



Foster Care Program

Guide for Providers & DSS

The Foster Care Program of CCNC brings together care providers, local departments of social services, foster families, foster home placements, and Care Managers to better coordinate medical and social/emotional needs to improve health and wellbeing outcomes of children and youth in Foster Care. We all have a collective responsibility to ensure children are healthy, safe, and thriving. By taking a team approach, we can accomplish this goal.

What We Know

- The American Academy of Pediatrics (AAP) deems children and youth in Foster Care to be children with special health care needs.
- Children and youth in Foster Care have a higher service utilization than the general pediatric population due to acute and chronic conditions, growth and development issues, and serious behavioral health diagnoses.
- Brain architecture and development is disrupted when children experience toxic stress which ultimately leads to an increased risk for stress-related disease, cognitive impairment, and emotional/behavioral issues that negatively impact them well into adulthood.

Care Management can:

- Assess/address needs as a child or youth enters custody by coordinating with DSS staff and foster parents regarding immediate medical needs, emergency appointments, medication, and devices, psychosocial needs, and more.
- Ensure that the foster parents have the child's health history and are educated on the medical and behavioral conditions and medications, including red flags, devices, and care plans.
- Support continuity of care by promoting the Medical Home concept. In the absence of a Medical Home, Care Managers can assist with access and linkage.
- Facilitate the information flow between DSS staff, medical and behavioral health providers, foster parents, and biological parents.
- Support the foster family by assisting with navigation of the medical and behavioral health system and removing barriers to care.
- Coordinate with Care Managers across the state when children are placed out of county and link DSS to Out-of-Region Care Managers who know services and resources in the child's placement area.

DSS Can:

- Ensure that children/youth entering custody are connected to Care Management and Primary Care, and dental services.
- Encourage foster and biological families to participate in Care Management.
- Follow the enhanced visit schedule recommended by the AAP and ensure that health forms get to the Medical Home in a timely manner.
- Collaborate with Care Managers around medical and social/emotional needs.
- Utilize Care Managers for disease and medication education with foster and biological families.
- Utilize VirtualHealth™ HELIOS Provider Portal to access clinical history and review care plans and assessments.

About Community Care of North Carolina

CCNC is a national leader in transforming health care, joining community-based care managers with local primary care physicians and diverse teams of health professionals to develop whole person plans of care. Informed by statewide data and predictive analytics, the CCNC program builds patient-centered practice models, connects people to the right local resources, and leads collaborations with health systems and public health. This proven population health management approach delivers better health outcomes at lower costs. For more information, visit <https://www.communitycarenc.org>.

For more program information, contact 1-877-566-0943. Visit our website at <https://www.communitycarenc.org>.

