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.
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 member or families.

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