# Our Mission

To connect all people in need and the programs that serve them (**with dignity and ease**).
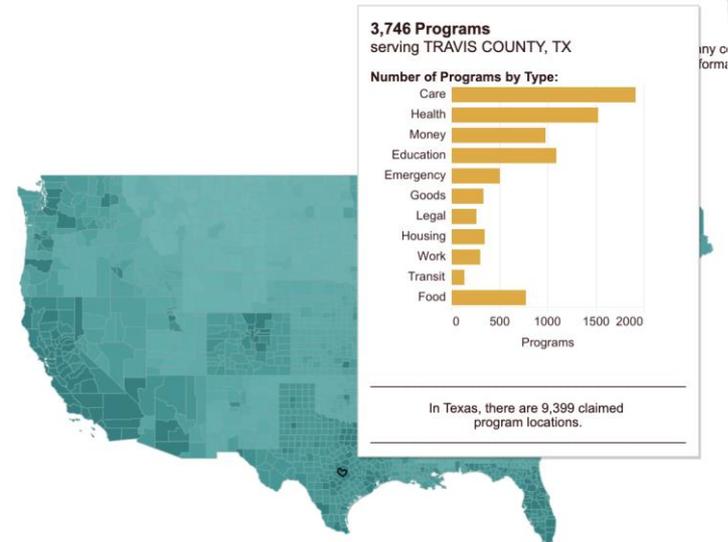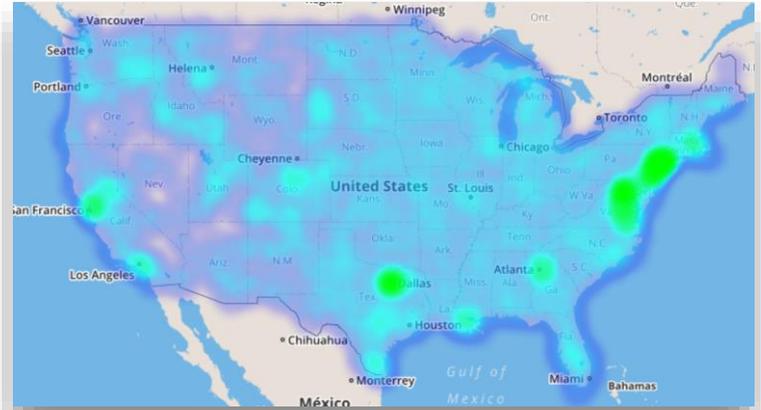
# **Nationwide Network**

Our search is in every ZIP Code in the United States. This heat map shows searches across the country.

We're transparent about our program network — you can see program information and availability for **every county in the US**.

**9,139,294** Users

**552,570** Program Locations

**82,631** In-Network Locations



**3,746 Programs**
serving TRAVIS COUNTY, TX

**Number of Programs by Type:**

Care
Health
Money
Education
Emergency
Goods
Legal
Housing
Work
Transit
Food

0    500   1000  1500  2000
Programs

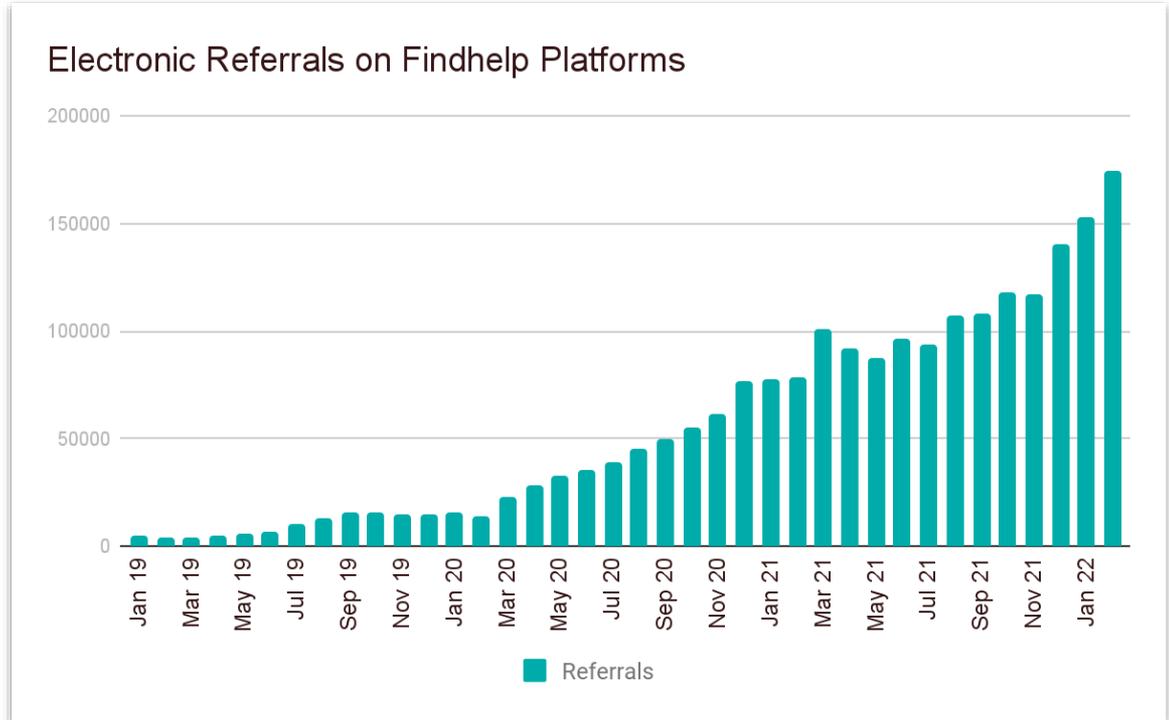In Texas, there are 9,399 claimed program locations.

# Closed-Loop Referral Network

Findhelp has the largest closed-loop referral network in the country.

Our customers join an active network with participating community organizations nationwide.

**Electronic Referrals on Findhelp Platforms**

# Nationwide Network

## 430+

Customers

## 78

Multi-state Customers (and Growing)

GOVERNMENT

HEALTH CARE

HEALTH PLANS

EDUCATION

OTHER

**9/20**
Largest U.S. Hospital Systems

**164**
Healthcare Systems

**70+**
Health Centers

**9/10**
Largest U.S. Health Plans

**102**
Health Plans

**3**
Primary Care Associations

# Principles

Consumer-directed privacy and per-referral consent

Equal access to an inclusive and holistic network of programs

Government partnership through capacity-building, standards and interoperability certification, and innovation demonstrations

Information Sharing & Privacy

# **Protecting the Seeker's Privacy**

We all have tough moments in life. Whether it's struggling with addiction, unemployment, or just a series of bad events.

1. Self-navigation referrals are private to the Seeker and the community organization

1. The Seeker is in control of who else gets to see that private referral

1. The Seeker can share or remove access over time to that private referral

# Self-Navigated Referrals

# Self-Navigated Referrals are Private

## Navigation History

You have referred Stephen to 1 programs.

### Referrals and Notes

START A REFERRAL    ADD NOTE

Referral to **Bertha Supports** by Bertha Success

Status: not updated

↗ Referred by:  Chris  G  (*Aunt Bertha Basic Demo*)                    7/22/20

**Stephen has no shared referrals.**

### Other Referral Activity

REQUEST ACCESS

**No Requests:**  No one has requested referral activity access.

# Referral Activity Sharing Request Approved

Your request to view additional referral activity was approved.

[View Profile](#)

**Enterprise Demo**
Questions? Contact [support@findhelp.com](mailto:support@findhelp.com)

## Navigation History

**You have referred Stephen to 1 programs.**  ⌃

Referrals and Notes

**START A REFERRAL**    **ADD NOTE**

⋯    **Referral to Bertha Supports by Bertha Success**

Status: not updated    ⌄

↗ Referred by:  Chris  G  (*Aunt Bertha Basic Demo*)    7/22/20

**Stephen has shared 1 other referral(s).**  ⌃

Other Referral Activity

**Access Approved:**  Stephen approved sharing referral activity on 07/22/2020. Chris Garcia (demo) requested access for Aunt Bertha Enterprise Demo on 07/22/2020.

⋯    **Referral to Bertha Food by Bertha Engagement**

Status: not updated

Referred by:  Chris  P  (*Aunt Bertha Professional Demo*)    7/22/20

# Consent for Each Referral

**Tell us about the person you're helping:**

Someone you've Connected before:

Use contact info on file * | Polly Pocket ✖

Or

Connecting someone new:

Their Name* | Polly | Pocket

Their Email Address | candace+pollyp@findhelp.com

Their Phone Number |

Their Language | English ▾

Their Patient ID |

Their Medicaid ID |

Best way to reach them*
☐ Email
☐ Text message
☐ Phone call
☐ Don't reach out

Comment | Add a comment...

**Confirm Consent *** ☐ I have appropriate consent from the person or their guardian (if under 18) to:

○ Send their contact info and additional info through this system to this agency, and
○ Send them info **about this program** through the Findhelp Enterprise Demo platform (including any responses sent to them by the program).

The consent check box must be checked

✉ SEND

---

**Confirm Consent *** ☐ I have appropriate consent from the person or their guardian (if under 18) to:

○ Send their contact info and additional info through this system to this agency, and
○ Send them info **about this program** through the Findhelp Enterprise Demo platform (including any responses sent to them by the program).

The consent check box must be checked

✉ SEND

# Privacy Control

Referrals For Me   Share Settings

## ⭐ My Referral Folders

*Choose a folder below to see your referrals*

Find a folder

**Sort:** A-Z

## Referrals Sent To Me

📁 From  Chris Garcia (demo)

📁 From  Chris Professional

## Referral Share Settings

Within the selected organizations, anyone who is working directly with you will be able to:

- see all your current referrals and their status
- view referrals you receive in the future

You may unshare them at any time through this page.

**Share all referrals with:**

☑ Aunt Bertha Enterprise Demo ( Sent referral to Bertha Supports on 07/22/2020 )

Save   Cancel

## Referral Share Settings

Within the selected organizations, anyone who is working directly with y

- see all your current referrals and their status
- view referrals you receive in the future

You may unshare them at any time through this page.

**Share all referrals with:**

☐ Aunt Bertha Integrations ( Sent referral to Bertha Grows: Community Gardens on 09/23/2019 )

☐ Community Demo ( Sent referral to Bertha Grows: Community Gardens on 09/23/2019 )

☐ Community Hospital Resource Directory ( Sent referral to Bertha Grows: Community Gardens on 09/23/2019 )

☐ Aunt Bertha Basic Demo ( Sent referral to Bertha Grows: Community Gardens on 09/23/2019 )

☐ Aunt Bertha Professional Demo ( Sent referral to Bertha Grows: Community Gardens on 09/23/2019 )

☑ Aunt Bertha Enterprise Demo ( Sent referral to Bertha Grows: Community Gardens on 09/23/2019 )

☐ Aunt Bertha Health Demo ( Sent referral to Bertha Grows: Community Gardens on 09/23/2019 )

☐ AB Education Demo ( Sent referral to Bertha Grows: Community Gardens on 09/23/2019 )

Save   Cancel

# Coordination:
# Coalition Sharing

## Navigation History

**You have referred Audrey to 3 programs.** ⌃

Inbound Referrals
No inbound referrals found for Audrey.

Referrals and Notes     [START A REFERRAL]  [ADD NOTE]

### Bertha Moves
by Bertha Support
Status:
••• Not updated  ▾     ADD NOTE

| | | |
|---|---|---|
| 2/01/21 | Updated to not updated | |
| | Program Kirchner | |
| 2/01/21 | Referred by Alex T (Bertha Engagement) | |

### Food Pantry
by Bertha Support
Status:
✓ Got help  ▾     ADD NOTE

| | | |
|---|---|---|
| 1/31/21 | Updated to got help | |
| | Program Kirchner | |
| 1/31/21 | Updated to not updated | |
| | Program Kirchner | |
| 1/31/21 | Referred by Morgan P (AB Education Demo) | |

### Bertha Legal Assistance
by Bertha Success
Status:
••• Not updated  ▾     ADD NOTE

| | | |
|---|---|---|
| 1/31/21 | Updated to not updated | |
| | Program Kirchner | |
| 1/31/21 | Referred by Program K (Aunt Bertha Enterprise Demo) | |

# Consent

## Implications of an "all-in" permission approach:

- Discrimination

- Vulnerable situations

- Family privacy

- Conflicts of interest

This Authorization covers, without restriction, all information disclosed and re-disclosed to CIE by you, your family, Partner Agencies including your care team, or any other person involved in your care while this Authorization is in effect. CIE and its Partner Agencies may share your personal, financial and health information. You agree to notify CIE if your information changes or is incorrect. Information disclosed pursuant to this Authorization may be re-disclosed and no longer be

# Anonymity Differences

# New Hampshire

*In the Year of Our Lord Two Thousand Twenty Two*

AN ACT relative to a closed loop referral system in the department of health and human services.

*Be it Enacted by the Senate and House of Representatives in General Court convened:*

1  New Paragraph; Department of Health and Human Services; Closed Loop Referral System.  Amend RSA 126-A:4 by inserting after paragraph V the following new paragraph:

VI. If the department itself or through a contracted entity provides a closed loop referral system, the following privacy and security provisions shall be included:

(a) The department shall not access any individual's personally identifiable information or protected health information from or through any closed loop referral system unless the individual is currently receiving services funded through a department of health and human services program or has received services funded through a department of health and human services program within the past 12 months, has previously given consent for the department to access their personally identifiable information or protected health information and has not revoked consent.

(b) Notwithstanding the foregoing, the department may obtain specific consent from an individual to access the individual's personally identifiable information or protected health information on each consent for a referral for services, provided that in obtaining consent:

(1)  A separate page, in hard copy or electronically, shall be used; and

https://legiscan.com/NH/text/SB423/id/2520684/New_Hampshire-2022-SB423-Amended.html       1/3

3/4/22, 1:31 PM                                 New Hampshire-2022-SB423-Amended

(2)  The request shall be phrased as follows:  "Do you consent to allow the New Hampshire department of health and human services to have access to your personally identifiable information and your private health information along with information about your referrals for services?  Please note that you will receive the same services whether you sign this form or not."

(c)  Within 48 hours of becoming aware of a data breach, the contracted entity providing a closed loop referral system shall begin the process of notification by first class mail or other individually agreed to communication mechanisms to all individuals impacted by the data breach.

(d)(1) An individual's personally identifiable information or protected health information may be added to the closed loop referral system only if:

(A) The individual consents to its inclusion on each instance of a referral for services, and

(B) The individual whose information is intended to be included in the closed loop referral system shall retain the right to opt into the system on each referral and retain the right to revoke consent to be in the system at any time.
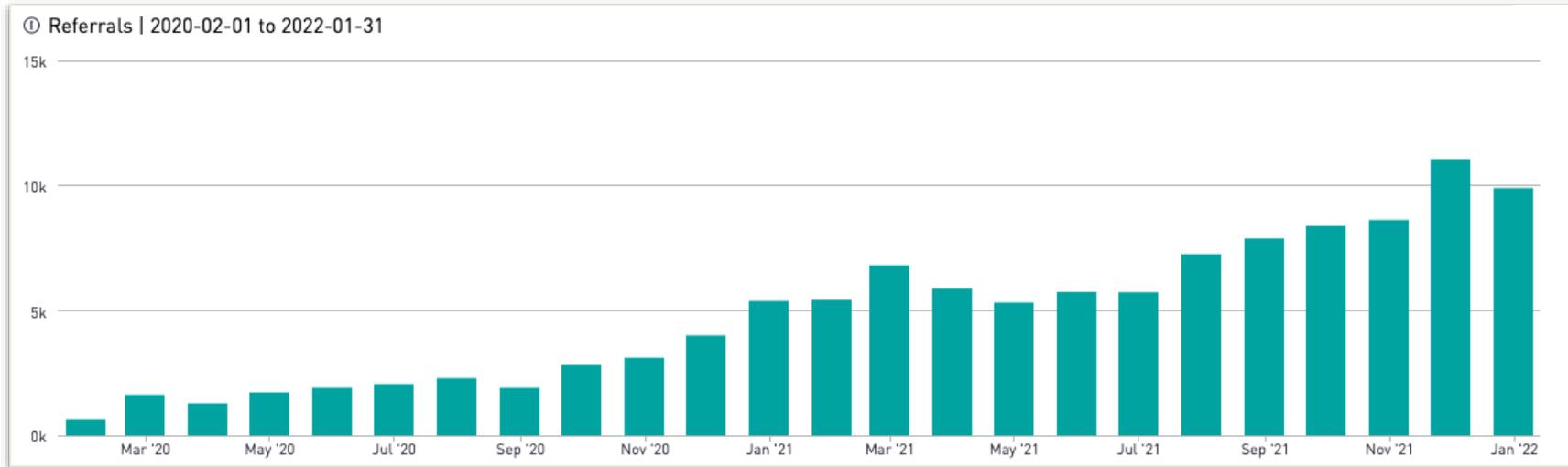
(2)  If an individual revokes consent to be in the system, then, to the extent allowed under federal or state law, information relative to the individual's referrals for services shall be deleted from the system within 7 days of the revocation.

(e)  No provider or organization utilizing the closed loop referral system network shall have access to an individual's personally identifiable information or protected health information unless the individual has been referred to that provider or organization for services and the provider or organization requested consent from and was given consent by the individual to access such information.

# Referrals in North Carolina

More than 116,500 referrals made over two years



Referrals | 2020-02-01 to 2022-01-31

# A Holistic and Inclusive Network

# **Diversity of Programs** (Focused Projects)

**Our network curation team has completed or is working on several focus projects to increase the number of listed programs related to:**

- Native American support programs
- Indian Health Services
- Free resources for severe mental illness
- Centers for Independent Living
- Re-entry programs
- 3,000 COVID-19 support programs
- Immigration Legal Services (in partnership with Stanford)
- Dental care in states without covered adult preventative care

# Industry Focus

Healthcare customers are using the platform to improve patient outcomes and reduce costs by referring patients to services they need. Most referrals are to programs that provide housing, food, health, and care services.

# Needs Data



FILTERS (3) ▾   **State** Pennsylvania   **Aggregation** Weekly   **DateRange** 90 Days

ⓘ All Searches | 90 Days

## 124,725
### All Searches | 90 Days

Searches ◼ Program ◼ Postal ◼ API

ⓘ Searches by Category | 90 Days

- 20%: Food
- 26%: Housing
- 7%: Goods
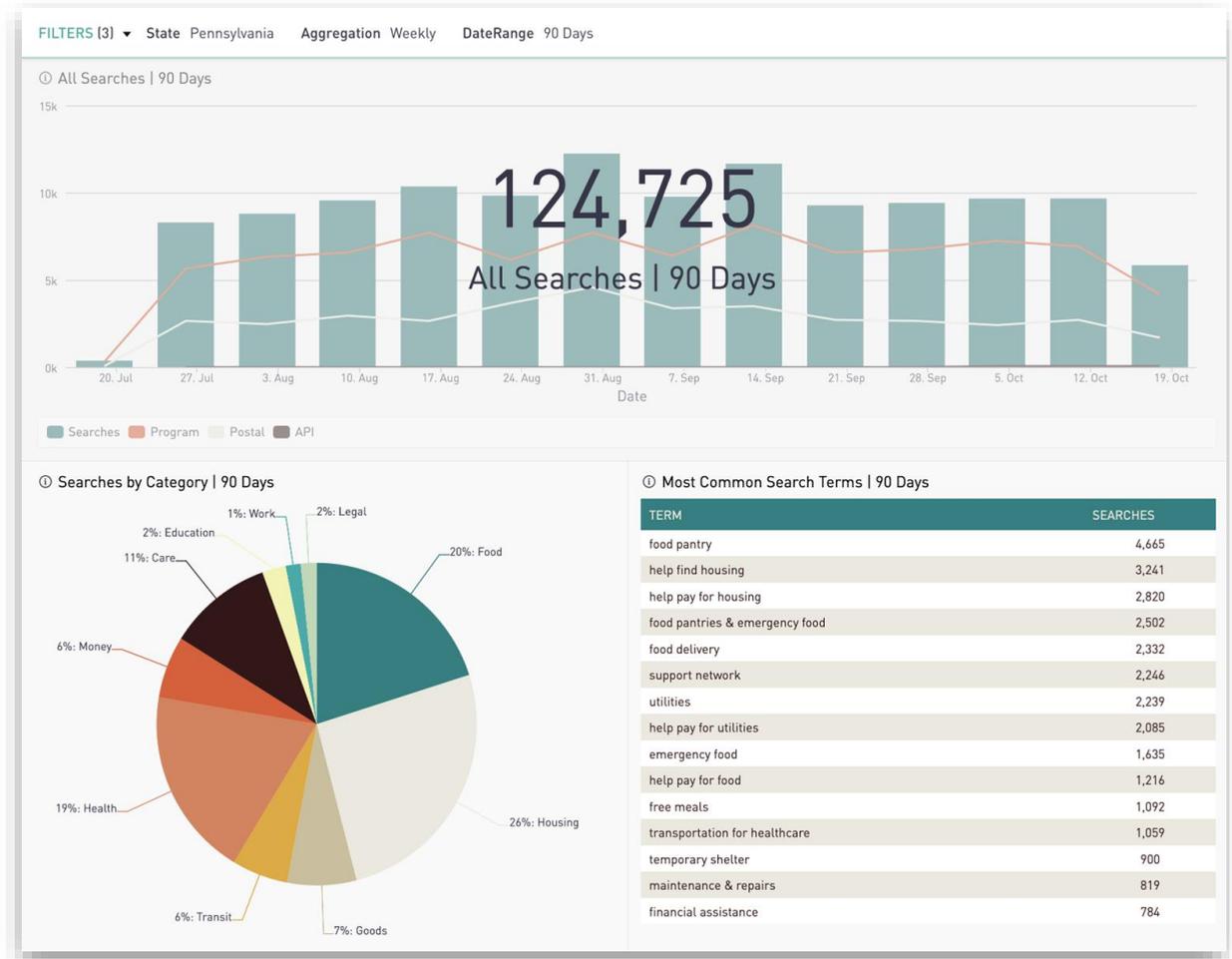- 6%: Transit
- 19%: Health
- 6%: Money
- 11%: Care
- 2%: Education
- 1%: Work
- 2%: Legal

ⓘ Most Common Search Terms | 90 Days

| TERM | SEARCHES |
|------|---------|
| food pantry | 4,665 |
| help find housing | 3,241 |
| help pay for housing | 2,820 |
| food pantries & emergency food | 2,502 |
| food delivery | 2,332 |
| support network | 2,246 |
| utilities | 2,239 |
| help pay for utilities | 2,085 |
| emergency food | 1,635 |
| help pay for food | 1,216 |
| free meals | 1,092 |
| transportation for healthcare | 1,059 |
| temporary shelter | 900 |
| maintenance & repairs | 819 |
| financial assistance | 784 |

# USCDI v2

## Summary of Data Classes and Elements

**Allergies and Intolerances**
- Substance (Medication)
- Substance (Drug Class)
- Reaction

**Assessment and Plan of Treatment**
- Assessment and Plan of Treatment
- SDOH Assessment

**Care Team Member(s)**
- Care Team Member Name
- Care Team Member Identifier
- Care Team Member Role
- Care Team Member Location
- Care Team Member Telecom

**Clinical Notes**
- Consultation Note
- Discharge Summary Note
- History & Physical
- Procedure Note
- Progress Note

**Clinical Tests**
- Clinical Test
- Clinical Test Result/Report

**Diagnostic Imaging**
- Diagnostic Imaging Test
- Diagnostic Imaging Report

**Encounter Information**
- Encounter Type
- Encounter Diagnosis
- Encounter Time
- Encounter Location
- Encounter Disposition

**Goals**
- Patient Goals
- SDOH Goals

**Health Concerns**
- Health Concerns

**Immunizations**
- Immunizations

**Laboratory**
- Tests
- Values/Results

**Medications**
- Medications

**Patient Demographics**
- First Name
- Last Name
- Previous Name
- Middle Name (including Middle Initial)
- Suffix
- Sex (Assigned at Birth)
- Sexual Orientation
- Gender Identity
- Date of Birth
- Race
- Ethnicity
- Preferred Language
- Current Address
- Previous Address
- Phone Number
- Phone Number Type
- Email Address

**Problems**
- Problems
- SDOH Problems/Health Concerns
- Date of Diagnosis
- Date of Resolution

**Procedures**
- Procedures
- SDOH Interventions

**Provenance**
- Author Time Stamp
- Author Organization

**Smoking Status**
- Smoking Status

**Unique Device Identifier(s) for a Patient's Implantable Device(s)**
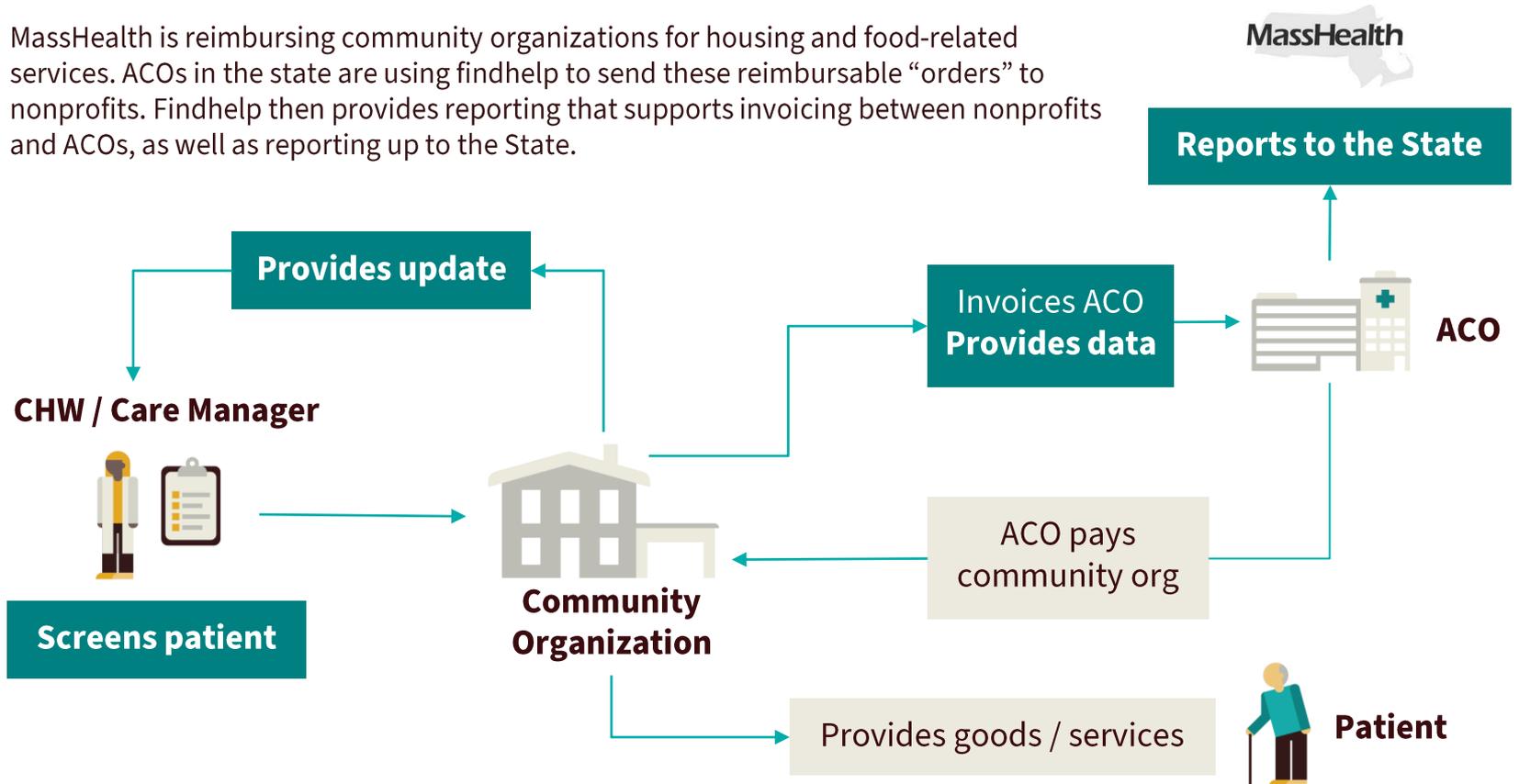- Unique Device Identifier(s) for a Patient's Implantable Device(s)

**Vital Signs**
- Diastolic Blood Pressure
- Systolic Blood Pressure
- Body Height
- Body Weight
- Heart Rate
- Respiratory Rate
- Body Temperature
- Pulse Oximetry
- Inhaled Oxygen Concentration
- BMI Percentile (2 - 20 Years)
- Weight-for-length Percentile (Birth – 36 Months)
- Head Occipital-frontal Circumference Percentile (Birth - 36 Months)

# Paying for Social Care Services

MassHealth is reimbursing community organizations for housing and food-related services. ACOs in the state are using findhelp to send these reimbursable "orders" to nonprofits. Findhelp then provides reporting that supports invoicing between nonprofits and ACOs, as well as reporting up to the State.

MassHealth

**Reports to the State**

**Provides update**

**CHW / Care Manager**

Invoices ACO
**Provides data**

**ACO**

**Screens patient**

**Community Organization**

ACO pays community org

Provides goods / services

**Patient**

# See all referrals for your program



# Filter by authorization and invoice status

# Health IT Policy Committee

**Findings**

Health IT Policy Committee
A Public Advisory Body on Health Information Technology
to the National Coordinator for Health IT

1. Community organizations are integral partners to advanced health models and are highly motivated to share data, but sharing across clinical settings and social services is not standardized and poorly incentivized.

2. Advanced health models are making substantial progress by making existing data actionable in new ways, but stakeholders also need seamless access to analytics capabilities to make this data useful.

3. Some advanced health models are responding to interoperability challenges by granting community organizations with access to a single platform, rather than realizing true interoperability across different systems.

8

# Exclusivity forced on CBOs?

Actual clause in CBO contract

h.  *Exclusivity*.  Contractor will not enter into any arrangement, agreement or contract to provide services to other providers of social determinants of health software, including but not limited to findhelp PBC, Healthify, Inc. and NowPow, during the Term.

# > Summary

## At some point in our lives, everyone is a Seeker.

- Giving up our privacy should not be required to get help

- Having healthcare coverage or insurance should not be required to get help

- Government should provide guidance on the importance of key principles in the use of federal funding for state and federal RFPs