

GEISINGER HEALTH PLAN KIDS

# Member Update

Quarter 2 2023



Geisinger

## Enjoying the great outdoors (allergies and all)

**Most kids will agree:** The sniffing, sneezing and watery eyes of allergy season don't add up to a fun day outdoors. And seasonal allergies paired with asthma can be downright dangerous. Allergies can disrupt sleep, causing irritability; reduce the ability to concentrate; and lower quality of life in general. But with some preparation, your child can still enjoy playing outside while keeping symptoms under control.

*Continues on p. 2*

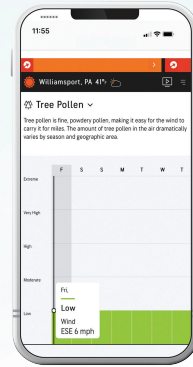
## See an allergist

Knowing what you're dealing with can help you avoid or treat the problem more effectively. If your child had allergies last year, it's likely they'll be back this year. Your pediatrician may suggest visiting an allergist to pinpoint exactly what the triggers are.

The silver lining: Seasonal allergies are predictable. For instance, if tree pollen is the culprit, you can keep your child from spending long periods outdoors in the spring when tree pollen is at its peak. Taking preventive allergy medications is also a good way to lessen symptoms.

## Check the weather

Consider hot, dry, windy weather conditions a red flag. The wind picks up pollen, and the dry conditions make it easier for pollen to travel through the air. When all that pollen hits your kid's eyes, nose and lungs, it triggers itchy eyes, a runny nose and difficulty breathing.



Check the weather report in the morning for pollen and mold counts. Pay attention to the numbers — when the counts are high, set a limit on time spent outside.

## Watch out for caterpillars

Kids love bugs, and fuzzy caterpillars are especially cute. However, in some people, the spongy moth (formerly the gypsy moth) caterpillar can cause unpleasant side effects. Its hairs contain histamine, a chemical that can cause an allergic skin reaction, like itchiness or a rash. Sometimes the rash is mistaken for poison ivy. Do some research with your child to find out which caterpillars are best admired from a distance.

## Keep allergens outside

During the worst of allergy season, staying indoors can protect your kids when you take the right precautions. Close windows and use your air conditioner to keep your house and car pollen-free.

And when kids do go outside, have them change clothes and wash hands to banish pollen hitchhikers when they come in. A shower before bed can keep pollen in their hair from making its way to their pillow and causing symptoms at night.



## Don't lose your benefits!

To keep all your benefits from GHP Kids, you have to stay eligible for CHIP. You'll get a renewal packet in the mail (usually 90 days before it's due) when it's time to renew your CHIP coverage. Complete and return the forms by mail or in person at your local county assistance office, or complete your renewal online on the COMPASS website, [dhs.pa.gov/compass](https://dhs.pa.gov/compass). You can also renew by phone at 866-550-4355.

Be sure to submit your renewal, even if nothing has changed. Make sure your address and phone number are up to date. The Department of Human Services (DHS) will determine if you're still eligible. If you are, your coverage under GHP Kids will continue uninterrupted.

## Public health emergency ending: What does this mean for you?

On Jan. 30, the Biden administration announced that the federal public health emergency (PHE) is ending on Thursday, May 11. During the PHE, cost-sharing for COVID-19 specific services (such as testing, vaccines, treatments and telehealth services) was waived. After the PHE ends, Geisinger Health Plan will continue to cover the cost of vaccinations.

GHP Kids members will continue to have cost-sharing waived for the following services through Sept. 30, 2024:

- Testing performed at a provider, urgent care or pharmacy
- At-home tests

Learn more: [geisinger.org/phe](https://geisinger.org/phe)



## Good health is rewarding

Earn a variety of rewards just for keeping your child up to date on routine vaccines, dental visits and health screenings. It's easy. Once your child completes each health activity, you'll earn a gift card. You don't need to do anything else.

- **Immunizations for adolescents** – \$25 Walmart gift card\*. Members are eligible once they complete all adolescent vaccinations:
  - One meningococcal vaccine between ages 11 and 13
  - One Tdap vaccine between ages 10 and 13
  - Two HPV vaccines between ages 9 and 13
- **Annual dental visit** – \$25 Walmart gift card. Just complete one dental checkup with a licensed dental provider during the calendar year.
- **Lead screening for infants and toddlers** – \$10 Walmart gift card. Members who are at least 9 months of age are eligible if they have at least one blood test to check for lead poisoning by their second birthday.

*\*Walmart gift cards are only good for the purchase of clothing and groceries, including baby food and formula.*

## GHP Kids CHIP coverage expands statewide

Pennsylvania's Children's Health Insurance Program (CHIP), brought to you by Geisinger Health Plan Kids (GHP Kids), expanded to statewide coverage in February.

"Every child should have access to affordable healthcare," said Kurt Wrobel, president of Geisinger Health Plan. "Expanding our services throughout Pennsylvania will give kids access to GHP Kids so they have access to quality care that is affordable for their family."

GHP Kids serves more than 10,000 members and is available for all uninsured kids and teenagers up to age 19. Many services are covered, including routine doctor visits; preventive services; dental, vision and hearing exams; emergency care; and hospital care, as well as prescriptions.



## Keep an eye on your prescription glasses purchase

Planning on getting new glasses soon? Be aware that some offices may try to "upsell" you glasses and add features you don't want or need. Follow these tips to avoid overpaying for your prescription eyeglasses.

- Research the prescription glasses places where you live. Glasses can cost anywhere from \$80 to \$1,000. Make sure you're getting the best deal you can.
- Check the company's online reviews. Be especially wary of buying from an online retailer since you can't see and touch what you're purchasing.
- Ask your neighbors, family and friends for recommendations. Ask the cost of their glasses purchase for an idea of what the office charges.
- Know what you want to pay before you go. Decide what your budget is before your purchase. Bring a friend or family member with you to help you stick to your budget.
- Don't get hung up on designer frames. Many attractive styles cost less because you're not paying for a brand name.

If you're ready for new specs, do your homework first. Stick to your budget and don't be afraid to leave without buying anything.

To report fraud, contact the Geisinger Special Investigations Unit at [fa@thehealthplan.com](mailto:fa@thehealthplan.com) or call 800-292-1627.



**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call: 800-447-4000 (PA RELAY 711).

**ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-447-4000 (PA RELAY: 711).

**ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 800-447-4000 (PA RELAY: 711).

**注意：**如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 800-447-4000 (PA RELAY: 711)。

**CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 800-447-4000 (PA RELAY: 711).

**ملحوظة:** إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-447-4000 (رقم هاتف الصم والبكم: 711: PA RELAY).

**ध्यान दिनुहोस्:** तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 800-447-4000 (PA RELAY: 711) ।

**주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 800-447-4000 (PA RELAY: 711). 번으로 전화해 주십시오.

**ប្រយ័ត្ន:** បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 800-447-4000 (PA RELAY: 711)។

**ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposes gratuitement. Appelez le 800-447-4000 (PA RELAY: 711).

**သတိပြုရန် -** အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 800-447-4000 (PA RELAY: 711) သို့ ခေါ်ဆိုပါ။

**ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 800-447-4000 (PA RELAY: 711).

**ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 800-447-4000 (PA RELAY: 711).

**লক্ষ্য করুন:** যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 800-447-4000 (PA RELAY: 711)।

**KUJDES:** Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 800-447-4000 (PA RELAY: 711).

**सुचना:** જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 800-447-4000 (PA RELAY: 711).

### Discrimination is against the law

Geisinger Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation.

Geisinger Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression or sexual orientation.

Geisinger Health Plan provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Geisinger Health Plan provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Geisinger Health Plan at 800-447-4000.

If you believe that Geisinger Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation, you can file a complaint with:

**Civil Rights Grievance Coordinator  
Geisinger Health Plan Appeals Department  
100 North Academy Avenue  
Danville, PA 17822-3220**

**Phone: 866-577-7733, PA Relay 711  
Fax: 570-271-7225  
Email: GHPCivilRights@thehealthplan.com**

**The Bureau of Equal Opportunity  
Room 223, Health and Welfare Building  
P.O. Box 2675  
Harrisburg, PA 17105-2675**

**Phone: 717-787-1127, PA Relay 711  
Fax: 717-772-4366  
Email: RA-PWBEOAO@pa.gov**

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, Geisinger Health Plan and the Bureau of Equal Opportunity are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at [ocrportal.hhs.gov/ocr/portal/lobby.jsf](http://ocrportal.hhs.gov/ocr/portal/lobby.jsf), or by mail or phone at:

**U.S. Department of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, DC 20201**

**Phone: 800-368-1019, 800-537-7697 (TDD)**

HPM50 discrimination policy 6/20

Complaint forms are available at [hhs.gov/ocr/office/file/index.html](http://hhs.gov/ocr/office/file/index.html).

# Geisinger

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100 N. Academy Ave.  
Danville, PA 17822

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US POSTAGE  
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PERMIT NO. 9

## Find food resources (and more) in your neighborhood!

Neighborly, powered by Geisinger, is an online resource that helps you find free or reduced-cost services in your community, such as housing, transportation and food assistance. If you need help finding food resources, Neighborly connects you to organizations in your neighborhood, including food pantries, SNAP assistance and emergency food.

Neighborly also provides information on local summer food service programs that provide nutritious meals and snacks to children during the summer months. Visit [neighborlypa.com](http://neighborlypa.com) to be connected to resources quickly and easily – close to home.

