

GEISINGER HEALTH PLAN KIDS

Enrollee Update

Quarter 1, 2026



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

Geisinger
HEALTH PLAN

Need a little extra support? We've got you covered.

When you think about healthcare, things like affordable housing, utility assistance, fresh produce and reliable transportation might not be the first things that come to mind. But they're essential to living a healthy, happy life. That's why Geisinger takes a whole-health approach — because your well-being goes beyond doctor visits. We're here to connect you with social care resources when you need them most.

Utility bills getting out of hand? Let's make it easier.



Neighborly



Staying warm during the winter is about more than comfort. It's vital for your health. That's where neighborlypa.com comes in. Just pop in your zip code. You'll find

local organizations ready to help with heating assistance, home maintenance and weatherization.

You have more options, too. Your local utility provider may offer discounts, energy-saving tips and programs to help lower your bills. Plus, regulated utility companies are required to provide assistance. Check out the Pennsylvania Public Utility Commission's website at www.puc.pa.gov. Under "Need help with your utility bills?" click "Learn more." Then, under "Assistance Programs," click "Find support."

The bottom line: You're not alone. Whether you need help staying warm, eating well or finding reliable transportation, we're here to help you live your healthiest life — inside and outside the doctor's office.

Protect your child this flu season

Getting a flu shot isn't just about avoiding the flu — it helps keep your child healthy, reduces their risk of serious complications and protects those around them. A quick vaccine can mean fewer sick days and more time enjoying what matters most. Don't wait until symptoms strike — prevention is key.

Call your child's healthcare provider today to schedule your child's flu shot or visit geisinger.org/flu for information and locations.



Your voice matters

Your feedback can make a real difference in your healthcare experience. If you receive a CAHPS (Consumer Assessment of Healthcare Providers and Systems) survey this spring, here's your chance to speak up.

Surveys are sent out from March through May. Completing one only takes a few minutes and your answers are confidential. Every response helps us understand what's working and what needs improvement — so we can provide you with the best care possible.

So, if a CAHPS survey lands in your mailbox or inbox, take a moment to fill it out. It's fast, easy and makes a big impact.



Healthcare fraud

Fraud increases healthcare costs and can limit your access to care. To combat this, we've created an anti-fraud program to detect and prevent abuse.

Examples of fraud include:

- Billing for services or equipment you didn't receive
- Someone using your insurance card

Report suspected fraud



Email: fa@geisinger.edu



Phone: 800-292-1627 or the number on your insurance card



Mail: Complete the fraud referral form at geisingerhealthplan.com and send it to:

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

Reports can be anonymous and are kept confidential.

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.



Protect your child's health and earn rewards

If your child is enrolled in CHIP brought to you by Geisinger Health Plan Kids, you're eligible for a reward. Here's what to do, starting Jan. 1, 2026:

- **Get your adolescent all of these immunizations for a \$25 gift card**
 - One meningococcal vaccine between ages 11 and 13
 - At least one Tdap vaccine between ages 10 and 13
 - At least two HPV vaccines between ages 9 and 13
- **Take your child to the dentist for a \$25 gift card**
 - Just one preventive visit during the calendar year
- **Get your little one a lead screening for a \$10 gift card**
 - One or more capillary or venous blood test for lead poisoning by age 2



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>

Geisinger Health Plan may not cover all your health care expenses. Read your GHP Kids Enrollee Handbook carefully to determine which health care services are covered. For questions, contact Customer Care at 866-621-5235.

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 (PA RELAY 711) 1-800-447-4000 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.

ध्यान आपो: 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.

Information at your fingertips

Your updated GHP Kids Enrollee Handbook covers a variety of benefit information, policies and procedures for your health plan and includes your rights and responsibilities as an enrollee. Find it at go.geisinger.org/chip-members or request a hard copy by calling the Customer Care Team at 866-621-5235 Monday through Friday, 7 a.m. – 7 p.m., and Saturday, 8 a.m. – 2 p.m.

Need help finding a healthcare provider?

Call Customer Care and request a hard copy of the provider directory or ask for assistance with finding a provider.



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