



## Our Focus is You

Our Care Management Team's priorities are to help you:

- Improve your health and quality of life
- Take care of your long-term health concerns and conditions
- Work closely with your primary care doctor and other specialists
- Find community resources needed by you or your family such as food services, transportation, and assistance with housing



## Who We Are

Community Care of North Carolina (CCNC) has been working in all 100 counties across our state for more than 20 years. Our Care Management Teams work closely with doctors, pharmacists, hospitals, and many others to make sure you get the care that is best for you.

We work in your local community. This helps us connect you and your family with local resources to meet the needs that matter most to you.



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# Care Management

How CCNC Can Help You and Your Family





## What is Care Management?

CCNC provides a special type of service called [Care Management](#).

We connect you or your child with services to help you improve your health and stay as healthy as possible.

Our services begin with a team learning about the needs that affect your or your child's physical and mental health. This can be done in your home or in a provider's office. It can also be done by phone.

Once the Care Management Team knows your needs, we will work with you to set goals and make plans to meet them. The goals you have for your health are an important part of the plan.

## What We Do

Our Care Management Team works closely with your provider. This helps us to:

- Work with you to help you understand and participate in your plan of care
- Set goals with you to improve your health
- Review your medications to be sure you know how to take them correctly
- Ensure access to the correct medications
- Follow up with you after a hospital admission or emergency room visit
- Help resolve any barriers to attending medical appointments, especially after a hospital or emergency room visit
- Provide you with tools, resources, and support to help you manage your health

## Getting to Know Your Care Management Team

Your Care Management Team includes you and:

- Your Provider(s)
- Your Caregiver
- Care Managers (Nurses & Social Workers)
- Pharmacists & Pharmacy Assistants
- Mental Health Specialists
- Other healthcare specialists

## Who We Serve

Our services are a benefit of your health plan. There is no cost to you or your family.

- Adults
- Infants/children and their parents/guardians
- Pregnant women
- Older adults

