



# Humana Community Navigator

## Key points and FAQ

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- 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 or offered at a 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.
- Services include food assistance, loneliness resources, housing and transportation resources, legal resources, employment and education assistance, and more.
- Visit [Humana.findhelp.com](https://www.humana.findhelp.com) to access the HCN.

### FAQ

1. **What is Humana Community Navigator?**

Humana Community Navigator (HCN) is an online tool used to identify and connect to community resources addressing one's health-related social needs. All resources are direct services available for free or at a reduced cost and can be delivered in preferred language and communication method (email, text or print). HCN is a registered trademark and is powered by findhelp's database and functionality. The site is free to use, and there is no cost to the practice. Services include food assistance, loneliness resources, housing and transportation resources, legal resources, employment and education assistance, and much more.

2. **How do I access HCN?**

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

3. **What type of resources are available?**

HCN is an active directory of resources across the U.S., which can be filtered by ZIP code. All programs listed are direct services that are free or offered at a reduced or sliding-scale cost. Services include food assistance, loneliness resources, housing and transportation resources, legal resources, and employment and education assistance, among others.

Resources are vetted approximately every 6 months by the findhelp team, and organizations can claim their program to ensure 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 or organization.

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

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

6. **Does this tool integrate into my electronic medical record?**

The best way to access the site is by adding a bookmark or desktop shortcut. HCN does not automatically integrate into provider electronic medical records (EMRs). If you are interested in exploring integration of findhelp into your preferred EMR, please email [HCNhelp@humana.com](mailto:HCNhelp@humana.com).

7. **Do I need to create a login to use the site?**

No. However, creating a login allows you to save favorites and personalize search results. You can log all referrals for individuals you work with and have a record of past referrals. Humana does not collect any personal identifying information from our external findhelp site.

8. **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 the information accordingly. **Note:** SHARE ON FACEBOOK will always be visible. Only use if this is an approved action in your organization.
- Print: Select the program name to open a new browser with the complete program description. Choose "Print" from this new screen.
- **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 using the SHARE button, empowering them to take the required next steps.

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

Yes. HCN offers the ability to share resources with patients in their preferred language and in the manner they prefer: text, email or print. There is a member flyer that can be distributed to patients that outlines the benefits of HCN. This can be found on our [healthequity.humana.com](http://healthequity.humana.com) site and is linked [here](#).

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

Any provider can access HCN at [Humana.findhelp.com](http://Humana.findhelp.com).

11. **Are the resources local?**

HCN is an active directory of resources filtered by ZIP code. Resources are displayed based on services available in the searched ZIP code.

12. **What if there is incorrect information on a resource, or what if 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 it through its vetting process.  
**Please note:** Not all recommendations will be added, as it depends on the vetting process in place by findhelp.

13. **How do I provide a resource in a different language?**

The platform is available to translate in more than 100 languages. Language support is provided using Google Translate and native translations. Visit the Language Support section of findhelp for instructions at <https://auntbertha.atlassian.net/servicedesk/customer/portals>.

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 come from "Humana Community Navigator" at [hello@findhelpmail.com](mailto:hello@findhelpmail.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 and will state "Someone on Humana Community Navigator shared a program." This is a short notification directing the individual to follow a link to view the resource details. The phone number of the specific resource is also included.

15. **Who should I contact if I have additional questions about HCN?**

More information can be found by visiting [HealthEquity.Humana.com](https://www.healthequity.humana.com), by reaching out to your market representative or by emailing [HCNhelp@humana.com](mailto:HCNhelp@humana.com).