



welcome to incredible care

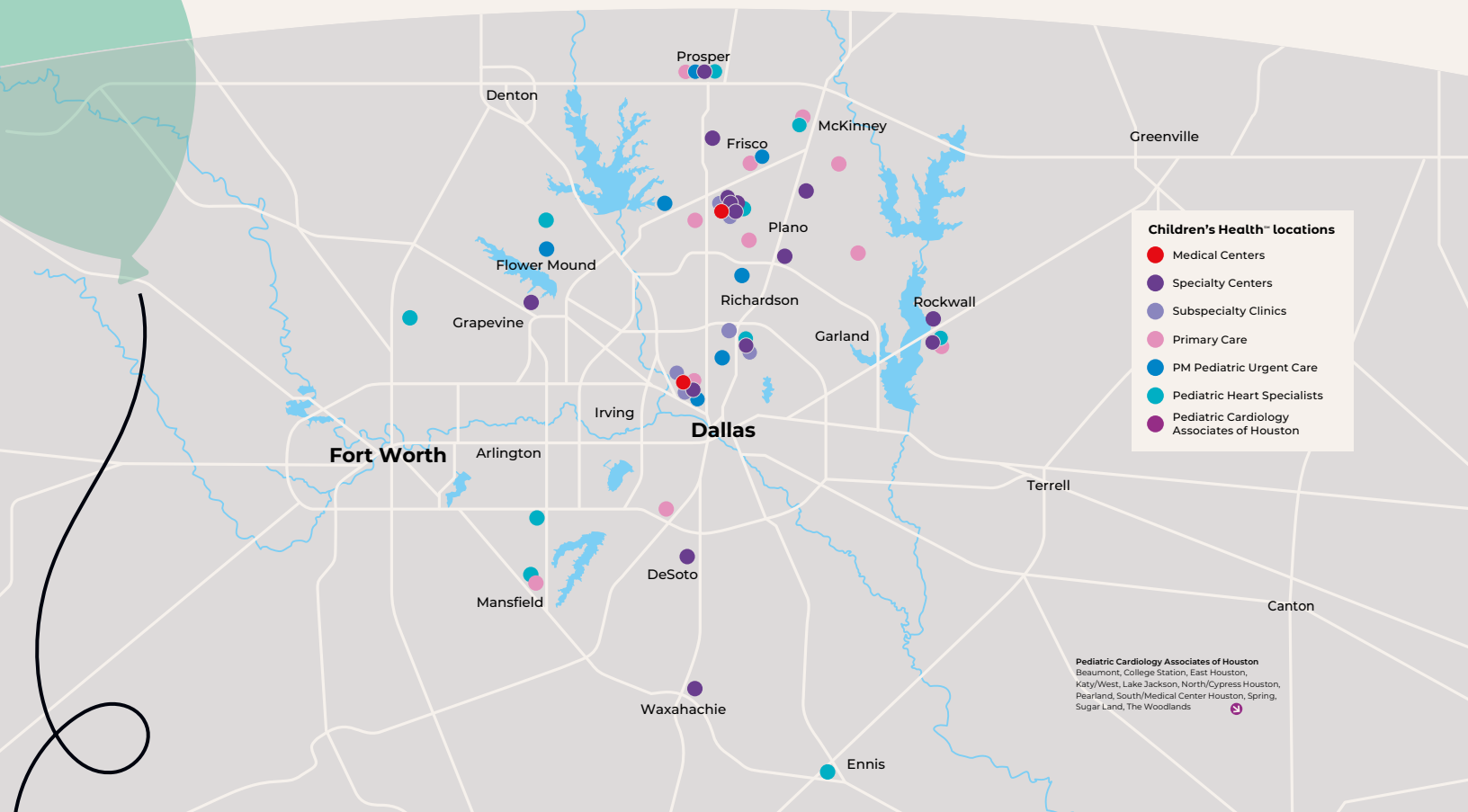


Welcome to Children's Health.SM We are so excited your practice has joined our health care system. For more than 110 years, Children's Health has been making life better for children in North Texas and beyond. And we will do the same for your family.

As a health care system specifically designed with kids in mind, we offer a full range of pediatric primary, specialty and acute care services – close to home. From an eye exam and a well-child visit to world-class care for cancer and heart disease, we're here with exceptional treatment options tailored to meet the unique needs of your child.

Combining both comfort and convenience with expert-level care is our utmost priority. In fact, we're the highest-ranked pediatric health care provider in North Texas according to *U.S. News & World Report*.

110 years. more than 60 locations.



joining Children's Health

Your physician's practice is preparing to join Children's Health, and its care team will become employees of Children's Health Medical Group. Children's Health Medical Group is a group of pediatric primary care and specialty doctors and other care team members providing medical care to newborns, infants, children and teens. Children's Health Medical Group is affiliated with Children's Health.

Your practice will become part of Children's Health, which has two world-class hospitals, one in Dallas and one in Plano, and includes more than 10 pediatric primary care and specialist practices dedicated to providing quality care. Together this network enhances access to comprehensive, coordinated care for families throughout the region.

Q: How will this impact my child's care?

A: The health and well-being of your child remain our top priority. Any changes during and after the transition will be communicated in advance to you. The physicians and staff are committed to making the transition as seamless as possible.

Q: Why is the practice interested in joining Children's Health?

A: By joining Children's Health, the practice will strengthen their commitment to providing access to specialized, quality care. Patient families will gain access to nationally ranked pediatric specialists, a broader network of resources and more comprehensive, coordinated care closer to home, enhancing the overall patient experience.

Q: Will my child's doctor/care team change?

A: At this time, we do not anticipate your child's doctor or care team will change. If there are any changes regarding doctors and care teams, those changes will be communicated in advance to you. Your family is important to us, and we are committed to assisting you during this transition.

Q: Will my health insurance be accepted?

A: We understand your concern about insurance coverage. There is a possibility Children's Health Medical Group will no longer be an in-network provider with your insurance plan. To determine if your insurance plan is an in-network plan with Children's Health Medical Group (or under its legal name, Dallas Physician Medical Services for Children, Inc.), please visit childrens.com/insurance or call the physician's office to discuss.

Q: How do I get a copy of my child's medical records?

A: Please call your physician's office to coordinate. If you elect to use a different provider, a copy of your child's medical records will be sent to any new provider upon receipt of a signed authorization.

childrens.com/primarycare

