wellcare By health net

FindHelp How-to Guide

For Providers and Community Partners



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1 Introduction

Health Net Community Connect (Community Connect), powered by Findhelp is a network of social needs programs. It is the largest online platform used to find local programs. Findhelp also supports physicians and practitioners, other providers and community partners with searching for local services. With Findhelp, you can connect members to find social service programs in their ZIP Code.

Findhelp supports members with social determinants of health (SDOH) needs by helping physicians and practitioners, other providers and community partners search for no cost or reduced cost social services. Next, it helps to make referrals and promotes community programs and services. Community Connect provides culturally and competent social needs support. The support available addresses the SDOH needs of members and closes the loop on referrals.

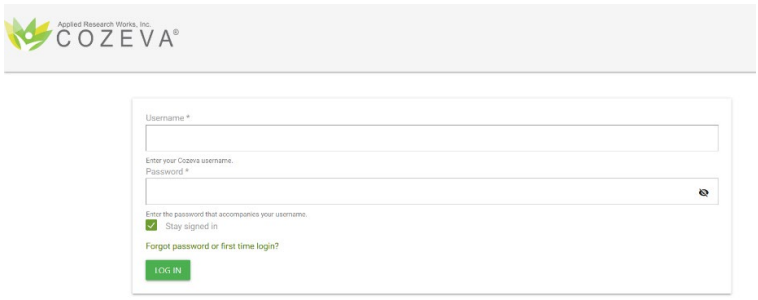
2 Key Roles

Physicians and practitioners, providers and community partners can use Findhelp (formerly known as Aunt Bertha) by going to https://bit.ly/HN_Findhelp. On the public site, physicians and practitioners, other providers and community partners can find no-cost and reduced-cost services. You can also complete the social needs self-assessment for members and complete referrals to social service programs.

3 Log In Steps

Providers (Findhelp-Cozeva® integration)

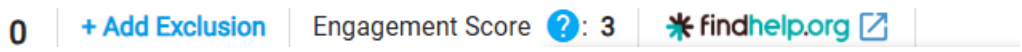
1. Sign into Cozeva using your usual credentials at https://bit.ly/Cozeva_Login.



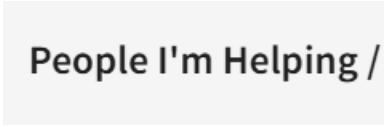
2. Once you are logged into Cozeva, access Findhelp through the member's profile.
3. Search for the member's name in the upper search bar.



4. Once you are on the member's profile, the Findhelp help button is at the top.

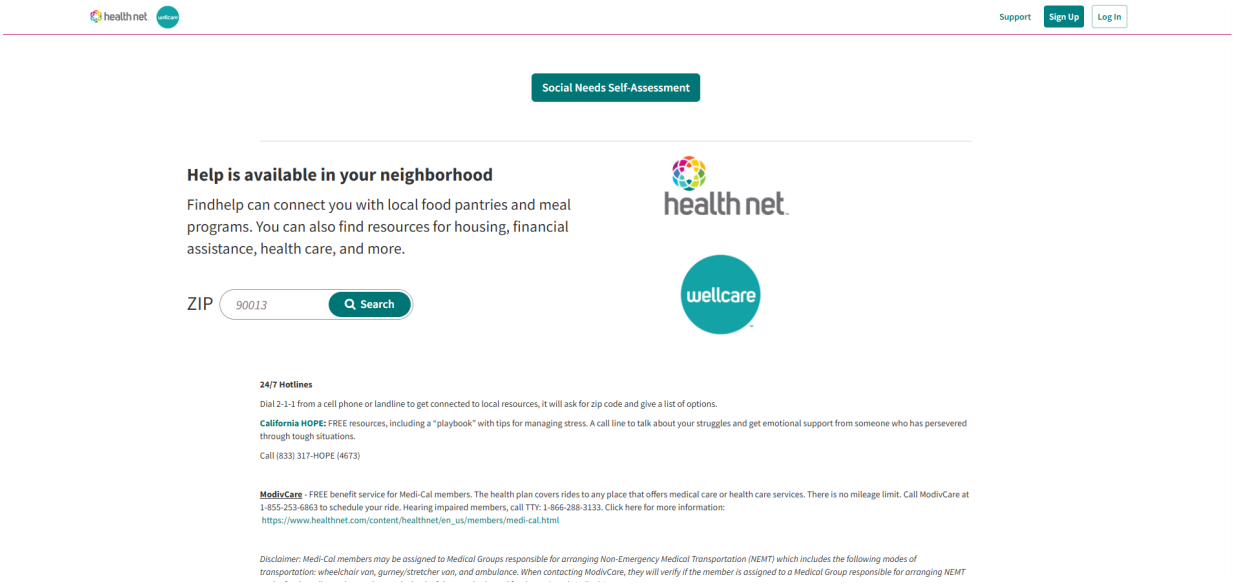


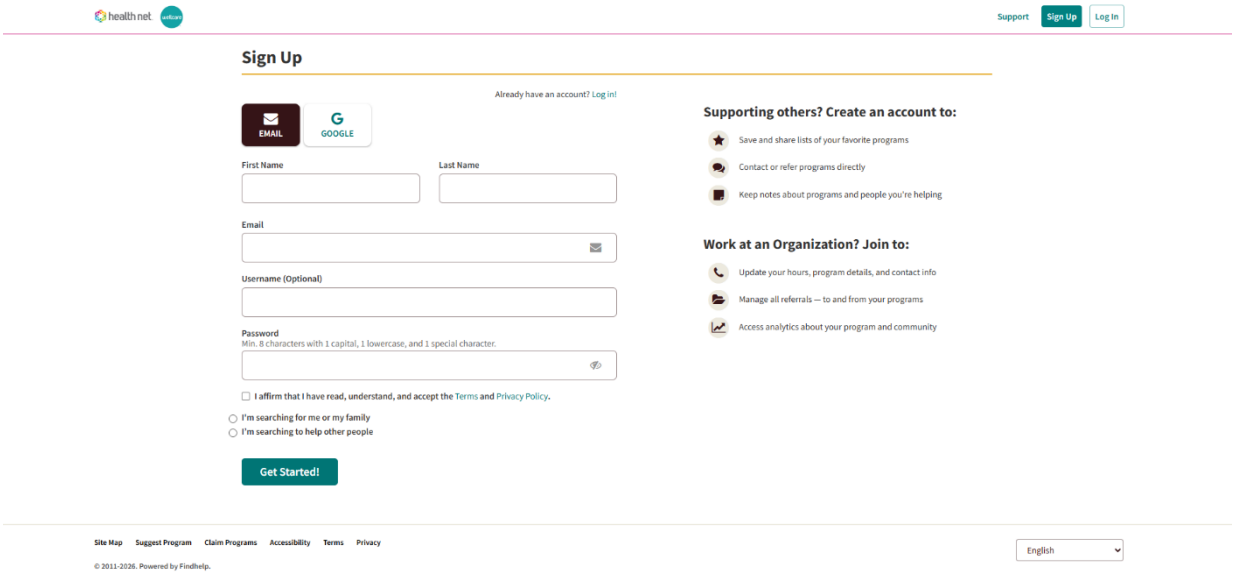
5. Click on the Findhelp button to transfer to Findhelp. When you sign in through Cozeva, you access Findhelp under your own account and are directly taken to the member's profile in Findhelp.
6. **Your name will appear on the top right corner** of your screen when you click on the Findhelp page. The member's name will appear at the top left side.



Community Partners

1. Go to https://bit.ly/HN_Findhelp on a mobile browser or computer.
2. Click Sign Up.





3. Create a password with at least eight characters. The password should include one capital letter, one lowercase letter and one special character.
4. Check the box to affirm you have read the terms and conditions.
5. Choose whether you are searching for services for you and your family or helping other people.
6. Click Get Started!
7. You are then sent a link via email or text message. Please click on the link within 24 hours to confirm your account. If you do not see the email, make sure to check your spam or junk folder.
8. **Your name will appear on the top right-hand corner** of your screen when you are logged in.

Logging Out

To sign out:

1. Click on your name in the top right-hand corner.
2. Click Log Out from the dropdown menu.

Findhelp will log you out after 30 minutes of idle time.

Account troubleshooting

If you do not see a referral that you turned in, you may have made a separate account when making your referral.

Other ways to create an account

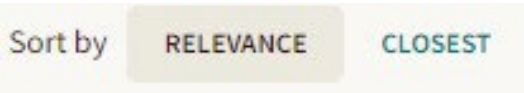
Community Connect (Findhelp) can be used without logging in to search and connect a member to programs. Making an account on Community Connect (Findhelp) is always at no cost. Other ways you can create an account are when:

- Doing a social needs-self assessment.
- Saving and sharing lists of programs.
- Contacting and referring to programs you find.
- Keeping notes about programs and/or the people you're helping.

4 Search overview

Search allows you to help members find no-cost and reduced-cost social service programs in their ZIP code. When you type in a ZIP code, the search will provide you with local social services in the member's area.

From there, you can browse by category, keyword, program, or business. Then you can filter results to find the most relevant programs to meet their needs.

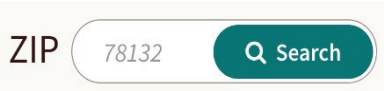




To search for a program, follow these steps:

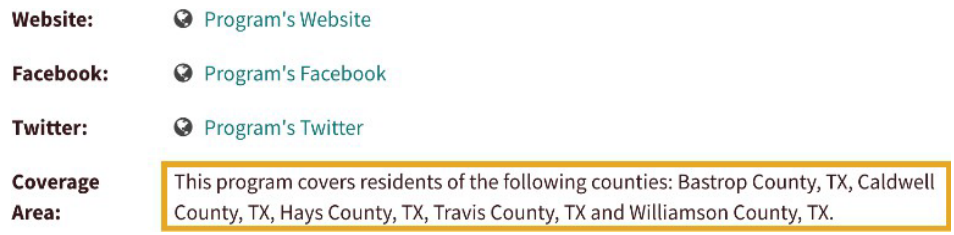
1. From the homepage, enter your **ZIP code.**
2. Use the **category bar** or **type in a keyword** to find programs that match.
    - *TIP: The category bar is the row of icons and words, starting with the apple and FOOD.*
3. View the search results or use **search filters** to narrow your results.

4.1 ZIP code search



Begin your search by typing in the member's ZIP code to find local, county, and state programs that provide services near the member.

You can look at all the cities, counties, or states that the program provides support to by clicking on the **More Info** section of the program listing.

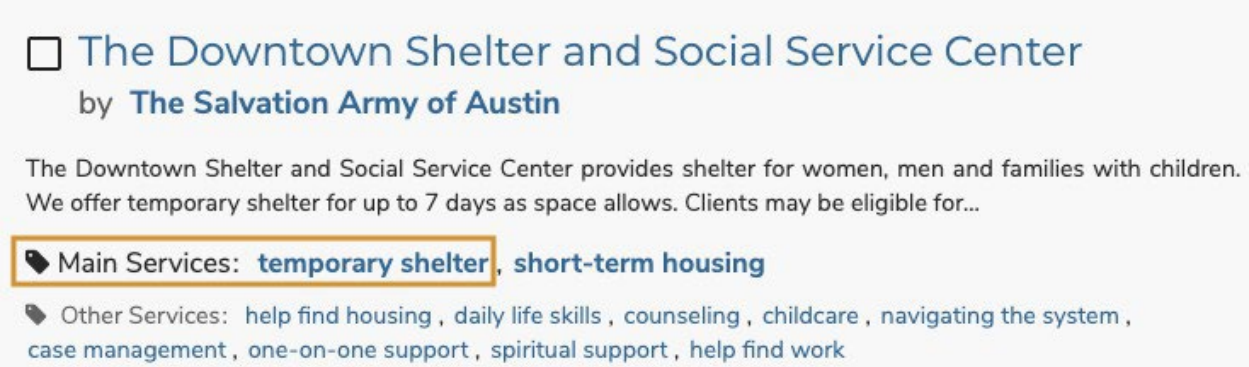


4.2 Category search/service tag search

Once you've entered a ZIP code, you can browse for programs using the **category bar** and by choosing a topic.

When you choose a topic, there will be lists that are grouped, or "tagged," as one of its **Main Services.**





By default, programs in search results are sorted by relevance. Relevance boosts programs that may be more likely to help.

For instance, programs are boosted higher in search results if claimed by the program or serve members in need. If programs are not available, programs will be moved down in search results.

Tag hierarchy: The broadest category is the parent category. Tags below the broad category are called child categories.

Example: Here is the hierarchy for Mental Health Care:

- *Mental Health Care* (parent)
  - *Anger Management* (child)
  - *Bereavement* (child)
  - *Counseling* (child)

When choosing a parent category, search results will contain programs with the tagged parent category. This also includes programs tagged with the child categories listed below it. But, if you choose the child category, you will only see programs with the child tag.

Example: If you searched for Mental Health Care, you would see programs for *Mental Health Care*, *Anger Management*, *Bereavement* and *Counseling*.

If you searched for Anger Management, you would only see programs that have been tagged *Anger Management*.

This allows you to look for a range of services or into a specific service.

4.3 Keyword search

Instead of browsing by category, you may **type in a keyword**, program name or business name.

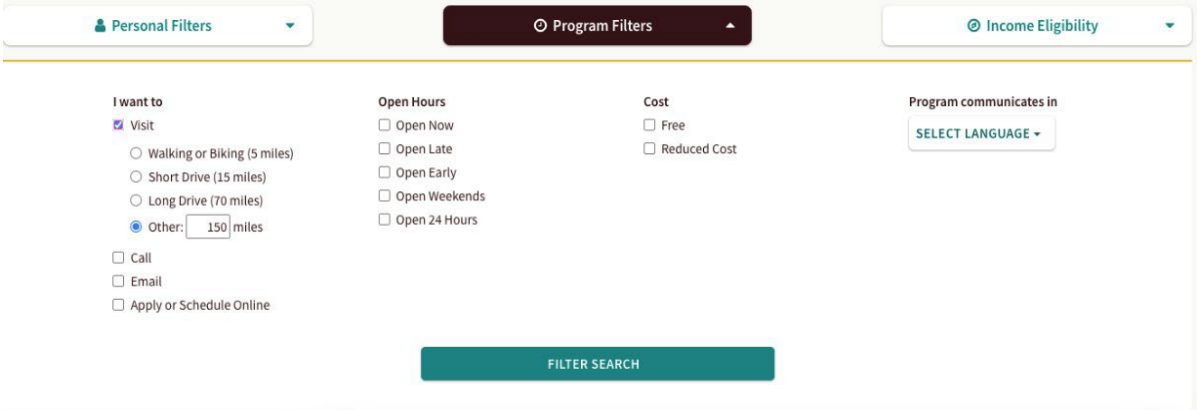
If you search for a serving tag (who the program serves), programs in the results will have that serving tag. The same filter will be applied to the search results for that search and future searches with serving tags.

By default, program results will again be **sorted by relevance**. Relevance with keyword searches is first made by how the search term matches information in the program listing. Then, we'll add in the other relevance factors to **boost programs that are more likely to help**. This lowers programs that are less likely to help the member.

5 Search filter

When a search is done, there may be many search results. To find the most relevant program for the member's needs, you can use **search filters.** This narrows the results by **cost**, **language**, **personal issues**, **how you can contact the business and more**. Then, you can quickly find the right program.

Once a search is done, filters relevant to the search results will be available.



While you may choose as many personal and program filters as you like, we suggest choosing filters that impact the kind of program you need or how the member wants to receive services.

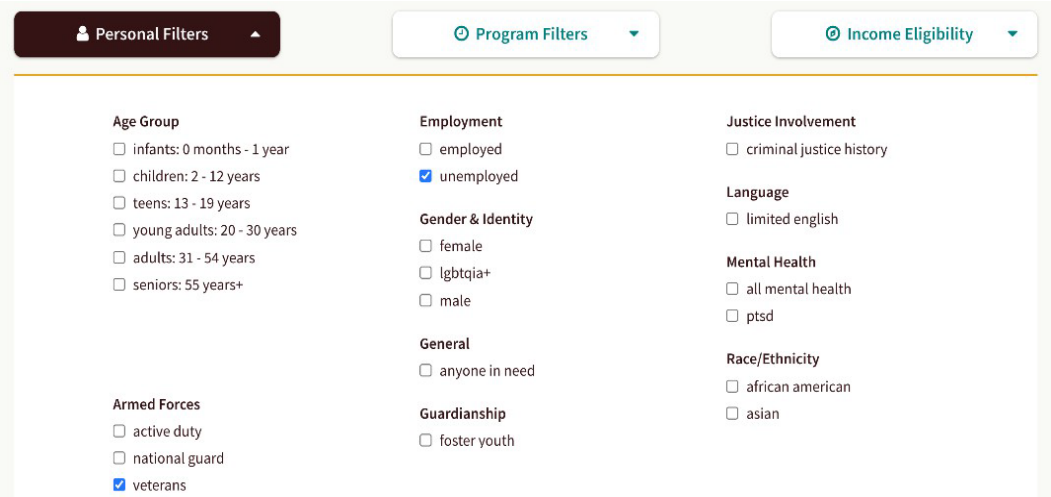
- **Example:** If you are looking for a **support group for pregnant** women, you could search for "support group." Then use the Personal Filter for *pregnant* to help you find a support group for pregnancy.

But, when searching for a food pantry, it may not matter if the pantry only serves people who are pregnant. This is because the member will receive the same services whether they are pregnant or not. Instead, filter by **open hours** to find one that is available now.

5.1 Personal Filters

Personal Filters include age, gender identity, veteran status, health information and more.

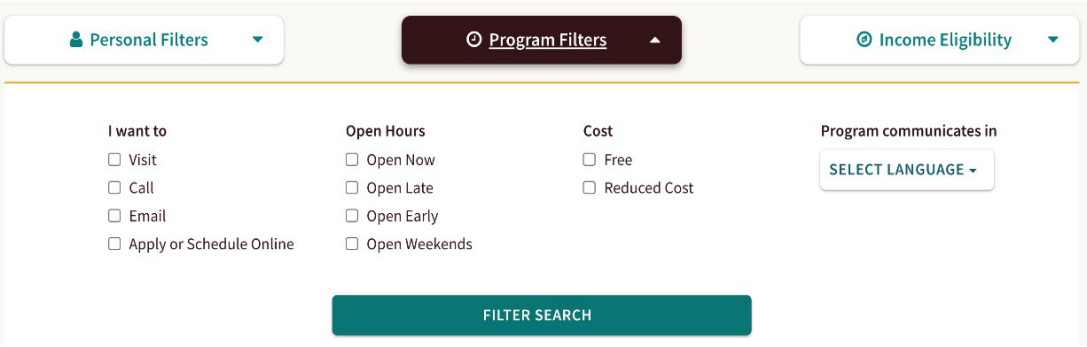
- **Example:** If you are helping a veteran look for help finding work, there may be support geared towards unemployed veterans. You could search for "Help Find Work" and then apply the *veterans* and *unemployed* filters. Filtering by both will first show programs that serve both groups, followed by results that serve either group.



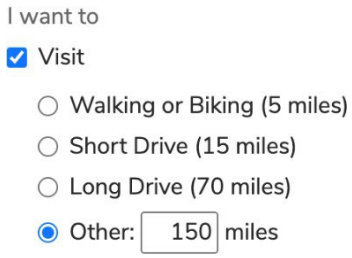
5.2 Program Filters

Program Filters are details about a program, such as:

- **Contact method**
- **Hours**
- **Cost**
- **Language**



In the **I want to** column, you can choose **Visit**, **Call**, **Email**, **Apply** or **Schedule Online**. If you choose **Visit**, a filter will appear with programs within a certain distance.

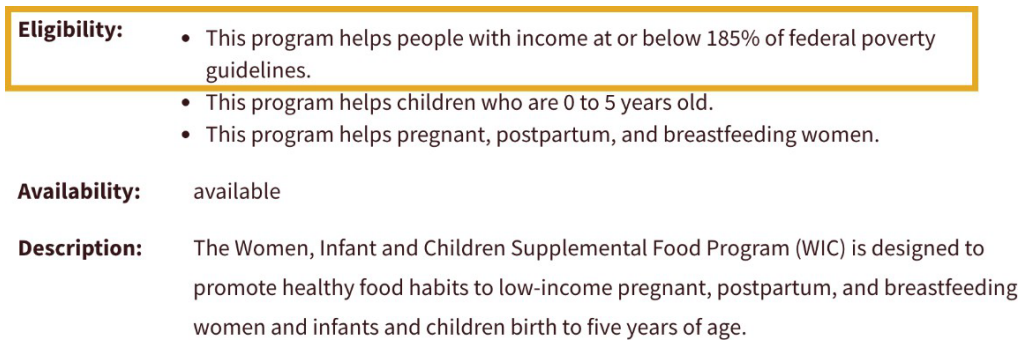


- **Hours** filter based on the office hours in the program card.
- **Cost** filters based on whether the program has no-cost or reduced-cost services.
- **Language** filters based on the languages a program serves, as listed on the program's listing.

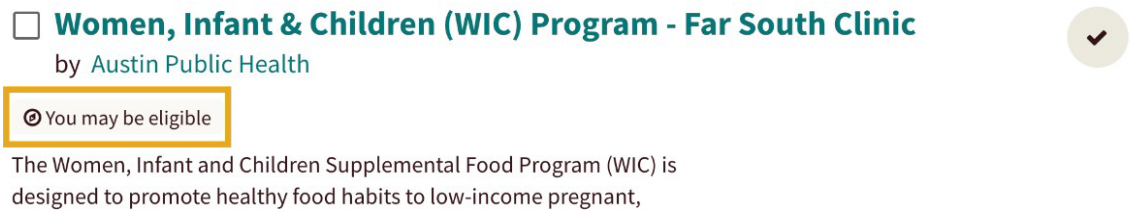
If using both Personal Filters and Program Filters, you'll see programs that meet the member's personal and program needs.

5.3 Income eligibility

Some programs may have income guidelines. By using Income Eligibility, you can filter programs by the member's household income.



To use income filters, enter a family size and income, and click **filter search**. When members are eligible for programs based on the information you entered, a **You may be eligible** label will appear.

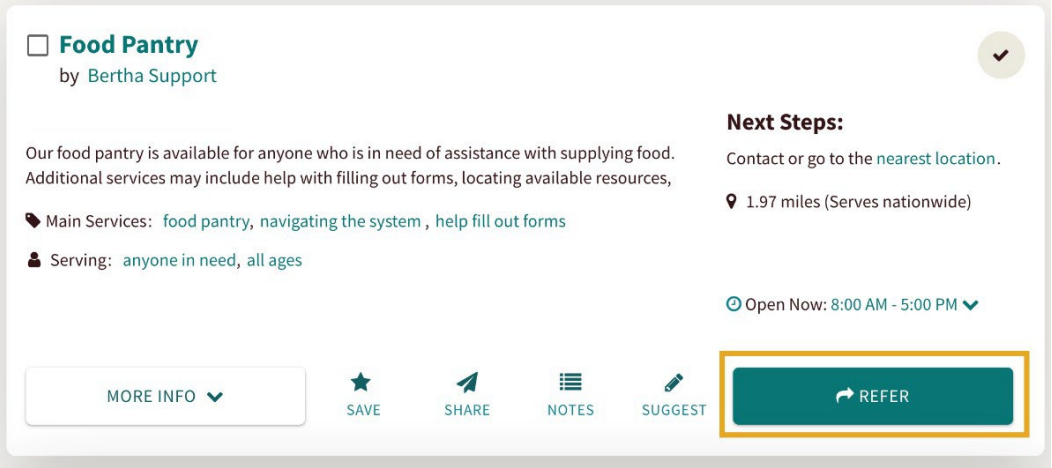


A note on all filters: Chosen filters will stay on for future searches and may limit your search results. If the number of available programs seems low, you may have too many filters on. Remove filters to see more results.

6 Connect Overview

The Connect button tells you **how to connect with a program**. This may be by going in person, making an appointment, contacting through the site, or filling out an Eligibility Screener. The Connect button shows the program's contact method and helps start the process of reaching out for services.

The Connect button is on every program listing that accepts referrals through Findhelp. This button tells you the best way to contact the program and is used to **make and track referrals**.



With live referrals, **an alert will be sent** to the program and member. Some programs on Findhelp do not accept live referrals. This means a referral can be logged and tracked, but referral alerts are not sent to the program.

6.1 Connect button options

Findhelp sets the Connect button based on research by their data team. Programs can claim their listing and update this information. Once they have claimed, they can edit their **Contact Settings**. When programs accept referrals through the Findhelp platform, members can send a direct referral to the program.

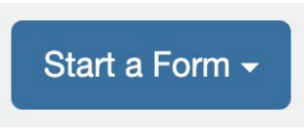
Button:	What the button means:
APPLY HERE	The **Apply** button will appear if a program accepts Eligibility Screeners. You will help the member complete the Connect Form and then fill out the Screener to complete the referral.
APPLY ON THEIR SITE	The **External Apply** icon will appear if the best way to connect with a program is through an external application. When clicking on the external apply button, it will take you to the program's website to complete the referral.
CONTACT ON THEIR SITE	The external **Contact** icon will appear if the best way to reach the program is through a contact form.
CONTACT HERE REFER	The **Contact** or **Refer** icon appears if the best way to reach the program is through a referral. These are the same setting, but the language on the button changes based on if the user is logged into Findhelp. Non-logged-in users and some logged-in users will see **Contact Here.** This is because they are more likely to contact a business themselves.

Button:	What the button means:
	Logged-in users who typically help others will see **Refer.** As a helping professional, a user is more likely to refer someone to a program. Depending on the screen size, users may see Contact instead of Contact Here.
	The **Schedule** button will appear if the best way to connect with a program is to schedule an appointment. This can be through the Findhelp scheduler or through the program's own schedule functionality.
	The **See Next Steps** button appears if none of the other options are true. This typically appears when the best way to reach a program is to call, email, or go in person.
	With Tracking-Only referrals, Log Referral will replace the Contact, 'Refer, Schedule"and Apply buttons.

7 Social Needs Self-Assessment

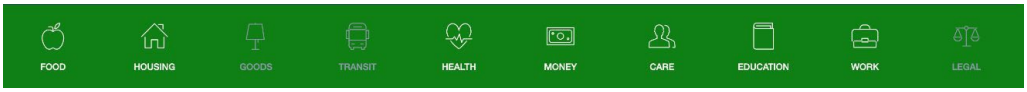
The Social Needs Self-Assessment (SNA) on Community Connect (Findhelp) is designed to assess the current social needs of our members. This includes asking if a member needs housing, safety, food, job support, and more. The assessment also streamlines the process of getting needed information for the member's Findhelp profile. The assessment is found on the Community Connect home page under Social Needs Self-Assessment on the website.

Once the assessment is complete, review the assessment answers, confirm consent and submit the assessment, but you **cannot edit** the response. However, you **can** delete the entire assessment and start over. Staff, physicians, practitioners and other providers can also go to People I'm Helping and choose the member they would like to support. On the member's profile you can Start a Form to complete an assessment or view assessments.



7.1 Custom search results

After completing an assessment, you are guided to the search page. You will see categories that are made to fit the member's needs, based on their answers from the assessment. As the user (providers and community partners) you will also receive an email with a link to the search results.



Based on what you told us, we found some programs that may help.

8 Connect and Refer to Programs

You can send referrals through Community Connect (Findhelp). Referrals made to members should be ranked by what the member said was a need from the SNA. Referrals should also reflect the member's goals in the People I'm Helping dashboard. This also includes any goals that the member has said is important to them. To respect and empower the member's goals, members can also refer themselves to programs that best fit their needs.

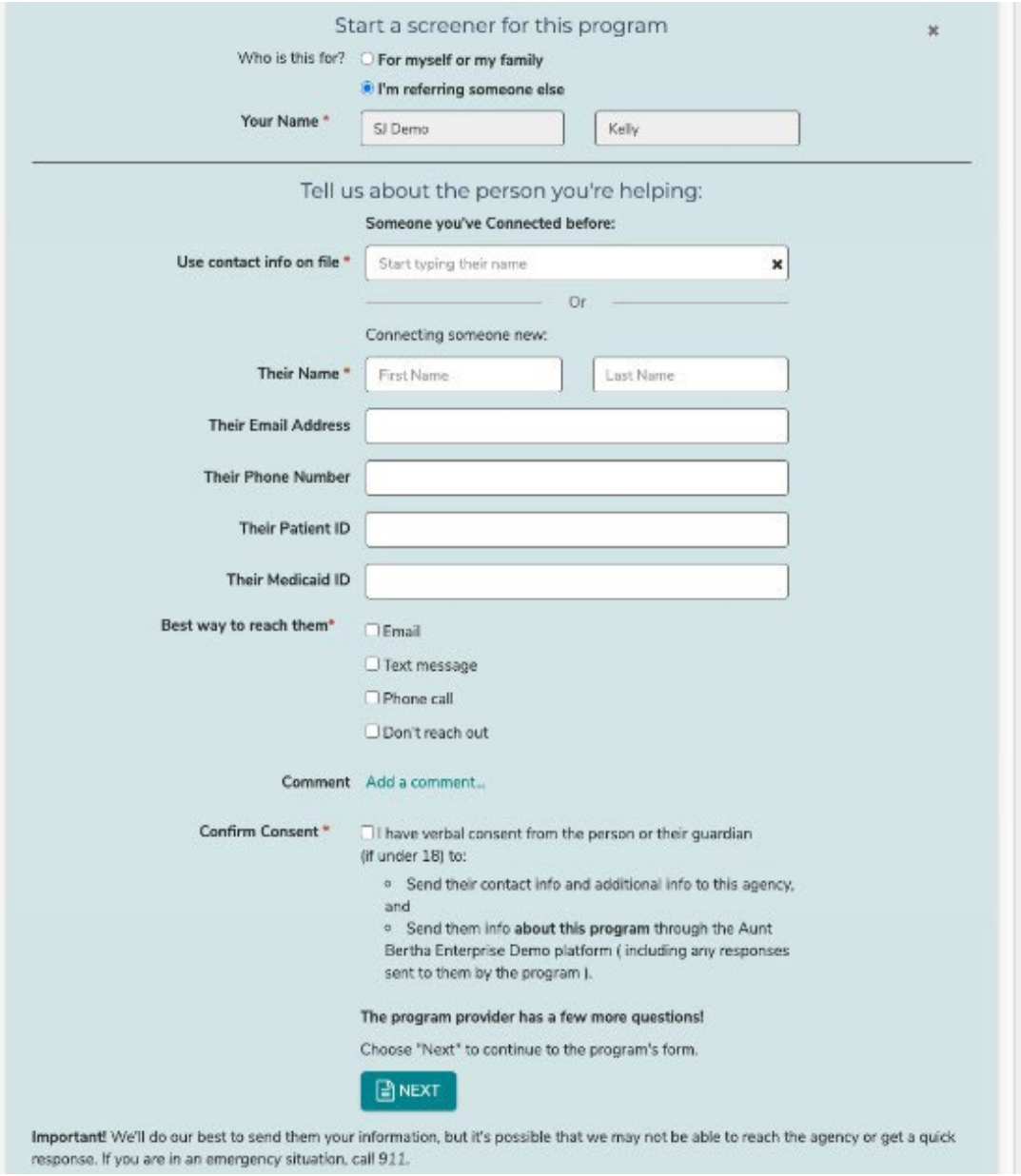
Members should have a central role in each referral that is made. This includes respecting the member's wishes to not receive a referral. At any time, members can report to you if a referral is not wanted or does not meet their needs. Next, members can also decline a referral, even if you believe it meets their social need goals. With this, you should work with the member to discuss their current goals. The member should also receive your contact information. This is so the member can reach out to you when they are ready to receive the referral.

Through **referral dashboards** and **email alerts**, the status of the referral can be shared with all parties involved. This includes status updates from the member, physician, practitioner, provider, community partners, and the program so that all parties can stay in the loop.

8.1 Live referrals

When the Connect button says **Apply**, **Schedule**, **Contact** or **Refer**, this allows the user to make referrals through the platform:

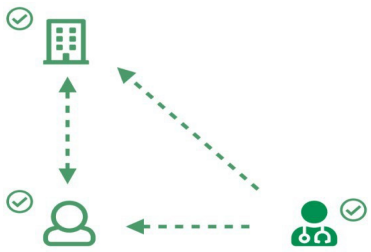
1. Click the Connect button when it says Apply, Schedule, Contact or Refer.
2. Fill out the contact information of the person needing services.
3. Include your name where it specifies.
4. Choose the best way to reach the member.
5. Add comments that you want to share with the member and the program about the referral.
    - Comments are optional and can be used when other information about the member would be helpful for the program. It can also be used if someone other than the member should be contacted for follow-up care.
6. Next, gather verbal consent from the member that they agree with the need of the referral. Also, consent to share their name and contact information with this outside business/program. You must click the verbal consent box on the referral to send.
7. Click **Send** or **Next**. If the program has added a **Screener** to their referral, fill out the Screener and click **submit**.



What happens when you submit a live referral?

- **Members** will receive a referral alert about the referral.
- **Physicians, practitionres, other providers/community partners** will be able to view the referral in the **People I'm Helping** dashboard.
- **Programs** will receive a referral alert and the referral will be added to their **Inbound Referrals** dashboard.

You, members and programs can update the status of referrals through email alerts or their dashboards. The updated status will show in real time in each dashboard.

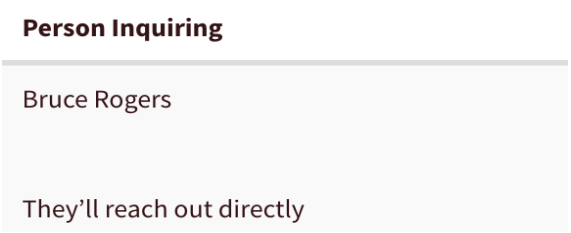


For other *external* connect buttons, you can still log a referral. This can be done by clicking the **Connect** button followed by **Log a Referral** in the opened section.

When a program has not accepted referrals through Community Connect (Findhelp), nothing will be sent to the program, but the referral information is still sent to the member. Also, the member and you are able to view the referral in their referral dashboard.

*In cases where a member chooses **Don't reach out,** no referral alert is sent. The referral shows in **all** referral dashboards, but the program's inbound referrals dashboard will not include the member's contact information. Instead, it will show that the member will reach out to the program.

Example:



8.2 Status

The status of the referral should be updated and tracked throughout the referral process. The status of the referral can be updated by the member, physician, practitioner, other provider, community partners, and the program. Below are the definitions of each status that can be updated on the referral:

Status	Definition
Not updated	The default status when a referral is first made, and no action has been taken yet.
Needs client action	This update is made by the program and means the member must do something before getting support.
Pending	This update is usually made by a program and often means that the referral is being processed.
Referred elsewhere	The referral couldn't be fulfilled so a physician, practitioner, other provider or community partner has referred the member somewhere else.
Eligible	The member is able to receive services but hasn't received them yet.

Got help	The member received services and got the help they needed.
Couldn't get help	The member was unable to get help (the reason could vary). The next step is to refer the member somewhere else.
Couldn't contact	The program was unable to contact the member. Physicians, practitioners, other providers and community partners should follow up to get other contact information for the member.
Not eligible	The member was not eligible for the program. The next step is to refer the member somewhere else.
No capacity	The program doesn't have capacity to help the member. The next step is to refer the member somewhere else.
No longer XYZ	The member no longer needs or is XYZ in this program. The next step is to follow up with the member and make sure their needs have been met.

8.3 Who can see referrals?

Live referral examples made with See Next Steps or Apply on Their Website.

Who	Which Dashboard	Email	Text	Role
Member	Referrals for Me	Members receive an email if they chose "email" as the best way to reach them.	Members receive a text message if they chose "text" as the best way to reach them.	Reach out to the program/business by using the contact sent to you. You can also find the program's contact information by looking at the program's information listed on Community Connect (Findhelp).
Provider/ Community Partner	People I'm Helping	Physicians, practitioners, other providers and community partners receive an email to the same email address used to login to Findhelp.	N/A	Follow up with the member to ensure they received the program's contact information. Also, support the member with calling the program. Lastly, update the status of the referral in the People I'm Helping dashboard.
Program	Inbound Referrals	Programs receive an email alert if they accept referrals through Findhelp.	N/A	If the program accepts referrals through Community Connect (Findhelp), the program should reach out to the member. The program should discuss the referral with the member and update the status of the referral.

9 Privacy

Findhelp is committed to the privacy of our members to keep information safe and secure. When signing up for a profile, Findhelp will collect your name, email, password, and phone number.

When using Short Message Service (SMS), Findhelp collects your number, mobile carrier, date, time, and content of the message. Your information and the member's information are mainly used to apply for any benefits you request through Community Connect (Findhelp). Also, members' information is used to assess programs that may fit their social needs. Information is only shared with consent. It's not shared with other third parties unless agreed in advance. For example, if a member needs transportation services, with their consent, their information will be sent to transportation programs.

If you refer a member to a program and choose text message, the message may contain personal identifiable information (PII). Text messages are not encrypted, if someone has access to the member's phone, members' PII could be viewed by another person. You may opt yourself and members out of email, phone and text messages at any time. Lastly, you and members can cancel or close an account at any time by emailing support@auntbertha.com.

Under the California Consumer Privacy Act (CCPA), you and our members have a right to request to request that Findhelp disclose your/members' personal information. This includes the right to know personal information Findhelp collects from you and the right to delete your personal information. To exercise these rights, you can submit a request to: privacy@auntbertha.com.

For more information regarding privacy and how your information is used, go to https://company.findhelp.com/privacy/ .

10 Alerts

Referrals connect a member to the program that can meet their needs. Through email alerts and referral dashboards, the status of the referral can be shared to all parties. This includes the member, physician, practitioner, other provider, community partner, and program.

Referral alerts are sent when programs accept live referrals. Once you submit a referral, the member and the program will receive email alerts. Email alerts let users update the status of the referral. Updated statuses will then be in each **Referral** dashboard.



Referral comments are in referral alert emails.

10.1 Referral alert

Members in need of services can choose how they would best like to be contacted:

- Email
- Text message
- Phone call
- Don't reach out

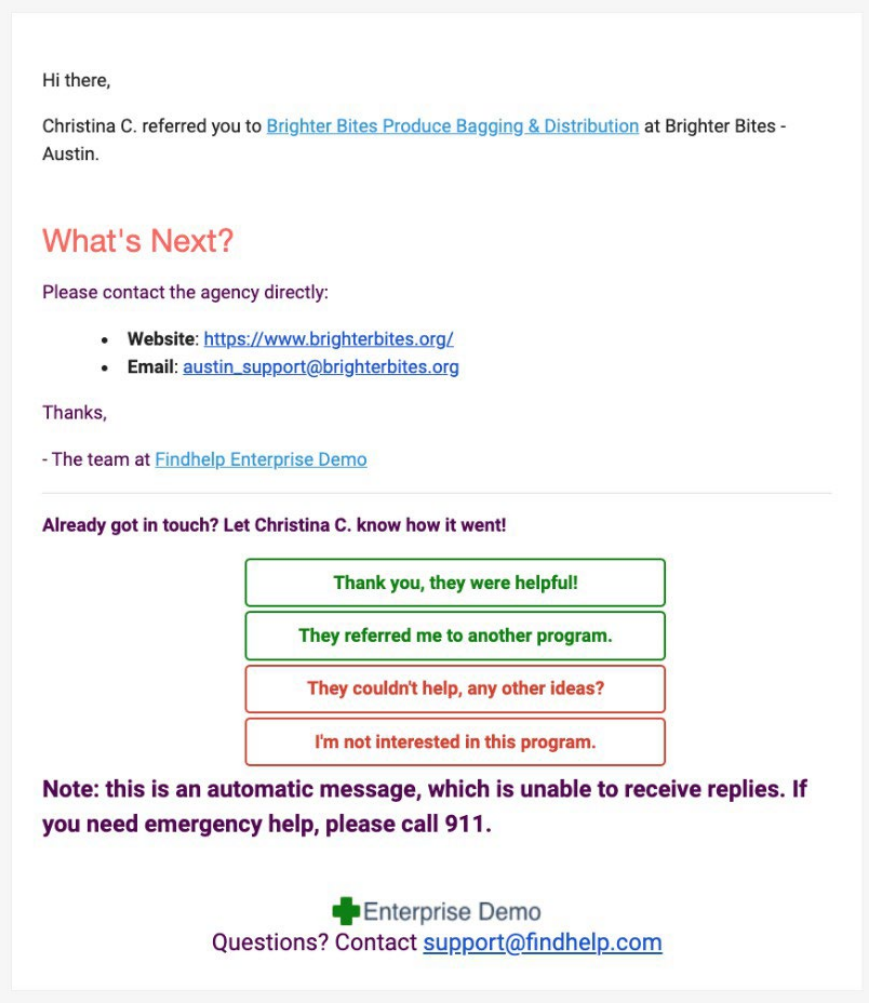
If a member chooses **email** or **text**, they will receive either an email or text alert. If they choose both email and text, only an email will be sent.

If they choose **phone,** they will not receive a referral alert.

If they choose **Don't reach out**, no referral alerts will be sent to the member or the program.

Email

If the member chooses email as the best way to reach them, they will receive the email below. On the email, the member can update the status of their referral. The referral alert email is sent in their preferred language.



Hi there,

Christina C. referred you to Brighter Bites Produce Bagging & Distribution at Brighter Bites - Austin.

What's Next?

Please contact the agency directly:

- **Website**: https://www.brighterbites.org/
- **Email**: austin_support@brighterbites.org

Thanks,

- The team at Findhelp Enterprise Demo

Already got in touch? Let Christina C. know how it went!

Thank you, they were helpful!

They referred me to another program.

They couldn't help, any other ideas?

I'm not interested in this program.

Note: this is an automatic message, which is unable to receive replies. If you need emergency help, please call 911.

Enterprise Demo

Questions? Contact support@findhelp.com

Emails to members are addressed as, “Hi there,” to limit the amount of PII in the email to the member.

The physician, practitioner, other provider/community partner receive a **referral status update alert** by email if the member updates the status of a referral. The status is also updated in the referral dashboard.

If the status of a referral hasn’t been updated in a week, the member will receive a reminder email. This is only if the member chooses email as the best way to reach them.

The member can go to the program by using the link they received through an email.

Text message

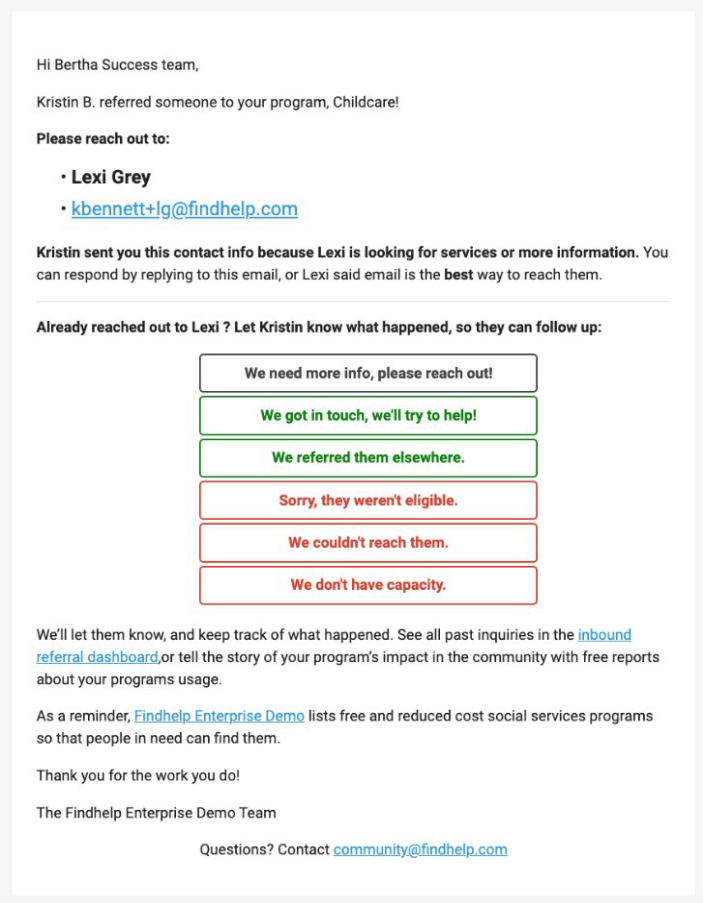
If a member chooses **Text message**, they receive a text message with referral information. The text includes the referral date, name of the program, next steps, and a direct link to the program.

A member can click the link from this text message and go to the program card on the Findhelp platform. The Findhelp platform is mobile friendly.

The member can go to the program by using the link they received in the text message. Members can use Findhelp on their mobile device.

10.2 Program referral alert

Programs that **accept referrals through Findhelp** will receive an alert letting them know they have a new referral.



Hi Bertha Success team,

Kristin B. referred someone to your program, Childcare!

Please reach out to:

- **Lexi Grey**
- kbennett+lg@findhelp.com

Kristin sent you this contact info because Lexi is looking for services or more information. You can respond by replying to this email, or Lexi said email is the **best** way to reach them.

Already reached out to Lexi ? Let Kristin know what happened, so they can follow up:

- We need more info, please reach out!
- We got in touch, we'll try to help!
- We referred them elsewhere.
- Sorry, they weren't eligible.
- We couldn't reach them.
- We don't have capacity.

We'll let them know, and keep track of what happened. See all past inquiries in the inbound referral dashboard,or tell the story of your program's impact in the community with free reports about your programs usage.

As a reminder, Findhelp Enterprise Demo lists free and reduced cost social services programs so that people in need can find them.

Thank you for the work you do!

The Findhelp Enterprise Demo Team

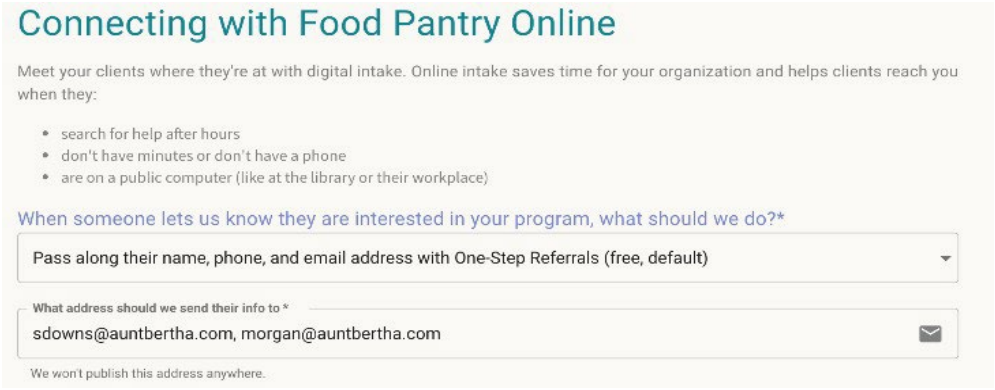
Questions? Contact community@findhelp.com

The member's contact information is in the alert so that programs can connect with the member from their inbox. If a comment was made at the time of the referral, it is in the body of the email.

Programs can update the status of the referral from the email alert. If the program updates the status of the referral, all parties will receive a referral status update alert by email. The status is also updated in each person's referral dashboard.

Who at the program receives the referral alert?

Under the program's **contact settings**, a program can choose who receives alerts when a referral has been made to their program. If desired, the program may add more email addresses by adding commas.



In cases where there is no email in this field, referral emails get sent in this order:

1. **Office email** address.
2. If there is no office email, then to **contact email.**
3. If there is no contact email, then it will get sent to the **program email.**

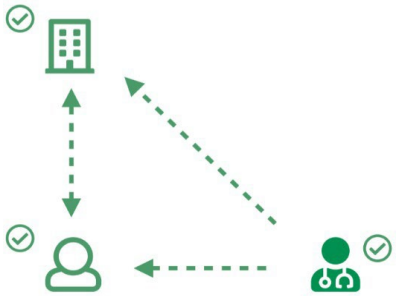
10.3 Referral alerts and dashboard

When you submit a referral for a member, the referral will be logged in your **People I'm Helping** dashboard. If the referral status is updated via email by the program, you will get a status update alert email. The status will also be updated in each person's referral dashboard.

Referral dashboard

Referrals connect a member seeking services to the program that can meet their needs. Through referral dashboards and email alerts, the status of the referral is shared with all parties. This includes the member, physician, practitioner, other provider/community partner, and the program so all parties involved can stay in the loop.

When a referral is complete, the member and physician, practitioner, other provider/community party will receive an alert about the referral. Each party will have the referral information saved in their referral dashboards with the status of the referral.

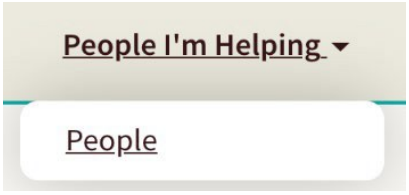


10.4 Navigator – People I'm Helping

The People I'm Helping Dashboard allows physician, practitioners, other providers and community partners to view profiles of the people they've helped. Profiles contain the member's Findhelp history, referrals, assessments, and goals.

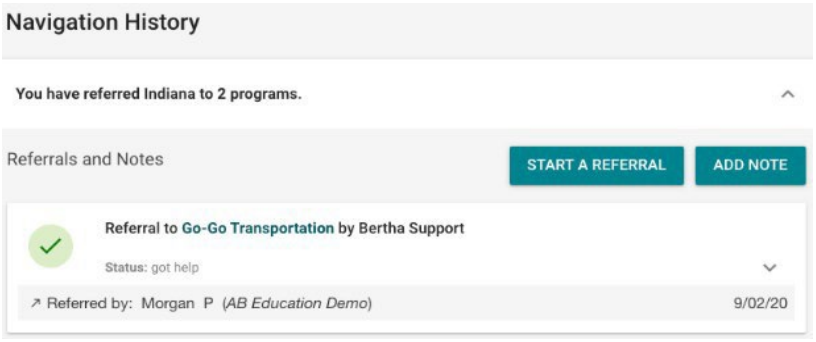
To access referrals that you've made on behalf of members:

1. **Login** to your account.
2. From the **People I'm Helping** menu, choose, **People**.



3. Select the **member's name** to view their profile and manage their referrals.

When you update the referral status, it will also be updated in the referral dashboards. No referral status update alerts will be sent.

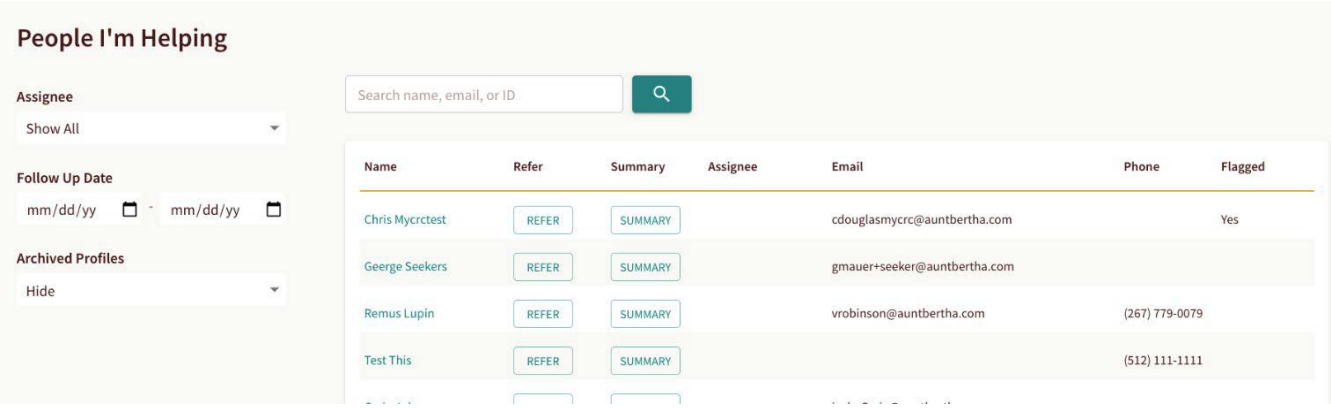


Who can see and interact with referrals?

By default, the physician, practitioner, other provider or community partner who made the referral can see the referral and update the status. If a physician, practitioner, other provider/community partner is in a group with Team Navigation, the whole group may see the referral. Physician, practitioners, other providers/community partners can also leave notes on the referral as well.

11 People I'm Helping

The **People I'm Helping** dashboard and **Seeker Profiles** let you keep track of members and how you're helping them.



The **People I'm Helping** dashboard is a search page where you see a list of members you have helped via:

- **Referrals** you've made.
- **Referrals** you've received or added (programs).
- **Assessments** you've made.

To access the People I'm Helping dashboard from the main menu, choose **People I'm Helping > People**.

From here, you will see a **list of the people that you're helping** and key information about them. Using the search, you can find members by name or email address. By clicking a **Member's Profile**, you can view or track updates.

On a member's profile, you can send referrals, look at assessments, update the status of a referral, and update goals.

11.1 Access Member Profile

From the People I'm Helping dashboard, access the profile of the person you're helping.

Profiles are made any time a referral or assessment has been made. Also, when a program receives a referral or when the program adds a referral to their Inbound Referrals dashboard.

From here, you can follow up on referrals, add notes, update personal information, create goals, and review assessments. By default, any new referrals or assessments will be added to the Member Profile.

Who can access Seeker Profiles?

By default, physicians, practitioners, other providers or community partners who are taking actions on behalf of the member have access to the profile.

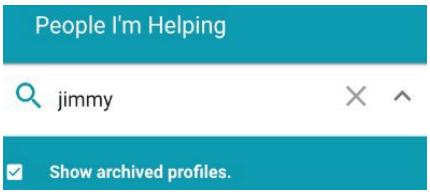
Programs who receive referrals in Findhelp will see profiles of all members who have been referred to the program.

Note: Member profiles are not made for self-referrals or self-assessments. Also, member profiles are not made when you share a program with someone.

Archiving Member Profiles

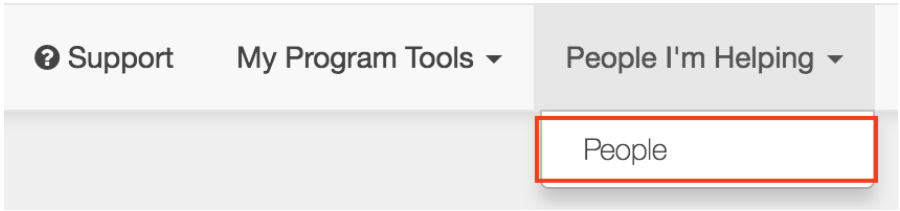
While member profiles cannot be deleted, they can be archived. You can archive a profile by clicking the archive **folder icon** on the top right of the **Member Profile**.

To unarchive profiles, search for the profile on the **People I'm Helping** dashboard and check the **show archived profiles**. Then follow the same steps by clicking the folder icon.



11.2 Referral status

The People I'm Helping dashboard allows you to view profiles of the members you have helped. On the profile, you can see referrals, comments and manage the status of those referrals.
Physicians, practitioners, other providers and community partners can also manage referrals that were made to their program.



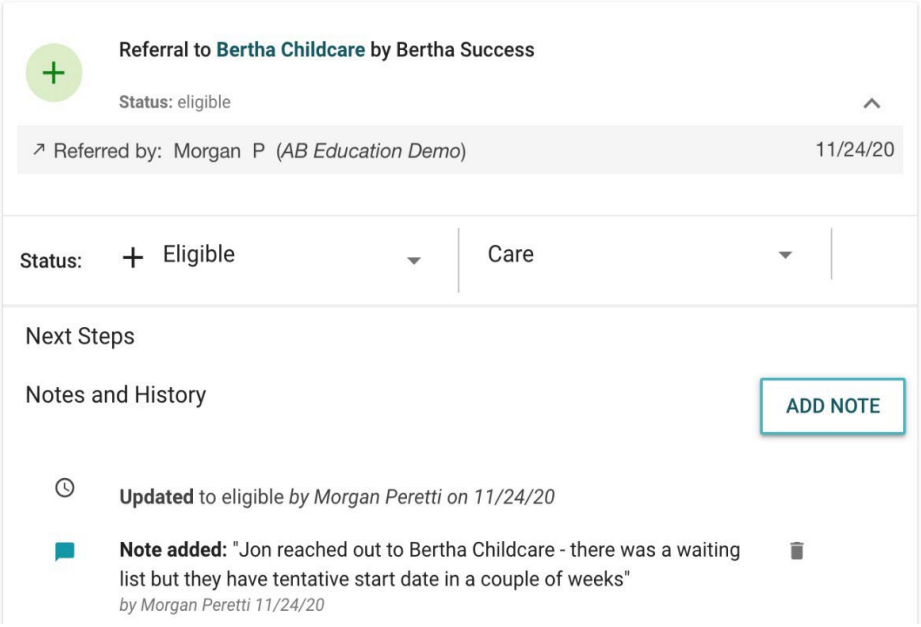
To view and manage referrals:

1. Log in.
2. Click **People I'm Helping > People**.
3. **Search** for the member you've helped.
4. Click on the **member's name** to view that member's profile.
5. **View** or **update the status** of the referral.

If someone with access to the referral updates the referral status, the status is also updated across all dashboards. There is a history of every user that updated or interacted with the referral. This history shows the first and last initial of that person's name and their business if it's in the system.

Referral notes

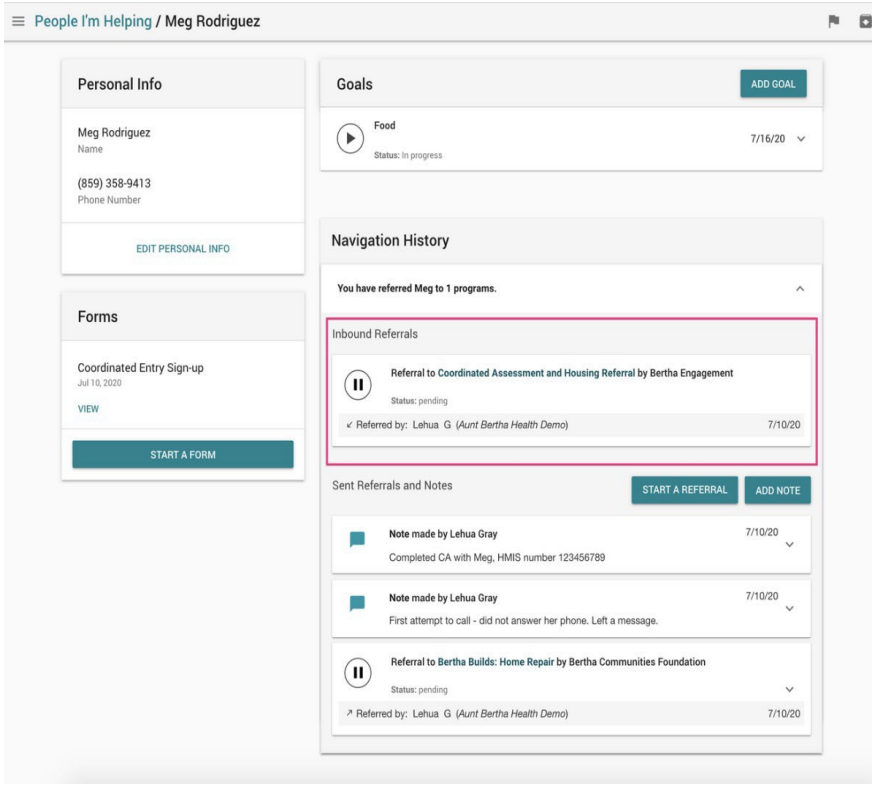
You can add notes to each referral. Open the referral and click **Add Note**.



NOTE: Notes cannot be changed, but they can be deleted by clicking the trash can icon next to the note.

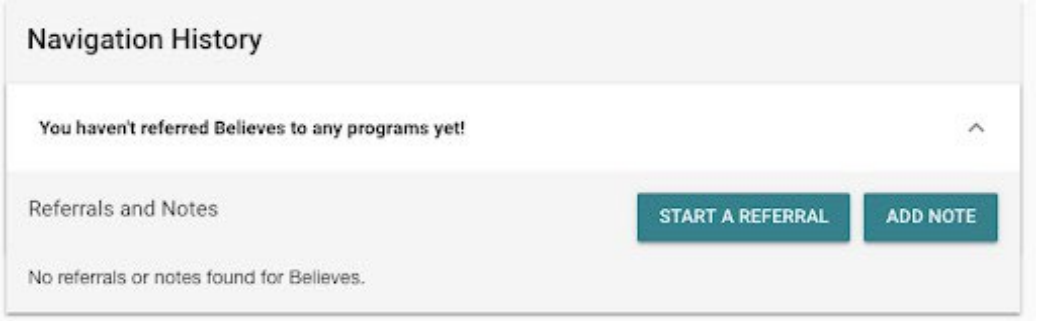
Inbound Referrals

The status of referrals can be updated by physicians, practitioners, other providers or community partners when a referral was made to their program. Physicians, practitioners, other providers and community partners can do this by going to the **Inbound Referrals** section on a member's profile or the **Inbound Referrals** dashboard.



Start a Referral – making new referrals

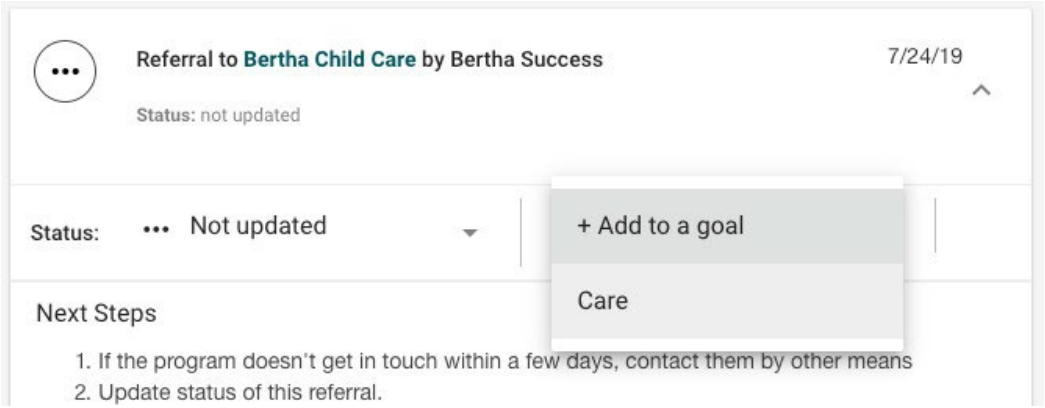
The **Start a Referral** button appears in the Navigation History section:



The **Start a Referral** button launches a search in the member's ZIP code if it's stored in their personal information. You see a banner at the top letting you know which member you are searching. The connect form is filled with any information saved on the member's profile.

Adding and removing referrals to Goals

When a social needs assessment is complete, goals are made in the member's profile based on their assessment answers. Physicians, practitioners, other providers or community partners can open the referral in the member's profile and click on the **+Add to a Goal** option. From there, select the goal where they would like to add the referral.



If the user wants to move or remove a referral from a goal, they can use the same dropdown.

12 Data Analytics

Programs, physicians, practitioners, other providers, and community partners can assess their members' referrals, assessments and site activity. Referring parties can use the data analytics dashboard to assess the process of a referral from start to finish. For physicians, practitioners, other providers/community partners to assess member data, click on **Site Tools** and then **Site Analytics** from the Community Connect (Findhelp) homepage.

Physicians, practitioners, other providers, community partners and members can use data analytics to assess the referrals details, social needs assessment submissions and activity dashboard.

12.1 How the Health Equity Department uses data analytics

The Health Equity Department supports with assessing the identified social needs from the Social Needs Assessment (SNA). Also, by assessing the top social needs from the "Top 10 County Submissions." Programs are added to the site monthly to address social needs and social risks. The social needs support on Community Connect (Findhelp) align with identified social needs and address members' cultural, linguistic and accommodation needs. To address social needs disparities in referral status and SNA; race, ethnicity, language, and other demographics are assessed yearly. Data is pulled monthly to analyze the usage of the Community Connect (Findhelp) sites. The SNA and closed loop referrals are reviewed quarterly to assess if members are getting support on Community Connect (Findhelp).

13 Trainings

Trainings on how to use the Findhelp platform, are offered at any time. If you would like a training, please contact: Cultural.and.Linguistic.Services@healthnet.com.

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