

GEISINGER HEALTH PLAN KIDS

# Member Update

Quarter 4, 2025



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

**Geisinger**  
HEALTH PLAN

## Help your kids breathe easy this flu season with a flu shot

A yearly flu vaccine is a simple, effective way to protect your children, yourself and others.

Kids at a higher risk of serious complications and hospitalization due to the flu include those younger than 5, as well as those who have chronic health conditions like asthma and diabetes. Complications can include:

- Pneumonia
- Dehydration
- Worsening of chronic issues like asthma
- Brain dysfunction
- Sinus problems and ear infections

Because children can spread the flu to other family members, make sure everyone in your

household who's 6 months or older gets vaccinated every year. Besides getting the flu shot, it's smart to avoid people who are sick, wash hands often and cover coughs.

You can make an appointment for a flu vaccine by:

- Logging into MyGeisinger/MyChart
- Calling 866-915-2313 to schedule an appointment
- Walking into any Geisinger doctor's office, ConvenientCare (age 9 or older) or pharmacy

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



# Lead poisoning in children

For children — especially those under age 6 — lead poisoning is a serious issue. Even small amounts of lead can cause big problems: damage to the nervous system, learning and behavior challenges, slowed growth and hearing or speech issues.

How does exposure happen? It's more common than you might think. Kids can come into contact with lead by touching, swallowing or even breathing in lead dust — often from old paint, contaminated soil or water from lead pipes.

Because there's no known safe level of lead in a child's blood, early testing is key. If your child is covered by CHIP, they're encouraged to get a blood test for lead poisoning at ages 1 and 2. It's a simple step that can make a huge difference.

But testing is just the beginning. We can stay ahead of lead dangers by:

- Improving blood lead testing, reporting and surveillance
- Making sure exposed children get the services they need

If you're in Pennsylvania and your child has CHIP, there's help available. Families with children who have a venous blood lead level of 3.5 µg/dL or higher can get their home tested for lead sources at no cost. That's a big relief for many households.

GHP Kids members can call the Geisinger Health Plan Enhanced Member Supports Unit Hotline toll-free at 855-214-8100 (PA Relay 711), Monday through Friday, 8 a.m. to 5 p.m., to learn more and get support.





# 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](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 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.

## Using filters in Neighborly for personalized results

Need food, a ride or help paying bills? Neighborly is Geisinger's resource platform that helps you find free or low-cost services nearby. It has programs in every zip code in Pennsylvania. And it's easy to narrow down the list, so you only see the programs that fit your needs.

To start a search using a filter, follow these steps:

1. Go to [neighborlypa.com](https://neighborlypa.com).
2. Select "Find community resources near me."
3. Enter your zip code.
4. Search for a program by choosing an icon at the top, such as "Food," or enter a keyword or program name in the search bar at the top left.
5. Open the filter drop-down menus and select the options that apply to you.

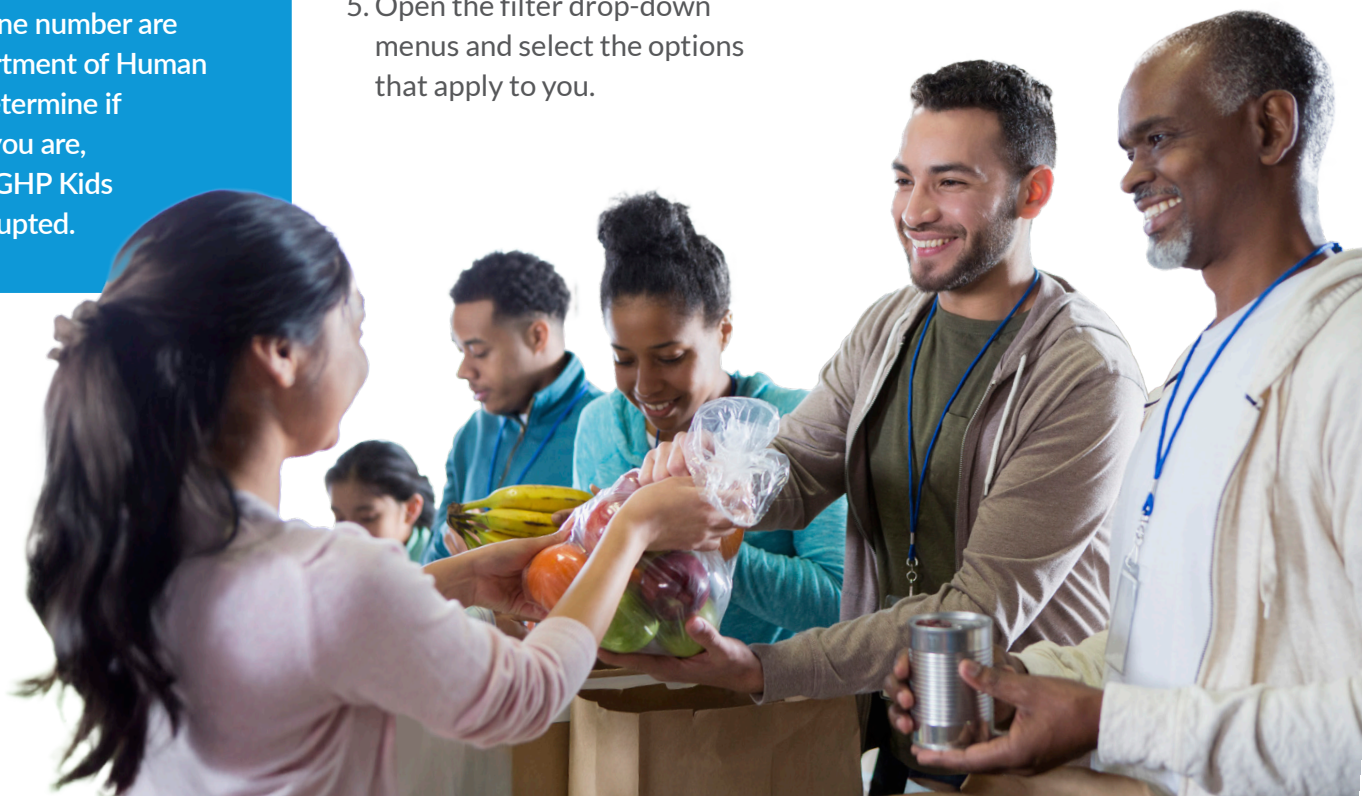
There are 3 filter choices at the top of the screen: personal filters (e.g., your age, if you're a parent, if you're a veteran), program filters (what hours the program is open or what language they speak), and income eligibility (help identifying programs that meet your needs). These filters help you find programs that are a good match for you.

Personal Filters

Program Filters

Income Eligibility

Neighborly is also available as an app for Apple or Android.



## Telehealth: Care + convenience

Online doctor visits (also called telehealth, telemedicine or virtual visits) are healthcare made convenient. And with GHP, you have lots of options for care from the comfort of home:

- Primary care providers can treat many routine issues like colds, allergies and minor infections through telehealth.
- Specialists also offer telehealth visits for issues including heart, skin, brain and joint care, as well as mental/behavioral health.
- Virtual urgent care offers same-day appointments on weekdays and weekends for minor, non-emergency medical concerns like allergies, insect bites, coughs and UTIs.

Call **800-275-6401** or log into MyChart/MyGeisinger to find out if your next visit can be virtual.

Any GHP member can take advantage of the **Tel-A-Nurse hotline**. When you call **877-543-5061**, you can get health advice 24/7 from a registered nurse about a variety of issues.



## Limiting your child's screen time

Cell phones, tablets, computers and televisions — screens are everywhere. And the best-quality content for kids is not only entertaining, but educational. However, too much screen time and exposure to low-quality content can lead to issues like obesity, sleep problems, behavioral issues and delays in language and social skills development.

For young children, unstructured playtime is more valuable than screen time, and connections with family and other children and adults are key to learning.

The American Academy of Pediatrics recommends:

- No media use for children under 18 months
- High-quality content for children age 18 to 24 months, but only when accompanied by an adult
- Maximum of 1 hour a day of high-quality programming for children between 2 and 5 years old

As your child grows, tailor screen time rules to fit their needs, focusing on the quality of content, not just the amount of time spent watching it.

### Screening their screen time

Take charge by previewing content, seeking interactive options and using parental controls. Engaging with children during screen time to discuss the content is essential. For older kids, establish clear rules and limits, including encouraging unplugged play, creating tech-free zones and monitoring screen use, especially before bedtime.

Eventually, your child may see content you haven't approved. So encourage them to think critically about it. Discuss appropriate behavior and the risks of sharing personal information. Monitoring online behavior and setting a good example are crucial for guiding children in their media use. By developing and revisiting household rules, you can keep your kids' experience with screens safe and balanced as they grow.

**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>



**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.

# Geisinger

HEALTH PLAN

M.C. 40-20  
100 N. Academy Ave.  
Danville, PA 17822



## Stay connected the smart way

Make sure your communication preferences are up to date in the member portal. Opt in to receive newsletters and updates electronically for a more convenient and eco-friendly experience. Digital delivery means quicker access to important information while reducing paper waste. Log into the member portal today and choose what works best for you.

Go to [geisinger.org/health-plan/members](https://geisinger.org/health-plan/members) and sign in or create an account (you must be 18+ to create an account). Under “Things you can do,” click on “Go paperless” to receive electronic communications.