FAQs

Who is Imagine Pediatrics?

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

We know that parents and caregivers face many challenges as they care for their child. That's why we are ready anytime of the day or night to help them get the high-quality care and support their child deserves.

We do not replace a child's current doctors. We work with them to give children an extra layer of medical, behavioral, and social support. Our goal is to help kids avoid unnecessary emergency room visits and spend more time at home and in their communities.

What can Imagine Pediatrics do for parents and caregivers?

When a child is enrolled in our services, their parents and caregivers 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 their home to diagnose and treat their child. If their child has an acute episode, we provide care and support right away, at any time of the day or night.

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

We support private duty nurses (PDNs) in the home. PDNs 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 PDNs anytime they have a question or need a quick consultation.

With Imagine Pediatrics, caregivers and patients don't have to leave home to get care and support because our services are virtual. There is no cost for children who qualify. Our services are part of their existing health plan benefits.

Our services are available to eligible patients in Florida, Georgia, Missouri, New Jersey, New York, North Carolina, Tennessee, Texas, and Washington, D.C.

What can Imagine Pediatrics do for a child's existing care team?

We help expand the collective impact of care teams by providing more medical, behavioral, and social care in the home to children with medical complexity and special health care needs.

We aim to give care teams more peace of mind by giving our shared patients additional acute care coverage 24/7 — in particular during off-work hours at night, over the weekend, and on holidays. When a child enrolls in our services, we contact their existing care team to introduce ourselves and answer any questions they have. After that, every time we provide care, we send an update to the child's PCP and other doctors, so everyone knows about any care changes.

For private duty nurses (PDNs) in the home, we provide 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 PDNs anytime they have a question or need a quick consultation.

The care and support we provide is designed to improve the life and health of a child with medical complexity or special health care needs. So they can achieve better outcomes, and we can bring some relief and peace of mind to all those who care for them.

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. For caregivers, this includes:

- Unlimited access to pediatricians and other clinicians
- Phone and mobile app communication day or night
- 24/7 virtual care visits
- Support during acute episodes and mental health crises
- In-home visits to diagnose and treat (in select areas)
- Regularly scheduled check-ins with you and your child
- Medication and equipment help
- Care coordination and scheduling
- Healthcare system navigation
- Access to social services programs
- Partnership with you and private duty nurses
- Discharge coordination and post-discharge visits

How does a caregiver know if their child qualifies for Imagine Pediatrics services?

When a child qualifies for our services, we call their caregiver to discuss eligibility. During that call, we describe who we are and what we do. We help them download our app and enroll their child. We also answer any questions they may have.

Caregivers are welcome to call us at 833-208-7770 to see if their child qualifies.

What should a parent or caregiver expect from Imagine Pediatrics?

Parents and caregivers can expect to be heard and helped as they care for their child. Throughout the enrollment process, we listen closely to caregivers to learn all about their child's needs. We do this so that anytime their child needs care, we can help immediately. After enrollment, our team of doctors, nurses, social workers, and other clinicians will be ready 24/7 to provide care and support. We help caregivers get referrals and medication refills. We also help with equipment repairs and replacements. All of our services are designed to improve the life and health of a child with medical complexity. So they can stay out of the hospital, and we can bring their caregivers some relief and peace of mind.

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If a child enrolls in Imagine Pediatrics, will they keep their regular doctors?

Yes. When a child enrolls in our services, they keep all their current doctors. We do not replace anyone on a 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 a child we care for has a change in symptoms, we help parents and caregivers decide if their 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 emergency room.

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.

What age range does Imagine Pediatrics serve?

We care for children with medical complexity and special health care needs under 19 years old 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 medications and equipment that take time to order and maintain
- Many specialists and community services that can be hard to coordinate

Are services from Imagine Pediatrics available to other children in a household?

A child qualifies based on the complexity of their diagnoses and referral from their health plan. If a child is eligible, we contact their caregiver to sign up. Caregivers can call us at 833-208-7770 to see if their child qualifies.

Do children enrolled with Imagine Pediatrics still have access to member services at their health plan?

Yes. When a child enrolls in our services, they still have access to member services at their health plan. We provide an extra layer of support to help ensure that a child has continuous access to the care they deserve.

How is Imagine Pediatrics different from member services at a health plan?

We are different from member services at a health plan because we provide health care directly to children with medical complexity. We are a team of doctors, nurses, social workers, therapists, and other clinicians. We team up with a child's current doctors to be sure that kids have continuous access to the care they need and deserve. We are ready day and night to help children and their caregivers in their home. We answer questions, perform virtual care visits, help with medication refills, equipment issues, appointment scheduling, and more. We are an extra layer of care and support. Our goal is to help kids avoid unnecessary ER visits so they can spend more time at home and in their community.

How is Imagine Pediatrics offered at no cost and as part of their existing benefits?

We partner with health plans so we can offer our services at no cost for children who qualify.

Health plans that want to explore a partnership can contact us at healthplans@imaginepediatrics.org

Is there a program duration for these services?

We do not close out patients. As long as a child remains eligible for the program, they will stay enrolled.

What is Imagine Pediatrics able to prescribe?

We prescribe medications, durable medical equipment (DME), and other services that our patients need.

Does Imagine Pediatrics coordinate with a child's PCP if the child is hospitalized?

When we provide care, we communicate with a child's PCP and other doctors to ensure continuity of care. If a child is hospitalized, we do a follow-up visit with the child and their parent or caregiver. After discharge, we update the child's PCP, so everyone on the care team knows about any care changes.

What languages does Imagine Pediatrics support?

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

In what states is Imagine Pediatrics available?

Our services are available to eligible patients in Florida, Georgia, Missouri, New Jersey, New York, North Carolina, Tennessee, Texas, and Washington, D.C.

For more information about Imagine Pediatrics and our services, scan the QR code, email contactus@imaginepediatrics.org, visit imaginepediatrics.org, or call 833-208-7770.