

Member Update

Quarter 4, 2024



Healthy sleep means happier kids

Sleep disorders are common among kids. Up to three out of four middle school and high school students don't get enough sleep, according to recent statistics.* How can you tell if your child is struggling with sleep?

Falling asleep in school. Kids don't fall asleep because they're bored — they fall asleep because they're tired.

ADHD symptoms. The link between sleep and ADHD symptoms is so strong that the American Academy of Pediatrics recommends sleep be evaluated before prescribing ADHD meds to rule out a sleep problem as the cause for hyperactivity or lack of attention.

Often late/absent from school due to oversleeping. A child should feel rested after a good night's sleep. Trouble waking in the morning could be a sign of a sleep disorder.

Irritability and mood swings. Poor sleep can lead to a quicker "fight or flight" response and has been linked with higher aggression.

Increased risk-taking behaviors. This is particularly concerning in teenage years, a time when risk-taking behavior tends to be higher.

Poor school performance. The impacts of poor sleep — inability to focus, weakened immune system, trouble controlling emotions, not able to remember things, impulsiveness — make it hard for a child to focus on schoolwork.

Sound like someone in your household? Find out how your child's sleep rates with the free Sleep to Be Well sleep survey at go.geisinger.org/sleepbetter. Plus, check out geisinger.org/stbw to see how healthy sleep can help your child reach their full abilities.

*Source: Centers for Disease Control and Prevention



New features in MyChart/MyGeisinger

Now live in Spanish

Key items in MyChart — including menus, activity pages and notifications — are now available in Spanish. Watch for more features soon.

Healthy Pregnancy Care Companion

During pregnancy, you have many things to keep in mind. With Healthy Pregnancy Care Companion, we bring together the traditional tracking of other pregnancy apps with the medical information that's most important during pregnancy, all in one place.

Improving your experience

Some recent enhancements to the patient portal:

- Consolidated pre-visit updates: You only have to complete one for most upcoming appointments.
- Can't find an appointment with your provider? Search their team for openings, too.
- The new School Health Summary lets you print one document with information about allergies, medications, immunizations and health issues to provide to most schools along with physical forms.
- It's now easy to pay copays or outstanding balances and see pending insurance claims right in your account

When to message and when to make an appointment

Message your care team in MyChart/MyGeisinger to communicate about:

- Issues you're being treated for
- Questions about medications

But if you have a new health concern, use MyChart/MyGeisinger to schedule an appointment.

For prescription refills or renewals, visit "medications" and submit requests directly to your provider or Geisinger pharmacy. No need to send a message!

Log into your account at geisinger.org/mygeisinger or download the MyChart mobile app in the Apple app store or Google Play store.



Arm yourself with a flu shot this season

The CDC (Centers for Disease Control and Prevention) recommends everyone 6 months and older get a flu vaccine every year. It's easy to get yours.

- You can make an appointment by logging into MyGeisinger/MyChart.
- Call 866-915-2313 to schedule an appointment.
- Walk into any Geisinger doctor's office, ConvenientCare (must be age 9 or older) or pharmacy.

Find a nearby location to get your flu shot at [geisinger.org/ghpflu](https://www.geisinger.org/ghpflu).

The CDC issued respiratory virus direction to give information and recommendations to help lower the risk of common lung illnesses, including COVID-19, flu and RSV. You can find this information at [cdc.gov/respiratory-viruses/guidance](https://www.cdc.gov/respiratory-viruses/guidance).

Complete cancer support

Geisinger Health Plan is teaming up with OncoHealth to deliver a more seamless cancer treatment experience that puts members' needs first. With new software, we'll be able to offer members a wide variety of services, including:

- 24/7 oncology nursing
- Behavioral health support
- Nutrition programs
- Resource navigation

This new partnership helps us deliver a more supportive, personalized treatment experience when it's needed most.

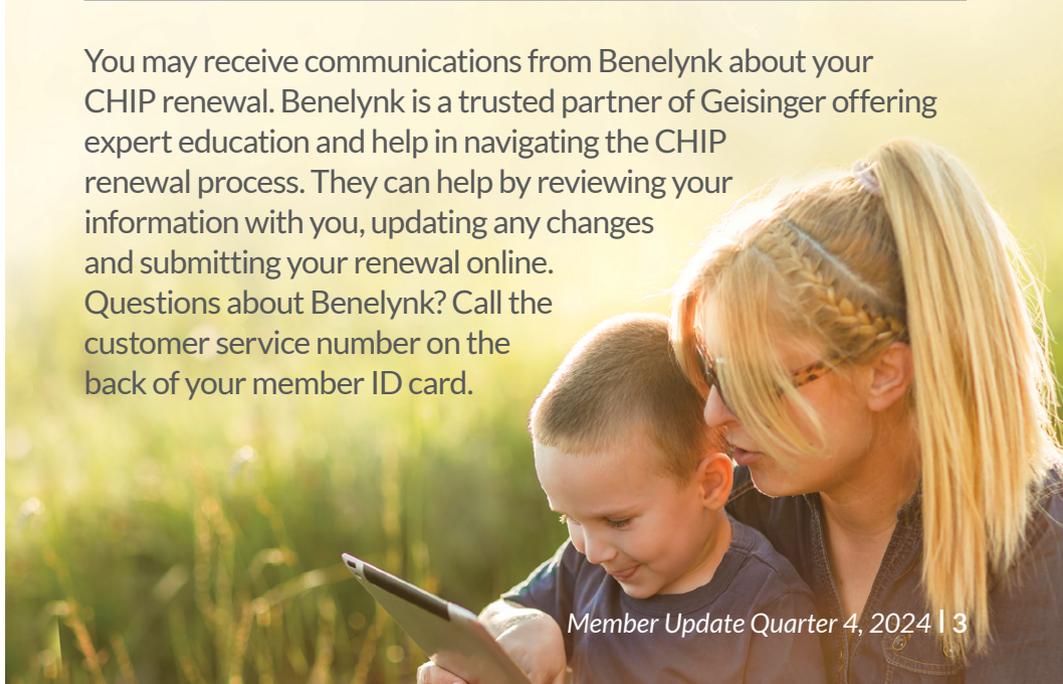
Don't lose your benefits!

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.



Helping your child with ADHD



Attention deficit hyperactivity disorder (ADHD) is a common neurodevelopmental disorder that affects a child's ability to focus, control impulses and manage hyperactive behaviors. As a parent, it's key to understand ADHD and find ways to support your child effectively.

ADHD affects the brain's management functions, such as attention, self-control and emotional regulation. It's not a result of poor parenting or lack of discipline; it's a neurobiological disorder with a strong genetic factor. Think of the brain as a car — children with ADHD have “brakes” that don't work properly. Medication and behavioral therapy can help fix these brakes, so your child can manage symptoms more effectively.

An ADHD diagnosis can lead to relief, fear or even denial. Be sure to recognize these feelings and create a caring environment for yourself and your family. Remember, ADHD doesn't limit your child's potential. Many children with this condition have strengths such as creativity,

energy and problem-solving skills. Embrace the positives as you learn to support your child.

Many evidence-based treatments exist, including behavioral therapy, educational support and medication. Discuss the pros and cons of each option with your healthcare provider and consider your family's preferences and values. A shared approach, involving teachers and other support systems, can help develop a tailored plan that meets your child's specific needs.

The good news: ADHD is manageable. And with the right support, your child can thrive. Set realistic expectations and be patient as you explore different treatment options. Any decisions you make now can be changed as your child grows. Celebrate your child's progress and focus on creating a positive environment where they can succeed.

By taking a compassionate approach and working with your child's doctors and teachers, you can help your child blossom.

Does your child have SAD?

Seasonal affective disorder (SAD) is a type of depression linked to changes in seasons, happening most often in the fall or winter.

Common symptoms are:

- Feeling depressed, sluggish, anxious, hopeless or suicidal
- Difficulty concentrating
- Losing interest in activities that were once enjoyed
- Changes in energy level, appetite or weight

SAD may be caused by reduced activity of serotonin, a chemical that carries messages between nerve cells in the brain and throughout the body. Other causes can be the seasonal shift and lack of sunlight and an imbalance of melatonin, which controls sleep/wake patterns.

An effective treatment for SAD: daily light therapy through natural sunlight or a light box. Psychotherapy or “talk therapy” can help replace negative thoughts with positive ones. In some cases, medications such as antidepressants can ease symptoms.

Watch for these symptoms in your child:

- Mood changes with the seasons
- Low energy or sluggish feeling
- Irritability
- Social withdrawal (feel like hibernating)
- Trouble thinking clearly
- Feeling hopeless or worthless
- Changes in sleep and appetite
- Frequent thoughts of death or suicide
- Symptoms last about 4 to 5 months per year

If you think your child may have seasonal affective disorder, talk to their healthcare provider or a behavioral health specialist to get them the help they need.



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 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).

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



Geisinger Health Plan, Geisinger Quality Options, Inc., and Geisinger Indemnity Insurance Company comply with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation.

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