

Superior Community Aids and Resources (CARES)

Quick Reference Guide

Thank you for being a Superior HealthPlan community partner and applying for a grant. In an effort to better serve our members we are requiring applicants to register (claim) their program through Superior Community Aids and Resources (CARES). Superior CARES is a free and easy-to-use online tool, in partnership with findhelp, allowing Superior members to search for community resources and services.

Please note: Direct providers of community-based services such as food, shelter, transportation etc. are required to register. This requirement does not apply to schools and Head Start programs.

After claiming your organization through Superior CARES, you will receive a badge, designating your partnership and your organization will be included in the searchable database. This tool that helps connect Superior members to free and reduced-cost programs and services, including but not limited to:

- Food
- Nutrition
- Housing
- Education
- Employment services

Superior CARES allows for a closed-loop referral process, ensuring members obtain the necessary resources to close gaps in care and Social Determinants of Health. Superior can send direct referrals to your organization, giving your staff the opportunity to respond and close the referral process.

Claim Your Program/ Organization

To be included in the Superior CARES tool, please claim your program or organization by visiting <https://superiorhealthplan.findhelp.com/claims>.

Once you have claimed your program/organization, you will gain free access to:

- Edit your program/organization's information
- Manage referrals
- Screen applicants
- View personalized analytics

Member Connections with Your Program/Organization

Connections are formed when a member selects or is referred to your organization/program through Superior CARES. Superior members can access your organization through Superior CARES and request services. Additionally, Superior staff will send direct referrals to registered organizations.

Once you have claimed your organization/program, you may start receiving referrals from Superior within the next week.

- For more information on setting up how members can connect to your programs or organization, including adding screening forms and configuring appointment scheduling, please visit the [Intake Tools Overview](#).
- To learn how to update the status of a referral and ensure that everyone who reaches out via Superior CARES receives a reply, please visit [Updating a Referral Status](#).

Superior CARES Community Partner Training

For additional information on Superior CARES, including a recorded demo on how to claim and edit programs, intake tools, view and respond to connections and demonstrate impact, please watch the [Superior CARES Community Partner Training](#).

View Impact Reporting

To access and download analytics that can help show the capacity and impact of your programs, please visit [Analytics: Program Reporting Overview](#).

Questions and Support

For questions or additional information, please contact the 24/7 findhelp [Support Desk](#) or email support@findhelp.com.