

GEISINGER HEALTH PLAN KIDS

Member Update

Quarter 3, 2025



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

Geisinger
HEALTH PLAN

Need support for back-to-school needs?

School clothing and supplies — whether for your children, grandchildren or other family members — might not seem like a top healthcare need. But access to adequate clothing and school supplies is essential for healthy living. Even though they're necessary, clothing and school supplies aren't always easily affordable. Through Geisinger's approach to caring for your whole health, you get improved access to resources when you need them.

Neighborly helps you access free or low-cost programs, including those that help with clothing and school supplies.



Interested in learning more?

Visit neighborlypa.com or scan the QR code. Then enter your zip code and search using keywords in the search bar. You can also explore options under the **Goods > Clothing** category or **Education > Help Pay for School** category.

Protect them today so they'll thrive tomorrow

HPV (human papillomavirus) is a common infection. When the immune system doesn't clear it and the virus stays in the body for long periods, the infection can eventually lead to any of 6 different types of cancer in adults.

There's no treatment for this viral infection — but the HPV vaccine can protect your child against ever getting it. The American Cancer Society recommends HPV vaccination between ages 9 and 12.

Two doses of the HPV vaccine are recommended, with the second dose given 6 to 12 months after the first.

If the series is started later in the teen years or the doses are less than 5 months apart, it can mean getting 3 shots instead of 2.

The vaccine works by stimulating the immune system to produce antibodies that can fight off the HPV virus. This response helps the body recognize and destroy the virus if encountered in the future. It's not a live vaccine, so it doesn't cause infection.

All kids benefit from the HPV vaccine — not just girls, as some mistakenly believe. The vaccine

helps the body develop immunity to the virus, reducing the risk of genital warts and HPV-related cancers for girls and boys.

Wondering about safety? Scientists and health organizations worldwide have found the vaccine is safe and effective in preventing more than 90% of HPV cancers when given at the recommended ages.

However, there are cases where a person shouldn't receive the HPV vaccine, including:

- If they're pregnant
- If they had an allergic reaction after the first HPV shot or have severe, life-threatening allergies
- If they're sick with a mild illness

You can learn more at cancer.org/hpv. Talk to your pediatrician about the HPV vaccine. It can give your child a head start toward a healthy adulthood.

Navigate your health with Geisinger's updated website

Care meets convenience with Geisinger Health Plan's revised website. 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: ghpkids.com



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 care number on the back of your member ID card.

Preventive care pays off

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:

- 1 meningococcal vaccine between ages 11 and 13
- 1 Tdap vaccine between ages 10 and 13
- 2 HPV vaccines between ages 9 and 13

Annual dental visit, age 2 to 18 – \$25 Walmart Healthy Living gift card. Just complete 1 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 1 blood test to check their blood lead levels by their second birthday.

DME fraud



Durable medical equipment (DME) is a reusable medical device or equipment ordered by your provider to treat an injury or illness. If you use any kind of DME, be on the alert for DME fraud. In this situation, a DME company bills your insurance for products like ankle or wrist braces, but you never receive them. These companies typically target Medicare members, but have billed other insurances as well.

Be sure to check your EOBs (explanation of benefits) for any fraudulent charges. If you notice charges for DME products that you don't need or didn't receive, call the customer care team at the number on the back of your insurance card to report the issue. You can also report suspected fraud anonymously through the compliance hotline at **800-292-1627**.

Stay connected to DHS and don't miss a thing!

Make sure that you continue to receive important notices and information about DHS benefits. Let them know if you need to update your contact information, such as:

- ✓ Mailing address
- ✓ Email address
- ✓ Phone number

You can report a change in your contact information to DHS in several easy ways:

- Visit dhs.pa.gov/COMPASS and log into your My COMPASS account.
- Use the free myCOMPASS PA mobile app.
- Call **877-395-8930** (or 215-560-7226 in Philadelphia), Monday to Friday from 8 a.m. to 4:30 p.m.



Your teen's journey to a brighter tomorrow

As kids reach the tween and teen years, school gets tougher and social lives become more complicated.

Their mental health may start to become an even bigger focus than their physical health. Luckily, help is available. You or your child can visit the Youth - 988 Lifeline or call or text #988 any time of day or night to speak with a trained counselor about mental health or substance use.

If you or someone you know needs support now, call or text **988 or chat 988lifeline.org.**

Can't find your GLP-1s?

If your local pharmacy closes, don't worry. Geisinger Pharmacy will partner with you in your child's diabetes care by making sure you have the GLP-1s you need when you need them. With Geisinger Mail-Order Pharmacy, you can even have them delivered right to your doorstep. And our expert pharmacists are here to help with questions about your medication, dosage or side effects.

Call Geisinger Mail-Order Pharmacy at 844-878-5562 or find a pharmacy near you at geisinger.org/pharmacy/locations.



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 aksesib 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 things you can do:

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

