

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 Covid-19 restrictions have lifted and life has turned to a new normal, our practice continues to utilize telehealth visits as they have been so successful!! Telehealth allows us to work with Mothers in the comfort of their own home, and we are able to help many that would normally be out of our service area. 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 of 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 Nurse Practitioner will book any follow-up appointments with you directly. Never hesitate to reach out to your NP with any thoughts, questions, or follow-up needs. You can also reach out to your intake coordinator. [Congratulations](#) to you and may you and your loved ones all stay healthy.

Telehealth Preparation and Connection:

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). If telehealth is your initial appointment, 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. The NP 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's side as well as it is HIPAA compliant and secure.

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. If we have any difficulty obtaining or the primary requests it from the patient directly, we will notify you with instructions. (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 Nurse Practitioners are able to evaluate, diagnose and treat both you and your baby so your insurance is billed for two visits with the exception of 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 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

Cindy Vella, NP, 508-566-1155, cvella@nemf1.com
Kristen McGourty, NP, 339-364-0965, kmcgourty@nemf1.com
Nancy Rossman, NP, 617-480-1524, 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