

GEISINGER HEALTH PLAN KIDS

Member Update

Quarter 2, 2025



Geisinger
HEALTH PLAN

Strong GHP Kids



Want to help your children eat better and move more? Geisinger has fun, interactive resources designed just for you! To find nutrition tips, exercise ideas and ways to create healthy habits, scan the QR code or log into go.geisinger.org/strongghpkids. If you're the parent or guardian, you'll need to login or create an account with your child's name and information to access the toolkit. Just click the Strong GHP Kids banner at the top of the page. Need help? Contact wellness@geisinger.edu.



GHP Kids also offers a webinar series, Raising Strong GHP Kids. Get tips on all things kid related. Register by calling 866-415-7138 (PA Relay 711), visiting events.geisinger.org or scanning the QR code.

Can't attend the live event? View our playlist: go.geisinger.org/ghpkids



Your partner in health: New website

Better health just got a little easier with Geisinger Health Plan's new website that launched in late March. Everything you need to manage your health plan is right at your fingertips in a clean, user-friendly format that's easier to navigate.

Check it out: geisingerhealthplan.com

Looking for help with everyday needs?

While affordable housing, fresh produce and reliable transportation aren't often seen as direct healthcare needs, they're absolutely necessary for living a healthy life. Geisinger's approach to caring for your whole health helps improve access to social care resources when you need them.

With access to healthy food, good health can become a reality. Geisinger's partnership with the Central PA Food Bank connects people in need of food assistance to trained staff who can help with Supplemental Nutrition Assistance Program (SNAP) enrollment or access to a local food pantry. SNAP provides benefits that can be used to buy food at most grocery stores.



Interested in learning more? Visit neighborlypa.com or scan the QR code and search for "Geisinger SNAP Referral Program" to get started. Once the food bank receives your request, they'll be in touch to review your eligibility for the SNAP program. If you're eligible, they will help you apply. And if you live outside the Central PA Food Bank's coverage area, they will refer you to another program near you.



Sunscreen: Your skin's best friend



Getting ready for some time in the sun? Shield your child's skin with some sunscreen before heading out. But with so many bottles on the shelves, choosing the right one can be tricky. So which kind is best for your little one?

Physical/mineral vs. chemical sunscreen

These 2 types of sunscreen both work well when applied correctly. Here's a comparison so you can choose the right type for you and your family.

Physical/mineral sunscreen:

- Blocks UV (ultraviolet) light by reflecting light or absorbing it
- Is usually less expensive
- Is hypoallergenic — good for sensitive skin and younger children
- Contains zinc oxide or titanium dioxide
- Has a thicker consistency and looks whitish on the skin
- Starts working immediately when applied

Chemical sunscreen:

- Absorbs UV light and uses a chemical reaction to keep it from damaging your skin
- Is often more expensive
- Contains chemical compounds like avobenzone, oxybenzone or octinoxate
- Is thinner than physical sunscreen and easier to apply
- Needs some time for your skin to absorb it before it starts working

SPF matters

The best sunscreen to protect your child's skin is one that shields against sunburn, reduces the risk of skin cancer and helps to prevent skin aging. Here's what to look for:

- Broad spectrum – protects skin from ultraviolet A and ultraviolet B rays
- SPF 30 or higher
- Water resistant for 40 – 80 minutes (reapply every 2 hours or after swimming or sweating)

Make sure to use at least 1 ounce (about 2 tablespoons) of sunscreen, spreading it on all exposed parts of your child's body. And it's a good idea to have them put on protective clothing, a wide-brimmed hat and sunglasses before heading out to have fun in the sun.

Don't lose your benefits!

To keep all your benefits from GHP Kids, you have to stay eligible for CHIP. Each year, you'll get a renewal packet in the mail from the Department of Human Services (DHS) when it's time to renew your CHIP coverage (at least 45 days before it's due).

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. 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.

You may receive communications from Benelynk about your CHIP renewal. Benelynk is a trusted partner of Geisinger offering expert education and help in navigating the CHIP renewal process. They can help by reviewing your information with you, updating any changes and submitting your renewal online. Questions about Benelynk? Call the customer service number on the back of your member ID card.



Help your child get better sleep

Three out of 4 middle school and high school students don't get enough sleep, according to recent statistics.* When your child doesn't get enough sleep, it can negatively impact their health and school performance. Here are some tips to help your kids get a good night's sleep using light.

Get sunlight during morning hours. When you're ready to wake up your kids, raise window blinds and pull aside curtains to get some sunlight in the room. It'll help tell their internal clocks that it's time to wake up. Spending a few minutes outside in morning light is even better!

Start dimming lights and avoiding bright lights before bedtime. This includes limiting the use of electronic devices that give off light or can overstimulate your child at least 1 to 2 hours before they go to bed.

Create a good sleep environment. Keep the bedroom cool, quiet and dark at night (or use a sleep mask).

Sleep is crucial for every child's well-being. The more you do to help them get a good night's rest, the better off they'll be. Check out geisinger.org/stbw for more sleep resources to help your child reach their full abilities.

*Source: Centers for Disease Control and Prevention
Additional source: Cleveland Clinic

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, 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, or
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, TTY/PA Relay 711,
Fax: (717) 772-4366, or
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

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> , or by mail, phone or email at:

U.S. Department of Health and Human Services,
200 Independence Avenue SW.,
Room 509F, HHH Building,
Washington, DC 20201,
1-800-368-1019, 800-537-7697 (TDD).

OCRMail@hhs.gov

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

ATTENTION: If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-800-447-4000 (PA RELAY 711) or speak to your provider.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-800-447-4000 (PA RELAY 711) o hable con su proveedor.

注意: 如果您说[中文], 我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务, 以无障碍格式提供信息。致电 1-800-447-4000 (PA RELAY 711)或咨询您的服务提供者。

सावधान: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क भाषिक सहायता सेवाहरू उपलब्ध छन्। पहुँचयोग्य ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायता र सेवाहरू पनि निःशुल्क उपलब्ध छन्। 1-800-447-4000 (PA RELAY 711) मा फोन गर्नुहोस् वा आफ्नो प्रदायकसँग कुरा गर्नुहोस्।

ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-800-447-4000 (PA RELAY 711) или обратитесь к своему поставщику услуг.

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم (1-800-447-4000 (PA RELAY 711) أو تحدث إلى مقدم الخدمة".

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd aladispozisyon w gratis pou lang ou pale a. Èd ak sèvis siplemantè apwopriye pou bay enfòmasyon nan fòm aksèsib yo disponib gratis tou. Rele nan 1-800-447-4000 (PA RELAY 711) oswa pale avèk founisè w la.

LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-800-447-4000 (PA RELAY 711) hoặc trao đổi với người cung cấp dịch vụ của bạn.

УВАГА: Якщо ви розмовляєте українська мова, вам доступні безкоштовні мовні послуги. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також доступні безкоштовно. Зателефонуйте за номером 1-800-447-4000 (PA RELAY 711) або зверніться до свого постачальника».

注意: 如果您說[中文], 我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務, 以無障礙格式提供資訊。請致電 1-800-447-4000 (PA RELAY 711)或與您的提供者討論。」

ATENÇÃO: Se você fala [inserir idioma], serviços gratuitos de assistência linguística estão disponíveis para você. Auxílios e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Ligue para 1-800-447-4000 (PA RELAY 711) ou fale com seu provedor.

মনোযোগ দিন: যদি আপনি বাংলা বলেন তাহলে আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবাদি উপলব্ধ রয়েছে। অ্যাক্সেসযোগ্য ফরম্যাটে তথ্য প্রদানের জন্য উপযুক্ত সহায়ক সহযোগিতা এবং পরিষেবাদিও বিনামূল্যে উপলব্ধ রয়েছে। 1-800-447-4000 (PA RELAY 711) নম্বরে কল করুন অথবা আপনার প্রদানকারীর সাথে কথা বলুন।

ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 1-800-447-4000 (PA RELAY 711) ou parlez à votre fournisseur. »

សូមយកចិត្តទុកដាក់៖ ប្រសិនបើអ្នកនិយាយ ភាសាខ្មែរ សេវាកម្មជំនួយភាសាភាគតិចត្រូវតែមានសម្រាប់អ្នក។ ជំនួយ និងសេវាកម្មដែលជាការជួយដ៏សមរម្យ ក្នុងការផ្តល់ព័ត៌មានតាមទម្រង់ដែលអាចចូលប្រើប្រាស់បាន ក៏អាចរកបានដោយឥតគិតថ្លៃផងដែរ។ ហៅទូរសព្ទទៅ 1-800-447-4000 (PA RELAY 711) ឬនិយាយទៅកាន់អ្នកផ្តល់សេវារបស់អ្នក។

주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 1-800-447-4000 (PA RELAY 711)번으로 전화하거나 서비스 제공업체에 문의하십시오.

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. યોગ્ય ઓફિસિલરી સહાય અને એક્સેસિબલ ફોર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. 1-800-447-4000 (PA RELAY 711) પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.

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

