

In-Home Assessments

New Health Plan Partnership – Porter Cares



WHO

Mass General Brigham Health Plan has partnered up with **Porter Cares**.

<https://www.helloporter.com/>



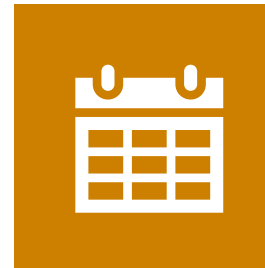
WHAT

Porter delivers comprehensive virtual or in-home assessments (IHAs) that address care gaps, including quality measures and risk adjustable chronic conditions



WHERE

IHAs can be conducted at any location the member considers their home. If appropriate, virtual telehealth visits are also offered.



WHEN

Medicaid Go Live Date: July 7, 2025*
Medicare Go Live Date: August 1, 2025*

*Dates may change due to CMS/EOHHS approval

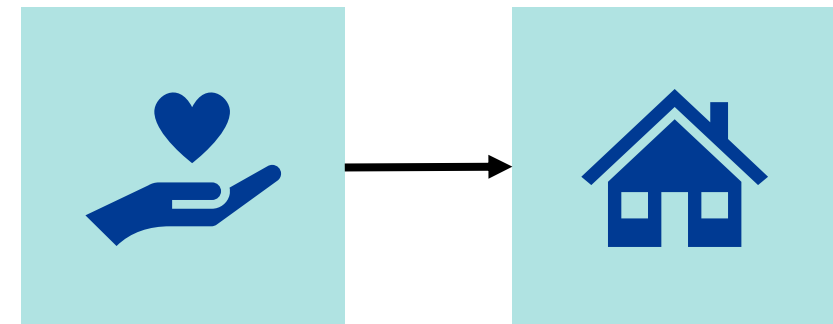


What is an In-Home Assessment?

An IHA is an encounter conducted by a physician or qualified non-physician practitioner designed to complement the care provided to the patient. It is not meant to replace any existing relationship with the patient's PCP or specialist.

During an IHA, Porter will:

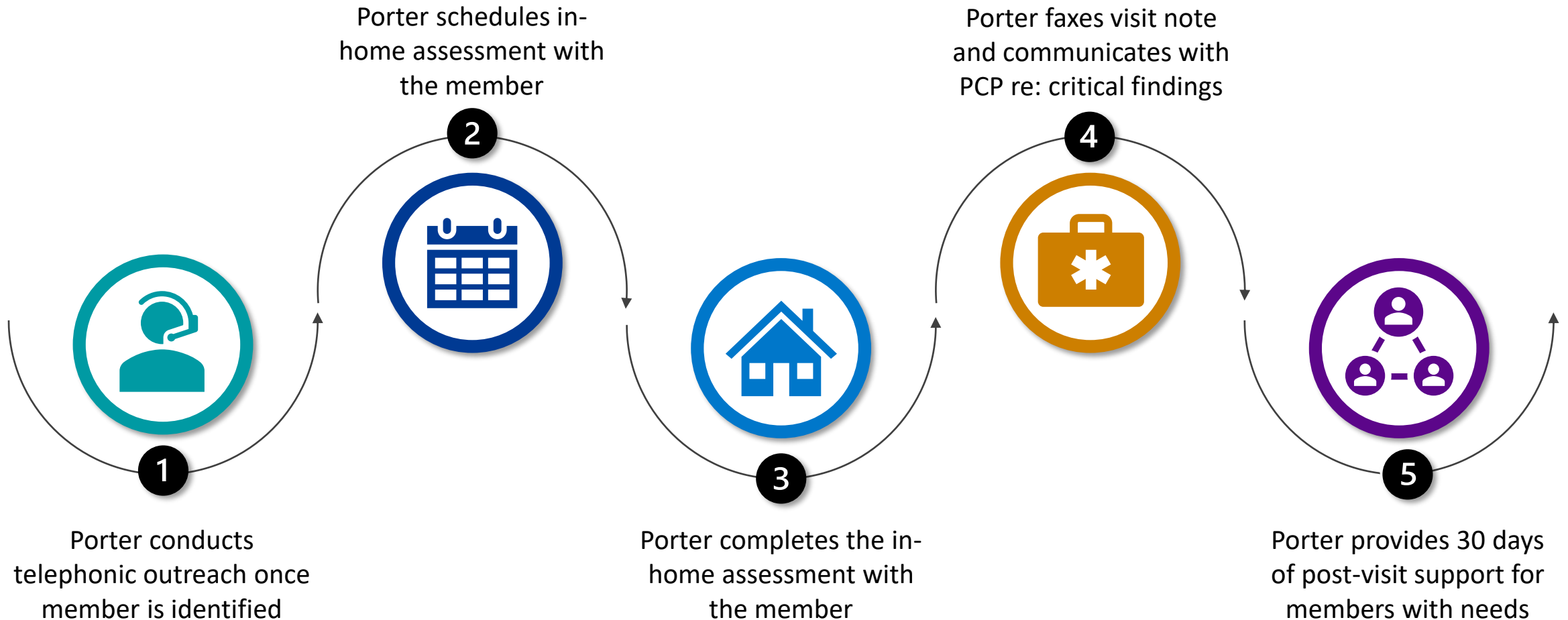
- Complete a health risk assessment that includes health history & status including chronic illness, care gap screening, ADL/iADL, fall risk screening, and barriers to care.
- Assess and address social determinants of health (SDOH).
- Perform diagnostic tests:
 - Diabetic Eye Exam
 - Ankle Brachial Index Testing
 - Bone Density Scanning (using BeamMed MiniOmni device)
- Perform diagnostic labs:
 - FIT Testing
 - Hemoglobin A1c (HbA1c)
 - Urinalysis/Albumin



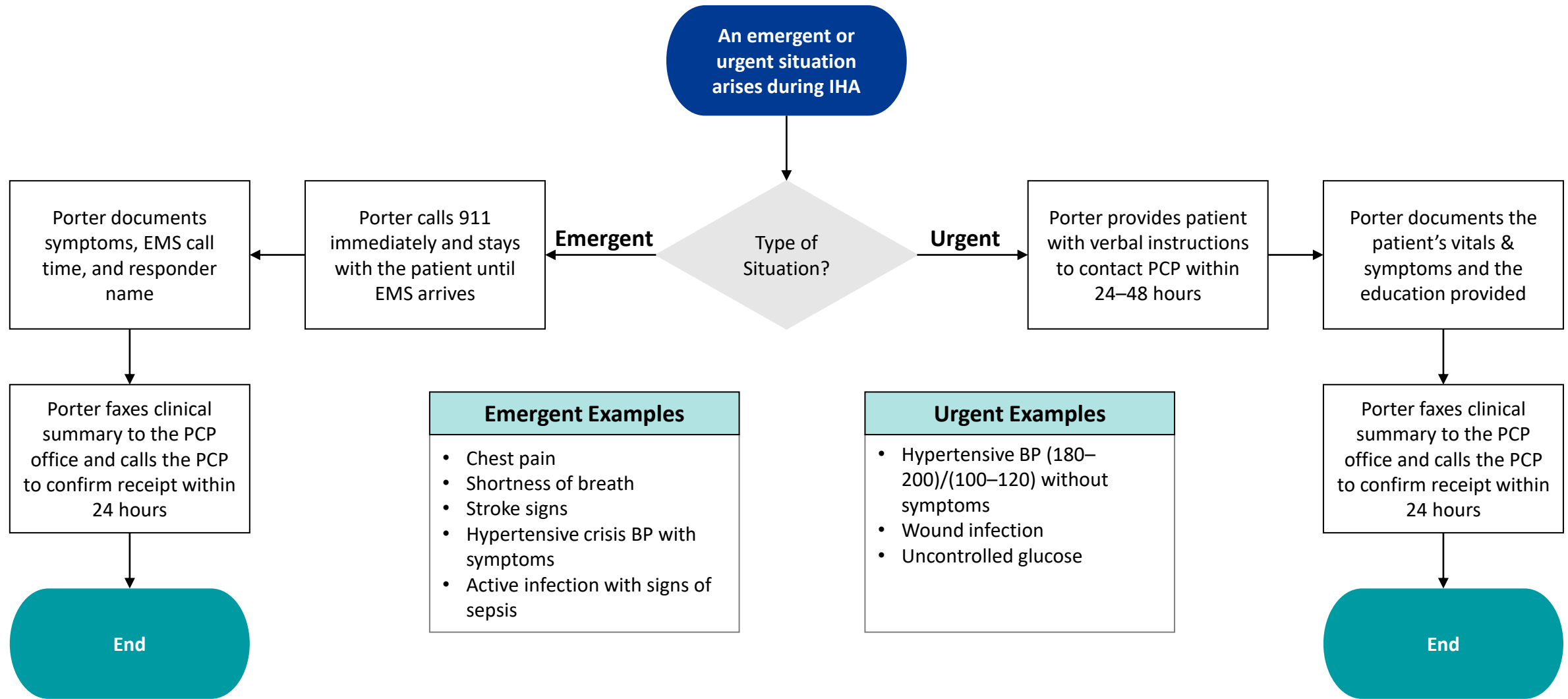
What are the Benefits of an In-Home Assessment?



In-Home Assessment Workflow



Emergent & Urgent Situations



Emergent & Urgent Lab Results

Table 1. Emergent Lab Results

Lab	Lab Results	Patient Recommendation	PCP Communication
HbA1c	HbA1c > 13	Recommend PCP follow-up within 1 week	Porter will fax clinical note and results to the PCP and call the PCP immediately to notify them
KED	EGFR < 15	Recommend PCP follow-up within 1 week	

Table 2. Urgent Lab Results

Lab	Lab Results	Patient Recommendation	PCP Communication
FIT	Positive for blood in stool	Recommend PCP follow-up within 2 weeks	Porter will fax results and recommendations to the PCP within 96 hours and call the PCP to confirm receipt
HbA1c	HbA1c 10.5-13	Recommend PCP follow-up within 2 weeks	
KED	EGFR 15-60	Recommend PCP follow-up within 2 weeks	
	UACR > 29	Recommend PCP follow-up within 2 weeks	



What Happens After an In-Home Assessment?

After an IHA is completed and shared with the PCP, Porter will provide 30 days of post-visit support if needs are identified. Post-visit support includes:



Schedule Appointments

- Identify in-network providers.
- Assist with scheduling PCP & specialist appointments.
- Address barriers such as transportation.



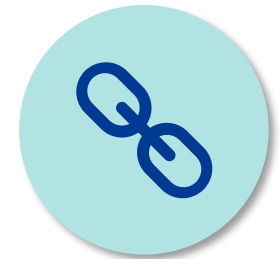
Benefits & Eligibility

- Review eligible health plan benefits and programs.
- Coordinate and facilitate enrollment.



Education & Resources

- Chronic Conditions
- Functional Disabilities
- Age-appropriate Preventative Care Recommendations



Linkage to Programs

- Community-Based Organizations (CBOs)
- State and Federal Programs
- Health Plan Programs (CM, CCM, DM)



Target Member Criteria

Inclusion

- ✓ Member ages 21 years and older.
- ✓ Any member that has not been seen by their PCP within the past 12 months and has 2+ suspected chronic conditions.
- ✓ Any member that has:
 - ER visits with no follow ups
 - Low risk score with high medical spend
 - Low risk score with high RX spend
 - No captured conditions with high RX spend
- ✓ Members will be prioritized by the Risk Adjustment Factor (RAF) score.

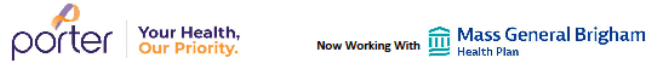
Exclusion

- ✗ Any member with an upcoming PCP appointment within the calendar year.
- ✗ Any member who requested to be on the “Do Not Contact” list or opted out of the program.
- ✗ Any member pending case management outreach or enrolled in case management.
- ✗ Any member on hospice.



Porter Sample Documents

Patient Warming Letter



<<Member First & Last Name>>
<<Member Street Address>>
<<Member City, State Zip>>

Welcome to Porter!

Porter and Mass General Brigham Health Plan have teamed up to guide and support you through every step of your healthcare journey. Managing your health can feel overwhelming, but you don't have to do it alone. That's why Porter is here to support you as a covered benefit through Mass General Brigham Health Plan. We can schedule your doctor appointments, help you use your health plan benefits, and find the care you need at home.

What **Mass General Brigham Health Plan** and **Porter** can do for you.

- **Nurse Practitioners** who come to your home for a personalized in-home assessment. During this visit, you'll receive:
 - Labs and tests that can help find health issues before they become bigger problems.
 - Detailed talks about your health, medications, and medical history.
 - A chance to ask any health questions you have.
- **A No Cost Healthcare Concierge** for 30 days who is dedicated to solving your health challenges
 - Schedules appointments with your providers and specialists
 - Explains what your health insurance covers and assists you in using the benefits
 - Secures you needed support at home, from food to transportation

Porter's concierge support ends 30 days after your visit. After that, Porter will provide a warm transfer to your health plan for continued support.

Getting started with Porter is easy and takes just three simple steps.

- 1** Call us today at [X-XXX-XXX-XXXX] (TTY: 711)
During this call we will set you up schedule your visit and learn more about you so we can start getting you support even before your visit
- 2** Complete Your No Cost In-Home Assessment
One of our expert nurse practitioners will come to you to learn more about your health through lab tests and in-depth conversations. This helps us personalize our support for you.
- 3** Enjoy 30 Days of Healthcare Concierge Support
Over the next 30 days, you will have the dedicated support of our team to ensure you receive the best possible care and support for your health needs.

We're here to support your healthcare journey. Call Porter today at [XXX-XXXX-XXXX] (TTY: 711) to get started.

Thank you,
The Porter Team
Phone: [X-XXX-XXX-XXXX] (TTY: 711)
Email: help@helloporter.com
Visit: www.helloporter.com/member-info

hello!

Porter Visit Note – Sample 1



Health Risk Assessment

Name: DOE, JANE (68yo, F) ID# 67621 Appt. Date/Time: 02/02/2024 11:00AM
DOB: 01/30/1956 Service Dept: Porter
Provider: STEVEN SIMMONS, CRNP
Insurance: Med Primary: DEMO HEALTH PLAN – MEDICARE ADVANTAGE
Prescription: [check now](#)

Chief Complaint
Healthy Home

Patient's Care Team
Primary Care Provider: JONES, MICHAEL: 300 E LOMBARD ST STE 840, BALTIMORE, MD 21202-3231, Ph (800) 558-8922, Fax (833) 471-3080 NPI: 1093127314

Vitals
2024-02-02 13:32

Ht: 5 ft 3 in Pain Scale: 0 Pulse: 88 bpm
RR: 16 T: 98.5 F° Wt: 130 lbs
BMI: 23 BP: 128/78 O2Sat: 99%

Allergies
NKDA

Medications
Reviewed Medications

lisinopril 10 mg tablet Take 1 tablet(s) every day by oral route.	02/02/24	entered	STEVEN SIMMONS, CRNP
metFORMIN 1,000 mg tablet Take 1 tablet(s) twice a day by oral route.	02/02/24	entered	STEVEN SIMMONS, CRNP
Os-Cal 500 + D3 1 Tab daily	02/02/24	entered	STEVEN SIMMONS, CRNP
simvastatin 20 mg tablet Take 1 tablet(s) every day by oral route.	02/02/24	entered	STEVEN SIMMONS, CRNP
Tricor 145 mg tablet Take 1 tablet(s) every day by oral route.	02/02/24	entered	STEVEN SIMMONS, CRNP

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Porter Visit Note – Sample 2

PORTER CARES - MARYLAND - 300 E LOMBARD ST STE 840, BALTIMORE, MD 21202-3231

SMITH, Test (Id #27, dob: 01/30/1956)

Patient Name: SMITH, TEST (87yo, F) ID# 27 Appt. Date/Time: 05/03/2023 08:00AM
DOB: 01/30/1956 Service Dept: PORTER CARES - MARYLAND
Provider: STEVEN SIMMONS, CRNP
Insurance: Med Primary: "SELF PAY"
Prescription: BURESCRIP'S LLC - This member could not be found in the payer's file. Please verify coverage and all member demographic information.

Chief Complaint

transition of care - CF

Transitional care visit for hospitalization at UMMC 4/25/23 through 4/28/2023 with a primary diagnosis of pneumonia.

Vitals

HE: 6 ft 3 in 05/03/2023 08:30 pm	Pain Scale: 3 05/03/2023 08:30 pm	Pulse: 80 bpm 05/03/2023 08:30 pm
RR: 16 05/03/2023 08:34 pm	T: 98.7 F° 05/03/2023 08:34 pm	WT: 170 lbs 05/03/2023 08:34 pm
BMI: 30.1 05/03/2023 08:34 pm	BP: 128/78 05/03/2023 08:34 pm	O2Sat: 96% 05/03/2023 08:34 pm

Allergies

Reviewed Allergies

NKDA

Medications

Reviewed Medications

atorvastatin 20 mg tablet Take 1 tablet(s) every day by oral route in the evening.	05/03/23	entered
Janumet 60 mg+1,000 mg tablet Take 1 tablet(s) twice a day by oral route.	05/03/23	entered
Symthroid 100 mcg tablet Take 1 tablet(s) every day by oral route.	05/03/23	entered
Tricor 145 mg tablet Take 1 tablet(s) every day by oral route in the evening.	05/03/23	entered
Tylenol 8 Hour 1 by mouth twice daily	05/03/23	entered

Vaccines

None recorded.

Problems

Reviewed Problems

- Peripheral neuropathy due to type 2 diabetes mellitus - Onset: 05/03/2023
- History of myocardial infarction due to atherosclerotic coronary artery disease - Onset: 05/03/2023
- Diabetic peripheral neuropathy - Onset: 05/03/2023
- Restless legs - Onset: 05/03/2023
- Pneumonia - Onset: 05/03/2023
- Osteoarthritis - Onset: 05/03/2023 - Hands, Knees
- Hypothyroidism - Onset: 05/03/2023
- Hyperlipidemia - Onset: 05/03/2023
- Type 2 diabetes mellitus - Onset: 05/03/2023

Family History

Reviewed Family History

Please Note: You can click on the sample document to view in Adobe.



Porter Provider FAQ



How Does Porter Identify Patients to Target?

Porter collaborates with Mass General Brigham Health Plan to identify patients who may benefit from a short-term, targeted assessment based on clinical risk, open care gaps, or social determinants of health.



How Will Porter Contact Our Patients?

Porter will use a multi-channel approach to connect with identified patients:

- Mail – Introductory letters, brochures, and appointment reminders
- Email – Educational content, visit confirmations, and follow-ups
- Phone/Text – Outreach calls, scheduling, and ongoing care coordination (texting only when consent is obtained)

All communications are conducted in accordance with HIPAA guidelines and patient communication preferences.



Why Does It Matter to Me?

Porter helps extend your care by delivering care-at-home and telehealth assessments, along with care coordination for your high-risk patients. Our goal is to close care gaps, provide timely clinical insights and improve patient outcomes. When follow-up from your team is needed, we keep communication clear, actionable, and focused on supporting continuity of care.



Porter Provider FAQ



What Can Providers Expect from Porter?

- Timely updates when an assessment is completed
- Summary reports shared with the PCP or designated care team
- Notification if urgent or emergent issues are identified
- Coordination with the provider when referrals or clinical input are needed

We strive to integrate smoothly with your workflows and respect your relationship with the patient.



How Can Providers and Patients Contact Porter?

If you have questions or need support, you can reach Porter through the following channels:

- Phone: 1-800-558-9922 (TTY: 711)
- Email: help@helloporter.com
- Website: www.helloporter.com – use the “Contact Us” form



Questions?





Mass General Brigham
Health Plan