# **Appendices**

### A-1. Key Entities & Definitions

- Local Health Department (LHD): Local health departments work to improve the health of people and communities in North Carolina. The Local Technical Assistance & Training Branch provides resources that support the work of local health departments, which include generalized nursing consultation, administrative consultation, training & technical assistance.
- **Division of Public Health (DPH):** The Division of Public Health promotes disease prevention, health services and health promotion programs that protect communities from communicable diseases, epidemics and contaminated food and water. NC DHHS: Public Health
- DPH Women's and Children's Health Section: The Women and Children's Health Section provides a variety of support and resources to agencies that include but are not limited to School Nursing Support, Camps for Children with Special Health Care Needs, Positive Parenting Program and Support Local Health Department Programs. N.C. Division of Public Health (nc.gov) Refer to DHHS: DPH: WCH: Families (nc.gov) for a listing of their programs and services for valuable resources for families/children.
- **The Division of Child Care Coordination**: Serves children with developmental delays, emotional or social disorders, disabilities or chronic illnesses. <a href="NC DHHS: Child Service Coordination">NC DHHS: Child Service Coordination</a>
- Division of Health Benefits (NC Medicaid): Starting July 1, 2021, most Medicaid beneficiaries began receiving the same Medicaid services in a new way called "NC Medicaid Managed Care."
   Beneficiaries choose a health plan and get care through a health plan's network of doctors.
   Some beneficiaries are remaining in traditional Medicaid, which is called NC Medicaid Direct.

A-2: Table A-2. Quick Reference Table for Contact Information to each Local Health Department (LHD)

LHD and Link to Website	Address	Phone Numbers
Alamance Alamance County Health – Just another Alamance County, North Carolina site (alamance-nc.com)	319 N. Graham-Hopedale Rd. Burlington, NC 27217	Main: (336)227-0101 Medical Appointments: (336)570-6459 Dental Health Center: (336)570-6415 WIC Appointments: (336)570-6745
Orange  Health   Orange County, NC (orangecountync.gov)	3 Locations:  300 West Tryon Street, Hillsborough, NC 27278  2501 Homestead Road, Chapel Hill, NC 27516  131 West Margaret Lane, Suite 100, Hillsborough, NC 27278	Main: (919) 245-2400 Medical Appointments: (919) 245-2400 Dental Appointments: (919) 245-2435 WIC Appointments: (919)245-2422/2447
Durham <u>Durham County - NC - Public</u> <u>Health   Home</u> (dcopublichealth.org)	414 East Main Street Durham, NC 27701	Main: (919) 560-7600  Transfers all calls so that is the # for dental and WIC appointments  24/7 Number: (919) 794-1535  For general health department questions: health@dconc.gov
Granville-Vance Public Health	Granville Location: 1032 College St. Oxford, NC 27565 Clinic: (919) 693-2141  1036 College St. Oxford, NC 27565  1028 College St. Oxford, NC 27565 Environmental: (919) 693-2688  Vance Location:	Granville: Main: (919) 693-2141 WIC: (919) 693-1333  Vance: Main: (252) 492-7915 WIC: (252) 492-3147
	115 Charles Rollins Road, Henderson, NC 27536	

## A-3: NC DHHS Overview: Medicaid Transformation

NC InCK is being designed and launched in the context of Medicaid Transformation in North Carolina.

Table A-3. Most utilized services for Managed care and FAQ about Medicaid:

Name of Resource	Description	Best Use	Web Link
NC Medicaid Managed Care Flyer	NC Medicaid Transformation Quick Reference one pager	Use this resource to help NC InCK families contact the Beneficiary Help Center for questions and support with their health plan	NC Medicaid Managed Care
Medicaid Learn Center	NC Medicaid Learning Resource website	Use this resource to help NC InCK families learn more about having Medicaid through a Prepaid Health Plan. This includes but is not limited to information about:  Contacts and Links Words to Know Member Resources	https://ncmedicaidplans.g ov/learn
NC Medicaid HELP Center	NC Medicaid Help Center Home Page	Use this resource to help NC InCK families find answers about anything Medicaid related using a search tool	NC Medicaid Help Center
NC Care Management	Overview of NC Medicaid's Commitment to Care Management	Use this resource as a Family Navigators to learn more about Advanced Medical Homes and the Care Management for At Risk Children (CMARC) program	Care Management   NC Medicaid

A-4: Additional Health and Wellness Programs and Local Health Departments

County	Entity	Program	Details	Contact Information
ALAMANCE	Alamance County Health Department	Child Asthma Program	Education for asthmatic children (birth to age 17) and their families about ways to control and prevent asthma attacks. A team of nurses, respiratory therapists, case managers, and an environmental health specialist work together to assist families with asthmatic children. Services are free of charge.	Nebulizers are also loaned for a short period of time through Medicap Pharmacy free of charge to children who do not have Medicaid or Health choice and need them on a short-term basis  For more information, please call (336) 584-8878. (336) 538-7036
		Safe Kids	Provide lifesaving devices such as child safety seats, helmets and smoke alarms to families who need them.	Phone: 336-570-6273
DURHAM COUNTY	Durham County Health Department	Triple P	You can find a Triple P Practitioner in Durham County, learn more about Triple P, view parenting articles and more at www.triplep- parenting.net .  Triple P gives parents the practical skills they need to build strong family relationships, manage misbehavior and prevent problems from happening in the first place.	Tracee M. Ferguson, BSW Triple P Positive Parenting Program Lead Coordinator (919) 560-8247  tmferguson@dconc.gov

County	Entity	Program	Details	Contact Information
GRANVILE		Triple P	The Teen Prevention Education Program (Teen PEP) is a school-based, comprehensive sexual health program that utilizes peer-to-peer education. High school juniors and seniors serve as peer educators who conduct a series of structured workshops for groups of younger peers, faculty, and family members designed to reduce risk factors for sexually transmitted infections, HIV, and unintended pregnancy,  This program is housed at Vance County High School.	For more information For more information please contact: Shante Speed, BSPH Teen PEP Coordinator 252-492-7915 ext 267 sspeed@gvdhd.org  La'Shanda Person, BSW, M.S. Teen PEP Supervisor 252-492-7915 ext 248 lperson@gvdhd.org  Teen PEP recruits students who are interested in serving their school and communities as peer educators and role models once per semester.  If you serve families in
VANCE	Granville Vance Public Health:	Working on	learn the skills they need to raise confident, healthy children and teenagers. Triple P gives parents simple and practical strategies they can adapt to suit their own values, beliefs and needs.  The WOW Coalition has	Vance and/or Granville Counties, and are interested in learning more about Triple P contact:  Francis Cheyenna, MEd Triple P Coordinator, Halifax County Health Department cheyennaf@halifaxnc.com@ill 252-583-5021 (phone)
		Wellness (WOW)	adopted the overarching goal of improving child health and wellbeing in Granville and Vance counties through health promotion efforts targeting nutrition and physical activity.	contact: Shaq Davis WOW Community Facilitator 919-693-2141 x297 SDavis@gvdhd.org