

# Enrollee Update

Quarter 2, 2026



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

**Geisinger**  
HEALTH PLAN

## Risks of teen vaping

### E-cigarettes aren't a safer alternative to smoking — especially for teens

Vaping has become increasingly popular among teens, fueled by appealing flavors, targeted marketing and social influence. Many young people believe e-cigarettes are safer than traditional cigarettes — but that's a dangerous myth. Vaping carries significant risks that can negatively impact a teen's physical and mental health.

E-cigarettes, or vape pens, are battery-powered devices. They heat a liquid (often called vape juice or e-liquid) into an aerosol that's inhaled. While they don't burn tobacco, vape products often contain nicotine, flavorings, heavy metals like lead or tin and other harmful chemicals. These substances can damage developing brains and lungs, and greatly increase the risk of addiction.

### Health risks of teen vaping

**Harms brain development** – The human brain continues developing until about age 25, making teens especially vulnerable to nicotine. Exposure can interfere with brain chemistry, leading to problems with attention, learning, impulse control and mood. Nicotine is also highly addictive.

Teens are more susceptible to addiction than adults because their brains form connections faster. Nicotine exposure during this stage may increase the risk of future substance use.

**Damages lungs** – Vape aerosols contain fine particles and chemicals that irritate and injure lung tissue. Teens who vape may have chronic coughing or wheezing, catch respiratory infections more easily and worsen existing asthma. Vaping also increases the risk of long-term lung disease.

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# A better call experience at Geisinger Health Plan

When you call the GHP Kids Customer Care team, you need answers as quickly and easily as possible. So this spring, we're rolling out a new Intelligent Virtual Assistant (IVA) experience designed to be more conversational, personalized and convenient.

## What's new?

Our updated phone system will ask simple, natural questions, such as how we can help you and the reason for your call, so we can quickly understand what you need. And because you'll be able to verify your identity right away, we can get you securely to the right representative or self-service option.

## New self-service features

To get information fast, secure self-service tools let you:

- Check your child's eligibility and coverage status
- Review their benefits
- Get claims information

These options will be available 24/7.

## Prefer to talk to someone?

You can reach a live Customer Care representative anytime by saying "representative." But if you verify your identity and tell us why you're calling first, our IVA can connect you to the best person to help you, saving you time and having to repeat yourself.

## Why it matters

With this enhanced system, you'll get:

- Faster connection to the right support
- Improved security through early authentication
- Less repeating of information
- More self-service options

Ready for a smoother, easier, more efficient Geisinger Health Plan experience? Just give the GHP Kids Customer Care team a call at 866-621-5235 (PA Relay 711), Monday through Friday, 7 a.m. to 7 p.m., and Saturdays, 8 a.m. to 2 p.m.



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**Worsens anxiety and depression** – Nicotine is a stimulant that intensifies irritability, mood swings, anxiety and depression, which are already common during adolescence. While teens may vape to cope with stress, it often creates a cycle of dependence and worsening mental health.

**Gateway to other risky behaviors** – Teens who vape are more likely to later smoke cigarettes or use alcohol, marijuana or other substances. Some vape devices are also used to inhale drugs, adding to the safety risks.

## How parents can help

If you suspect your teen is vaping, start with an open, nonjudgmental conversation. Ask questions, share facts about health risks and listen to your child's perspective.

Encourage steps to quit, such as:

- Setting a quit date and reducing use gradually
- Tracking cravings and triggers in a journal
- Finding positive distractions like sports, hobbies or clubs
- Exploring youth-focused cessation programs

Reach out to your child's healthcare provider for support and resources, or learn more at [cdc.gov](https://www.cdc.gov).

# Connecting you to healthy food

Access to healthy food is essential to good health. That's why Geisinger Health Plan offers programs to help make nutritious food more affordable and accessible through our Food is Health approach, including:

- Mobile food pantries delivering fresh options to rural areas
- SNAP application support
- Fresh Food Farmacy programs for members with diabetes

You can find local food assistance through Neighborly, with access to over 2,000 food resources statewide. Just visit [neighborlypa.com](https://neighborlypa.com) or scan the QR code below.



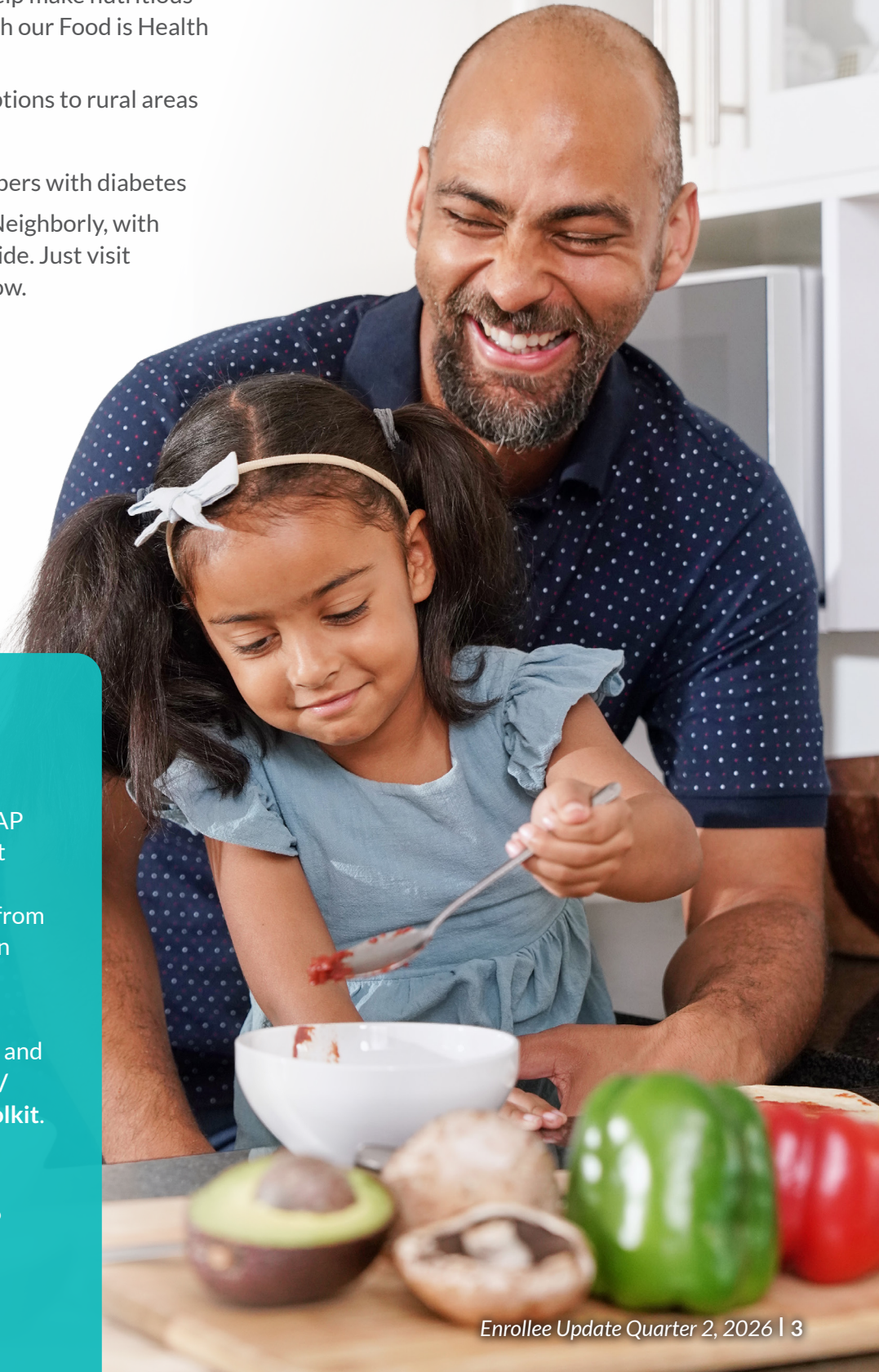
## SNAP updates to know about

Recent federal updates may impact SNAP benefits, including eligibility and benefit amounts. To avoid missing important changes, review the latest information from the Pennsylvania Department of Human Services (DHS).

The DHS SNAP Toolkit offers clear guidance on eligibility, benefit updates, and application or renewal tips. Visit [pa.gov/agencies/dhs/resources/snap/snap-toolkit](https://pa.gov/agencies/dhs/resources/snap/snap-toolkit).



You can also scan the QR code to access the most recent DHS SNAP newsletter.



# Vaccines for a strong start

You'll do anything to protect your child's health. And asking your pediatrician the right questions about vaccines can make all the difference. Vaccines play a major role in preventing serious illnesses. In fact, children who follow the recommended schedule are protected against more than a dozen diseases by age 2. Getting a yearly flu shot adds another layer of protection.

## Why are vaccines important?

Babies and young children have developing immune systems. Vaccines strengthen their defenses against illnesses like measles, whooping cough and more. They also guard against complications such as high fevers, seizures or long-term damage. Vaccines support herd immunity to protect those with certain medical conditions who can't be vaccinated. Herd immunity occurs when most people in a community are vaccinated, so it's much harder for a disease to spread.

## How do schedules work?

Most vaccines are given at set times, usually starting at birth, then continuing at 2, 4, 6 and 12 months and beyond as your child grows. Alternative schedules may be available, though delaying vaccines can increase the risk of serious infections like measles or pneumonia.

## What about side effects?

Mild side effects like redness or low-grade fever are common after vaccination. They typically last only a day or two.

## A little knowledge goes a long way.

Communicate openly with your pediatrician so you can make confident, informed choices as your child grows. Visit [aap.org](http://aap.org) to learn more.



**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](mailto: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](mailto: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](mailto:OCRMail@hhs.gov)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

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**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 សេវាកម្មជំនួយភាសាភាគតិចត្រូវមានសម្រាប់អ្នក។ 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.

# Don't lose your child's benefits!

To keep all your child's benefits from GHP Kids, they 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 their 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](https://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 updates to your address and phone number by contacting your local County Assistance Office or by calling our GHP Kids Customer Care team at [866-621-5235](tel:866-621-5235) (TTY: 711). Also be sure to update your mailing address with the United States Postal Service (USPS) at [moversguide.usps.com](https://moversguide.usps.com).

DHS will determine if your child is still eligible. If they are, their coverage under GHP Kids will continue uninterrupted.



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