



findhelp How-to Guide

FOR MEMBERS



wellcare.healthnetcalifornia.com

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Introduction

Health Net Community Connect, powered by findhelp, is a network of programs that provides culturally competent social needs support to our members. It is the largest online platform that members can use to find local programs and services within their ZIP codes.

findhelp supports members with social determinants of health (SDOH) needs by helping members search for low- or no-cost social services. findhelp also helps members make referrals (connections to programs and services) for themselves and their families while at the same time promoting the benefits of local programs and services.

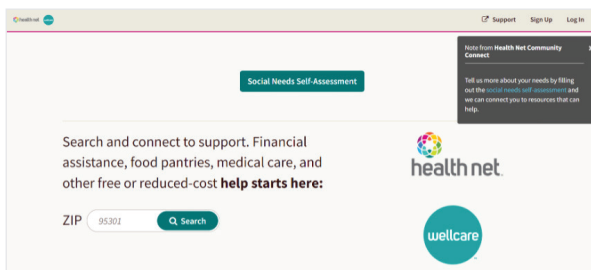


Getting Started

Visit healthnet.findhelp.com to find low- and no-cost services near you. You can also use the site to complete a Social Needs Assessment (SNA)¹ to get referrals to social service programs.

Signing Up

1. Go to healthnet.findhelp.com on your computer or mobile device.
2. Click “Sign Up” in the top right corner.



Sign Up

Already have an account? [Log in!](#)

EMAIL TEXT MESSAGE GOOGLE

First Name

Last Name

Email

Username (Optional)

Password
Min. 8 characters with 1 capital, 1 lowercase, and 1 special character.

I affirm that I have read, understand, and accept the [findhelp.org Terms and Privacy Policy](#).

I'm searching for me or my family

I'm searching to help other people

3. Make a password with at least eight characters. The password must have one capital letter, one lowercase letter, and one special character (e.g. &, \$, !).
4. Check the box to confirm you have read the terms and privacy policy.
5. Choose whether you are searching for services for you and your family, or if you are helping other people.
6. Click the “Get Started!” button.
7. You will get a link via email or text message. **Please click the link within 24 hours to confirm your account.** If you do not see the email, be sure to check your spam or junk folder.
8. Your name will appear in the top right corner of the screen when you are logged in.

Log-in steps

To log into an existing account:

1. Click “Log In” in the top right corner.
2. Choose how you would like to log in. You can log in using your email address, mobile phone number, user name, or Google account.
3. Fill in the needed information and click “Log In.”
4. Your name will appear in the top right corner of the screen when you are logged in.

Log-out steps

to sign out

1. Click on your name in the right corner.
2. Click “Log Out” from the dropdown menu.

Note: findhelp will automatically log you out after 30 minutes of idle time.

Other ways to create an account

It’s always free to create an account on findhelp. However, you can use Community Connect without making a findhelp account. Here are other ways you can make the system work for you:

- Fill out your SNA
- Save and share lists of programs
- Contact and refer to programs you find
- Keep notes about programs and/or the people you help

When you use these features, the **system will prompt you to create an account**. This is another way to create an account without having to follow the sign-up steps above.



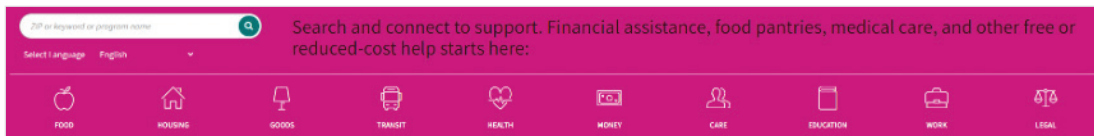
Search Overview

You can find low- and no-cost social service programs in your ZIP code by using the search function. From there, you can browse by:

- ✓ **Category**
- ✓ **Program**
- ✓ **Keyword**
- ✓ **Business**

You can then filter results to find the most relevant programs to meet your needs.

Sort by **RELEVANCE** CLOSEST



To search for a program, follow these steps:

1. From the homepage, enter your **ZIP Code**.
2. Type in a keyword or click on one of the category bar icons to find programs that match your needs.
3. View the search results or use search filters to narrow your results.

ZIP Code search

Type in your ZIP code to search for local, country, and state programs. You can see all the cities, counties, or states that the program serves by clicking on the “More Info” section of the program listing.

ZIP

- Website:** [Program's Website](#)
- Facebook:** [Program's Facebook](#)
- Twitter:** [Program's Twitter](#)

Coverage Area: This program covers residents of the following counties: Bastrop County, TX, Caldwell County, TX, Hays County, TX, Travis County, TX and Williamson County, TX.

Category or service tag search

Once you've entered a ZIP code, you can browse for programs using the **category bar** and your choice of topic. When you choose a topic, some services will be grouped, or "tagged," with keywords. In the example below, the Downtown Shelter and Social Service Center has its main services tagged with the keywords "temporary shelter" and "short-term housing."



Housing for the Harvest
by The California Department of Public Health (CDPH)

COVID-19 Response Program ⓘ

CDPH's Housing for the Harvest program helps agricultural workers secure temporary hotel housing to self-isolate due to COVID-19. The program helps positive or exposed workers protect their loved...

Main Services: [temporary shelter](#)

Other Services: [meals](#), [transportation](#), [home visiting](#)

Serving: [adults 18+](#), [covid19](#), [employed](#), [individuals](#)

By default, search results are sorted by relevance (importance). This boosts programs that may be more likely to help you. If certain programs are not available, they will move down in the search results.

Keyword search

Instead of searching by group, you can also type in a **keyword, program name, or business name**. If you search for a serving tag (who the program serves), programs in the search results will have that serving tag.

Once again, search results are sorted by relevance.



Tag ranking: Programs are sorted into groups called tags. The biggest group is the "parent" group. Tags below the parent group are called "child" groups.

For example, here are the tags that may appear if you search for mental health care:

- Mental health care (parent tag)
 - Anger Management (child tag)
 - Bereavement (child tag)
 - Counseling (child tag)

When you choose a parent group, the search results will show programs with the tagged parent group. This also includes programs tagged with the child groups listed underneath. But, if you choose the child group, you will only find programs with the child group tag.

Examples:

1. If you search for "mental health care" you will find programs for mental health care, anger management, bereavement, and counseling.
2. If you search for "anger management" you will only find programs tagged for anger management.

This allows you to find a range of services or a certain kind of service.



Search filters

Even if you use keywords or categories, there may still be many search results. To find the most relevant program for you or your family, you can use **search filters**. This narrows the results by:

- ✓ Personal characteristics.
- ✓ Program types.
- ✓ Income eligibility.
- ✓ And more!

The screenshot shows a search filter interface with three tabs: "Personal Filters", "Program Filters", and "Income Eligibility". The "Program Filters" tab is selected. The interface is divided into several sections:

- I want to:** Includes radio buttons for "Visit" (checked), "Walking or Biking (5 miles)", "Short Drive (15 miles)", "Long Drive (70 miles)", and "Other: 150 miles". There are also checkboxes for "Call", "Email", and "Apply or Schedule Online".
- Open Hours:** Includes checkboxes for "Open Now", "Open Late", "Open Early", "Open Weekends", and "Open 24 Hours".
- Cost:** Includes checkboxes for "Free" and "Reduced Cost".
- Program communicates in:** Includes a "SELECT LANGUAGE" dropdown menu.

A "FILTER SEARCH" button is located at the bottom center of the filter section.

We'll talk more about these filters on the next few pages.

You can also choose as many filters as you like. We suggest that you pick filters that impact the kind of program you need or how you want to get services.

For example, if you're looking for a support group for pregnant individuals, you could search for "support group" and then use the "pregnant" filter to help you find a support group for pregnancy.

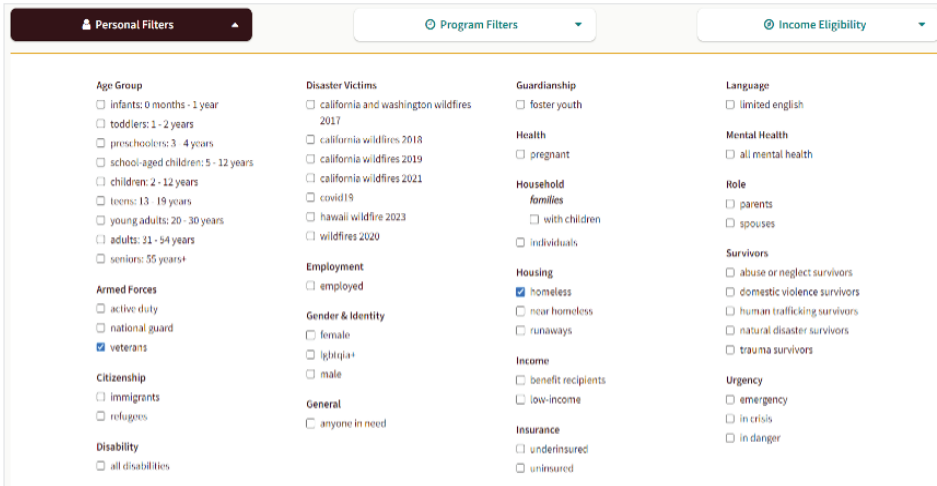
On the other hand, when you search for a food pantry, it may not matter if the pantry only serves people who are pregnant. This could mean that you're able to get the same services whether you're pregnant or not. Instead, filter by open hours to find one that is available.

Personal filters

These filters let you sort results by personal characteristics, like:

- Age.
- Veteran status.
- Gender Identity.
- Language.

For example, if you are a veteran who needs help finding housing, you could search **help find housing** and then apply the “veterans” and “homeless” filters. When you do, the search will show programs that serve both groups first, then programs that serve either group.



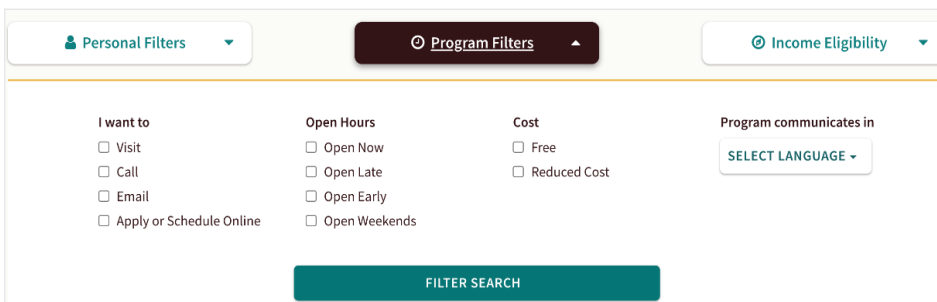
The screenshot shows the 'Personal Filters' section of a search interface. It is organized into four columns of filter categories:

- Age Group:** Includes options for infants (0 months - 1 year), toddlers (1 - 2 years), preschoolers (3 - 4 years), school-aged children (5 - 12 years), children (2 - 12 years), teens (13 - 19 years), young adults (20 - 30 years), adults (31 - 54 years), and seniors (55 years+).
- Armed Forces:** Includes active duty, national guard, and veterans (checked).
- Citizenship:** Includes immigrants and refugees.
- Disability:** Includes all disabilities.
- Disaster Victims:** Includes various wildfire events from 2017 to 2023.
- Employment:** Includes employed.
- Gender & Identity:** Includes female, LGBTQIA+, and male.
- General:** Includes anyone in need.
- Guardianship:** Includes foster youth.
- Health:** Includes pregnant.
- Household families:** Includes with children and individuals.
- Housing:** Includes homeless (checked), near homeless, and runaways.
- Income:** Includes benefit recipients and low-income.
- Insurance:** Includes underinsured and uninsured.
- Language:** Includes limited english.
- Mental Health:** Includes all mental health.
- Role:** Includes parents and spouses.
- Survivors:** Includes abuse or neglect survivors, domestic violence survivors, human trafficking survivors, natural disaster survivors, and trauma survivors.
- Urgency:** Includes emergency, in crisis, and in danger.

Program filters

These filters let you sort results by program details, such as:

- Contact method.
- Cost.
- Hours.
- Language.



The screenshot shows the 'Program Filters' section of a search interface. It is organized into four columns of filter categories:

- I want to:** Includes Visit, Call, Email, and Apply or Schedule Online.
- Open Hours:** Includes Open Now, Open Late, Open Early, and Open Weekends.
- Cost:** Includes Free and Reduced Cost.
- Program communicates in:** Includes a 'SELECT LANGUAGE' dropdown menu.

A 'FILTER SEARCH' button is located at the bottom center of the section.

For example, in the “I want to” column, you can choose “Visit,” “Call,” “Email,” or “Apply or schedule online.” If you choose Visit, a filter will appear with programs within a certain distance. Furthermore:

- “Hours” will filter based on office hours.
- “Cost” will filter based on whether the program is at no cost or reduced cost.
- “Language” will filter based on the languages the program serves.

Income filters

Some programs may have income guidelines. By using the Income Filter, you can filter programs by your household income.

Eligibility:

- This program helps people with income at or below 185% of federal poverty guidelines.
- This program helps children who are 0 to 5 years old.
- This program helps pregnant, postpartum, and breastfeeding women.

Availability: available

Description: The Women, Infant and Children Supplemental Food Program (WIC) is designed to promote healthy food habits to low-income pregnant, postpartum, and breastfeeding women and infants and children birth to five years of age.

To use the income filter, enter your family size and income, then click “Filter Search.” Using the information you entered, programs will show a label stating, “You may be eligible.”

Women, Infant & Children (WIC) Program - Far South Clinic 

by Austin Public Health

You may be eligible

The Women, Infant and Children Supplemental Food Program (WIC) is designed to promote healthy food habits to low-income pregnant,



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 turned on. Remove filters to see more results.



Connect Overview

The “**Connect**” button displays a program’s contact method. It gives you options on how to connect with a program, such as:

- Going in person.
- Making an appointment.
- Making contact through the website.
- Filling out an eligibility screener.

The “Connect” button is on every program listing that accept referrals through findhelp. It also shows the best way to contact the program, and can be used to make and track referrals.

Food Pantry
by Bertha Support

Our food pantry is available for anyone who is in need of assistance with supplying food. Additional services may include help with filling out forms, locating available resources,

📌 Main Services: [food pantry](#), [navigating the system](#), [help fill out forms](#)

👤 Serving: [anyone in need](#), [all ages](#)

Next Steps:
Contact or go to the [nearest location](#).
📍 1.97 miles (Serves nationwide)

🕒 Open Now: 8:00 AM - 5:00 PM ▼










MORE INFO ▼ SAVE SHARE NOTES SUGGEST **REFER**

With live referrals, findhelp sends an alert directly to the program. However, some programs on findhelp do not accept live referrals. This means a referral can get logged and tracked, but findhelp **does not** send a referral alert to the program.

Connect button options

You will see several different kinds of “Connect” buttons when searching for programs on findhelp.

Here are some examples:

Button	What the button means
	<p>The “Apply Here” button appears if a program accepts applications through findhelp. You will be asked to fill out a connect form and eligibility screener to complete your referral.</p>
	<p>The “Apply on Their Site” button appears if the best way to connect with a program is through an outside website. Once you click on the button, you will be taken to the program’s website.</p>
	<p>The “Contact on Their Site” button appears if the best way to contact a program is through the program’s own website.</p>
 	<p>The “Contact Here” or “Refer” buttons appear if the best way to reach the program is through a referral. These buttons work the same way but may appear differently based on if the user is logged into findhelp or if the user is helping someone else. You can learn more about referrals on page 12.</p> <p>Note: Based on the screen size, users may see “Contact” instead of “Contact Here.”</p>
	<p>The “Schedule” button appears if the best way to connect with a program is to schedule an appointment through the findhelp scheduler function. The program will get a referral alert through the site.</p>
	<p>The “Schedule on Their Site” button appears if the best way to schedule an appointment with the program is through the program’s own website. findhelp will not send a referral alert to the program.</p>
	<p>The “See Next Steps” button appears if none of the other options are available. This happens when the best way to reach a program is to call, email, or visit the program directly.</p>
	<p>With tracking-only referrals, the “Log Referrals” button will replace the other buttons.</p>



Social Needs Assessment (SNA)

The Community Connect SNA can assess your current social needs. We will ask if you need help with:

- ✓ **Housing.**
- ✓ **Food.**
- ✓ **Safety.**
- ✓ **Job support, and more.**

The SNA also streamlines the process of getting needed information for your findhelp profile. You can find the SNA on the Community Connect homepage under “Social Needs Assessment.”

Social Needs Self-Assessment

Once you complete the SNA, you can:

- Review your answers.
- Confirm consent.
- Submit the assessment.

A completed SNA **cannot be edited**. However, you can undo the entire SNA and start over if you choose “Edit Responses” before submitting.



Custom search results

Once you complete your SNA, findhelp will use your answers to find groups or programs that may fit your specific needs. You will also get an email with a link to the search results.





Connect and Refer to Programs

You can send referrals through Community Connect. To find a list of referrals that you've saved, click on your initials in the upper right corner of the screen and select "Referrals for Me."

You can also group the referrals that you feel are most important to you in folders. These folders can be sorted from A to Z and can be searched by typing in the "Find a folder" search box.

The status of your referrals is shared with all parties involved through **referral dashboards** and **email alerts**. This ensures that everyone is kept in the loop.



Live referrals

When the "Connect" button displays "Refer" or "Contact Here," (see page 10) you can make a referral directly through findhelp. To do so:

1. Click the button.
2. Fill out your contact information.
 - If you are helping someone else, give their contact information. Please get their consent first.
3. Choose the best way the program can reach you.
4. Add any needed comments.
 - Comments are optional but can sometimes help program staff with your referral.
5. Select the "Consent" button to agree to share your contact information with the program.
6. Click "Next." If the program has added a **screeener** to their referral, fill out the screener and click "Submit."

Start a screener for this program

Eligibility This program helps people with income at or below 130% of federal poverty guidelines.

Who is this for? For myself or my family
 I'm referring someone else

Your Name *

Your Email Address

Your Phone Number

Best way to reach you * Email
 Text message
 Phone call

Comment [Add a comment...](#)

My Consent * I agree to:

- Send my contact info and additional info through this system to this agency, and
- Receive info **about this program** from the Health Net Community Connect site (like steps to contact them, or messages sent to you from the program). [Learn how we keep your info safe.](#)

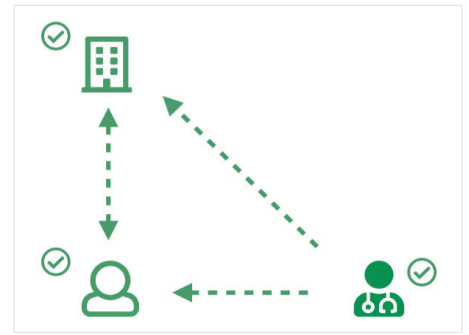
The program provider has a few more questions!
Choose "Next" to log in and continue to the program's form.

Important! We'll do our best to send them your information, but it's possible that we may not be able to reach the agency or get a quick response. If you are in an emergency situation, call 911.

? What happens when you submit a live referral?

- You will get a referral alert. All of your referrals are stored under “**Referrals For Me.**”
- The program will also get a referral alert. The referral will be added to their inbound referrals dashboard.

You can update the status of referrals through email alerts or your dashboard. **The updated status will show in real time in each dashboard.**



For programs that do not accept referrals directly through findhelp, you can still log a referral on your profile. Click the “Connect” button, followed by “Log a Referral.” **Nothing will be sent to the program,** but you will get an alert and will be able to view the referral in your dashboard.

Helping someone else? **LOG A REFERRAL**

i The form below is **NOT** sent to the program. Please follow the program's "Next Steps" to get help. [Learn more...](#)

This form:

- Sends you "Next Steps" to contact this program, if email/text selected as the "Best Way to Reach You."
- Records the program's information in your [Referrals For Me](#) dashboard.
- Creates an account if you don't have one.

Eligibility Serves communities in which we have a lasagna volunteer available.

Who is this for? For myself or my family
 I'm referring someone else

Your Name *

Your Email Address

Your Phone Number

Best way to reach you* Email
 Text message
 Phone call

Comment [Add a comment...](#)

The form above is NOT sent to the program.

This form:

- Sends you "Next Steps" to contact this program, if email/text selected as the "Best Way to Reach You."
- Records the program's information in your [Referrals For Me](#) dashboard.
- Creates an account if you don't have one.

Submit

Important! If you are in an emergency situation, call 911.



Statuses

You can update and track the status of your referrals. The status of a referral can be updated by both you and the program. Below are the definitions of each status:

Status	Definition
Not updated	The default status when a referral is first made and no action has been taken.
Needs client action	This update is made by a program and means you must do something before support starts.
Pending	This update is normally made by a program. It often means that the referral is in process.
Referred elsewhere	The referral could not be fulfilled. A provider or Health Net staff member has referred you somewhere else.
Eligible	You are able to get services but haven't needed or received them.
Got help	You received services and got the help you needed.
Couldn't get help	You were not able to get help (the reason could vary). The next step is to refer somewhere else or contact Health Net for help.
Couldn't contact	The program could not contact you. You should follow up with the program.
Not eligible	You did not qualify for the program. The next step is to refer somewhere else or contact Health Net for help.
No capacity	The program does not have the means to help you. The next step is to refer somewhere else or contact Health Net for help.
No longer interested	You no longer need this program. If you have other needs that are not met, contact Health Net for help.



Referral troubleshooting

If you do not see a referral that you turned in, you may have made a separate account during your referral. Make sure you are logged into the correct account by referring to the icon in the top right corner.



Alerts

Referrals connect you to programs that can meet your needs. The status of a referral can be shared through email alerts and through the referral dashboard.

Referral alerts are sent when programs accept live referrals. Once you submit a referral, you and the program will get email alerts. Email alerts let users update the status of the referral. The updated status will then be displayed in each **referral dashboard** (see previous page).

Already reached out? Let us know what happened!

- 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.



Note: Referral comments can be found in referral alert emails.

Referral alert

You can choose how you would like to be contacted:

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

If you choose email or text, you will get either an email or text alert. If you choose both email and text, you will only get an email alert.

If you choose phone, you will not get a referral alert. If you choose "Don't reach out," no referral alerts will be sent to you or the program.

Email

If you choose email alerts, you will get an email like the sample below in your preferred language. You can use the links in the email to update the status of your referral.

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 you are addressed as, “Hi there,” to limit the amount of personal identifiable information (PII) in the email.

The staff/provider will get a referral status update alert by email if you update the status of a referral. The status will also update in your referral dashboard.

If you don't update the referral status within a week, you will get a reminder email. **This is only if you choose email alerts.**

You can also go to the program by using the link in the email.



Text message

If you choose text message alerts, you'll get a text message with referral information. The text message includes:

- The referral date.
- The program name.
- Next steps.
- A direct link to the program.

Click the link to go directly to the program on findhelp. Don't forget, the findhelp website is mobile friendly!



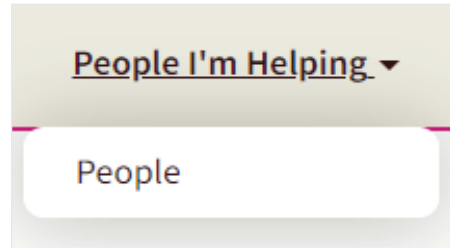
Navigator – People I’m Helping

The “**People I’m Helping**” dashboard allows you to view the profiles of people you’ve helped get referrals. These profiles have the individuals’:

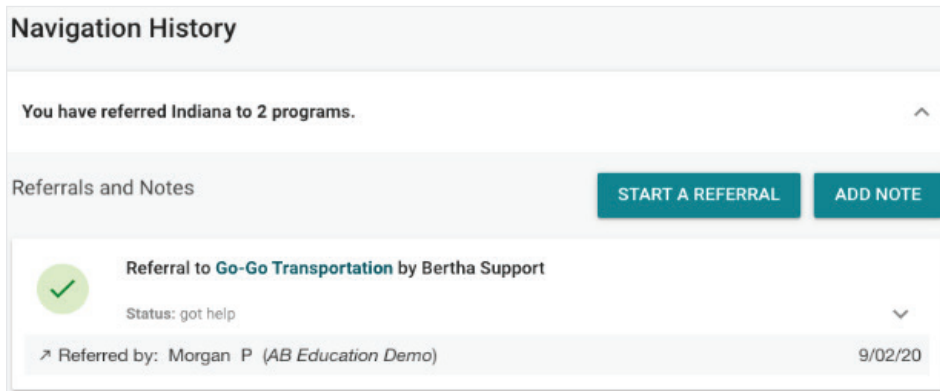
- ✓ findhelp history.
- ✓ Referrals.
- ✓ Assessments.
- ✓ Goals.

To access referrals you’ve made for others:

1. Log in to your account.
2. From the “People I’m Helping” menu, choose “People.”
3. Select the person’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 engage with referrals?

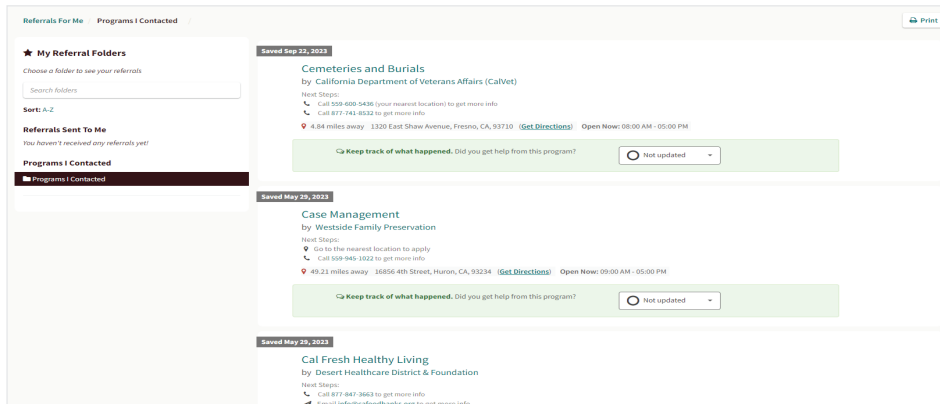
By default, the person who made the referral can see the referral and update its status. If you are in a group with Team Navigation, the whole group may see the referral. You can leave notes on the referral as well.

When the program updates the referral status, you will get an alert email. The status will also be updated in each person’s referral dashboard.



Referrals for Me

The parts of your profile marked “**Referrals for Me**” and “**My Folders**” let you keep track of the programs you’ve contacted and the programs you’ve saved.

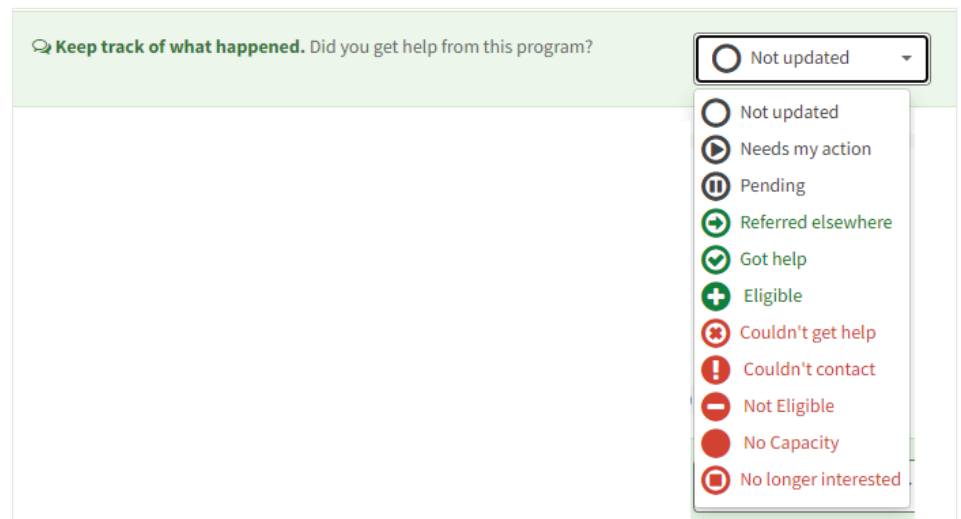


The “**Programs I Contacted**” area is a search page where you can review the programs you have contacted. This page includes:

- The name of the program.
- A description of the program and the ways you can get in contact.
- Where the program is and its hours of operation.
- The date you logged into the program and when you self-referred to the program.
- A way to update the status of the help you’ve received.

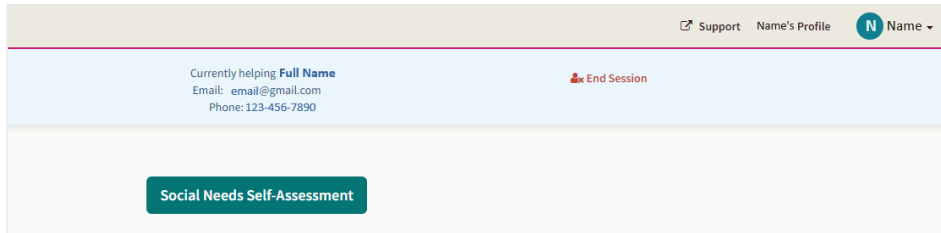
To access “Programs I Contacted” from the main menu, choose “Referrals for Me” and then “Programs I Contacted.”

Use the search folders to find programs grouped by folders. Click on a program to find more information.



✓ Access your member profile

After you have finished your SNA, the “People I’m Helping” link will be replaced by a profile with your name. Click your initials in the upper right corner of the screen to review your SNA and profile. Profiles are made any time an assessment has been finished.



From here, you can:

- Follow up on referrals.
- Add notes.
- Update personal information.
- Create goals.
- Review assessments.

By default, any new referrals will be added to Your Profile.



Your profile is not made when you self-refer or share a program with someone. **You must create an account in order to have a profile.**

🔑 Who can access your profile?

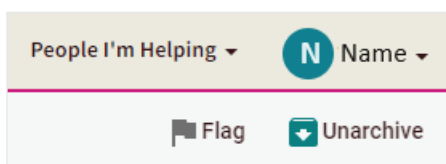
By default, staff and providers who take actions on your behalf will have access to your profile.

Programs that get referrals in findhelp can also see the profiles of all members referred to the program.

📁 Archiving member profiles

While member profiles cannot be deleted, they can be archived. You can archive your profile by clicking the “**Archive**” folder icon in the top right of the member profile.

To unarchive a profile, check “**Unarchive.**”





Referral status

On your profile, you can:



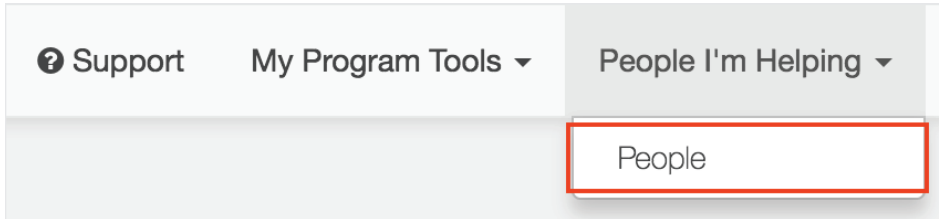
Find referrals.



Manage referral statuses.



View comments.



To view and manage referrals:

1. Log in.
2. Click “People I’m Helping,” then “People.”
3. Search for your name.
4. Click on your name to view your profile.
5. View or update your referral status.



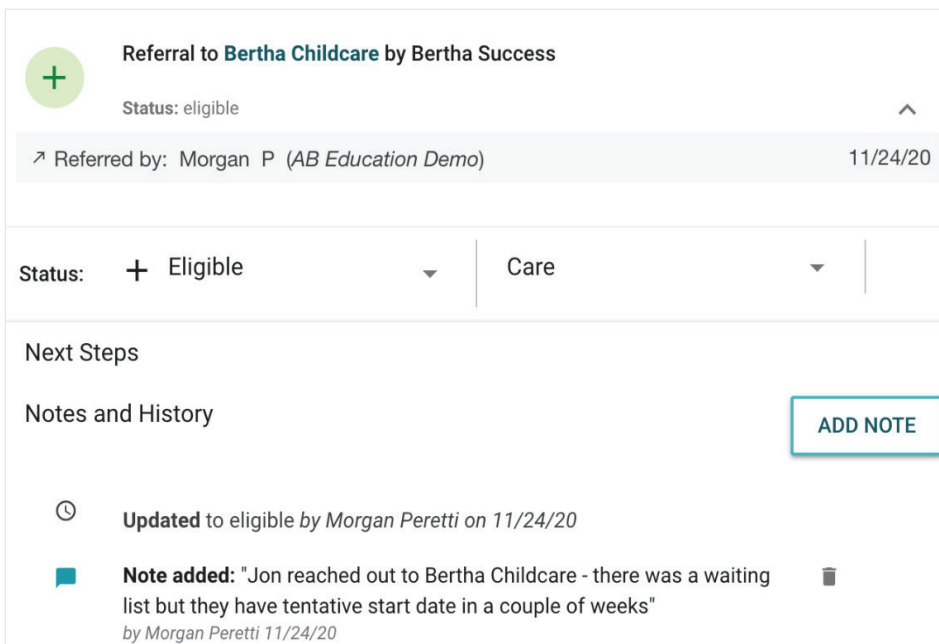
Tip: Notes cannot be changed, but they can be deleted by clicking the trash can icon next to the note.

When you update a referral status, it is updated across all dashboards. The dashboard also keeps a history of every user that updated or engaged with the referral. This history shows the first and last initial of the person’s name and their business, if it’s in the system.



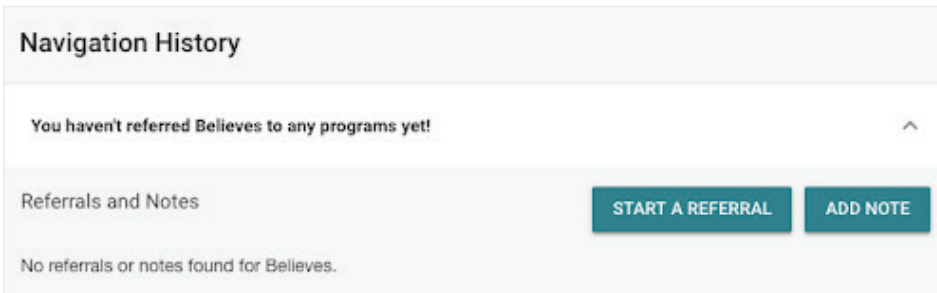
Referral notes

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

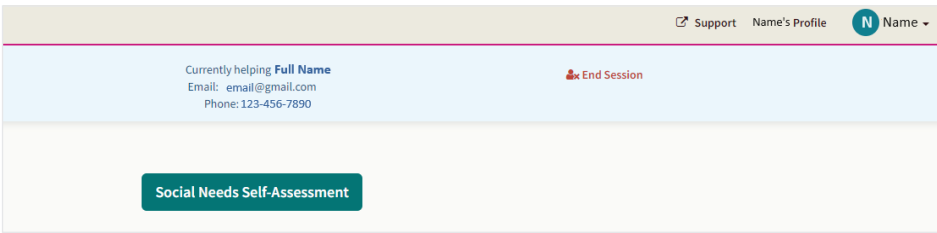


Start a Referral — Make new referrals

The “Start a Referral” button appears in the “Navigation History” section in the “People I’m Helping” tab:



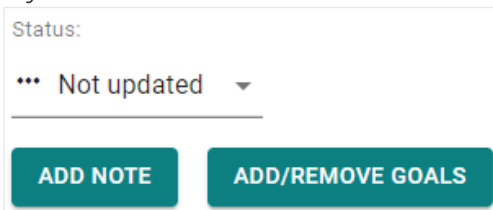
“Start a Referral” launches a search in your ZIP code if it’s stored in your personal information. A banner appears at the top of the screen to let you know that you are searching for services for yourself. Any forms you need to fill out will use information saved from your profile.



Add or remove goals

You can add or remove a goal to any referral. Open the referral in your profile and click on the “Add/Remove Goals” button. From there, select the goal you want to add to the referral.

If you want to move or remove a referral from a goal, you can use the same dropdown menu.





Privacy

findhelp is committed to keeping its members' information safe and secure. When you sign up for a profile, findhelp will collect your:

- ✓ **Name.**
- ✓ **Password.**
- ✓ **Email.**
- ✓ **Phone number.**

If you choose to get text messages, findhelp will collect your:

- ✓ **Number.**
- ✓ **Time.**
- ✓ **Mobile carrier.**
- ✓ **Message content.**
- ✓ **Date.**

Your information is mainly used to apply for any benefits you request through Community Connect. Your information is also used to assess programs that may fit your social needs. **Information is only shared with your consent and is not shared with other third parties unless you agree in advance.** For instance, if you need transportation services, your information will be sent to transportation programs with your consent.

If you're referred to a program and choose to use text message alerts, the message may contain PII. Text messages are not encrypted. If someone has access to your phone, your PII could be viewed by another person. **You may opt out of email, phone, and text messages at any time.** Lastly, you can cancel or close your account at any time by sending an email to support@auntbertha.com.

Under the California Consumer Privacy Act (CCPA), it's your right to request to findhelp what personal information about you they disclose. This includes the right to know what personal information findhelp collects from you and the right to have your personal information deleted. 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 company.findhelp.com/privacy.

Trainings



Trainings on how to use the findhelp platform are offered at any time. If you would like to schedule a training, please call Member Services using the number on your member ID card.





¹Health Net's Health Equity Department supports assessing the identified social needs from the Social Needs Assessment (SNA). 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 align with identified social needs and address members' cultural, linguistic, and accommodation needs. To address social needs disparities, demographics like race, ethnicity, language, and more are assessed yearly. Data is pulled monthly to analyze the usage of the Community Connect sites. The SNA and closed loop referrals are reviewed quarterly to assess if members are getting support on Community Connect.

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