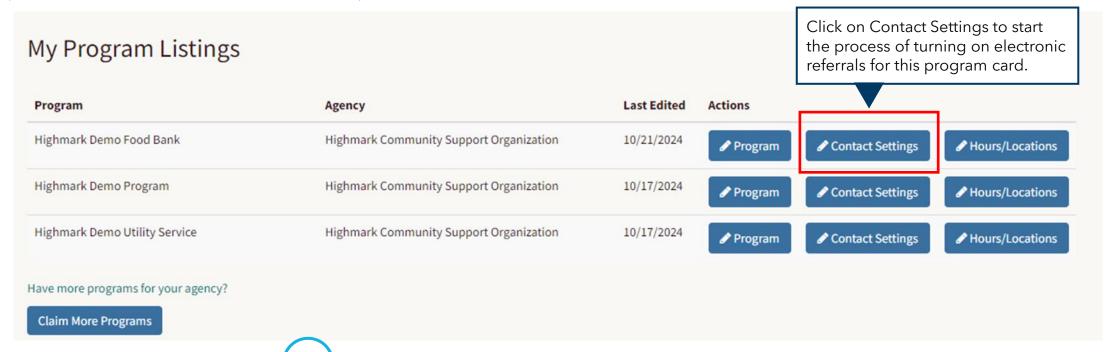Job Aid for Community Based Organizations

Findhelp User Guide and
Social Care Network Referral Guide

Activating Electronic Referrals

Navigate to your Program Listings (see slide 18)

Click on Contact Settings to start the process of turning on electronic referrals for this program card.

My Program Listings

Program	Agency	Last Edited	Actions		
Highmark Demo Food Bank	Highmark Community Support Organization	10/21/2024	✏ Program	✏ Contact Settings	✏ Hours/Locations
Highmark Demo Program	Highmark Community Support Organization	10/17/2024	✏ Program	✏ Contact Settings	✏ Hours/Locations
Highmark Demo Utility Service	Highmark Community Support Organization	10/17/2024	✏ Program	✏ Contact Settings	✏ Hours/Locations

Have more programs for your agency?

Claim More Programs

!

Remember! You'll need to update for each program card.

Enabling Electronic Referrals

Connecting with Highmark Demo Program Online

Your program's Next Steps include a customizable teal "connect" button that allows people to easily connect to your program or inquire about services.

From the dropdown list below, please choose the best option for your program; this will be reflected on your program's connect button (learn more in our ⬀ **support portal**).

When someone is interested in your program, how should they connect with you?

✉ Send us their name and contact information via findhelp in a secure email (default)

📋 Fill out a screener application to determine eligibility

🔗 Fill out an existing application, scheduler, or contact form

📅 Schedule an appointment

⊗ Visit our website, call, or email us to receive services

Learn more about the suite of **free tools** we've created to help people in need access services that can help them.

Automate Your Eligibility	Reduce Back-and-forth	Low-barrier Inquiries
Screening Form	**Intake Scheduler**	**One-step Referral**
📋 Collect and report on all the info you need to determine eligibility	📅 Allow client to book appointment, with automated email/sms reminders	✉ Recieve contact info by email when someone makes an inquiry or referral

PUBLISH

To enable electronic referrals, select the top option highlighted here.

Email Notifications

Connecting with Highmark Demo Program Online

Your program's Next Steps include a customizable teal "connect" button that allows people to easily connect to your program or inquire about services.

From the dropdown list below, please choose the best option for your program; this will be reflected on your program's connect button (learn more in our ⬚ **support portal**).

When someone is interested in your program, how should they connect with you?

Send us their name and contact information via findhelp in a secure email (default) ▼

Which email address(es) should receive the person's info? (Separate multiple addresses with a comma) *

sdohteam@highmark.com; brittany.paris@highmarkhealth.org; brad.eddy@highmarkhealth.org ✉

We do not publish email addresses.

You can add the email addresses to receive email notifications here.

More info about our free tools:

Learn more about the suite of **free tools** we've created to help people in need access services that can help them.

Automate Your Eligibility	Reduce Back-and-forth	Low-barrier Inquiries
Screening Form	**Intake Scheduler**	**One-step Referral**
📋 Collect and report on all the info you need to determine eligibility	📅 Allow client to book appointment, with automated email/sms reminders	✉ Recieve contact info by email when someone makes an inquiry or

PUBLISH

Be sure to click "Publish" to save your changes. Once you do that, your program card will be immediately set up to receive electronic referrals.