



July 25, 2025

Jenny Walden
Outreach & Enrollment Program Director
Indiana Primary Health Care Association

To Whom It May Concern,

After 17 years working alongside Indiana's Medicaid families—first as a navigator and now as IPHCA's Outreach and Enrollment Program Director—I've seen what works, and what holds clinics back. Partnering with PointCare to promote coverage management services has made a real difference for our member clinics and the patients they serve.

PointCare lifts a huge weight off the shoulders of navigators, letting them focus on what truly matters, which is helping people. PointCare serves as the first line of defense for recovering patients dropped from Medicaid. By providing notifications and online enrollment, they reduce the amount of patients coming in uncovered and in need of on-site assistance. Now, with less time spent on paperwork, navigators have increased capacity to assist those who need additional assistance with their enrollment. This teamwork approach between the clinic's navigators and PointCare's technology ensures more patients feel seen and supported, and have access to the care they deserve. That's the kind of impact that keeps us inspired to do this work every day.

Most importantly, PointCare doesn't just offer a product; they understand our mission. They collaborate, listen to feedback, and truly support our clinics and navigators. Their approach has boosted efficiency, stability, and our confidence in the enrollment process.

If you care about strong enrollment, better patient care, and tools that actually help your team, I encourage you to consider PointCare. I'd be happy to answer any questions or share more about our experience.

Sincerely,

A handwritten signature in black ink that reads "Jenny Walden".

Jenny Walden
Outreach and Enrollment Program Director
Indiana Primary Health Care Association