

Portico Healthnet Delivers Secure, Accessible Healthcare Support Across Minnesota



For nearly 30 years, Portico Healthnet has been a lifeline for uninsured and underinsured Minnesotans, helping families navigate enrollment in programs like Medicaid and MinnesotaCare, while connecting them to affordable medical and dental care. With a team of just 30 people, many of whom reflect the immigrant communities they serve, Portico's mission is simple yet vital: ensure consistent healthcare access for vulnerable populations across the state.

When the pandemic struck, that mission faced a critical test. Portico had traditionally relied on in-person interactions with the individuals and families they serve. Suddenly, the question became: *"If we had to do this remotely, what would it look like?"*

The Challenge:

Meeting the Needs of a Vulnerable, Mobile-First Population

Most of the households Portico Healthnet serves live at or below 300% of the federal poverty level. For many, mobile phones are their primary, and often only, gateway to the internet. On top of that, more than half of Portico Healthnet's work takes place in languages other than English. That reality shaped the organization's technology requirements.

Technology requirements:

- **Mobile-first design** – Solutions had to be sleek and intuitive on a phone screen.
- **Minimal burden** – No complex steps, no unnecessary data entry, and minimal text to navigate.
- **No security trade-offs** – Despite the simplicity of the solution, data still needed to be handled with the highest standards of security and compliance.

As Molly McCormick, Portico Healthnet's Chief Operating Officer, explained:

"We wanted our cake and to eat it too – a very secure solution, but also super translatable and intuitive to a highly diverse population."

— Molly McCormick, Chief Operating Officer, Portico Healthnet



The Solution:

Finding the Missing Piece: Secure Document Collection

When Portico Healthnet transitioned to remote services, they quickly pieced together tools for e-signatures and case management. But a glaring gap remained: secure document collection. Consumers needed to submit verification documents, such as pay stubs, tax forms, or IDs before they could qualify for coverage. Traditional secure email was clunky, confusing, and not well-suited for their community.

Enter SendSafely's Dropzone:

- **SMS-friendly:** Portico Healthnet's navigators can text a Dropzone link directly to a consumer.
- **Mobile-optimized:** A clean, intuitive interface works seamlessly on smartphones.
- **Secure and compliant:** Meets HIPAA business associate requirements and partner security audits without sacrificing usability.

The Dropzone quickly became the central link in Portico's workflows.

The Results:

Expanding Reach and Innovating Service Models

With SendSafely in place, Portico didn't just maintain continuity during the pandemic, they expanded their reach dramatically. In the last year alone, they assisted consumers in 61 of Minnesota's 87 counties.

The flexibility also enabled pop-up enrollment clinics, where navigators set up temporary service centers in communities with the greatest need. Families could complete enrollment end-to-end, securely, thanks to the mobile-friendly document submission process.

Even today, with in-person services back, remote engagement remains the backbone of Portico Healthnet's model.

"SendSafely has allowed us to extend our service area across the state of Minnesota dramatically"

— Molly McCormick, Chief Operating Officer, Portico Healthnet

Beyond Consumers: Secure Partner Communications

SendSafely isn't just for consumer interactions. Portico Healthnet also uses SendSafely's secure email integration for partner-to-partner communications, especially when working with larger organizations that have stringent security standards. SendSafely's security features, such as expiration controls on shared files, simplify vendor qualification and reinforce Portico Healthnet's reputation as a responsible steward of sensitive data.

For more information on how your business can benefit from SendSafely or to start a free trial, go to www.sendsafely.com or email sales@sendsafely.com.



Conclusion:

With new federal requirements creating additional verification steps for Medicaid and other public health benefits, Portico Healthnet expects demand for secure, consumer-friendly solutions to only increase.

As McCormick emphasized, the goal is clear

“SendSafely “Our consumers deserve efficient and easy-to-use, best-in-class services—just like any other consumer

— Molly McCormick, Chief Operating Officer, Portico Healthnet

SendSafely will continue to be a cornerstone in that mission, enabling Portico Healthnet to meet communities where they are, whether by phone, by text, or at a pop-up clinic, without ever compromising on security.

Key Outcomes with SendSafely:

- Seamless, secure document submission via Dropzone
- Mobile-first workflows for vulnerable, multilingual populations
- Expanded service area across 61 counties
- New service models such as pop-up enrollment clinics
- Compliance confidence in vendor and partner relationships



SMS Friendly

Dropzone links are texted to consumers



Mobile Optimized

Works seamlessly on smartphones



Secure & Compliant

Meets HIPAA and partner security audit requirements

For more information on how your business can benefit from SendSafely or to start a free trial, go to www.sendsafely.com or email sales@sendsafely.com.

