

Use findhelp to Connect Members to Community Supports Services

TO PROMOTE GOOD HEALTH, FIND LOCAL COMMUNITY SUPPORTS PROVIDERS FOR PATIENTS

Community Supports providers are organizations with experience working directly in the community who understand members' needs such as homelessness, unstable and unsafe housing, food insecurity and/or other social needs. The key goal is to provide care to members in locations where they feel most comfortable and keep them in their home or community.

To support the California Advancing and Innovating Medi-Cal (CalAIM) program implemented by the Department of Health Care Services (DHCS), Community Health Plan of Imperial Valley expanded its partnership with findhelp (formerly known as Aunt Bertha) to support the CalAIM work for our providers.

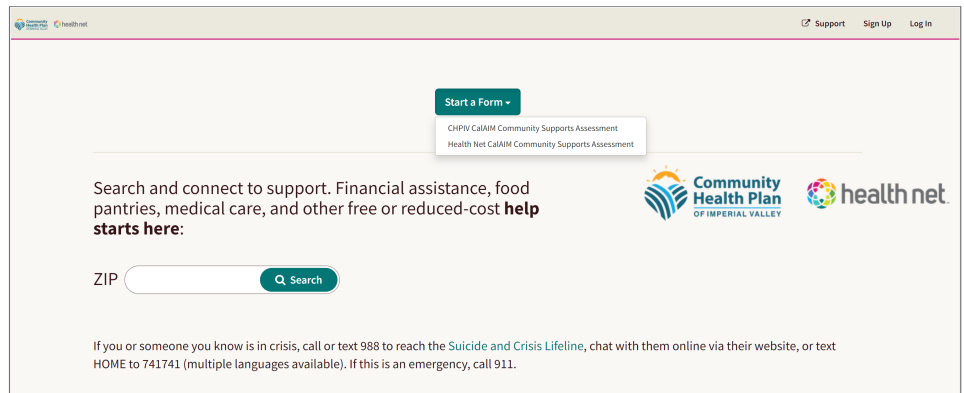
Follow these steps to create an account and refer a member

Create an account.

- 1 Go to bit.ly/HN-CHPIV_ECMReferral.
- 2 Click on **Sign-up** at the top right corner.
- 3 Fill in your information and create a password.

Search and make a referral.

- 1 Log into your account.
- 2 Complete and submit the appropriate CalAIM Assessment – view available Community Supports programs and make a referral; **or**
- 3 Enter a ZIP Code and click search.

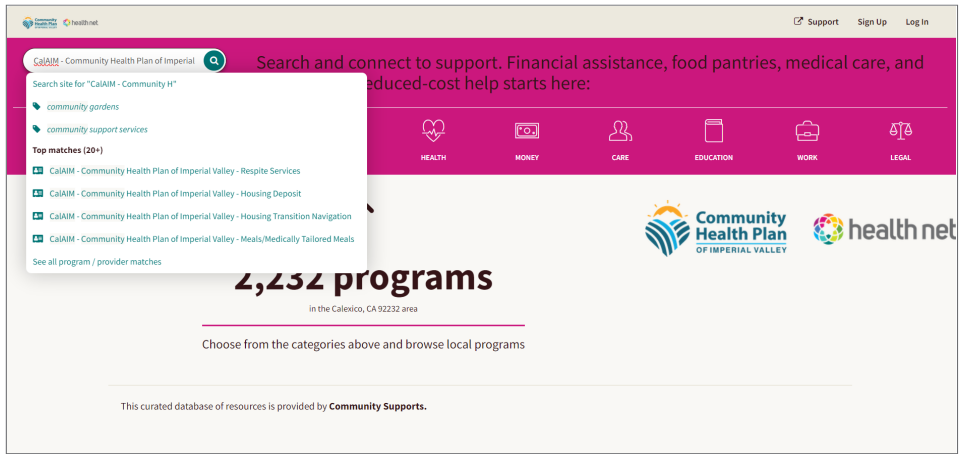


The screenshot shows the findhelp website interface. At the top right, there are links for 'Support', 'Sign Up', and 'Log In'. A 'Start a Form -' button is visible, with a dropdown menu showing 'CHPIV CalAIM Community Supports Assessment' and 'Health Net CalAIM Community Supports Assessment'. Below this, there is a search bar with the text 'Search and connect to support. Financial assistance, food pantries, medical care, and other free or reduced-cost help starts here:'. A 'ZIP' input field is followed by a 'Search' button. At the bottom, there is a disclaimer: 'If you or someone you know is in crisis, call or text 988 to reach the Suicide and Crisis Lifeline, chat with them online via their website, or text HOME to 741741 (multiple languages available). If this is an emergency, call 911.'

(continued)

Narrow down search results

Ten topics will be provided – select one. Then select a subtopic which contains a list of services or simply search for “CaAIM” for Community Supports services.



Refer to the sample below

Results of Community Supports services available for a specific ZIP Code will appear and be tagged as a “CaAIM Community Supports Provider.” Once a provider is selected, click on the green button. Follow the steps to make a referral.



Community Health Plan of Imperial Valley (“CHPIV”) is the Local Health Authority (LHA) in Imperial County, providing services to Medi-Cal enrollees in Imperial County. CHPIV contracts with Health Net Community Solutions, Inc. to arrange health care services to CHPIV members. *Health Net Community Solutions, Inc. is a subsidiary of Health Net, LLC and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved.