

Woburn & North Andover Pediatric Associates

7 Alfred Street, Baldwin Park II, Woburn, MA 01801 - Phone 781-933-6236, Fax 781-938-8050
800 Turnpike Street, N. Andover, MA 01845 - Phone 978-557-5712, Fax 978-557-5406

Hello!

Welcome to Woburn & North Andover Pediatric Associates, and thank you for choosing us as your child's health care provider! I would like to take this opportunity to introduce myself as the New Patient Advocate, and to share the many services we provide in our practice. Please review the information enclosed in this packet. I will be calling to introduce myself and to make myself available to you and your family for any questions or concerns you may have about our practice & its services.

Enclosed you will find an "Authorization for Use and Disclosure of Protected Health Information". This medical release form can assist you in obtaining your child's records from his/her previous pediatrician. Please complete and send this form to your child's previous pediatrician's office. Also, remember to contact your insurance company to change your primary care physician to a WPA/NAPA provider.

We have included a list of CDC recommended immunizations. Please know that we believe strongly in protecting our children from vaccine preventable illnesses, and have also included our vaccine policy.

For newborns, we require frequent check ups for routine care. When scheduling, we try to keep families within their primary care provider teams for continuity of care. The visit schedule is as below. Please remember to contact your insurance company to add your new baby to your insurance plan (effective date should be given as the child's date of birth).

- Newborn check: two days after hospital discharge with nurse practitioner
- Well child 1 month visit with primary care physician (PCP) or other team physician
- Well child 2 month visit with nurse practitioner
- Well child 4 month visit with primary care physician (PCP) or other team physician
- Well child 6 month visit with nurse practitioner
- Well child 9 month visit with primary care physician (PCP) or other team physician
- Well child 12 month visit with nurse practitioner
- Well child 15 month visit with primary care physician (PCP) or other team physician
- Well child 18 month visit with nurse practitioner
- Well child 2 year visit with primary care physician (PCP) or other team physician

Insurance policies vary by plan and can be very different in terms of coverage. Be sure to know your plan coverage so that you do not become responsible for payment of services that are not

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covered. We aim to make it as easy as possible for you to afford the medical services we provide. For this reason, we offer the following payment options.

- Payment in full at time of service: Effective July 2003, payments are accepted via cash, check, or credit card (Visa, MasterCard, Discover, American Express). There is a 25% discount offered (please note exceptions: vaccinations).
- Managed care plans/contracted health plans: We are contracted with most insurance carriers & will accept an assignment of your insurance along with a payment of co pays and/or deductibles.

If your insurance carrier is not one we are directly contracted with, your contract is between you and your insurance company (we are not a party to that contract and we do not automatically accept assignment). We can provide you with a copy of your charges for submission to your insurance company. There are a few insurers that we may bill directly as a courtesy. Please note that you will be billed for any balance not paid by the insurer and that no discount will apply to this balance.

- Monthly billing: We will bill you directly for any balance due. Payment is due within thirty days.
- Term payments: If necessary, we can assist you in determining a suitable payment plan. Please ask to speak to the Credit Manager to discuss the use of this option.

In preparation for your first appointment, please complete the enclosed "Initial History Questionnaire" and bring it to the office for your child's first appointment.

Please let us know if you have any further questions or concerns. We appreciate feedback of any kind, and use any comments as a tool to improve our services. Of note, we use our website & Facebook page to broadcast topics of interest, health news, and office events...stay tuned!

Sincerely,

Michelle Metz

New Patient Advocate

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Encl: Welcome letter, AAP Hx, Provider/Team List, New Patient Survey, Vaccine Statement with CDC recommended schedule, Medical Release Form, New Patient Booklet