

GEISINGER HEALTH PLAN KIDS

Member Update

Summer 2022



Geisinger

In sports, it's healthier to sample than to specialize

Teens who play sports benefit in body and brain — and seeing them have fun (and scoring a goal) is a great feeling. While specializing in one sport seems like a good way to increase your kid's skills, it's better for their health when they learn several.

If your child plays only one sport year-round, they tend to work specific muscle groups. That can lead to long-term overuse injuries like tennis elbow or shin splints. These conditions come from overexertion and not getting enough time to recover.

It's not necessary to practice all the time to train for a sport. Rest and recovery are just as important as sport-specific training. And during growth spurts, kids need to avoid excessive, repetitive use of muscles and joints. Because that can lead to serious (and sometimes permanent) damage. If your child shows symptoms of an overuse injury, ask them to stop playing. The best treatment is often rest. But if the condition is severe, your teen might need to see a sports medicine specialist.

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Why your teen should play several sports

By playing multiple sports, especially ones that are very different, your teen can develop different muscle groups. And that can lead to being a better overall athlete.

Other than avoiding an injury that can keep them sidelined, being a multisport athlete lets your teen transfer skills between sports. For example, swimming is a good complementary sport for a basketball player – strengthening their legs will help with their jumping.

However, sometimes teams discourage athletes from joining other sports. A coach may even ask your teen to sign a contract saying they won't play any other sports. This can be harmful to your child, so it's best to discuss your concerns with the coaches.

Talk with your child about what sports interest them and encourage them to sign up for different sports teams. They'll benefit their overall health and be that much closer to reaching their athletic goals.

Healthcare providers from A to Z

Wondering what someone's role is in your care? A string of letters after their name on an ID badge doesn't always make it clear. So here's a crash course in common healthcare credentials.

MD is a doctor of medicine. An MD focuses on diagnosis and treatment of diseases. The training includes four years of medical school, then three to seven years in a residency program. Some doctors may also continue specialty training in a fellowship program.

DO is a doctor of osteopathic medicine. A DO also focuses on diagnosis and treatment. But sometimes, instead of treating symptoms with medication, they use a more hands-on approach by moving, stretching and putting mild pressure on muscles and joints to treat and prevent pain and illness. A DO goes through the same training as an MD, but attends a different type of medical school.

CRNP is a certified registered nurse practitioner – a registered nurse who has specialized education and training in clinical practice. They can diagnose illnesses and prescribe medications. A CRNP (sometimes called an NP) has a master's degree, and may also complete a PhD program or a doctor of nursing practice (DNP) program.

PA is a physician assistant. They are nationally certified, state licensed providers trained to assess, diagnose and treat patients. They can also prescribe medications. Most PA programs require at least two years of college (and some require a bachelor's degree) before applying to PA school, which takes about three years to complete. And many require prior healthcare experience such as EMT or paramedic work.

RN is a registered nurse. These nurses assess patients, record medical history and symptoms, give medications, draw blood, start IVs and do physical exams, among many other duties. An RN must have at least an associate degree, but may also hold a bachelor's or master's degree.



What to know about monkeypox

Monkeypox cases have been popping up across the U.S. and western Europe. Knowing what to watch for can help you keep your family safe.

What is it?

Named after the research monkeys who were first discovered to have the virus, monkeypox was identified in 1958. It's part of the pox virus family, and is more common in animals than in humans.

Monkeypox symptoms

Symptoms usually start within three weeks of exposure to the virus. They may begin as symptoms similar to the flu.

Symptoms can include:

- Fever
- Muscle aches
- Headache
- Swollen lymph nodes
- Rash or lesions



The rash is the most telltale sign. It looks flat at first and can spread over your body, including your face. Bumps soon develop as fluid gathers under them. Eventually the bumps scab over, and your skin heals.

How it spreads

You can catch monkeypox from an infected animal or person. And once a person has it, they can spread it to someone else through skin-to-skin contact. This includes contact with bodily fluid, rash or scabs, or by touching items that have been in contact with the rash.

Monkeypox can also be spread through large respiratory droplets.

How it's treated

Most people recover from monkeypox within two to four weeks without treatment. But taking Tylenol® can help with symptoms, as can drinking plenty of fluids.

There are two vaccines against monkeypox. But right now, they are for people who have been exposed to the virus or have a higher risk of exposure, such as because of their job.

Being aware of the virus will help you know what to do if you're exposed. If you think you might have monkeypox, call your doctor.

To learn more, visit [cdc.gov](https://www.cdc.gov) and search "monkeypox."

We ask because we care.

Started seeing a new Geisinger doctor recently? You may have noticed that we added questions about sexual orientation and gender identity to our intake process. And we ask your preferred name during registration.

This information is crucial — because accepting and understanding each patient is the basis of quality care. Knowing each person's sexual orientation and gender identity helps us deliver appropriate health services and culturally sensitive care to everyone.

How do I talk to my kids about tragedies?

Recent tragedies, such as mass shootings, can have a big impact on our children. Kids may have questions and feel anxious or fearful. It may be uncomfortable to talk about these events with young ones, but it's important to address them.

Tawnya Meadows, PhD, Geisinger director of pediatric primary care behavioral health, offers tips to help parents get these conversations started.

Reduce anxiety and stress.

- Limit media exposure and don't watch coverage 24/7.
- Be mindful of the words you choose in talking about these events. Try not to show frustration or hate.



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Children pick up on our moods and overhear conversations that can make anxiety and negative feelings worse.

Make time to discuss your child's feelings on their level.

For elementary or middle school children, you could have a conversation while coloring, playing catch or kicking a soccer ball. This can help children feel relaxed and able to express their emotions.

High-schoolers, who are more aware of tragic events, may have conversations with their friends to find comfort and understanding. Ask them to be mindful of others when talking in public. And stress that if they see something that looks suspicious, they should say something.

Be a good listener.

Find out what your child knows about the subject and their feelings on it. Don't have these conversations right before bedtime, though, as it could cause kids to have trouble sleeping.

Be reassuring.

Let your child know that they're safe and that in general, schools and other public places are safe. Talk about the security measures in your child's school. Remind them about the adults who are around to protect them.

There's no easy way to discuss tragedies with children. But listening to their feelings and

understanding their concerns can go a long way toward helping reassure your children and making them feel safe. Dr. Meadows advises, "Teach your children to choose kindness and notice the kindness in others."



Tick talk

Found a tick attached? Don't panic. Knowing how to remove a tick – and how to avoid a bite in the first place – can help you enjoy the great outdoors.

Some ticks can spread Lyme disease and other diseases, but not all do. Symptoms of Lyme disease include:

- Fever
- Fatigue
- Headache
- Rash

Lyme disease is treated with antibiotics and goes away after a few weeks. However, sometimes fatigue and muscle aches can last up to six months. So be sure to properly remove a tick as soon as you find it.

1. Use clean tweezers. Don't use other methods, or the tick could burrow deeper.
2. Grasp the tick firmly close to your skin and pull upward in a steady motion.
3. Use soap and water or rubbing alcohol to clean the area where the tick was attached.
4. Dispose of the tick in a sealed bag or container. Or you can flush it down the toilet or dunk it in rubbing alcohol. But don't crush it – that increases the risk of infection with a tick-borne illness.



After removing the tick, watch for any signs of Lyme disease. Call your doctor if you notice any. To prevent tick bites in the first place:

- Apply insect repellent to clothing and exposed skin before going outside.
- Wear long pants and sleeves.
- Stick to areas without high weeds and grass.

When you come in, always check for ticks on yourself, your family and your pets. Because avoiding the bite altogether is always the best tac-tick.

Know where to go for care

Getting the right care in the right place protects you physically and financially. But which is the best place to go when you need medical attention?

Your main choices are primary care, urgent care and emergency care. Keep in mind that emergency care not only comes with a pricey copay, but drives up healthcare costs for everyone. So use this helpful chart to decide what type of care you need – and only use the ER for life-threatening conditions. You can also call the toll-free Tel-A-Nurse hotline 24/7 at 877-543-5061 to talk to a nurse about your non-emergency health issues.

To find an urgent care location near you, visit go.geisinger.org/urgentcare.

Where to go	Reasons to go
Day-to-day care: Your first stop should be your primary care physician (PCP), who oversees your health needs.	<ul style="list-style-type: none">• Asthma• Cold or flu• Depression• Headache• High blood pressure• Sinus infection• Skin rash or allergies• Stomach problems• Urinary tract infection
If the doctor isn't in: In-network convenient care and urgent care facilities have lower copays than the ER, don't require appointments and are open later.	<ul style="list-style-type: none">• Diarrhea• Eye irritation• Fever• Minor broken bone• Muscle strain• Skin rash• Stitches• Vomiting
If care can't wait: Call 911 or go to the nearest ER for treatment of life-threatening issues.	<ul style="list-style-type: none">• Chest pain• Difficulty breathing• Fainting• Poisoning• Serious head, neck or back injury• Stroke• Sudden, severe pain• Uncontrolled bleeding



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 ដោយមិនគិតល្អៗ 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).

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Geisinger Jersey Shore makes best hospitals list

Geisinger Jersey Shore Hospital was one of only 21 hospitals in 10 states to be recognized in the Becker's Hospital Review list of the best hospitals for patient experience in the eastern United States.

With an overall star rating of four stars, and a patient survey rating of five stars, Geisinger Jersey Shore has the highest scores in all of Lycoming County.

Speak your mind!

Tell us what newsletter topics you love (and don't) so we can give you more of what you want. Scan the QR code or visit go.geisinger.org/kidssurvey to take our quick survey. It's only three questions and takes about two minutes. Thanks!



Keep an eye on your EOB

Fraud costs our nation billions of dollars every year. Most healthcare providers are honest and only bill for the care they deliver, but some may add or exaggerate the medical treatment provided to get more money. Why does this matter to you? Because you may need treatment in the future that could be denied because fraudulent billing shows you already received it.

Carefully review the explanation of benefits (EOB) mailed to you after you've been treated. Does the billing make sense? Are there charges for something you know was not part of your treatment? If so, contact the Special Investigations Unit at 800-292-1627 or email fa@thehealthplan.com to report the fraud.

