

Frequently Asked Questions

Why is KinderMender becoming PM Pediatrics?

KinderMender Pediatric Center has been given a unique opportunity to merge its resources with PM Pediatrics, the nation's largest provider of specialized pediatric urgent care. PM Pediatrics shares our vision of providing the highest quality urgent care to ill and injured children, which is why we have chosen to join them and continue our mission together for the benefit of our community.

Will the staff be the same?

Yes, the friendly faces you have come to know at KinderMender will remain on staff as we join forces with PM Pediatrics. You will meet some new friendly faces too!

Will you provide the same services when my child is sick or hurt?

Yes, and more! Our urgent care services will become our focus and we will provide expanded lab capabilities, IV rehydration, and EKGs in addition to expanded care for more serious problems such as broken bones, eye injuries, wounds requiring stitches, and respiratory distress.

Are the hours of operation going to change?

Yes, when KinderMender becomes PM Pediatrics, our hours of operation will be Noon to Midnight Monday through Saturday and 10AM to Midnight on Sunday and select holidays.

What will happen with primary care?

We will no longer offer primary care beginning August 22, 2019 so we can focus exclusively on providing the highest quality urgent care to area children and young adults. Our staff can still be reached at 410-492-4000 or records@kindermender.com if you require assistance during this transition.

Will you still be able to provide school, camp, or sports physicals?

We will no longer be offering school physicals so we can focus exclusively on providing the highest quality urgent care for injuries and illness.

If I used KinderMender for primary care, how do I find a new pediatrician for regular check-ups and immunizations?

There are many wonderful primary care pediatricians in the area. Because not all pediatricians participate with all insurance plans, we recommend that you check your insurance website for participating providers. This will also allow you to choose a provider based on other criteria such as your location, language preferences etc.

When will you stop providing primary care?

Our last day for primary care services will be August 21, 2019.

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If I need to transfer my records, how do I do it?

Please email us at Records@KinderMender.com to receive online access to your children's medical records, and don't hesitate to call (410) 492-4000 if you have any questions.

What if I have questions about a bill for a visit?

Please call our billing department at (443) 492-4000 for assistance with respect to any KinderMender billing matter.

Will PM Pediatrics accept my insurance?

PM Pediatrics currently participates with the vast majority of insurers in the state of Maryland and it is our goal to participate with all insurers. If you have questions about your specific insurance plan, the PM Pediatrics billing department can be reached at 516-869-0650 to help you. We currently participate with the following plans:

- 1199 National Benefit Fund
- Aetna - All Plans except Better Health
- Amerigroup
- Amerihealth Caritas DC
- Blue Cross/Blue Shield MD: Carefirst – All Plans. For all other BCBS plans, only Federal Plan and Blue Card PPO are accepted.
- Cigna - All Plans
- Johns Hopkins Healthcare
- Maryland Physician Care
- MedStar Family Choice
- Multiplan
- No Fault
- PHCS
- Priority Partners
- Tricare
- United Healthcare All Plans
- University of Maryland Health Partners - formerly Riverside Health
- US Family Health Plan

Will KinderMender be closing?

We will not close KinderMender. Our name will change to PM Pediatrics. Our Timonium and Laurel offices will stay right where they are currently located, and our Glen Burnie and Columbia offices will soon be moving to brand new nearby offices in close proximity to the existing ones.