

# 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), CalViva Health expanded its partnership with findhelp (formerly known as Aunt Bertha) to support the CalAIM work for our providers.

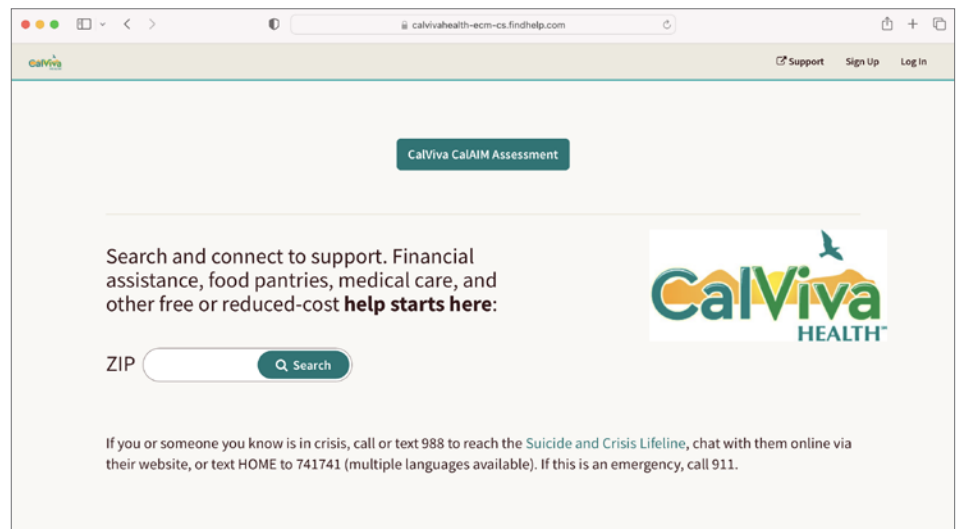
## Follow these steps to create an account and refer a member

### Create an account.

- 1 Go to **calvivahealth-ecm-cs.findhelp.com**.
- 2 Click on **Sign-up** at the top right corner.
- 3 Fill in your information and create a password.

### Search and make a referral.

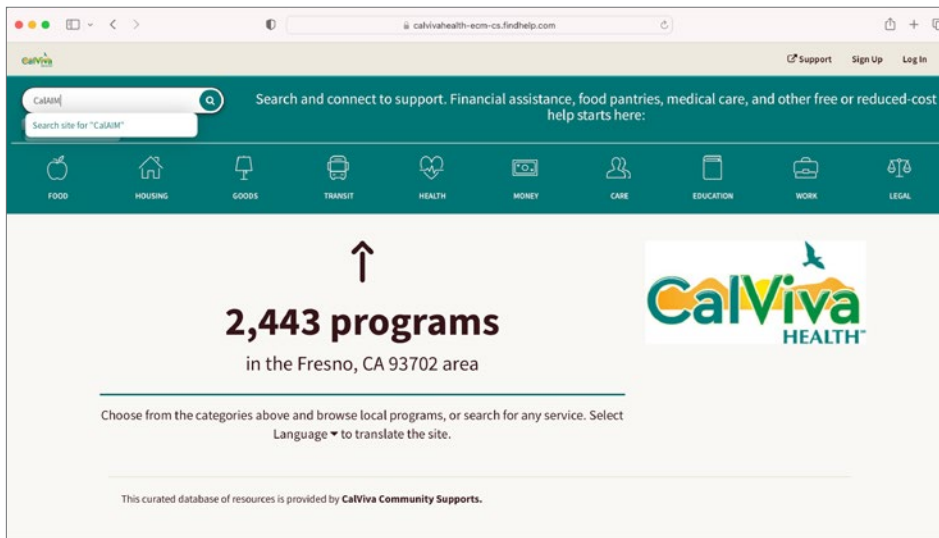
- 1 Log into your account.
- 2 Complete and submit the CalViva CalAIM Assessment – view available Community Supports programs and make a referral; **or**
- 3 Enter a Zip Code and click search.



(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.

