



## Who is Imagine Pediatrics?

We are a multidisciplinary, pediatrician-led medical group. We deliver 24/7 virtual-first care in the home for children with medical complexity and children and youth with special health care needs (CYSHCN). Our team is made up of doctors, nurses, social workers, and other clinicians.

We know that you face many challenges as you care for your child. That's why we are ready, day and night, to help you get the high-quality care and support your child deserves.

We do not replace your child's current doctors. We work with them to give your child an extra layer of medical, behavioral, and social support. Our services are virtual. In some cases, we may come to your home to diagnose and treat your child. Our goal is to help your child avoid unnecessary ER visits and spend more time at home and in the community.

## What can Imagine Pediatrics do for parents and caregivers?

You can call or message us anytime using our mobile app. We are ready to help 24/7. We will answer questions, get on a video call, or, in some cases, visit your home to diagnose and treat your child. If your child has an acute episode, we can provide care and support right away. Any time of the day or night.

We work closely with parents and caregivers like you to support your child. We can help with meds and equipment. We can find specialists, set appointments, and complete paperwork. We can also help in times of a mental health crisis if needed. And we can connect you to other services your child might need.

We also support private duty nurses in the home. They can contact us for extra help through the Imagine Pediatrics app. We can help them get a prior authorization, medication refills, or equipment support. We are also available to them anytime they have a question or need a quick consultation.

Most everything we do is virtual. So you don't have to leave home to get care and support. This comes at no cost for eligible kids. That's because our services are part of your child's existing health plan benefits.

## What services does Imagine Pediatrics provide?

We provide medical, behavioral, and social care and support to children with medical complexity and special health care needs, 24/7. That includes unlimited access to complex care pediatricians and other clinicians.

Our services include:

- Unlimited access to doctors and other clinicians
- Phone and mobile app communication
- Day or night virtual care visits
- Support during acute episodes and mental health crises
- In-home visits to diagnose and treat (in select areas)
- Daily digital check-ins with you and your child
- Help with meds and equipment
- Care coordination and scheduling
- Healthcare system navigation
- Help with social services
- Partnership with you and private duty nurses
- Discharge coordination and post-discharge visits

## Are Imagine Pediatrics services available in my area?

We currently partner with health plans in Texas and Florida. We are working to expand to other states in 2024 and beyond.

## How will I know if my child qualifies for Imagine Pediatrics services?

We care for children with medical complexity and children and youth with special health care needs (CYSHCN) under 19 years who are Medicaid-eligible or covered by a Medicaid Managed Care Organization (MCO) plan. Many of our patients have:

- Complex medical, behavioral, and social needs
- Chronic conditions
- Frequent hospitalizations
- Many meds and equipment that take time to order and maintain
- Many specialists and community services that can be hard to arrange

If your child is eligible, we will call you to enroll them in our program. Or you can see if your child qualifies by visiting [imaginepediatrics.org/qualify](https://www.imaginepediatrics.org/qualify). If they do qualify, call us at 833-208-7770 to get started.

## How do I get started with Imagine Pediatrics? How does this all work?

First, see if your child qualifies for our services at [www.imaginepediatrics.org/qualify](https://www.imaginepediatrics.org/qualify) or call us at 833-208-7770 to get started. We will walk you through the process and help you download our mobile app to get you connected to our care team.

After that, you will join a short Welcome Call with an Imagine Pediatrics nurse or doctor. This is when we will get to know you and your child's needs better.

After your Welcome Call, you will be able to message us in the app or call 833-208-7770 whenever your child needs help. We'll connect you with a nurse or doctor right away.

## What happens during the Welcome Call for caregivers and patients?

This is when we welcome you to Imagine Pediatrics! This is a short call – about 15 minutes. But it is important. This is your first meeting with our care team. And it is your time to share your child's needs with us, so we can get to know your child better. We discuss their conditions, meds, and allergies. We talk about what good days and bad days look like for you and your child. We also answer any and all questions you have about the services we offer and how you can use them. After your Welcome Call, we will be able to help your child right when they need care at any time in the future.

Please call us at 833-208-7770 to schedule your Welcome Call.

## How will I use the Imagine Pediatrics mobile app to help my child?

You can use the mobile app to contact our care team 24/7 for questions about your child. We can reach out to you for regular digital check-ins on your child if you find that helpful. You can hold video calls with our care team.

We will walk through all of this with you. We look forward to it!

## What should I expect from Imagine Pediatrics?

You can expect to be heard and helped every step of the way. In your Welcome Call, we listen closely to you to learn all about your child's needs – their conditions, meds, and allergies – so that any time your child needs care, we can help right away. From then on, our team of doctors, nurses, social workers, and others will be ready 24/7 to provide care and support. We help you get referrals and medication refills. We also help with equipment repairs and replacements.

All our services are designed to improve the life and health of your child with medical complexity or special health care needs. So they can stay out of the hospital. And we can bring you some relief and peace of mind.

## Will my child keep their regular doctors?

Yes, your child will keep all their current doctors.

We do not replace anyone on your child's existing care team. We partner with their doctors to provide an extra layer of 24/7 care and support in the home. When your child has a change in symptoms, we will help decide if your child can be cared for at home, if they should get an in-home visit from a member of our care team, or if they should be taken to the ER.

We also provide extra help to private duty nurses based in the home. We can help them get a prior authorization, medication refills, or equipment support. We are also available to them anytime they have a question or need a quick consultation.

## Will my child still have access to member services at their health plan?

Yes, your child still has access to member services at their health plan. Imagine Pediatrics adds an extra layer of support to all those already providing care to your child.

## How is Imagine Pediatrics offered at no cost?

We partner with health plans so we can offer our services at no cost to families of children who qualify for our services. See if your child qualifies at [imaginepediatrics.org/qualify](https://www.imaginepediatrics.org/qualify) or call 833-208-7770.

## What languages does Imagine Pediatrics support?

We have an English- and Spanish-speaking staff. We also have interpreter services available for all other languages.

## How have you helped other families?

We have provided medical, behavioral, and social care and support to many families of children with medical complexity and children and youth with special health care needs (CYSHCN). You can check out their stories at [imaginepediatrics.org/patient-stories](https://www.imaginepediatrics.org/patient-stories).

## What if I have more questions?

You can call our patient engagement team at 833-208-7770, scan the QR code, or visit [imaginepediatrics.org](https://www.imaginepediatrics.org).

We look forward to hearing from you!



For more information about Imagine Pediatrics and our services, scan the QR code, email [contactus@imaginepediatrics.org](mailto:contactus@imaginepediatrics.org), visit [imaginepediatrics.org](https://www.imaginepediatrics.org), or call 833-208-7770.

