



Humana Community Navigator™

Key Points & Frequently Asked Questions

Key Points

- Humana Community Navigator (HCN) is an active, online directory of community and private resources across the United States, which can be filtered by zip code.
- All programs listed are direct services that are free, reduced or sliding scale cost. It is powered by findhelp (formerly Aunt Bertha).
- The site is free to use and there is no cost to the practice.
- Resources include food assistance, loneliness, housing & transportation resources, legal, employment & education assistance, and more.
- Visit [Humana.findHelp.com](https://www.humana.com/findhelp) to access the Humana Community Navigator (HCN).

Frequently Asked Questions

1. What is Humana Community Navigator?

Humana Community Navigator (HCN) is an active, online directory of resources across the United States, which can be filtered by zip code. All programs listed are direct services that are free, reduced or sliding scale cost. It is powered by findhelp (formerly Aunt Bertha). The site is free to use and there is no cost to the practice. Resources include food assistance, loneliness, housing & transportation resources, legal, employment & education assistance, and much more.

2. How do I access Humana Community Navigator?

Visit [Humana.findhelp.com](https://www.humana.com/findhelp) to access the Humana Community Navigator (HCN).

3. What type of resources are available?

Humana Community Navigator (HCN) is an active directory of resources across the United States, which can be filtered by zip code. All programs listed are direct services that are free, reduced or sliding scale cost. Resources include food assistance, loneliness, housing & transportation resources, legal, employment & education assistance, and much more.

Resources are vetted approximately every 6 months by the findhelp team with the ability of organizations to claim their program to ensure that the information presented represents the most current and preferred program and contact information.

4. Is the site free to use or is there a cost to the practice?

There is no cost to the practice.

5. **Can patients who do not have Humana insurance access resources?**

Yes. Humana Community Navigator can be used to assist anyone, Humana members and non-members alike. HCN offers the ability to share resources with patients in their preferred language and in the manner they prefer: text, email, print.

6. **Does this tool integrate into my EMR?**

The best way to access the site is by adding a bookmark or desktop shortcut. Humana Community Navigator does not integrate into provider EMRs. If you are interested in exploring integration of findhelp into your preferred EMR please reach out to HCNhelp@humana.com.

7. **How do I connect patients to resources?**

Search for the resources by typing in a keyword or browsing the categories along the top of the tool. Search results will generate all program cards fitting your search. Review the program cards to ensure the best fit for that individual. Once you've identified the correct resource, determine how the individual would like to receive this information and share accordingly.

Share Methods:

- Write down the necessary information
- Email and/or text message: From the program card, choose the SHARE arrow. It will open up to a form where you can choose email or text message and enter information accordingly. Note, SHARE ON FACEBOOK will always be visible. Only use if this is an approved action in your organization.
- Print: Click on the program name to open a new browser with the complete program description. Choose 'Print' from this new screen.
- Refer: Some organizations receive referrals within the tool. For these, instead of seeing SEE NEXT STEPS, it would say REFER. Complete the form to send the patient information to the organization for assistance. Patient verbal consent required.
- Note, at times you may see Apply or other activity types that would take you out of HCN and to a third-party site. Alternately, you could send this information directly to the patient instead via the SHARE button, empowering them to take the required next steps.

8. **Can patients use the tool?**

Yes. Humana Community Navigator can be used to assist anyone, Humana members and non-members alike. HCN offers the ability to share resources with patients in their preferred language and in the manner they prefer: text, email, print.

9. **Can only in-network Humana providers access HCN?**

Anyone can access Humana Community Navigator via Humana.findhelp.com.

10. **Are the resources local?**

Humana Community Navigator (HCN) is an active directory of resources across the United States, which can be filtered by zip code. Resources are displayed based on services available in the searched zip code.

11. **What if there is incorrect information on a resource? Or, I have a suggestion for a resource?**

- **Program Specific Updates:** Users are able to suggest updates to specific programs by choosing the 'Suggest' button within that specific program card. Examples include updated hours of operation, a new service offering, etc. The findhelp team will review and update accordingly.
- **New Program:** Additionally, users are able to suggest or recommend a new program or organization that may not be listed. In the tool, scroll to the very bottom of the screen and choose 'Suggest a Program'. Complete the form and findhelp will take this through their vetting process. Please note, not all recommendations will be added as it depends on the vetting process in place by findhelp.

12. How do I provide a resource in a different language?

The platform is available to translate in over 100 languages. Language support is provided both using Google Translate and native translations. [Visit the Language Support section](#) of Find Help for instructions.

13. How do I refer a patient to a resource?

Some organizations receive referrals within the tool. For these, instead of seeing SEE NEXT STEPS, it says REFER. Complete the form to send the patient information to the organization for assistance. Patient consent is required.

14. When I send resource information to patients via text or email, how does that appear to the patient?

- **Email:** Emails sent to the patient comes from 'Humana Community Navigator' at bertha@berthamail.com. This is a short notification directing the individual to follow the link to view the community resource details.
- **Text:** Text messages come from a 512 area code. This is a short notification directing the individual follow a link to view the resource details. Also included is the phone number of the specific resource.

15. Who should I contact if I have additional questions about Humana Community Navigator?

More information can be found on populationhealth.humana.com, by reaching out to your market representative, or emailing HCNhelp@humana.com.