

## Findhelp and Uber Health: Driving Better Health Outcomes

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### Partnering to Support Patients

Uber Health and findhelp are partnering to offer customers a way to order flexible ride services—directly through findhelp—for their patients experiencing transportation barriers. A care navigator can order an Uber Health ride to reliably get the patient where they need to go. Patients may need rides for a number of reasons: behavioral health transport, clinic visits, discharge from hospital, or social care needs.



### About findhelp

Customers use [findhelp](#) to integrate social care into their existing systems and make a positive difference in their communities. Our industry-leading network features more than 550,000 program locations verified by our in-house network curation team. Solutions for customers include advanced features like electronic health record (EHR) and care platform integrations, premium reporting, dedicated support, and more. With 1,350+ program locations serving every ZIP Code in America, our network is live wherever customers are located and they can make referrals starting day one.

### About Uber Health

Since July 2017, [Uber Health](#) has been partnering closely with healthcare organizations to meet their unique transportation needs. Today, Uber Health is a HIPAA-compliant solution that's helped tens of thousands of patients and caregivers get to and from care.

### Benefits of Participating

Your organization can use one platform — findhelp — to track all social care needs for your patients, from transportation and food security to housing and education. Our platform includes reporting capabilities to support requirements from your funding or reimbursing entity.

- Easily monitor rides for your patients with real-time tracking and closed-loop referrals
- Leverage the Uber Health dashboard and suite of monitoring tools
- Customize location dropdowns based on patients' frequently-used locations
- Improve operational efficiency through increased patient attendance at healthcare appointments
- Control your program's accessibility and pause services when your funding threshold is met
- Choose appropriate cost center from predetermined options during the screening process





## How It Works

Your organization creates the eligibility criteria for the rides. Every month, findhelp will send an invoice to your organization with the total amount of the rides as billed by Uber and a transaction fee per ride as billed by findhelp.

1. When someone needs transportation assistance, they either reach out to their care navigator or go to your community-facing findhelp platform to request a ride.
2. Eligibility is determined by filling out a short screening form through findhelp. This form also captures the person's preferred date for the ride.
3. If the person is determined to be eligible, Uber Health will text the rider to confirm the details.
4. The rider will reply to Uber's text when they're ready to be picked up.

findhelp has requested an Uber for you. By taking this ride, you agree to sharing your ride's location with them and to Uber's terms [uberhealth.com/terms](https://uberhealth.com/terms)

Reply STOP to stop SMSs about your Uber ride. When ready for pickup at 3429 Executive Center Dr, Austin, TX 78731, US, reply 1.

### Eligibility

Confirm the following:\*

- Patient has no access to a personal vehicle or has medical restrictions for driving
- Patient's need for transportation is imminent (in the next 24 hours)
- Patient is not on public transportation bus line or unable to interpret public transportation route
- Other payer-funded transportation is not available
- Any of the above are not valid for the patient

## Partnership In Action: Institute for Family Health

Our pilot program with the Institute for Family Health allowed care managers to refer patients to Uber Health for rides to COVID-19 vaccine appointments, removing transportation as a barrier to important care. More than 2,000 patients were helped, supporting the entire community.



### Want to learn more?

Connect with one of our team members at [partnerships@findhelp.com](mailto:partnerships@findhelp.com) to see how we can support your organization!