



MARTIN'S POINT[®]

HEALTH CARE

*People Caring
for People*

PRIMARY AND SPECIALTY CARE
MEDICARE ADVANTAGE PLANS
MILITARY HEALTH PLANS





MARTIN'S POINT[®]
HEALTH CARE

Delivering the Care Every Person Deserves

At Martin's Point Health Care, we're on a mission to improve the health and well-being of our community. As a local, not-for-profit organization deeply rooted in Maine, we have proudly provided the highest-quality CARE and COVERAGE to the people of New England and beyond for over 40 years.

To deliver on our mission, we provide excellent primary and specialty care at our Martin's Point Health Care Centers; and highly rated Medicare Advantage plans for seniors and TRICARE[®] Prime health plans for military families.

To further advance the health and well-being of our greater community, we leverage our human and financial resources to support other local, nonprofit organizations with similar missions through volunteerism, charitable contributions, and strategic partnerships.

Through our culture of caring—founded in our organizational values—we understand that to provide the best care to our community, we must take great care of ourselves. As a certified Great Place to Work[®], we are committed to working hard and having fun in an atmosphere of trust and respect. In the end, we are *people caring for people*, inside and out.

Care

- Primary Care
- Specialty Care

Coverage

- Medicare Advantage
- TRICARE Prime[®]

Community

- Charitable Giving
- Employee Volunteerism
- Strategic Partnerships
- Education

Culture

- Great Place to Work[®]
- Our Values

PHYSICIAN-LED
NOT FOR PROFIT

HEADQUARTERED IN
PORTLAND, MAINE

ESTABLISHED
IN 1981

OVER 1,000
EMPLOYEES

15 WORKSITES ACROSS
THE NORTHEAST

CERTIFIED GREAT PLACE
TO WORK[®]



*“I recommend
Martin’s Point
to anyone who
is looking for
medical care.”*

PRIMARY CARE AT
SEVEN LOCATIONS

SPORTS MEDICINE
AND CARDIOLOGY

OVER 70
PROVIDERS

OVER 90,000
PATIENTS

ON-SITE RADIOLOGY,
LABS, AND PHARMACY

BEHAVIORAL HEALTH
AND PHYSICAL THERAPY

*“Everyone is beyond wonderful.
I wouldn’t go anywhere else.”*



BRUNSWICK
GORHAM
PORTLAND
SCARBOROUGH
BIDDEFORD
PORTSMOUTH

Care

Health Care Centers

Delivering the highest-quality primary and specialty care.

Providing access to excellent clinical care is one of the most important ways we directly improve the health of our community.

To deliver this care, we operate six state-of-the-art health care centers in southern Maine and one in New Hampshire.

Our Providers

Our primary care providers focus on family medicine, pediatrics, internal (adult) medicine, and osteopathic medicine. Our specialty providers offer sports medicine and cardiology.

Trust

Evidence shows that patients who trust their providers are more engaged in their health care and have better outcomes. Fostering these trusting relationships is at the core of the work we do.

Quality

We use Press Ganey surveys (the industry’s recognized leader in measuring patient satisfaction) to gauge patients’ experiences. Our providers earn consistently excellent ratings year after year.



“Thank you so much for being there for me.”

Care

Focus on Prevention and Care Management

Our Proactive Approach to Care

Proactive prevention and care management form the pillars of our strategy for keeping our patients and members as healthy as they can be. We use education and incentives to encourage annual preventive care visits and screenings to catch conditions early, when treatment is most successful.

For patients and plan members with multiple chronic conditions, we offer a range of care management options—from standard-

level supports to targeted programs with more intensive care coordination and interventions.

Several care management programs go beyond the purely clinical to address the social, environmental, and behavioral factors that impact well-being. Community-based nurses work with members and their primary care providers to identify needs, set patient-centered goals, and coordinate specialty and social services.

This comprehensive approach removes barriers so patients can stick with their treatment plans and avoid unnecessary ER visits and hospitalizations. The results: happier, healthier patients with improved health outcomes, quality of life, and significant cost savings.

ALL-IN-ONE
MEDICARE
PLANS

HOSPITAL STAYS,
DOCTOR VISITS,
PRESCRIPTIONS

EXTRAS INCLUDE
DENTAL, VISION,
HEARING, AND MORE

CONSISTENTLY
RATED AMONG THE
TOP PLANS

OFFERED IN
MAINE AND
NEW HAMPSHIRE

NEARLY
60,000
MEMBERS

OVER 15,000
NETWORK
PROVIDERS

Coverage

Medicare Advantage Plans

Martin’s Point Generations Advantage

Our Martin’s Point Generations Advantage plans are Medicare Advantage (Part C) plans that cover all Medicare Part A and B services (hospital stays and medical visits/services) plus Part D prescription drugs, and more in one convenient plan.

Since our initial offering in 2010, we have grown to become Maine’s most popular Medicare Advantage plan, covering nearly 60,000 members in Maine and New Hampshire. And we are proud to offer plans that have earned Medicare’s highest star ratings year after year.

Members may choose from plans tailored to meet a variety of health care needs and preferences.



Our plans offer a wide network of over 15,000 providers, including all major health care systems in Maine and New Hampshire, with coverage for out-of-network care included in some plans.

We are proud to be able to offer such high-quality coverage to our Maine and New Hampshire neighbors from a local, not-for-profit they can trust.



Coverage

Military Health Plans

Martin's Point US Family Health Plan—a TRICARE Prime® Option

The US Family Health Plan is a TRICARE Prime® option available through networks of community-based, not-for-profit health care systems. Martin's Point Health Care is one of six providers across the country that has been designated by the Department of Defense to offer this health plan.

The plan is available for family members of active-duty military personnel and military retirees and their dependents. It is a comprehensive, managed-care plan covering hospital stays, doctor visits, and prescription drugs with value-added discounts. Members

receive care from a wide network of local, civilian health care providers.

We have administered the Martin's Point US Family Health Plan for over 40 years and now cover over 47,000 members in ME, NH, VT, upstate NY, and parts of PA, with local offices staffed in all five states.

With a 97% member satisfaction score and "Excellent" ratings from the National Committee on Quality Assurance (NCQA)—we stand by our decades-long commitment to take the best care of the military families we serve!



TRICARE
PRIME
OPTION

FOR ACTIVE-DUTY
FAMILY
MEMBERS

FOR MILITARY
RETIREES AND
THEIR DEPENDENTS

OVER 47,000
MEMBERS
IN FIVE STATES

WIDE NETWORK OF
LOCAL, CIVILIAN
DOCTORS

VERY LOW
OR
NO COSTS



Great Place to Work® Certified

SINCE 2016

Community

Proud to Support Our Community

Leveraging Our Resources for the Greater Good

At Martin's Point, we believe in the exponential power of joining forces for the greater good. That's why we go beyond the direct care and coverage we provide and leverage our human and financial resources to support local nonprofits working to address the social, economic, environmental, and behavioral factors that impact the health and wellness of our community

We do this by supporting employee volunteerism, targeting our charitable giving, and developing strategic partnerships with nonprofits who share our vision for a healthier community.

In addition, to promote access to primary care in the future, we partner with area higher education institutions to foster the next generation of providers through job shadow, internship, and externship opportunities.

EMPLOYEE VOLUNTEERISM

TARGETED CHARITABLE GIVING

STRATEGIC PARTNERSHIPS

EDUCATION INTERNSHIPS

- Employee Volunteer Time-Off Program
- Targeted Contributions: Maine Cancer Foundation, Center for Grieving Children, Barbara Bush Children's Hospital, American Lung Association, and more
- Strategic Partnerships: Southern Maine Agency on Aging, Maine and New Hampshire Senior Games, American Heart Association, YMCA of Southern Maine
- Education Partnerships: University of Southern Maine, Southern Maine Community College, University of New England

Culture

A Great Place to Work

Our Culture of Caring

At Martin's Point, we care passionately for the well-being of the people we serve, each other, our families, and our communities. Captured in its essence: *We are people caring for people.*

Although our offices are spread throughout New England and beyond, the Martin's Point family remains close knit because we work within a unique culture based on shared values. These values were developed by our employees and the culture they create is fostered by a working environment that encourages trust, care, collaboration, and growth.

Our Values

- We help each other.
- We act as owners of the business.
- We take care of ourselves.
- We are always learning better ways to do things.
- We trust each other.
- And we have fun doing it!

Our recognition as a certified Great Place to Work® since 2016 reflects the commitment we have made as an organization to ensure that Martin's Point is a place where people can enjoy and be proud of the work they do and feel respected and appreciated for their contributions.

FORTUNE® BEST WORKPLACES
IN HEALTH CARE
2016

FORTUNE® BEST WORKPLACES
IN HEALTH CARE & BIOPHARMA
2018, 2019, 2020, 2021

People Caring *for* People

MARTINSPOINT.ORG



MARTIN'S POINT[®]

HEALTH CARE



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