



## 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. Please visit NAP's website for details on the insurance plans they accept at <https://www.naped.com/for-parents/visit-information/billing-payments/>

- **Complete this release form** to 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.
- Patients on the MGB ACO through Mass Health do not need to contact Mass Health to update their PCP. This will be done automatically for

patients in the MGB ACO. For all other patients, we suggest you contact your insurance company now to see if they can update your Sugarloaf PCP to the same PCP that is linked to NAP with an effective date of July 1, 2024. If they are unable to do so, you may need to call back on/after July 1<sup>st</sup>.

### 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, such as:

#### **Amherst Medical Associates**

- Kathleen Murtland, MSN, FNP-C

#### **Belchertown Internal Medicine**

- Bart Soar, MD

#### **Hadley Family Medicine**

- Gaurav Dang, MD
- Meaghan Killeen, NP
- Kaileen Canon, NP
- Eli Dunlap, MD

#### **Northampton Family Medicine**

- John Tsongalis, MD
- Julia Flum-Stockwell, MD

#### **Oxbow Primary Care**

- Miranda Balkin, MD
- Katherine Jarrell, MD
- Emily Lash, MD
- Sara Noble, MSN, FNP-BC

#### **South Deerfield Family Medicine**

- Sean Dacus, DO

- Jamie Scott, NP

*\*Please note: provider availability may vary. [View more details on all Cooley primary care providers here.](#)*

**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. Patients enrolled in [Patient Gateway can submit a release of information request within Patient Gateway](#); this is the most convenient way to submit the 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?*

At this time, 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.

*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 you/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 and select option 3 for the prescription refill line. 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 Physician Referral Center at 413-582-2001 to establish care with a new PCP and the refill request can be sent to that provider once the appointment is booked.

*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 or visit our website: <https://www.cooleydickinson.org/programs-services/primary-care/> 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?*

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.

If you/your child has an urgent medical issue after July 1, 2024 and you have chosen to transition care to another CDMG provider please call the office directly.

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 Mass General Brigham Accountable Care Organization (MGB ACO) through MassHealth, can I still transition my care to NAP?*

Yes, NAP currently accepts MGB employer-sponsored health insurance and will continue to do so.

If you/your child are enrolled in the Masshealth MGB ACO and choose to transition care to NAP, you will remain on the Masshealth MGB ACO from July 1, 2024 until December 31, 2024. On January 1, 2025, you/your child will be automatically enrolled in Wellsense Boston Children’s ACO. On January 1<sup>st</sup>, 2025, NAP will no longer participate with Masshealth MGB ACO.

*13. I/my child has a Health Insurance Plan that is **not** Mass General Brigham (MGB) Health Plan or MassHealth, what action do I need to take?*

**Below is a sample list of plans and action(s) required**

<b><u>Insurance</u></b>	<b><u>Plan</u></b>	<b><u>Action Required</u></b>
<b>Aetna</b>	HMO Plan	Subscriber should contact member services at the number on the insurance card to change the PCP.
<b>Aetna</b>	PPO Plan	No Action Required
<b>Blue Cross Blue Shield</b>	HMO Blue, HMO Blue New England, Blue Choice, or Blue Choice New England	Sign into or create an account on MyBlue ( <a href="https://member.bluecrossma.com/login?locale=en">https://member.bluecrossma.com/login?locale=en</a> ) or contact member services at the on the member’s insurance card to change your PCP.
<b>Blue Cross Blue Shield</b>	Federal Blue Cross (policy begins with an R, Out of the state of MA Blue Cross PPO policies, or PPO policy (example XXP)):	No Action Required

<b><u>Cigna</u></b>	HMO Plan (very limited participation)	Subscriber should contact member services at the number on the insurance card to change the PCP.
<b><u>Cigna</u></b>	PPO Plan	No Action Required
<b>Cigna</b>	Local Plus	NAP does not accept this
<b>Harvard Pilgrim</b>	HMO Plan	Sign into or create an account on the member portal at <a href="https://www.harvardpilgrim.org/member/change-pcp">https://www.harvardpilgrim.org/member/change-pcp</a> or contact member services at 888-333-4742.
<b>Harvard Pilgrim</b>	PPO Plan	No Action Required
<b>Health New England</b>	HMO Plan	Sign into or create an account on the member portal at <a href="http://my.healthnewengland.org/">http://my.healthnewengland.org/</a> or contact member services at 800-310-2835.
<b>Health New England</b>	PPO Plan	No Action Required
<b>Mass General Brigham Health Plan</b>	HMO Plan	Sign in to the member portal at <a href="https://member.massgeneralbrighamhealthplan.org/">https://member.massgeneralbrighamhealthplan.org/</a> or call member services at 866-414-5533.
<b>Mass General Brigham Health Plan</b>	PPO Plan	No Action Required
<b>Mass General Brigham Health Plan</b>	<b>* NAP does <u>not</u> accept Select HMO, Value HMO, Allies Health Care, Medicaid products*</b>	
<b>Mass Health</b>		No Action Required; Northampton Area Pediatrics participates in a different Mass Health plan than Sugarloaf currently does. You will remain on your current Mass General Brigham’s Mass Health ACO plan until December 31, 2024 at which time you will be automatically reassigned to Wellsense Boston Children’s ACO for January 1, 2025. NAP does not accept any other MH products, such as Health Safety Net, PCC Plan, MH Limited, etc.

<b>Tufts Health Plan</b>	HMO	Sign in to the member portal at <a href="https://tuftshealthplan.com/memberlogin">https://tuftshealthplan.com/memberlogin</a> or call 800-257-1985
<b>Tufts Health Plan</b>	PPO	No action required
<b>Commonwealth of Massachusetts Group Insurance Information</b>	Harvard Pilgrim Access America PPO	No Action Required
<b>Commonwealth of Massachusetts Group Insurance Information</b>	Harvard Pilgrim Explorer POS	Subscriber should contact member services at the number on the insurance card to change the PCP.
<b>Commonwealth of Massachusetts Group Insurance Information</b>	Harvard Pilgrim Quality HMO	Subscriber should contact member services at the number on the insurance card to change the PCP.
<b>Commonwealth of Massachusetts Group Insurance Information</b>	Health New England HMO	Subscriber should contact member services at the number on the insurance card to change the PCP.
<b>Commonwealth of Massachusetts Group Insurance Information</b>	Mass General Brigham Health Plan Complete HMO	Subscriber should contact member services at the number on the insurance card to change the PCP.
<b>Commonwealth of Massachusetts Group Insurance Information</b>	Wellpoint Total Choice Indemnity	No Action Required
<b>Commonwealth of Massachusetts Group Insurance Information</b>	Wellpoint Plus PPO-type	No Action Required
<b>Commonwealth of Massachusetts Group Insurance Information</b>	Wellpoint Community Choice PPO	No Action Required