

Member Update

Quarter 3, 2024



Pennsylvania's Children's
Health Insurance Program
We Cover All Kids.

Geisinger

From head to toe, better health is easier with a PCP

A primary care provider (PCP) is your child's first line of defense against illness. Through regular checkups, a PCP helps manage your child's health and catch potential health problems early, when they're easier to treat.

Why choose a PCP?

- They treat common medical conditions and provide preventive care.
- They keep your kids on track with health screenings.
- If your child has a chronic illness, they can help you manage it.
- Children who have a PCP generally have better health outcomes.

Besides your PCP, your child will have a care team of nurses and pharmacists devoted to keeping them healthy. And the MyChart app lets you manage your child's care online by sending messages, scheduling appointments and refilling medications.

To find a PCP near you, call the customer service number on your ID card or visit providers.geisinger.org. Choose one today and start your child on the path to better health!

Good health is rewarding



Walmart 



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

- **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.

Lead screening

Children under 2 years old should be tested for lead exposure. Even low levels of lead in a child's blood can cause problems with learning and other behaviors. That's why the Centers for Disease Control and Prevention has lowered the "lead reference value." It's the level showing a child has more lead in their blood than most U.S. children.

This is good news! It means kids can be identified as having too much lead in their blood sooner — so you can protect your child from lead exposure and the damage it can do.

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



Easy apple crumb dessert

Serves 4.

Adapted from myplate.gov.

Ingredients:

- 4 medium baking apples (e.g., Golden Delicious, Granny Smith, Honeycrisp)
- 1/2 cup oatmeal, quick cooking (uncooked)
- 1/4 cup brown sugar
- 2 teaspoons ground cinnamon
- 1/3 cup 100% apple juice
- Nonstick cooking spray

Instructions:

1. Preheat the oven to 350° F. Spray the bottom and sides of a 9-inch square baking dish with nonstick cooking spray.
2. Wash and peel the apples and cut them into thin slices. Spread the apple slices evenly over the bottom of the baking dish.
3. In a small bowl, use a fork to mix the oatmeal, brown sugar and cinnamon. Spread the oatmeal mix evenly over the apples. Pour the apple juice over the oatmeal mixture.
4. Cover and bake for 20 to 30 minutes until apples start to soften. Uncover and bake for another 15 to 20 minutes until apples are soft.

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.



Fighting fraud is a team sport

Healthcare fraud not only leads to higher healthcare costs, but it can also limit your healthcare services. That's why we've established an anti-fraud program, designed to help detect and eliminate potential fraud and abuse. Fraud can happen in many ways. For example, a doctor files a claim for a service you didn't receive or bills for equipment they didn't provide, or someone else uses your insurance card.

If you suspect fraud or abuse, contact us:

- Email: fa@geisinger.edu
- Phone: 800-292-1627 or the customer service number on the back of your insurance card
- Mail:

Visit geisingerhealthplan.com and search for "fraud referral form." Print and complete the form, then send it to:

Geisinger Health Plan
Anti-Fraud Program
100 N. Academy Ave.
Danville, PA 17822-3220

You may report fraud anonymously. We keep all reports confidential.



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.

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 सेवाहरु निःशुल्क रुपमा 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: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ 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).

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

GHP dental services program



Through our dental services program, our public health dental hygienists can connect you to dentists and provide education on oral health.

For help with your family's dental care needs, call our public health dental hygienists at 833-589-2194 (PA Relay 711), Monday – Friday, 8 a.m. – 4:30 p.m.

Our team can help you with:

- Connecting with local dentists and specialists
- Dental education over the phone
- Answering questions about oral health
- Assistance after a recent ER visit due to dental issues
- Nutritional counseling
- Tobacco cessation counseling
- Oral health education at community events

