

Frequently Asked Questions: Sugarloaf Pediatrics Transition

1. *What is happening?*

Cooley Dickinson and Northampton Area Pediatrics have entered into an agreement for the Sugarloaf Pediatrics' providers and staff to join Northampton Area Pediatrics (NAP) and for Cooley Dickinson to transition its Sugarloaf Pediatrics patients to NAP.

The practice transition is expected to occur on June 30, 2024. **After that date, you will still have access to your current primary care provider (PCP) in the same office, at 29 Elm Street, South Deerfield, should you choose to continue your care with NAP.**

2. *What does this mean for my/my child's care (newborn thru age 21)*

If your child is newborn through age 21, there are important steps you will need to take to elect to establish care at NAP beginning July 1, 2024.

Here is what you need to do **now**:

- Give some thought to whether you would like to maintain your/your child's care with your current PCP by establishing care as a patient of NAP.

NAP does not accept all insurance plans, so it is important that you review your coverage to determine if you/your child can establish care at NAP. MGB and NAP are actively working with MassHealth to transition patients to a NAP MassHealth plan. Please visit NAP's website for details on the insurance plans they accept at <https://www.naped.com/for-parents/visit-information/billing-payments/>

- You will receive a notification when it is time to complete a release form and transfer your/your child's care and records to NAP. This transition will occur on July 1, 2024, and you will continue to receive care at Sugarloaf Pediatrics until that time.
- Do not contact your insurance and change your/your child's PCP to a NAP provider until July 1, 2024. If you do this prior to July 1, 2024, you will need to change the PCP back to receive care at Sugarloaf Pediatrics in the meantime.

3. *What does this mean if I am 22 years of age or older as of July 1, 2024?*

If you are 22 years old or older, as of July 1, 2024, you will need to select a new PCP and change your PCP listed on your insurance to an **adult** primary care provider. We recommend you begin your search now as new patient visits are often scheduled several months in advance.

All patient appointments for those 22 years and older will be honored through June 30, 2024. On July 1 and after, Cooley Dickinson would be happy to transition your care to another Cooley Dickinson Family Medicine provider who is accepting new patients.

If you remain with a Cooley Dickinson provider, you are not required to complete any forms as your records will remain in the Cooley Dickinson system. Depending on your insurance, you may need to update your PCP with your insurance plan.

If you seek care with another provider outside of Cooley, Cooley Dickinson Medical Group can forward your medical records to any provider you designate after we receive the signed release form.

4. *Will my child's future appointment be changed due to this transition?*

We are committed to ensuring that all existing patient appointments are honored throughout this process. This is dependent upon your taking timely action when directed to do so; updates will be posted on this website. Failing to act could impact your ability to be seen at NAP using your insurance coverage.

5. *Once the transition occurs July 1, 2024, what will be different?*

Patients and families will benefit from NAP's expanded same day/urgent care hours (nights and weekends); integrated behavioral health services; expanded pediatric nurse triage services; access to multiple locations; parenting support workshops, and more.

For services rendered after July 1, 2024, your billing statement will come from NAP. You will no longer receive a billing statement from Cooley Dickinson/Mass General Brigham for primary care services provided after June 30, 2024.

6. *What is happening to the providers?*

Dr. Jennifer, Kate and Bridget (the Sugarloaf Pediatrics providers) will be staying on as providers for NAP. Staff members have employment at either Cooley Dickinson Medical Group or Northampton Area Pediatrics.

7. *Is Northampton Area Pediatrics accepting new patients?*

Currently, NAP is only accepting newborns. They plan to open to new patients in late 2024. Newborns will continue to be able to start care in the South Deerfield location through June 30, 2024. New patients of other ages are being accepted at Sugarloaf until June 1, 2024 to allow time for the transition.

8. *How soon can I expect to have an appointment with my provider after July 1?*

If you choose to establish care at NAP, NAP will honor all scheduled appointments after July 1, 2024. If you need to schedule an appointment at NAP after July 1, 2024, you can do so by calling NAP's office, 413-584-8700, or some visit types will be available to schedule on the NAP patient portal. If your/your child's appointment is prior to July 1, you/your child will see your Cooley Dickinson Sugarloaf Pediatrics provider.

9. *What if I have medications that I need to get refilled for my child?*

If you/your child has medication(s) prescribed by your Sugarloaf PCP and you have refills remaining, no action is needed on your part. If you/your child has medication(s) prescribed by your Sugarloaf PCP and you do not have refills remaining after July 1, 2024, you will contact NAP. NAP will continue prescribing medications as necessary, should you choose to transition your care to NAP.

If you choose to transition your care to a family medicine provider at Cooley Dickinson Medical Group, medication refills will be provided for 30 days or longer, as appropriate. Please call the Sugarloaf office, 413-665-9111, to request refills. Once you have scheduled with a new provider and office, they will be able to provide refills to your medications.

10. *If I have questions about this transition, is there someone I can speak with?*

If you have questions regarding your care at Cooley Dickinson, please contact the Cooley Dickinson Provider Referral Center at 413-582-2001. If you have questions about establishing care at NAP, call 413-584-8700 and select option 6.

11. *What if I have an urgent issue that requires medical attention prior to July 1, 2024*

If you/your child has an urgent medical issue prior to June 30, 2024, you may be able to schedule a same day sick visit at Sugarloaf Pediatrics depending on appointment availability. If you/your child has an urgent medical issue after July 1, 2024 and you have chosen to transition care to NAP please call NAP's office, 413-584-8700. In the case of a life-threatening emergency, please call 911 or go to the nearest emergency department.

12. *I/my child has a Mass General Brigham (MGB) Health Plan insurance or MassHealth through Mass General Brigham, can I still transition my care to NAP?*

Yes, NAP does accept the MGB employer-sponsored Health Plan insurance. MGB and NAP are actively working with MassHealth to transition patients to a NAP MassHealth plan. Please check back here for additional updates.