



PATIENT & FAMILY FAQ

Planned Effective Date: May 1, 2026

1. What is happening with CDA Pediatrics?

CDA Pediatrics is joining Heritage Health. This partnership allows us to continue serving families in our community while strengthening long-term sustainability and access to care.

This is not a closure — it is a transition designed to protect and grow pediatric services in North Idaho.

2. Why is this change happening?

Healthcare is changing rapidly, especially for independent pediatric practices. By partnering with Heritage Health, we can:

- Maintain strong pediatric access in our community
- Expand resources and support services
- Strengthen care coordination for families
- Ensure long-term financial stability
- Continue providing high-quality, patient-centered care

Our goal remains the same: excellent care for your children.

3. Will my child's doctor change?

Our intent is continuity. Our providers will continue caring for patients during and after the transition.

If any provider changes occur, we will communicate directly with impacted families well in advance.

4. Will office locations change?

At this time, our clinic locations remain the same. If any future changes occur, families will receive advance notice.

5. Will my insurance still be accepted?

Heritage Health contracts with most major insurance plans, including Medicaid and commercial payers.

Our billing team is also happy to help answer questions.

6. Will costs or billing change?

You may notice:

- Statements coming from Heritage Health
- Slight formatting changes on bills
- Additional financial assistance policies

Heritage Health offers a sliding fee scale for qualifying families and expanded financial assistance programs.

If you have questions about a current bill, please contact our billing office — we are here to help.

7. Will my child's medical records transfer?

Yes. Your child's medical records will remain secure and accessible. There is no action required from families.

We follow all HIPAA privacy and security regulations to protect your information.

8. Will appointment scheduling change?

Scheduling processes may evolve slightly over time to improve access. Our goal is:

- Same-day sick appointments
- Timely well visits
- Phone responsiveness

We will communicate any changes clearly and in advance.

9. What does this mean for quality of care?

This partnership strengthens care by:

- Expanding care coordination services
- Enhancing access to behavioral health resources
- Increasing community health support
- Providing broader operational infrastructure

Our pediatric focus remains unchanged.

10. Is CDA Pediatrics closing?

No. CDA Pediatrics is transitioning ownership to Heritage Health to ensure long-term sustainability and continued service to families.

11. Do I need to do anything?

In most cases, no action is required.

If any forms, insurance updates, or administrative steps are needed, we will contact you directly.

12. Who can I contact with questions?

Please reach out to our office:

Phone: 208-667-0585

Email: cdapeds@cdapeds.com

Website: www.cdapeds.com

We are committed to transparent communication and will continue providing updates as the transition progresses.