



Mascoma Community Healthcare, Inc.

Benjamin Gardner MD, Medical Director
Isabel Watts APRN
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Dear Valued Patient,

As you may have heard, in October of 2023 Mascoma Community Health will begin a new partnership with HealthFirst Family Care Center out of Franklin and Laconia. We are very excited about this transition. We have been working on this collaboration for four years and look forward to the opportunities that it will bring to the health center and our patients. But as with any transition, we expect you will have questions and some feelings of uncertainty. We hope to address some of your questions and concerns here.

Why is this partnership happening?

Our goal as MCHC has always been to reach Federally Qualified Health Center status (FQHC status) allowing us to expand our services to better serve our community. This FQHC status is also essential to receive the federal funding that is needed for care of uninsured people or those who can't afford care. Our partnership with HealthFirst will immediately give the clinic FQHC status.

Will I be able to keep my provider?

Yes, your provider will continue to see you but will become an employee of HealthFirst and continue working at this facility.

What additional services will be offered at the health center?

In addition to primary care, other services that will be offered at this facility will include behavioral health services, an MAT program, and dental care, with more services expected in the future.

What do I need to do as a patient during this transition?

Our goal is to make this transition as smooth as possible. **We want you to continue to see your care provider at Mascoma Health Center operated by HealthFirst. Please call for an appointment today.**

What is Mascoma Healthcare's future role?

While HealthFirst will operate the practice day to day, Mascoma will continue to own the Health Center and provide community support.

Want more information on HealthFirst? Go to healthfirstfamily.org on-line.

We at Mascoma Community Health are excited for this partnership with HealthFirst and look forward to our next chapter as an FQHC. If you have any further questions regarding this transition, please reach out to us directly at (603)523-4343.

Sincerely,

Sandra Hayden, Board Chair,
Mascoma Community Healthcare, Inc.

RECOGNIZED
NCQA
PATIENT-CENTERED MEDICAL HOME

Laconia Office
22 Strafford St, #1
Ph: 603-366-1070

Franklin Office
841 Central Street
Ph: 603-934-1464

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