

AUNT BERTHA AND COMMUNITY CONNECTIONS

Member Services Talk Points

Background:

SCAN has deployed an online community resources database tool through a vendor called Aunt Bertha. Through using this tool we can better search for and connect our members with services they may need to complement their health and assist them with their social needs, such as housing, or food insecurity, transportation, assistance with bills, durable medical supplies, help with home maintenance and a host of other things. Using this tool we can search for free to low-cost resources by zip code for one of these services and connect the member to this resource. We recognize that for many of our members, and their caregivers, getting this kind of help can really make a difference to them maintaining their health and independence.

We have deployed this tool in three different ways:

1. A site specifically for SCAN staff to use to help our members. This is simply called <https://scanstaff.auntbertha.com> and is available for all SCAN staff (no login required if you are on the SCAN network).
2. A site specifically for members, their caregivers and our Providers to use to search for services on their own. We have called this *Community Connections* and it is available at <https://communityconnections.auntbertha.com>. A link to which is posted on our SCAN Health Plan website.
3. A site specifically for SCAN staff to use to search anonymously for services you need for your own lives. This is provided as a benefit through HR and the details will be coming soon.

Each of the three Aunt Bertha sites all draw from the same database of services.

If members call asking about for help with their non-medical needs like housing or transport or bills we can use this tool to assist them by taking these steps:

- a. Bookmark <https://scanstaff.auntbertha.com> in your browser so you have it ready.
- b. Search by their zip code on the first page.
- c. Look for the category they need help in, e.g. Housing, Food, Money etc.
- d. Use the filters to narrow down the search.
- e. When you find what you need, ask the member how they want you to help them:
 - Do they want the information printed or emailed to them?
 - Do they want the phone number of the service? or,
 - Do they want to be connected to the service?
- f. If the member wants you to send them information you can either email it or print it out and send it to them.
- g. If they would like to call the service on their own, give them the number.
- h. If they would like you to call on their behalf, arrange to do so. Or you can use one of the green 'connect', 'see next steps' or 'refer' buttons (only those programs who have claimed their services in Aunt Bertha will show with a 'refer' or 'see next steps' button).
- i. If you are connecting a member using the green 'connect' button - verify you have their consent to pass their information onto the service you are connecting them to, then click 'send'. This will

send an email to the service. It is important to follow up with the member to see how they were helped.

- j. If you are connecting using the green 'see next steps' or 'refer' button, you can directly make a referral.
- k. Once you have done so, you will then see a drop down list under your referrals where you can monitor the status of any referrals. You can select from a drop-down list: 'unknown', 'got help', 'not yet', 'couldn't get help', to close the loop on a referral.
- l. You can add Favorite programs that you use frequently so you can refer to them quickly.
- m. You can also keep your own notes within each service so you can keep track of good people to talk to or key things that you want to remember for later.
- n. You can also share information with a colleague by using the 'send to a friend' feature.
- o. You can keep track of the People you are helping up in the top right hand corner so you can easily reference where they are up to.
- p. You can also 'Suggest Programs' or 'Suggest Changes' on the site which helps improve our database.

If members call asking about the *Community Connections* tool on our website, please respond along these lines:

1. How does Community Connections work?

- Simply click on the Community Connections link on our website. It will take you to a new web browser.
- Type in your zip code or the zip code of your family member. A green bar will come up that lists groups of services. You can also simply type the name of a service you're looking for into the search bar.
- Simply click on the one you need help with and then click on the additional subcategories that are relevant to your need (e.g. Housing/ help pay for housing/ housing vouchers).
- Filter using the Personal Filters (age etc.), Program Filters (Hours of Business etc.) and Income Eligibility Filter.

2. Does it come in any other language?

Yes, you can change the language at any time in the area just under the search bar in the top left corner of the site.

3. When can I use this site?

We encourage you to use this tool whenever you find yourself or your family member needing assistance with any of your non-medical needs.

You can also ask us for help with finding resources and we can look on your behalf and send you information or even make a referral on your behalf.

4. Can you send me any of the materials you find?

Yes we can print them out and send them to you if you would like and we can also email you a link if we have your email address or we can call or refer you on your behalf. We are happy to help and you can use this tool on your own at your own pace also.

5. It doesn't have the service I need.

This is possible. It is a tool we are helping to populate by adding programs and resources as we go and this will take time. It also may be that a program or service just does not exist. But it is a place to start and hopefully you can find something that helps you if not now, into the future.