

Point32Health Teams Up with instED to Provide In-Home Urgent Care to Western Mass. and Southern NH Medicare Advantage members

Eligible members will have access to a network of highly skilled paramedics delivering high quality care, all from the comfort of their own homes

Canton, Mass., April 24, 2024 — **Point32Health**, the parent company of Harvard Pilgrim Health Care and Tufts Health Plan, and **instED** LLC have joined forces to deliver highly skilled in-home urgent care to certain Harvard Pilgrim Stride HMO/HMO-POS in New Hampshire and Tufts Medicare Preferred PPO & HMO and Senior Care Options (SCO) members in Western Mass. The service is offered to eligible members who have been identified by Care Managers as meeting the criteria for the service. It is available 365-days-a-year.

“The health and wellness of our members is paramount to our organization, which is why we are very excited about this new collaboration with instED to deliver urgent care directly in patients’ homes,” said **Urcel Fields, Senior Vice President, President of Government Markets** for **Point32Health**. *“This innovative offering will provide our Medicare members with broader access to critical services, while avoiding unnecessary trips to the emergency department. It is just one of the many examples of programs we have put into place to deliver more holistic, compassionate, whole-person care.”*

The program is supported by a comprehensive technology platform called **instED Now**®. Designed with advanced innovative protocols, the platform works by routing requests for in-home urgent care treatment to a Registered Nurse for assessment and acceptance. The nurse will triage the patient’s symptoms, review their medical history, assign a level of acuity, and determine if it is appropriate to dispatch a paramedic for an **instED** urgent care visit. The paramedic is supported during each visit by an **instED** virtual physician.

An **instED** in-home urgent care visit can offer expanded treatment options including exacerbation of a chronic condition, illness and related symptoms, and injury assessment. Treatment can include point-of-care testing, blood draws, cultures, EKGs, IV therapies, ultra-sound and first dose medication.

“We are thrilled about our strategic relationship with Point32Health,” said **Sebastiaan Foppema, CEO** of **instED**. *“Our business is growing as more and more organizations embrace the opportunity to provide high quality urgent care in the most convenient and effective setting, a patient’s home.”*

For more information on how to access the service, members should contact their Care Manager.

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About Point32Health

Point32Health is a leading, nonprofit health and wellbeing organization, delivering a better health care experience to our members and the communities we serve. **Point32Health** builds on the quality of our founding organizations, Tufts Health Plan and Harvard Pilgrim Health Care.

At **Point32Health**, we believe that everyone should have equitable access to affordable, high-quality health care, regardless of their age, race, ethnicity, socioeconomic status, orientation, gender identity or ability. We offer a diverse range of health plans that help improve the health and wellness of the two million members we serve. Every day, we work to deliver on our purpose of guiding and empowering healthier lives for everyone.

About instED LLC

instED, a proven, mobile integrated health provider, is on a mission to provide an alternative to the emergency department by providing urgent care in the comfort of a patient’s home. Launched in Massachusetts in 2014, **instED** combines a comprehensive technology platform **instED Now**® and an experienced clinical team, with a wide network of trained paramedics, to bring its deep expertise with home-based care to individuals needing urgent care that do not require a visit to the emergency department. For more information, visit us on LinkedIn or at **www.instED.us**.

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