



Important: If English is not your primary language, please ask someone to translate this for you.
Importante: Si el inglés no es su primer idioma, por favor pídale a alguien que le traduzca esto.

November 1, 2024

Dear Parents, Caregivers, Families, and Patients,

This letter contains important information for families whose children receive care from our practice and receive health insurance coverage through Tufts Health Direct plans sold on the Massachusetts Health Connector.

Our practice is a proud member of the Pediatric Physicians' Organization at Children's (PPOC), which collaborates closely with Boston Children's Hospital to deliver the best care and services to our patients. We were unable to reach an agreement for Tufts Health Direct plans with its parent company, Point32Health, for calendar year 2025. As a result, we regret to inform you that **our practice will no longer be in-network for Tufts Health Direct plans as of January 1, 2025.** However, **Point32Health will offer a 30-day continuity of care period for primary care services, and patients can see their current primary care provider on an in-network basis until January 30, 2025.**

You will also receive (or may have already received) a letter from Point32Health alerting you to the nonrenewal of the PPOC/Boston Children's contract.

As you may know, the Massachusetts Health Connector open enrollment period begins on November 1, 2024, and continues through January 23, 2025. During this period, you may elect to enroll in another plan for which our practice providers are in-network providers, if you so choose. Visit <https://www.MAhealthconnector.org> to review your options. **Please review the below FAQs for more information.** We recommend that you take the time to review your options carefully.

Please know that we strive to provide high quality pediatric primary care to all of our patients and families without disruption, and we understand the potential negative impact of this news. It is our hope that we can continue to work with you to support your family.

We appreciate your patience as we navigate this challenging situation together.

Sincerely,

A handwritten signature in blue ink, appearing to read "J Hunt", is shown on a light-colored background.

Jodi Hunt, Practice Manager
Children's Medical Office of North Andover

Frequently Asked Questions for Patients

Patient Care

1. Will we still be able to see our pediatrician?

Unfortunately, our practice will no longer be considered in-network for patients and families currently enrolled in Tufts Health Direct plans as of January 1, 2025. Point32Health will offer a 30-day continuity of care period for primary care services, and patients can see their current PCP on an in-network basis until January 30, 2025. After January 30, 2025, Tufts Health Direct will not cover or pay for your visits with us, as it has in the past. In order to continue seeing your pediatrician, you will need to enroll in another Massachusetts Health Connector plan for which we are in-network, or you will need to pay for your visits yourself.

2. My child receives specialty care from Boston Children’s Hospital or has been referred to Boston Children’s Hospital for care in the future. How will this affect receiving care at BCH? Boston Children’s Hospital will no longer be considered in-network for patients and families currently enrolled in Tufts Health Direct plans as of January 1, 2025. In order to continue seeing your specialist at Boston Children’s, and to have the cost of those visits covered by your health plan, you have the option to enroll in another Massachusetts Health Connector plan for which the hospital is in-network.

If you do not switch to a plan for which BCH is in-network, you will only be able to see a BCH specialist, and have the care covered under a Tufts Health Direct plan, if Tufts Health Direct provides prior authorization for such care. We recommend you contact your specialist’s office with any questions or concerns.

3. What are my options for enrolling in a new plan?

Massachusetts Health Connector open enrollment period begins on November 1, 2024, and continues through January 23, 2025. During this period, you may elect to enroll in another plan. Visit <https://www.MAhealthconnector.org> to review your options and select a new Massachusetts Health Connector Plan. For a list of plans for which our practice providers are in network, please see the attached document. Please feel free to contact our office at the number in our letter with any questions.

4. What is being done to ensure there is proper continuity of care in place?

Point32Health will offer a 30-day continuity of care period for primary care services, and patients can see their current PCP on an in-network basis until January 30, 2025. If you have concerns related to a Boston Children’s specialist, we encourage you to call your specialist’s office to discuss.

5. What about appointments I have already scheduled?

There is no change in how patients and families access primary care services from our practice until January 30, 2025. You may keep any appointments scheduled from now until that date. If you do not elect to change plans during open enrollment, Tufts Health Direct will not cover your visits after January 30, 2025 and you will need to pay out of pocket for any visits after that date.

If you have an existing appointment with a Boston Children’s specialist after January 1, 2025, and you do not elect to change plans during open enrollment, Tufts Health Direct will not cover your visits. You should contact your specialist’s office with any questions or concerns.

6. What does this mean for my family’s out-of-pocket costs?

We recognize the importance of this contract decision and its potential financial impact on our valued patients and families. When you visit <https://www.MAhealthconnector.org>, you will be able to review plan options and premiums to select a plan that best fits your needs.