

GEISINGER HEALTH PLAN KIDS

Member Update

Quarter 1, 2024



Geisinger

It's time to celebrate!

Thanks to members like you, GHP Kids is proud to mark 15 years of improving the health and well-being of Pennsylvania's children. Since the beginning, we've been committed to making sure kids can get the care they need. We haven't gotten here alone. As we observe this milestone, we extend our heartfelt gratitude to you for your trust and support. Together, we have made better health easier for many children.

Join us in celebrating 15 years of GHP Kids, where children's health remains our top priority. Here's to many more years of keeping our kids healthy and thriving!



It's not too late for a flu shot

Every fall, the Centers for Disease Control and Prevention (CDC) recommends you get your yearly flu vaccine. So now that it's winter, do you think it's too late to be vaccinated? Think again!

Flu season begins in September or October and usually peaks between December and February, but influenza viruses can spread year-round. So if you missed out on a fall flu shot, you can still protect yourself by getting your vaccine as soon as possible. Get a walk-in flu shot during business hours at:

- Geisinger primary care clinics
- ConvenientCare (urgent care) clinics
- Geisinger Pharmacy locations

To avoid longer wait times, you can schedule an appointment at [geisinger.org/get-care-now](https://www.geisinger.org/get-care-now).

Good health is rewarding

You can be rewarded just for keeping your child up to date on routine vaccines, dental visits and health screenings. It's easy — once your child completes these health activities, you'll earn a gift card. You don't need to do anything else.

- **Immunizations for adolescents – \$25 Walmart Healthy Living 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



Walmart

- **Annual dental visit, age 2 to 18 – \$25 Walmart Healthy Living gift card.**

Just complete one dental checkup with a licensed dental provider during the calendar year.

- **Lead screening for infants and toddlers – \$10 Walmart Healthy Living 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.



**Gift cards may not be redeemed for cash value, regardless of dollar amount, and cannot be used to purchase alcohol, tobacco, firearms or ammunition, optical, prescriptions, candy, items at register aisles, electronics, toys, seasonal items or jewelry. Geisinger Health Plan is not responsible for lost or stolen cards.*

Warm your day with a hot breakfast

Nothing thaws out a cold morning like a bowl of hot oatmeal. Even better, it's packed with protein and fiber along with many other vitamins and nutrients. Jazz it up with some berries and a few other surprise ingredients for a hearty breakfast dish that will leave you happy and full.

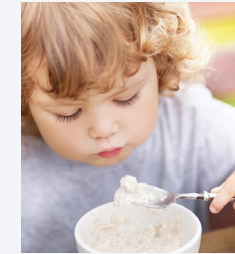
Ingredients

- 2 cups old-fashioned rolled oats
- 1 teaspoon baking powder
- 1 teaspoon cinnamon
- ¼ teaspoon salt
- 2 eggs
- ½ cup packed brown sugar (can use a brown sugar substitute for a lower-sugar option)
- 1½ teaspoons vanilla
- 2 cups 1% or nonfat milk
- 4 teaspoons margarine or butter, melted
- 2 cups fresh or frozen berries
- ¼ cup chopped walnuts (optional)

Directions

1. Preheat oven to 375° F.
2. In a medium bowl, mix oats, baking powder, cinnamon and salt.
3. In a separate bowl, beat the eggs until blended. Stir in brown sugar, vanilla, milk and melted butter.
4. Pour wet ingredients into the dry ingredients and stir until well combined.
5. Add the berries and stir lightly to spread them evenly. Pour mixture into a 2-quart baking dish. Sprinkle with chopped nuts, if desired.
6. Bake for 20 to 30 minutes or until the top is golden brown.

Source: [medlineplus.gov](https://www.medlineplus.gov)



Well child visits: The key to growing healthy kids

Regular well child visits are vital to helping your little ones get a healthy start to life. They're especially important for children under 1 year old. At these appointments, doctors and nurses make sure your child is healthy and developing normally. Health problems are often easier to treat when found early.

Well child visits, also called checkups, are a good time to ask questions and bring up any concerns about your baby's health. And they're an opportunity to get any necessary vaccines to protect your little one from serious illnesses. Babies should have well visits six times before their first birthday. The recommended schedule of visits is:

- 3 to 5 days after birth
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months

Missed some checkups or vaccines? Call your child's doctor and make an appointment to get them back on track.



Where's my refund?

You may get a refund from Geisinger due to overpayment of copays, balances or errors in insurance processing. If your email address is connected to your Geisinger account:

- You'll receive an email notification of a refund from notification@thepaychoice.com branded by Geisinger.
- Click "Proceed" in the email.
- Verify your identity.
- Choose how to accept your payment: direct deposit to your bank account or directly to your debit card or Zelle, PayPal or Venmo.

Prefer a check? You don't have to do anything. Your check will arrive in the mail in seven to 10 days.

Call 800-640-4206 or visit go.geisinger.org/billingandinsurancehelp if you have questions.

Manage your health in the member portal

For tools to make your healthcare easier, sign in or create a member portal account at go.geisinger.org/kidnews. Some of the things you can do:

- Find a provider
- See your claims and benefits
- Update your communication preferences

Learning good sleep habits, from A to Zzz

When children get the right amount of quality sleep at the right time of day, it boosts their health in many ways. Benefits include an improved mood, a stronger immune system, better memory and focus, quicker reaction times and better impulse control.

How much sleep does your child need every day?

The American Academy of Sleep Medicine recommends the following:

Babies (4 - 12 months) - 12 to 16 hours, including naps

Toddlers (1 - 2 years) - 11 to 14 hours, including naps

Preschoolers (3 - 5 years) - 10 to 13 hours, including naps

School-age kids (6 - 12 years) - 9 to 12 hours

Teenagers (13 - 18 years) - 8 to 10 hours

Here are a few tips to get your family into a healthy bedtime routine:

- **Find ways to relax:** About an hour before bedtime, focus on activities that are calming, such as coloring, listening to music, light stretching or taking a warm bath. Each family member can create a routine unique to them.
- **Pay attention to lighting:** Begin dimming lights in the evening and avoid screen time in the hour before bed. Throughout the day, seek out sunlight or other bright light.
- **Aim for consistency, not perfection:** Try to have your child go through their routine and go to bed at about the same time every night. Make sure to start early enough so they get the right amount of sleep for their age.

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: PA RELAY: 711).

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 ដោយមិនគិតល្អិត គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 800-447-4000 (PA RELAY: 711)។

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés 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, 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)

Complaint forms are available at hhs.gov/ocr/office/file/index.html.

Your safety is our priority

Geisinger's Information Security Office identifies the latest security threats and scams to keep you informed and protected. You can find an updated list of security alerts and safety tips at [geisinger.org/about-geisinger/security](https://www.geisinger.org/about-geisinger/security). Check back regularly to make sure you stay secure and in control of your personal information.