Welcome

See instructions for new patients on pages 4–5.
Our Patients Are at the Center of All We Do

Martin’s Point providers deliver the highest-quality primary and specialty care at our Health Care Centers in Maine and New Hampshire. We use a team-based approach that helps patients understand their health care needs and their treatment options.

Our goal is to support our patients in their unique journeys to be as healthy as they can be!

We look forward to being your partner in health!

Your Martin’s Point Care Team
Our Locations

BIDDEFORD, ME
61 Barra Road
207-283-1441

BRUNSWICK, ME
74 Baribeau Drive
207-798-4050

6 Farley Road
207-725-8079

GORHAM, ME
575 Main Street
207-839-2559

PORTLAND, ME
331 Veranda Street
Building 6
207-828-2402

SCARBOROUGH, ME
153 US Route 1
207-799-8596

PORTSMOUTH, NH
161 Corporate Drive
Pease International Tradeport
603-431-5154

Our Services

PRIMARY AND SPECIALTY CARE
We offer primary care for all ages at all seven of our Health Care Centers and specialty care at select locations.

Specialties include:

• Pediatrics
• Internal (Adult) Medicine
• Sports Medicine
• Cardiology
• Integrative Medicine
• Osteopathic Manipulative Treatment
• Behavioral and Mental Health (Sweetser)
• Physical Therapy (Pinnacle Physical Therapy Affiliates)

ON-SITE SERVICES
Available to the general public!

• Lab Testing (All locations—see hours of operation on our website.)
• Radiology Services (Brunswick-Baribeau Drive, Gorham, Portland, Portsmouth)
• Retail Pharmacies (Portland and Portsmouth)
  Drop by after your appointment to fill your prescriptions or pick up popular over-the-counter medications!

24-Hour Refill Lines:
Portland • 1-888-408-8281
Portsmouth • 1-800-603-0562

For more information about each location’s services, hours, and more, visit MartinsPoint.org.

We accept most major insurance plans.
Follow these five easy steps to get started:

**STEP 1**
Schedule your first appointment by calling the Martin’s Point Health Care Center of your choice. See page 3 or our website for a list of our locations.

**STEP 2**
Create your MyMartinsPoint® patient portal account:
Our patient portal provides convenient online access to your care team and health information.

- To register for a patient portal account, go to MyMartinsPoint.org
- You’ll find a step-by-step guide to the registration process on page 7 of this Welcome Kit.
- For more information, visit https://healthcarecenters.martinspoint.org/patient-information/patient-portal
STEP 3
Send us your medical records:

Complete the Authorization to Release Protected Health Information form included in this Welcome Kit. This form allows your previous health care provider(s) to send us your medical records. Mail or fax the signed form to your previous provider’s office as soon as possible so we will have your records for your first appointment.

STEP 4
Complete the following required forms included in this Welcome Kit and bring them to your first appointment:

• General Consent form
• Verbal Communication Authorization form
• Health History Questionnaire
• Patient Financial Agreement form

STEP 5
In addition to the required forms, please bring the following with you to your first appointment:

• Insurance card and copayment
• A list of your medications

We look forward to seeing you at your first appointment!
MyMartinsPoint® Patient Portal

The Martin’s Point Health Care patient portal, MyMartinsPoint, gives you on-demand access to important health information and services, seven days a week, 24 hours a day. You can securely log on to MyMartinsPoint from your desktop, tablet, or mobile device and quickly connect with your health care providers or view your health care information, wherever and whenever it’s convenient for you.

Important Information About Your Email Address and Confidentiality

The MyMartinsPoint® patient portal is offered to our adult patients (18 years of age and older) to manage their own health care information. You will access the patient portal using your email address and a password. Email addresses must be unique for each patient. Joint or business email accounts should not be used, as you will receive messages regarding updates to your confidential health record.

Please call your Martin’s Point Health Care Center with registration or portal questions.
REGISTRATION

You may register to use the MyMartinsPoint patient portal by following the directions below or by calling your Martin’s Point Health Care Center for instructions on registering.

STEP ONE—Submit an online registration request.

2. Under the line “Don’t have an account?” on the bottom right of the page, click the “Sign up today” link.
3. On the “Create Account” page, enter all required information. Click “Continue” at bottom.

STEP TWO—Verify your identity and set your password.

1. After completing STEP ONE above, an email will be sent to the address you provided.
2. Open the email and click on “Register Now.”
3. On the “Account Registration” screen, choose to receive your “Temporary Passcode” by phone call or text. Click on “Send Code.” You should receive your temporary passcode within 90 seconds.
4. Enter the code into the “Enter Temporary Passcode” box, then click “Continue.”
5. On the “Account Registration” screen, create your new password.
6. Click “Submit” and you are now in the MyMartinsPoint patient portal.

LOGGING IN

Once you have initially registered for the MyMartinsPoint patient portal, you can log in and use the portal anytime and anywhere you have internet access in the United States. You will not be able to access the portal with an IP address outside the US.

2. Click the “Log in with athenahealth” button, then enter the email address you provided and the password you created during registration, then click the “Sign in” button. (If you forget your password, click the “Forgot your password?” link and follow the instructions to recover your password.)

If you have questions about the patient portal please call your health care provider’s office for assistance.
What Is a Referral?

A referral is a request from your primary care provider (PCP) for recommended specialty care. Some examples include a specialist visit, physical therapy, or diagnostic imaging.

Please allow up to 14 days to hear from the specialist’s office before contacting your PCP.

Specialty Services Offered at Martin’s Point Health Care Centers

- Laboratory: All locations
- Radiology: Brunswick-Baribeau Drive, Portland, and Portsmouth, NH
- Physical Therapy: Brunswick-Baribeau Drive, Portland, and Portsmouth, NH
- Cardiology: Portland
- Sports Medicine: Brunswick-Baribeau Drive and Portland
- Behavioral and Mental Health: Brunswick-Baribeau Drive, Brunswick-Farley Road, Gorham, Portland, and Scarborough

What to Expect from Our Referrals Department

Our referrals specialists are here to help coordinate your specialty care. They will:

- Process most referrals and authorizations required by your insurance plan
- Send the referral to the appropriate specialty office

CHECK YOUR INSURANCE!

Our referrals specialists are not familiar with the benefits provided by every insurance plan. We strongly recommend that you contact your insurance company to confirm coverage and understand your costs for referred services. Out-of-network services may cost more or require additional insurance approval.

- Send copies of the appropriate notes and information from your medical record to the specialty care provider
- Schedule appointments, as needed
- Contact you with your appointment information and any additional information you may need for your appointment.

NOTE: In some cases, the specialty office will contact you directly with your appointment information. Please allow up to 14 days to hear from the specialist’s office before contacting your PCP.
Care and Coverage from Martin’s Point

Did you know? In addition to providing primary and specialty care to patients, Martin’s Point offers two health plans for select groups. Martin’s Point Generations Advantage offers Medicare Advantage plans in Maine and New Hampshire, and the Martin’s Point US Family Health Plan is a TRICARE Prime® plan for military families available throughout the Northeast. Our plan members receive comprehensive benefits and quality care, and consistently give us high ratings for exemplary service and satisfaction.

Medicare Advantage Plans

MARTIN’S POINT GENERATIONS ADVANTAGE

Our Medicare Advantage plans offer comprehensive medical coverage including office visits, preventive care, inpatient and outpatient hospital care, and emergency and urgent care, all with low out-of-pocket costs. Most plans include Part D prescription drug coverage. Martin’s Point Generations Advantage plans are available in Maine and New Hampshire. Learn more at MartinsPoint.org/Medicare.

Military Health Plans

MARTIN’S POINT US FAMILY HEALTH PLAN

This TRICARE Prime® plan, for active-duty military families and retirees and their dependents (to age 65), offers traditional TRICARE® benefits along with added benefits such as annual physicals, eye care, drug coverage, and chronic disease management. The Martin’s Point US Family Health Plan is available in Maine, New Hampshire, Vermont, upstate New York, and northern Pennsylvania. Learn more at MartinsPoint.org/TRICARE.
Patient Rights and Responsibilities

At Martin’s Point, we want to ensure you receive excellent care and have a great experience every time you come to one of our Health Care Centers. We want you to leave your doctor’s visits feeling confident and in control of your health care. One way to do this is to understand your rights and responsibilities as described below. Thank you for trusting Martin’s Point to be your health care partner.

Complete written policies and procedures regarding Martin’s Point Health Care services, including after-hours and emergency coverage, the patient grievance system, payment policies and fee schedules, treatment of unemancipated minors, and patients’ rights and responsibilities, are available at all Martin’s Point Health Care Centers.

Patient Rights

As a Martin’s Point Health Care patient, you and your family have the right to:

• Considerate and respectful care, with recognition of your personal dignity

• Access all of the health care services we provide, consistent with available resources and accepted standards of care

• Refuse treatment to the extent permitted by law; and to be informed of any alternative treatments and the complications, risks, and/or benefits of alternative treatments or of accepting or refusing a course of treatment

• Privacy and confidentiality concerning your medical care and records, to the extent permitted by law

• Authorize or refuse to authorize the release of your health care information, except when release is permitted or required by law

• Participate in decisions about your health care

• Know the identity and professional status of the health care provider responsible for managing your care

• An easily understandable explanation of the diagnosis, treatment, and prognosis of your illness

• Participate or refuse to participate in experimental research and to receive adequate information before making a decision regarding any offered experimental or research-level treatments or procedures

• Receive care in a safe environment

• Be informed of the facility’s rules and regulations that relate to patient and visitor conduct

• Be informed of the patient grievance system and to report grievances, recommendations, or concerns to a Practice Administrator or Manager
Patient Responsibilities

As a Martin’s Point Health Care patient, you and your family are responsible for:

• Providing accurate and complete information regarding your medical history so we can provide you with appropriate care
• Providing accurate and complete information about your health insurance so we can coordinate your care with your health plan
• Being considerate of the rights of other patients and staff
• Being respectful of other people’s property
• Complying with the medical plan, including follow-up care, agreed upon by you and your provider
• Letting your provider know whether you understand the medical plan and what is expected of you
• Arriving 10 minutes before your scheduled appointments and informing us at least 24 hours before any appointment you may have to miss
• Following the facility’s rules and regulations, including no-tobacco rules and parking regulations
Patient-Centered Medical Home

A Medical Home is a medical office where a team of health professionals works together to coordinate care for you. In a Medical Home, both you and your care team have important responsibilities.

Care Team Responsibilities

1. **We will get to know you by listening and learning about your health, your family, your life situation, and your preferences.**

2. **We will treat you as a full partner in your care by involving you in treatment discussions and decisions.**

3. **We will communicate with you—first by listening and then by giving you time to ask questions; making sure you understand your conditions and treatment options; helping you decide what care is best for you; and asking for your feedback about your health care experience.**

4. **We will coordinate your care by helping you find and make appointments with specialists, hospitals, rehab centers, behavioral health providers, or other health care providers. We’ll communicate with other health care providers so we all have the information we need to work together on your health care.**

5. **We will provide you care based on up-to-date medical knowledge and scientific studies, ensuring you are getting the best and most effective treatment.**

6. **We will maintain your medical records, including information about your medications, specialist and hospital visits, medical history, test results, etc. We will also help you transfer your medical records, if needed.**

7. **We will support you in caring for yourself by making sure you have a clear understanding of how to care for yourself before you leave the office; helping you set and meet your care goals; and giving you information about classes, support groups or other services to help you learn more about your condition.**

Your Responsibilities

1. **Be a full partner in your health care.** Learn about your condition and how to stay as healthy as possible. Follow the plan that you and your care team have agreed upon.

2. **Communicate with your care team.** Plan ahead and write down questions and things you want to discuss at your appointments.

   **TELL your care team about:**
   - Your medical history and how you’re feeling now
   - Any medicines, vitamins or remedies you use
   - Any tests, specialist, or emergency room visits or hospital stays you’ve had

   **ASK your care team about:**
   - Your medical condition and how to best care for yourself
   - Any suggested medicines or treatments you don’t understand
   - Any specialist visits or tests you’ve had

3. **Keep your specialists or other health care providers informed.** Share your Martin’s Point provider’s contact information with your other health care providers.

   **IT’S OKAY TO ASK AGAIN!**
   If you don’t understand something, ask your team to explain it in a different way. If you prefer, ask a family member or friend to come with you to appointments to take notes and help ask questions.
4. **Provide us feedback.** Always talk openly with your care team about your care experiences—good or bad—so we can serve you better.

At your Martin’s Point Medical Home, care is always available when you need it. You can easily reach us by phone or email, day or night, and you can get an appointment quickly, even on the same day, if you need it.

**Contacting Us After Hours by Phone or Email**

Martin’s Point Health Care Center phone numbers are listed on page 3. Our hours of operation are listed on our website at MartinsPoint.org. If you call your Health Care Center after office hours, you’ll reach an on-call health care provider who will evaluate your urgent medical needs and guide you on how you should proceed.

For non-urgent medical needs, you can send secure email messages to your Health Care Center through MyMartinsPoint®, our online patient portal. You can access the portal by visiting MyMartinsPoint.org. **Please do not use the portal for emergency or urgent care questions.** Instead, see instructions below.

**Emergency and Urgent Care**

If you have an emergency or urgent need for medical care when our offices are closed, please follow these directions:

**Emergency Care**

If you have a medical emergency (a life- or limb-threatening illness or injury that needs immediate care), go to the nearest emergency room or call 911. We don’t want you to worry about insurance details in emergency situations, so be sure to familiarize yourself with the requirements of your health plan before an emergency arises. You’ll also want to tell your primary care provider (PCP) about your emergency care so they can provide follow-up care if needed.

**Some examples of emergency medical needs are:**

- Heart attack, severe chest pain
- Uncontrollable bleeding
- Poisoning
- Convulsions

**Urgent Care**

If you have an injury or illness that is not life- or limb-threatening, but needs urgent care, you can call your Health Care Center at the number provided on page 3. If you call your Health Care Center after office hours, you’ll reach an on-call health care provider who will evaluate your urgent medical needs and guide you on how you should proceed.

**Some examples of urgent care needs are:**

- Sprained ankle
- Cut needing stitches
- Flu symptoms
- Urinary tract infection
Notice of Privacy Practices

We Care About Your Privacy

This notice applies to patients of Martin’s Point Health Care Centers.

This notice describes how medical information about you may be used and disclosed and how you can get access to this information.

Please review it carefully.

Your Medical Information—Our Pledge

The privacy of your medical information is important to us. We understand that your medical information is personal and we are committed to protecting it. We create a record of care and services you receive at Martin’s Point (your “medical record”). We need this record to provide you with quality care and to comply with certain legal requirements.

This notice will tell you about the ways we may use and share medical information about you and certain duties we have regarding the use and disclosure of medical information. It also describes your individual rights regarding your personal health information. This Notice of Privacy Practices (“Notice”) is required by the Health Insurance Portability and Accountability Act (“HIPAA”).

Our Legal Duties and Rights

We Have the Duty to:

• Keep your protected health information (“PHI”) secure and private
• Notify you about our legal duties and privacy practices regarding PHI and notify you in the event of a breach of your unsecured PHI
• Follow the terms of the Notice currently in effect

We Have the Right to:

• Change our privacy practices and the terms of this Notice at any time, provided that the changes are permitted by law
• Make the changes in our privacy practices and the new terms of our Notice effective for all medical information that we keep, including information previously created or received before the changes

Notice of Change to Privacy Practices:

Before we make an important change in our privacy practices, we will change this Notice and make the new Notice available upon request and on our website at www.MartinsPoint.org.
Use and Disclosure of Your Protected Health Information (PHI)

The following section describes different ways that we use and disclose PHI. Please know that we will not use or disclose your PHI for any purpose not listed in this Notice without your authorization. However, not every specific example of a permitted or required use or disclosure is listed in this Notice.

Please also know that the use or disclosure of certain sensitive health information may be further limited by applicable state or federal law. Sensitive health information may include certain information related to mental health treatment, HIV test results, alcohol and drug abuse treatment, and genetic testing and test results. Martin’s Point will comply with the stricter provisions when they apply, and we will request an authorization from you for any use or disclosure that requires your express authorization.

If you have given an authorization for a use or disclosure of your PHI, you may revoke your authorization at any time by providing us with a written notification of revocation. Please be aware that a revocation will not affect certain disclosures, such as those made in reliance of your authorization before your revocation was communicated.

USES AND DISCLOSURES OF PHI THAT DO NOT REQUIRE YOUR AUTHORIZATION INCLUDE THE FOLLOWING:

Treatment

Our Health Care Centers may use or disclose your PHI for treatment purposes, which include the provision, coordination, or management of your health care and related services by our Health Care Centers and other health care providers involved in your care. We may disclose medical information about you to doctors, nurses, technicians, medical students, or other people who are taking care of you. We may also share medical information about you with your other health care providers to assist them in treating you.

Payment

We may use and disclose your PHI for payment purposes. A bill may be sent to you or a third-
party payer, such as your health insurance plan. The information on or accompanying the bill may include your PHI.

**Health Care Operations**

We may use and disclose your PHI for health care operations. This might include case management and care coordination, evaluating practitioner and provider performance, credentialing activities, underwriting and enrollment activities, medical review, legal services and auditing functions, or business management and general administrative activities.

**Business Associates**

Martin’s Point may contract with other organizations called “business associates” to provide services on our or your behalf. We enter into agreements with business associates that explicitly set forth the requirements associated with the protection and safeguarding of your PHI as required under HIPAA.

**Health Information Exchange**

The Health Care Center you visit may participate in a Health Information Exchange (“HIE”) active in the state where your Health Care Center is located. If your Health Care Center participates in your state’s HIE, the HIE will receive certain PHI about you and make that information available to other health care providers who may be treating you. When applicable, we will provide you with the choice of opting out of the health information exchange program by furnishing you with an “Opt-Out Form,” which is also available at our check-in area or upon request from any health care staff member. If you choose to opt out, your health information will still be sent to the HIE but it will not be made available to other providers. Currently, all Martin’s Point Health Care Centers located in Maine participate in Maine’s HIE.

**OTHER USES AND DISCLOSURES OF PHI THAT DO NOT REQUIRE YOUR AUTHORIZATION INCLUDE THE FOLLOWING:**

**Family and Friends**

We may disclose your PHI to others involved in your care or payment of your care, which may include family members, a close friend, or another person you identify.

**Parents as Personal Representative of Minors**

In most cases, your minor child’s PHI may be disclosed to you. However, we may be required by law to protect a minor’s PHI for certain diagnoses or treatment that involves sensitive health
information, such as information about sexually transmitted diseases, family planning, abortion, substance abuse, or mental health services.

**Appointment Reminders and Treatment Options**

We may use and disclose your PHI to contact you to remind you of an appointment or to inform you of potential treatment options or alternatives. Your appointment reminder may be automated in order to improve our operations.

**Workers’ Compensation**

Your PHI may be used or disclosed in order to comply with laws and regulations related to Workers’ Compensation.

**Public Health Activities**

Your PHI may be used or disclosed for public health activities, such as to assist public health authorities to prevent or control disease, injury, or disability, or to report child abuse or neglect.

**Research**

We may use and disclose your PHI for research purposes in certain limited circumstances. Any research that includes the use of PHI is required to undergo additional review for compliance with the HIPAA requirements for uses and disclosures of PHI for research purposes.

**Legal Proceedings**

Your PHI may be disclosed in the course of a legal proceeding, in response to an order of a court or an administrative tribunal and, in certain cases, in response to a subpoena, discovery request, or other lawful process.

**Health Oversight**

Your PHI may be disclosed to a government agency authorized to oversee the health care system or government programs or its contractors, such as the U.S. Department of Health and Human Services, a state insurance or health department or the U.S. Department of Labor, for activities authorized by law, such as audits, examinations, investigations, inspections, and licensure activity.

**Fundraising**

Martin’s Point Health Care is a not-for-profit organization and we may engage in fundraising efforts to support our mission. We may use and disclose your PHI to contact you regarding our fundraising efforts. You have the right to opt out of receiving future fundraising communications by following the opt-out instructions on the communication you receive or by contacting our Privacy Officer and making a request to opt out of receiving fundraising communications.

**De-Identified Information**

We may use your PHI to create de-identified information or we may disclose your information to a business associate so that the business associate can create de-identified information on our behalf. Once de-identified, the information will not identify you or be able to be used to identify you.

**Limited Data Set**

We may use and disclose a limited data set that does not contain specific, readily identifiable information about you for research, public health, and health care operations.

**To Avert Serious Threat**

We may use or disclose your PHI to prevent or reduce a serious and imminent threat to the health or safety of yourself, another person, or the public.

**As Required by Law**

We may use and disclose information about you as required by law. For example, we may disclose information to make a report related to victims of abuse, neglect, or domestic violence or to assist law enforcement officials in performing their duties.

**Government Functions**

We may also disclose your PHI to authorized federal officials for national security purposes.
Inmates

If you are an inmate, your PHI may be disclosed to a correctional institution or a law enforcement official having lawful custody for certain permitted purposes, such as if the provision of such information is necessary to provide you with health care, protect your or another’s health and safety, or maintain the safety and security of the correctional institution.

Decedents

PHI may be disclosed to funeral directors, coroners, and medical examiners to enable them to carry out their lawful duties.

Organ, Eye, and Tissue Donation

Your PHI may be used or disclosed to organ procurement organizations to facilitate cadaveric organ, eye, or tissue donation and transplantation purposes.

USES AND DISCLOSURES OF PHI THAT MAY REQUIRE YOUR AUTHORIZATION INCLUDE THE FOLLOWING:

Marketing Communications

We may use your health information to send you certain types of communications that do not require your authorization, such as communications for treatment, including case management, care coordination, or recommended alternative treatments, providers, or settings of care. We may also communicate with you to inform or update you about health-related products or services provided by Martin’s Point. In most other circumstances, we are required by law to receive your written authorization before we use or disclose your health information for marketing purposes.

Psychotherapy Notes

Most uses and disclosures of psychotherapy notes require your authorization. However, if the psychotherapy notes were created by your Martin’s Point provider, we may, without your authorization, use the notes for certain permitted treatment, payment, or health care operations, such as use by your provider to treat you or for limited internal training programs, to defend ourselves in a legal action brought by you, for certain oversight activities, to coroners and medical examiners involved in identification or cause of death determinations, or as necessary to prevent or lessen a serious and imminent threat to the health and safety of you, another individual, or the public.

Your Rights Regarding Your PHI

You Have the Right to:

Access Your PHI Through Our Patient Portal

You have the right to view information from your medical record and communicate with your provider through our secure, internet-based patient portal, MyMartinsPoint. You may choose to opt out of having access to our patient portal at any time by informing someone in our check-in areas that you would like to opt out and following the steps described to you.

Access and Receive Copies of Your PHI

You have the right to request and receive a copy of your health care records. We may ask you to make your request in writing and to provide us with the specific information we need to fulfill your request. You also have the right to receive a copy of your PHI in electronic format, if we maintain your PHI in an electronic format and can readily produce a readable electronic copy. We reserve the right to charge a reasonable fee for the cost of producing and mailing these copies. There are certain cases in which we are not permitted to fulfill your request to access or receive your records.

Amend Your PHI

If you believe that your PHI is incorrect or incomplete, you have the right to ask us to amend it. All requests for amendment must be in writing.
In certain cases, we may deny your request, for example, if we did not create the PHI or if we determine that the PHI is accurate and complete.

Request Confidential Communications

You have the right to request, and we must accommodate reasonable requests, to receive communications from Martin’s Point about your PHI in a manner or at a location you determine better protects the confidentiality of your PHI. Requests should be made in writing to our Privacy Officer.

Request Restrictions on Uses and Disclosures of Your PHI

You have the right to ask us to place restrictions on the way we use or disclose your PHI for treatment, payment, or health care operations, as well as for certain other permitted or required uses or disclosures of PHI. Requests should be made in writing to our Privacy Officer. In most cases, we are not required by law to agree to a requested restriction.

Accounting of Disclosures of PHI

You have the right to receive an accounting of certain instances in which we disclosed your PHI. An accounting will not include disclosures made for treatment, payment, or health care operations, unless such disclosures were made through an electronic health record, in which case you have the right to an accounting of such disclosures for treatment, payment, or health care operations made within the last three years. An accounting will also not include certain other disclosures, such as disclosures made directly to you or persons involved in your care, disclosures made pursuant to an authorization, or disclosures made as part of a limited data set.

Receive Notice of Privacy Practices

You have a right to receive a paper copy of the Notice of Privacy Practices by requesting one at any time from a staff member in the check-in area at any of our Health Care Centers or from our Privacy Officer.

Breach Notification

You have a right to receive notice of any breach that compromises the privacy or security of your PHI. We are required to comply with all applicable breach notification requirements under HIPAA.

Questions and Complaints

If you have any questions about this Notice, please let a check-in staff member know you would like to speak to our Privacy Officer.

If you believe your privacy rights have been violated, you may file a written complaint with our Privacy Officer at:

Privacy Officer
c/o Compliance and Legal Affairs Department
331 Veranda Street
PO Box 9746
Portland, ME 04104
Phone: 207-791-3848

You may also notify the Secretary of the Department of Health and Human Services by sending your complaint to: Centralized Case Management Operations, U. S. Department of Health and Human Services, 200 Independence Avenue, S.W., Room 509F HHH Building, Washington, D.C., 20201. You may also send the information by email to OCRComplaint@hhs.gov or file a complaint online through the Office for Civil Rights Complaint Portal at https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf.

Martin’s Point Health Care will not take retaliatory action against you if you file a complaint.

Revision dates:
November 2011
September 23, 2013
September 29, 2014
November 15, 2018
Martin’s Point Health Care is a Maine-based, not-for-profit organization providing both primary care and health insurance plans. Building trusting relationships with people of all generations for over 40 years, we are committed to improving the health of our community—one person at a time.

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For patients at our Health Care Centers in Maine and New Hampshire
*Accepting most major insurance plans*

**MEDICARE ADVANTAGE PLANS**
Martin’s Point Generations Advantage plans for seniors in Maine and New Hampshire

**MILITARY HEALTH PLANS**
Martin’s Point US Family Health Plan—a TRICARE Prime® option for military families in northern New England, NY, and PA

For more information, visit MartinsPoint.org.