

Member Update

Quarter 2, 2024



Playground safety

Keep your kids safe at the playground with these simple tips.

Pick the right playground. Have a few parks in your area to choose from? Pick the playground that's safest for your child.

Seek separate play areas for younger and older children. Age-appropriate play equipment helps eliminate interactions between younger and older kids who play differently.

It should have a smooth surface to walk on. A level surface has minimal tripping hazards for kids who are just learning to walk, or even big kids who may be running.

Avoid playgrounds built on hard surfaces such as concrete, dirt or gravel. Rubber mats, mulch, pea gravel and synthetic turf can absorb more impact and are safer if your child falls.



Look for rust, broken equipment or sharp edges. If you notice anything dangerous, report it to whoever is in charge of the park – that may be a school or the town's parks and recreation department.

Remove loose items before playing. Don't let kids wear scarves, drawstrings, necklaces, earrings, bags, loose clothing or bike helmets or carry anything that could get caught on equipment and become a strangulation hazard.

Seek shade or avoid full sun. By limiting kids' exposure to the sun, especially while they're being physically active, you can head off dehydration, heat illness and sunburn. In summertime, check whether playground equipment in direct sunlight is hot enough to burn skin.



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Check for generous headspace. Are there places where a child can get their head stuck? Playground equipment like safety bars, ladders and nets should either have bars spaced close together so a child's head won't fit through, or far apart so a child can get their head in and out easily.

Supervise children on the playground. Keeping an eye on them lets you be sure they're playing safely and could prevent injuries. Falls account for 75% of playground-related injuries, and most can be avoided with proper supervision.

Review the rules of the playground (if posted) and how to politely play with others to prevent other playground problems. Make sure your child knows to tell you immediately about any bullying on the playground or if a stranger tries to talk to them.



Sources: National Safety Council ([nsc.org](https://www.nsc.org)) and Safe Kids Worldwide ([safekids.org](https://www.safekids.org))

Raising Strong GHP Kids webinar series

Get tips on all things kid-related in our online webinars.

Wednesday, July 10, 5 – 5:30 p.m. – Little insect, giant disease

Wednesday, Aug. 14, 5 – 5:30 pm. – H2Go: The importance of hydration

Three ways to register:

- Call 866-415-7138 (PA Relay 711)
- Visit events.geisinger.org
- Scan the QR code



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



Unplug and unwind

Are the kids constantly on their phone?

Excessive cell phone use can have some negative effects on kids (and adults, too), including:

- **Loneliness and harm to relationships** – Yes, phones help keep us connected to people far away from us, but in-person relationships can suffer. Teens and young adults are spending less face-to-face time with peers and family and are distracted or disconnected when in person.
- **Sleep** – Many people take devices to bed with them. The effects of blue light can mean difficulty falling asleep and staying asleep.
- **Physical problems** – Using devices too much can lead to poor posture, neck and back pain and inflammation in the joints of your hand.
- **Less physical activity** – Time spent on the phone, social media and the internet gets in the way of physical activities. You need to move to stay healthy!

- **Mental health** – Increased smartphone and social media use is linked to increased depression and anxiety. Too much technology use also impacts our ability to think, remember, pay attention and regulate emotion.

Want to lessen these negative effects? Make a plan for you and your family to unplug. Try going for a full day without using a device or reduce screen time by a few hours each week. Instead of looking at your phone or computer, get outside, read a book, have a device-free dinner with your family, play games, do arts and crafts or volunteer. You'll feel happier and more connected to the important people in your life.



Don't lose your benefits!

Is it time for your annual renewal? 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 your renewal online on the COMPASS website, dhs.pa.gov/compass, or complete and return the forms by mail or in person at your local county assistance office. 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. DHS will determine if you're still eligible. If you are, your coverage under GHP Kids will continue uninterrupted.



Spotting teenage depression



Life's ups and downs can make anyone moody, especially during adolescence. But when should parents be concerned?

Being a teen isn't an easy business. They're juggling a lot — family responsibilities, schoolwork and extracurriculars — all while navigating social pressures and relationships. Add in raging hormones and rapidly changing bodies, thanks to puberty, and teens' emotions can seesaw rapidly. It can be difficult to tell if a child's mood swings and rebellions are typical or the beginning of depression.



One way to tell typical mood swings from depression:

Look at the severity of symptoms. Mood swings that seem out of proportion to the circumstances or abrupt changes in behavior, such as frequent crying fits, can be cause for concern. Length of time is key, as well — watch for bad moods lasting two weeks or more.

If symptoms are affecting more than one area of your teen's life, such as a drop in grades as well as frequent arguments at home, that's also a sign your child needs help.

Other warning signs of depression can include:

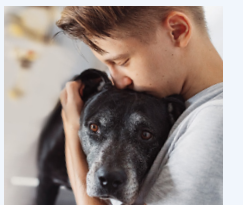
- Frequent sadness, anxiety or feelings of hopelessness
- Increased or persistent frustration, irritability or anger
- Lack of motivation or energy
- Gloomy moods that last for two weeks or more without improvement
- Difficulty concentrating
- Spending more time alone than usual
- Changes in eating and sleeping habits
- Low self-esteem and thoughts of self-harming or suicide

How can you help?

Check in with your teen about what's going on in their lives — often. Be supportive, listen actively and keep the lines of communication open. As best you can, keep teenage kids involved with family events, socializing with friends and being physically active. Eating well and getting enough rest are other key ways they can maintain overall wellness.

When you think your child may be depressed, don't wait to seek help. A good place to start is with their primary care doctor. Pediatricians and family practice physicians have screening tools to identify depression and can refer your child to a behavioral health specialist, if necessary.

If you're worried about suicide, ask your child. Always take seriously what your child says and seek help immediately by reaching out to school counselors, a pediatrician or even the ER.



Find food resources (and more) in your neighborhood

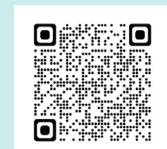
As the school year comes to an end, making sure your household has enough food becomes a priority. This year it's easier than ever to apply for government benefits that assist with food purchases.

A dedicated team at the Central PA Food Bank can assist and support eligible families. Go to neighborlypa.com and search for "Geisinger SNAP Referral Program" or scan the QR code to get started. Just fill in your information and a food bank representative will reach out to you. You can also search summer meal programs at neighborlypa.com to find a location in your neighborhood.

NeighborlyPA is a great resource for finding other free or reduced-cost services like transportation, child care and educational services.



Android



Apple



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, សេវាជំនួយភាសា 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).

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.



Make sure you're seeing a CHIP provider

Federal law requires that your healthcare provider and pharmacy be enrolled with the Department of Human Services. To confirm your healthcare provider or pharmacy is still enrolled, call customer care at 866-621-5235 (PA Relay 711) or visit ghpkids.com. If they're no longer enrolled in CHIP, we can give you a list of CHIP providers or you can find them on the website.