



Frequently Asked Questions

About New Hampshire Care Connections

What is New Hampshire Care Connections?

NH Care Connections is a network that helps healthcare providers, social service organizations, and community groups work together to support people and families.

It helps by:

- Making it faster to find and refer people to services
- Protecting privacy and giving people control over their information
- Tracking referrals to make sure people get the help they need

The network is sponsored and supported by the New Hampshire Department of Health and Human Services (NH DHHS) and the Department of Military and Veteran Services (DMAVS).

The network is powered by a secure online platform, Unite Us, where participating organizations can send and receive referrals, screen for needs, and track outcomes in one place.

What is the background for this project?

New Hampshire has many programs that support people's health and basic needs, but these programs often operate in separate systems. This can make it harder for people to find the right services and for providers to coordinate care.

The State of New Hampshire recognized this challenge and is leading an effort to improve how providers connect and share information.

NH Care Connections was created to bring organizations together through a shared system that makes it easier to coordinate care while protecting people's privacy.

What is the goal of the project?

The goal of NH Care Connections is to create a statewide system that connects healthcare and social service providers. The closed-loop referral solution will help:

- Improve health outcomes
- Make services easier to access
- Reduce work for providers
- Help the state make better decisions using data

How can my organization participate?

NHCC is available to health care and human services providers and community-based organizations across the state.

These organizations include, but are not limited to:

- Healthcare providers and hospital systems
- Managed Care Organizations
- Community-based organizations and nonprofits
- Care Traffic Control Team (New Hampshire Hospital, Acute Care Hospitals/Emergency Departments, Designated Receiving Facilities (DRFs))
- Rapid Response Teams (Doorways, Call Centers, Providers, CMHCs)
- Key DHHS & DMAVS programs
- Aging and Disability Resource Centers (ADRCs)
- Federally Qualified Health Centers (FQHCs)
- State Agencies
- Schools and school-based programs

If you are a community-based organization, you can join the Unite Us platform at no cost.

Visit the NH Care Connections [website](#) and click Join the Network to get started.

The Why

Why is New Hampshire Care Connections important?

NH Care Connections makes it easier for people in New Hampshire to find and receive help.

It connects healthcare providers and community organizations through one shared system. Providers can track referrals from start to finish, helping ensure people don't fall through the cracks.

It also helps organizations work together more consistently instead of relying on calls, emails, or disconnected systems.

Over time, the system will show where services are needed most, helping the state plan and invest more effectively.

I work for a healthcare provider. Why is NHCC important to me?

NH Care Connections helps healthcare providers improve care while reducing workload. It gives providers real-time visibility into referrals, making it easier to see whether patients received services and step in sooner when needed, helping reduce repeat emergency visits and readmissions.

The platform replaces calls, faxes, and manual tracking with one system, saving time and easing staff burden. It fits into existing workflows and can integrate with systems like Epic, Meditech, and more, allowing hospitals to start with key use cases such as discharge planning and behavioral health transitions.

It also provides actionable data, helping leaders identify gaps, strengthen partnerships, and make more informed decisions. Ultimately, care doesn't stop at discharge, it continues in the community, connecting the dots so no patient falls through the cracks

I work for the New Hampshire government or the state of New Hampshire. Why is NHCC important to me?

NH Care Connections strengthens coordination across the state and helps make better use of public resources. It creates a shared, statewide system that connects residents to health and social services, so partners across sectors can work together through one network instead of separate, siloed processes.

It makes it easier to connect people to the full range of support they need, improving access, consistency, and follow-through across regions. It also provides clear insight into community needs and service gaps, helping guide policy, funding, and planning decisions. With closed-loop referral tracking, the state can see whether people are successfully connected to services, improving accountability and ensuring investments are making an impact.

Overall, NHCC gives the State of New Hampshire better tools and information to improve coordination, target investments, and build a more connected system of care.

I work for a non-profit community based organization. Why is NHCC important to me?

NH Care Connections helps community-based organizations manage referrals more easily while staying focused on their mission.

It replaces calls, emails, and spreadsheets with one system, helping staff respond faster and spend less time on administrative work. It also strengthens communication with healthcare and other partners, while increasing visibility so more organizations can find and refer to your services.

By joining early, your organization can help shape how the network works and better demonstrate its impact. Participation is free, making it easy to get started without added cost.

NHCC helps community organizations spend less time managing referrals, strengthen partnerships, and stay focused on helping people.

About Unite Us

Who is Unite Us?

[Unite Us](#) is a technology company that helps healthcare and social service providers work together to meet people's needs.

Does Unite Us already work in New Hampshire?

Yes. Unite Us has been operating a coordinated care network in New Hampshire since 2020, connecting healthcare providers, government agencies, nonprofits, and other community organizations.

Unite Us' nationwide network hosts more than 1.7M community-based health and economic services dedicated to improving whole-person health.

Unite Us has deep experience in New Hampshire and understands the community and culture. The statewide network launched in partnership with the State continues to grow, with many organizations already onboarded, trained, and actively using the platform to coordinate care. These partners include ServiceLinks (ADRCs), Doorway locations, hospital systems including Dartmouth Health, Federally Qualified Health Centers, community based organizations, and more.

What is Unite Us' goal for the project?

Unite Us is partnering with the State of New Hampshire to build a connected social care network that improves access to services and strengthens coordination across sectors.

The approach focuses on working closely with state agencies and community partners to:

- Respect and protect client consent and privacy
- Improve access to services
- Reduce complexity for providers and organizations
- Support better outcomes for individuals and families

This includes supporting statewide adoption of shared workflows, onboarding programs in phases, and expanding participation across partners to strengthen the network over time.

What services will Unite Us provide to state agencies and their partners?

Unite Us will expand the existing New Hampshire network to help the Department of Health and Human Services and its partners better address Health-Related Social Needs (HRSNs).

The platform will:

- Enable secure, closed-loop referrals across all network partners
 - Improve access to services for residents
 - Provide a public resource directory and self-referral tools
 - Offer data and reporting to help improve program performance and planning over time
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Glossary of Key Terms

Technology Partners & Processes

- ★ **Unite Us:** The technology platform used in NH Care Connections to send, receive, and track referrals between organizations.
- ★ **Implementation (i.e. onboarding):** The process of setting up and starting to use a new system. This includes planning, training, and getting staff ready to use the platform.
- ★ **Interoperability (i.e. integrations):** When different software systems connect and share information with each other. There are several different types of integrations, including SSO, SMART on FHIR, & APIs. Selecting & implementing an integration should be driven by both workflow discussions & technical feasibility conversations.

Forms & Agreements

- ★ **Network Participating Provider Agreement (NPPA):** The Network Provider Participation Agreement is agreement that organizations sign to join the Unite Us network. It outlines how organizations can use the platform, send and receive referrals, and share information with other partners in the network. It also includes rules for protecting client privacy, following New Hampshire data-sharing laws, and using the system responsibly.
- ★ **Business Associate Agreement (BAA):** A BAA is an agreement put in place between Unite Us & a covered entity that ensures both parties are doing their part to adhere to HIPAA requirements & protecting PII/PHI appropriately. Non-covered entities do not have to sign a BAA.