



**NEWBORN**  
**CENTERS OF CHARLESTON**  
by Coastal Pediatric Associates

Welcome to Coastal Pediatric Associates! Our team is honored that you have chosen us to care for your family. Families who are welcoming a newborn often ask us about the administrative steps that they need to take with their child's health insurance. We encourage you to reach out to your HR Department and insurance company directly to begin your newborn's enrollment process. **Insurance companies typically allow 30 days for members to add a newborn to the policy, but this can vary by plan.**

In the interim, you may receive a billing statement during the newborn enrollment process. This statement is a courtesy to inform you of any services performed which we will then bill to your insurance carrier once your child has enrolled in the plan. If you are still receiving a billing statement after you have confirmed your newborn's eligibility with your insurance plan and claims have filed, please reach out to our office so further account review can occur.

Your newborn is going to have medical coverage with the insurance policy you provided to our office at time of registration. Please confirm with the practice that the insurance information is on file and accurate; by contacting our Billing Department Team at 843-573-2535, or by submitting a Billing Question online via your patient portal at [www.cpakids.com](http://www.cpakids.com). If we only provided care to your newborn in the hospital nursery, please contact the office to provide us with the insurance information.

Once confirmed eligible with the insurance plan you provided; the practice will submit claims on behalf of your child. Typically, in about 30-45 days after insurance processes the claim, an updated statement reflecting any insurance payments, adjustments, and patient responsibility will be sent. You are responsible for providing any requested information to your HR Department or your insurance plan to have your claims processed in a timely manner.

Your newborn will have frequent wellness visits the first year of life and we recommend contacting your insurance carrier to verify your wellness exam frequency, limitations, and immunization coverage. We understand that medical care can be costly, and our practice offers payment options to fit every family's financial needs. Additionally, we have informational resources available via our website at [www.cpakids.com](http://www.cpakids.com).

The CPA team is excited to watch your child grow and become part of our family. We look forward to seeing you in our office soon!

Sincerely,

Coastal Pediatric Associates