

Welcome to New England Mother's First! We know there is a lot of information here, so we tried to break it down by category for easy reference and review.

**If you need to reschedule or cancel, please contact your NP directly so we can offer the appointment spot to another mom waiting and to avoid being charged a \$50 no-show fee.**

### **Practice Overview:**

Although life has turned to a new normal, our practice continues to utilize telehealth visits as they have been so successful!! Our practice is made up of Nurse Practitioners and Occupational Therapists, all of whom are Lactation Providers specializing in infant feeding problems and women's post-partum health. Due to the success of our telehealth visits which allows us to work with Mothers in the comfort of their own home, allow us to help many that would normally be out of our service area they continue. At this time, insurances are still allowing telehealth benefits, and we will continue to monitor for any changes in allowed benefits. Most commonly, we book all our Mothers for an initial visit via telehealth. Some Mothers will choose to then have a home or office visit while others may remain with telehealth. Occasionally, we can get to you via home or office visit before telehealth is available and our priority is to get support as soon as possible so we may start there. Home/office/telehealth follow up is completely up to each patient and provider and will be determined by many factors including insurance and location. Your provider will book any follow-up appointments with you directly. Never hesitate to reach out to your NP/OT with any thoughts, questions, or follow up needs. You can also reach out to your intake coordinator. Congratulations to you and may you have a safe and healthy delivery.

### **Telehealth Preparation and Connection:**

We meet with most of our prenatal mothers via telehealth. Your provider or intake coordinator will send you a link to your phone for the visit (commonly right before the provider is ready). It is not anything that you need to register for as it is done on the provider side as well as it is HIPAA compliant and secure.

Once your little one safely arrives, you can reach out to your intake coordinator (Erica or Shannon) or the provider you met with for your prenatal visit. You can reach out before you leave the hospital so we can set up a visit for as close to discharge as possible.

### **Post-Delivery Visit Preparation:**

#### **Telehealth**

Many Moms also go in between home/office visits and telehealth as we are here to help you to the best of our ability. (Our feedback has been that it has worked best via cell phone as positioning is easier to maneuver vs. a computer). There is a lot of chatting, going over history and current issues and creating a plan. For follow up telehealth, we will work through a full

feeding. We recommend (if possible) you try to have your baby's last feeding and pumping at least 1 ½- 2 hours before your appointment.

### **Office Visit Preparation:**

To prepare for your office visit, we recommend that you try (no stress) to have your baby's last feeding at least 1 ½-2 hours before your scheduled time. It is recommended to hold from pumping that time frame also if possible. You may need to feed two earlier feedings closer together to accommodate this (even if the baby is not too hungry yet). This will help with the baby being hungry and mom building supply. It is recommended that you bring a blanket, diaper bag and your pump if you are using one.

### **Home Visit Preparation: (Not all insurances allow for home visit coverage, for those without home benefits, we do offer a discounted home visit rate if in our service area)**

To prepare for your in-home visit, we recommend that you try to have your baby's last feeding at least 1 ½-2 hours before our arrival. Try to hold off from pumping during that window of time also. You may need to feed two earlier feedings closer together to accommodate this. Please have your baby undressed, in a dry diaper and wrapped in a blanket for a base weight. No stress, we just have you try your best so you can get the most out of your visit. We will work through a full feeding with you. If you need urgent assistance prior to your visit, please contact your pediatrician.

### **Insurance and Referral Information:**

As the world of insurance is very complicated, we work diligently to be contracted with as many insurance plans as possible. We have either confirmed we are contracted with your insurance plan prior to booking or we have discussed the private pay cost before your first visit. Patient Responsibility is determined after a claims process through your insurance. If a referral is required, we work to obtain that on your behalf. If we have any difficulty we will reach out to you directly to help resolve. Due to the nature of our business, we get our referrals back dated and have not had an issue. (Some insurances do not back date referrals to DOB but only to date added to plan. In this case, we provide instructions to follow so your insurance will process the claim).

### **Billing and Payments:**

Our practitioners are able to evaluate, diagnose and treat both you and your baby so your insurance is billed for two visits except for the initial telehealth visit which is always listed as only as mom. For initial home or office visits we have two patients, mother and baby along with follow-up telehealth, home, or office. Telehealth often follows under the office benefit. If you have a deductible-based plan with a remaining balance under individual or family it may apply to any type of visit, most commonly under home visits. Although we were able to access and

confirm your insurance, it is never a guarantee of payment and therefore you would be responsible for any remaining balance or if the insurance denies payment for services rendered.

### **Process of Collecting Patient Responsibility**

We bill your insurance directly and wait for them to process the bill prior to collecting. Our top concern is to provide you with the support and care that is needed so we wait for confirmation post-billing. We do this to avoid over charging as many insurances have multi-tiered copay systems which vary from one patient to another even when mom and baby are on the same plan. Once your 1st visit has been processed, there are a few potential avenues. If your Credit Card is on file, we will send you an email with your out-of-pocket cost then process your card. The receipt will go to your email. Any following visits will then be processed at the time of visit. We also use Stripe to invoice for patient responsibility, which goes to your email. You will be able to pay by debit/credit/HSA card. If a payment plan is needed, just let us know by replying to our email of the total amount due and we are happy to set that up for you. As we are a small business, we do appreciate your payment as soon as you are able. Please note: We are not deemed a Lactation Consultant group, and do not bill as such and we do NOT fall under your insurance coverage as a lactation benefit. Your visits are billed to your insurance as a physician visit would be for a visit. We are medical providers.

### **Post-delivery**

Our Nurse Practitioners are able to evaluate, diagnose and treat both you and your baby) so your insurance is billed for two visits except for the initial telehealth visit which is always listed as only mom. For initial home or office visits we have two patients, mother and baby along with follow-up telehealth, home, or office. Telehealth often follows under the office benefit. If you have a deductible based plan with a remaining balance under individual or family, it may apply to any type of visit, most commonly under home visits. Although we were able to access and confirm your insurance, it is never a guarantee of payment and therefore you would be responsible for any remaining balance or if the insurance denies payment for services rendered.

**Social media:** You can find us on Facebook at **New England Mothers First - NEMF. We also have a private group, New England Mothers First, please join us with a like/follow! We are working on Instagram too.**

**Review and Survey:** *Please* help grow our business! The greatest compliments we receive are referrals to friends and family, we hope we earn that! We would greatly appreciate a Google, Yelp and/or Facebook review if you feel one is deserved! This truly makes a difference.

Please feel free to contact your intake coordinator via text if you have any questions, concerns, or need to reschedule. We wish you much health and happiness.

Fondly,

## **New England Mother's First**

<http://www.newenglandmothersfirst.com>

Office: 774-392-1965 (which is an office cell)

*If Emergent and unable to reach office:* Cindy Vella, 508-566-1155

### Provider Contacts and Office Locations

#### Provider Contacts and Office Locations

Cindy Vella, NP, 508-566-1155, [cvella@nemf1.com](mailto:cvella@nemf1.com)

Kristen McGourty, NP, 339-364-0965, [kmcgourty@nemf1.com](mailto:kmcgourty@nemf1.com)

Nancy Rossman, NP, 617-480-1524, [nrossman@nemf1.com](mailto:nrossman@nemf1.com)

Amy Coe, NP 617-901-1143

Elizabeth Abril, PT, LP

#### Office Staff

Erica Cummings 774-392-1965

Shannon Rondeau

Rachael Pellegrino

Pleasant Hill Pediatrics building

(2nd Floor/elevator)

22 Pleasant St

West Bridgewater, MA 02379

Middleboro Pediatrics (We utilize space, just tell them you are there for us)

2 Business Park

Lakeville, MA 02347

Lower Falls Pediatrics

(We rent space from here too; just tell them you are there for us)

65 Walnut St Suite 310

Wellesley, MA 02481