



PATIENT & FAMILY FAQ

Planned Effective Date: May 1, 2026

1. What is happening with CDA Pediatrics?

Heritage Health is welcoming CDA Pediatrics into our organization effective **May 1, 2026**. This partnership allows us to expand pediatric services across our clinics while ensuring that families in North Idaho continue to receive high-quality, compassionate care. This is not a closure. It is an intentional expansion of pediatric support and services for our community.

2. Why is Heritage Health bringing on CDA Pediatrics?

Healthcare is changing rapidly, especially for independent pediatric practices. By bringing CDA Pediatrics into Heritage Health, we can expand pediatric access, strengthen long-term sustainability of children's healthcare, improve care coordination between pediatric, behavioral health, dental, and pharmacy services, enhance operational and clinical support for providers, and increase access for Medicaid and underserved families. Our mission at Heritage Health is simple: We exist to improve life. Strengthening pediatric care is a key part of that commitment.

3. Will my child's doctor change?

Our goal is continuity of care. Many CDA Pediatrics providers will continue serving families as part of Heritage Health. If any provider changes occur, families will receive clear communication well in advance. We are committed to minimizing disruption.

4. Will clinic locations change?

At this time, clinic locations will remain the same. Over time, pediatric services may expand into additional Heritage Health locations to improve access and convenience for families. Any future changes will be communicated early and clearly.

5. Will my insurance still be accepted?

Heritage Health contracts with most major insurance plans, including Medicaid and many commercial payers. If you have questions about your specific coverage, our billing team is happy to help.

6. Will billing look different?

You may notice statements coming from Heritage Health, slight changes in bill formatting, or information about financial assistance options. As a Federally Qualified Health Center, Heritage Health offers a sliding fee scale and expanded financial assistance programs for qualifying families. If you have questions about a bill, please contact our billing office. We are here to support you.

7. What happens to my child's medical records?

Your child's medical records will remain secure and accessible. Records will transition within our systems in full compliance with HIPAA privacy regulations. No action is required from families.

8. Will appointment scheduling change?

Scheduling may evolve over time as we integrate systems and expand access. Our goal is to improve same-day sick visit availability, timely well-child visits, responsive communication, and coordinated specialty referrals. We will clearly communicate any changes before they occur.

9. How does this improve care for my child?

Bringing CDA Pediatrics into Heritage Health allows us to integrate pediatric care with behavioral health services, improve access to pharmacy and dental support, expand care coordination for families with complex needs, increase community health outreach, and build a stronger pediatric workforce. This partnership strengthens the long-term future of pediatric care in North Idaho.

10. Is CDA Pediatrics closing?

No. CDA Pediatrics is becoming part of Heritage Health so that pediatric services can continue to grow and remain sustainable for years to come.

11. Do I need to do anything?

In most cases, no action is required. If any insurance forms, administrative updates, or additional steps are needed, we will contact you directly.

12. Who can I contact to schedule a visit?

Please reach out to the CDA Pediatrics office at 208-667-0585 or cdapedes@cdapedes.com. You may also visit any Heritage Health location for assistance. We are committed to transparent communication and will continue sharing updates as this transition progresses.

Thank you for trusting us with your child's care. We are honored to continue serving families in our community and strengthening pediatric services across Heritage Health.