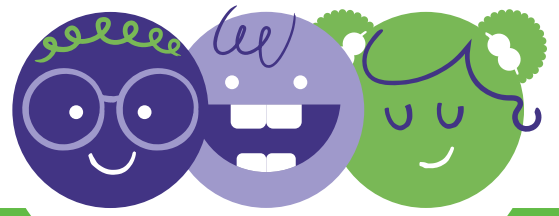


KidzStrong



SPRING/SUMMER 2023

Here's Your Reminder!

If your child hasn't seen a doctor lately, it's time to make an appointment. It's normal to make an appointment when your child is sick. However, it's just as important for your child to see a doctor when they are healthy. This is called a **well-care visit**.

If you need help finding a doctor or making an appointment for your child, call Member Relations at **1-888-888-1211 (TTY 1-877-454-8477)**.

When your child sees the doctor, you can talk about health and wellbeing and bring up health goals such as eating healthy or increasing exercise. You should talk about your child's current health conditions.

During your child's well-visit, the doctor may:

- Assess growth and developmental milestones
- Check weight and blood pressure
- Perform a physical exam
- Discuss vaccines or the need for lab tests and health screenings
- Discuss habits such as diet and exercise
- Review medication
- Assess mental and emotional wellbeing



HPP is Proudly Owned by Jefferson Health!

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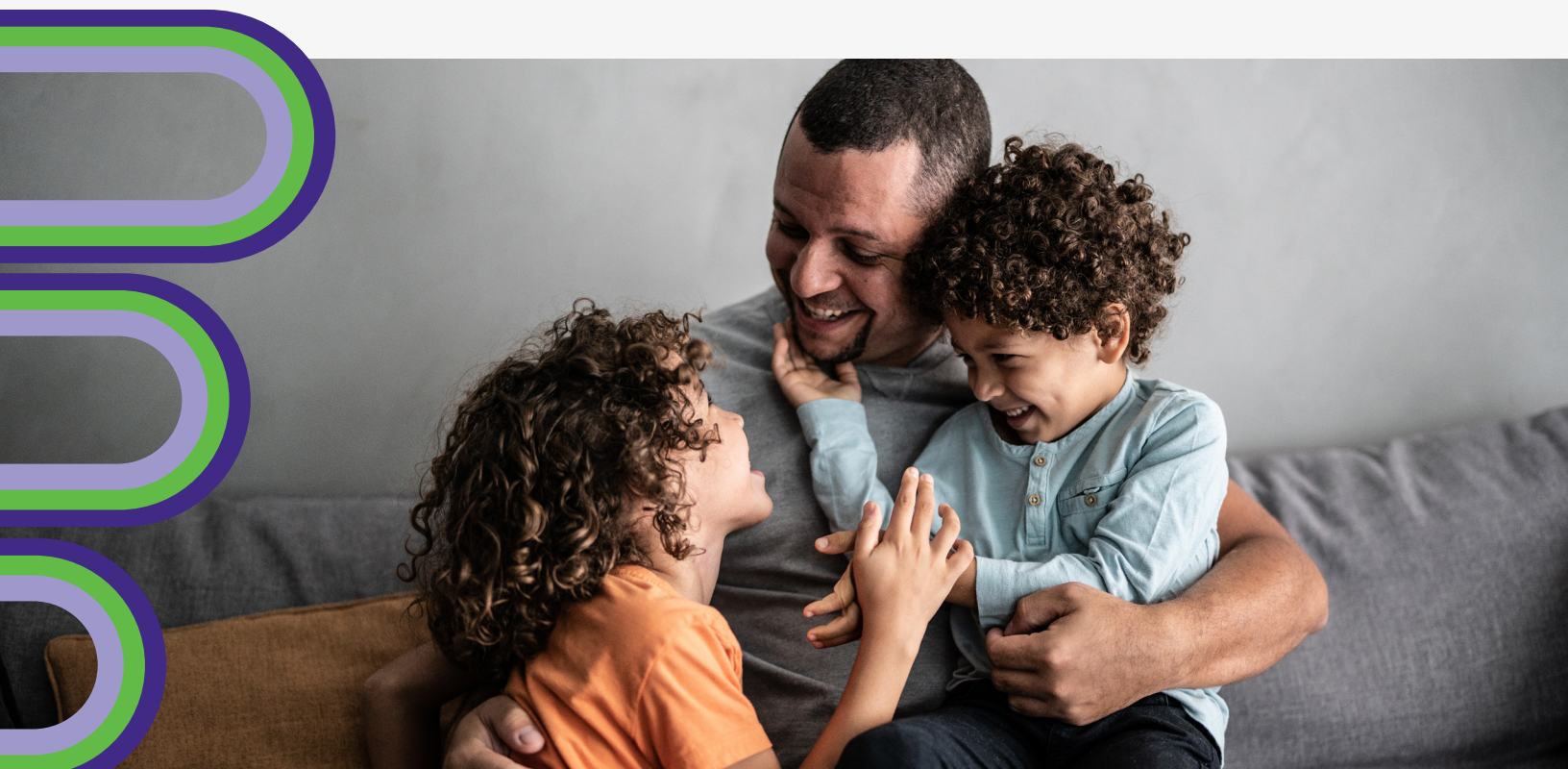
Member Relations: 1-888-888-1211 (TTY 1-877-454-8477)

Website: KidzPartners.com

Social Media:  Health Partners Plans   @hplans

Member Portal: HPPlans.com/portal

Handbook: HPPlans.com/KPhandbook



Healthy Living

Free Fitness Center Memberships

KidzPartners offers many great benefits, including a fitness center membership. That's right — your child can join a participating gym or fitness center **no cost to you**. Please visit HPPlans.com/KidsFitness to find a center near you.



- **No copays.**
- **No minimum visit requirements.**

Get Rewarded for Taking Care of Your Child's Health

Our HPP Rewards program is continuing in 2023. Your child may be eligible to receive rewards for completing specific health activities throughout 2023. Learn more by visiting HPPrewards.net or calling Member Relations at **1-888-888-1211 (TTY 1-877-454-8477)**.

| Incentive | Details | Reward |
|--|--|--------|
| Well-Child Visit (members ages 12-18) | Complete an annual well-child visit | \$25 |
| Lead Screening (members up to 2 years old) | Complete an annual lead screening | \$20 |
| Dental Care (ages 0-14 years) | Complete an annual dental exam | \$20 |
| Prenatal Visit | Complete a prenatal visit within the first trimester of pregnancy or within 42 days of enrollment with KidzPartners | \$25 |
| Postpartum Visit | Complete a postpartum visit 7-84 days after delivery either in person or telehealth with your doctor, or a home visit with a nurse | \$25 |
| Well-Child Visit (newborns) | Complete a well-child visit within 30 days of your baby's date of birth | \$25 |



Help Your Children Have a Healthy Weight

Being overweight (or obese) can cause a lot of health problems for your children now and in the future. Here are some tips to help your children maintain a healthy weight:



Get plenty of sleep

Children need more sleep than adults as their bodies grow and develop. The American Academy of Sleep Medicine and the Sleep Research Society recommends the following hours of sleep per day:

- 4-12 months: 12-16 hours
- 1-2 years: 11-14 hours
- 3-5 years: 10-13 hours
- 6-12 years: 9-12 hours
- 13-18: 8-10 hours
- 18 and older: 7 or more hours



Stay active

Most children tend to have a lot of energy. So let them move around and have fun. Physical activity can help:

- Strengthen bones
- Lower blood pressure and stress.
- Increase self-esteem
- Maintain a healthy weight

Children ages 3-5 should be active throughout the day. Ages 6-17 should be active at least 60 minutes each day. This can include running, playing sports, swimming, gymnastics, dancing, climbing and other activities that require the body to keep moving and working muscles.



Reduce screen time

Quiet (non-active) time is good for reading and homework. However, watching TV, playing video games and playing on phones, tablets or computers should be limited to less than 2 hours per day. The American Academy of Pediatrics recommends that children 2 years of age and younger should not watch TV.



Healthy eating

- Have plenty of vegetables, fruits and whole-grain foods.
- Use low-fat or non-fat milk and dairy products including cheese and yogurt.
- Choose lean meats, poultry, fish and beans.
- Drink lots of water.
- Limit drinks or foods high in salt (sodium) or sugar.

Visit myplate.gov for healthy food ideas.



Learn More About SNAP Food Benefits

At KidzPartners, we know how important access to nutritious food is to your family's health. We want to provide you with important information about the PA Department of Human Services' Supplemental Nutrition Assistance Program, also called SNAP.

In Pennsylvania, SNAP provides help to low-income individuals and families. You can use SNAP dollars to buy:

- Fresh fruits and vegetables
- Meats, fish and poultry
- Dairy (milk, yogurt and eggs)
- Packaged and canned foods
- Bread

SNAP dollars are loaded onto an ACCESS card each month. It is used like a debit card. SNAP dollars cannot be used for pet food, alcohol or hot, prepared foods.

Who Qualifies for SNAP?

SNAP eligibility is based on income and family size. You can call the PA Department of Human Services Helpline at **1-800-692-7462 (TTY 1-800-451-5886)** or visit your county assistance office for more information.

Applying for SNAP

You can also apply for SNAP by calling or visiting your county assistance office or filling out an application at www.compass.state.pa.us.

If you need a little help finding food, housing, transportation and much more, visit hpp.findhelp.com. You can search and find the resources you need. Visit hpp.findhelp.com to:

- Find programs and support organizations that can help you
- View hours and locations of support organizations
- Connect to social services
- Apply for benefits

You can complete a social needs screener on your own! This quick tool is designed to help you find the resources you need. Visit hpp.findhelp.com and click "Social Needs Screener" at the top of the page for more information.



Facts About Vaping and Teens

- 1 in 7 high school students currently use e-cigarettes, also known as vapes
- Many vapes used by teens are shaped like USB flash drives, pens or watches so they can easily be hidden
- One vaping pod can contain as much nicotine as a whole pack of cigarettes
- Teens who use vapes are more likely to smoke cigarettes when they get older.

Teen brains are still developing and will continue until the age of 25. That's why teens who use e-cigarettes are at a higher risk of becoming addicted to nicotine. Health risks caused by vaping among teens includes:

- Breathing problems
- Not being able to pay attention
- Change in mood
- Decrease in processing, learning and memory
- Addiction to other drugs

Help is Available!

The PA Free Quitline available at **1-800-784-8669** or pa.quitlogix.org can connect you with a tobacco cessation counselor 24/7.

Benefit Basics

Don't Risk Losing Coverage

Starting this year, you will be required to renew your child's CHIP coverage. You will receive a renewal packet in the mail from the Department of Human Services (DHS). You will need to send the renewal packet timely to ensure you do not risk losing health care coverage for your family.

Here are actions you need to take to make sure you receive your child's renewal application:

1. Make sure your contact information is up to date. You can report changes:

Online: Visit dhs.pa.gov/COMPASS

Mobile App: Download the myCOMPASS PA mobile app

Phone: Call Statewide Customer Service Center at 1-877-395-8930 or 1-215-560-7226 in Philadelphia

In-Person: Visit your local county assistance office

2. Check your mail.

3. Complete and return your form by the date printed in the renewal packet:

Mail: return your completed form using the envelope provided

Online: Visit dhs.pa.gov/COMPASS

Phone: Call Statewide Customer Service Center at 1-877-395-8930 or 1-215-560-7226 in Philadelphia

In-Person: Visit your local county assistance office



Understanding Appointment Standards

Did you know providers must meet specific office access and appointment standards? Below are expectations when you make an appointment for your child or visit the doctor's office.

| Appointment Standards | | |
|-----------------------|-----------------------------|---|
| Type of Visit | Primary Care Provider (PCP) | Specialist |
| Routine Office Visit | Within 10 days | Within 10-15 days (depending on the specialist) |
| Urgent Care | Within 24 hours | Within 24 hours |
| Emergency Care | Immediately | Immediately |

If you are experiencing a life-threatening or emergency situation, call 911 or go to the nearest ER. If you need help scheduling an appointment, call Member Relations at **1-888-888-1211 (TTY 1-877-454-8477)**.

Getting Care

Why Do Some Kids Get Cavities?

Some cavity risk factors may be out of your control. However, there are many things you can do to help lower your child's risk of tooth decay:

- 1. Limit sugar** — Sugary snacks and drinks cause the bacteria in the mouth to constantly make acid. The acid will start to dissolve the enamel on your child's teeth and create cavities. Try to limit the number of high-sugar drinks and foods your child eats throughout the day.
- 2. Get dental cleanings** — Brushing and flossing daily is a great way to protect teeth. However, some areas can still be missed and build up can occur. A cleaning at your child's dentist office every six months can help remove build up.
- 3. Drink plenty of water** — Dry mouth can occur when you don't make enough saliva. Saliva protects against cavities by neutralizing acid and washing away food and bacteria. Make sure your child drinks plenty of water to stay hydrated.
- 4. Have cavities filled** — Cavities are caused by certain types of bacteria. Having any untreated cavities in the mouth can mean that there are high levels of bacteria that can cause more cavities. If the dentist tells you that your child has a cavity, work with the dental office to have it filled.
- 5. Fluoride treatment** — Talk to the dentist to see if fluoride treatments are needed to help make your child's teeth stronger and prevent cavities.
- 6. Make sure your child has a dentist** — Your child should go to the dentist every six months for regular care like cleanings and exams. These visits can help catch problems early.

If you need help finding a dentist or making an appointment, call Member Relations at **1-888-888-1211 (TTY 1-877-454-8477)**

We're Here to Help You Reach Your Health Goals

KidzPartners has programs to help you manage your child's care and meet health goals. You can work with an experienced social worker or nurse who puts your child's needs and goals first. We will help coordinate your child's care and provide the resources that you need to manage your child's health. It's all part of KidzPartners benefits. To participate, call **1-866-500-4571 (TTY 1-877-454-8477)** and press 1.

More information about our clinical programs is available at KidzPartners.com. Information on staying healthy, children's health, Baby Partners, Wellness Partners, Self-Management tools and online health resources are available.



Member Resources

Come to a Wellness Partners Event

We have a full calendar of events, so join us!

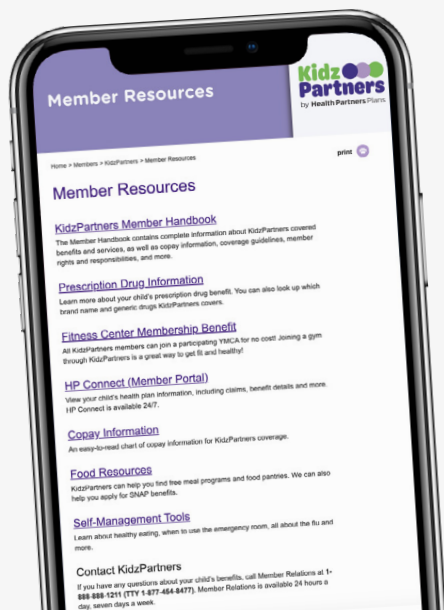
Our Wellness Partners team hosts events and programs in the communities where you live, work and play. Be on the lookout for more fun events later this year, such as our popular zoo events! Many events are free and fun for all ages, so bring your family and friends.

Visit HPPlans.com/WellnessPartners to learn what's on the schedule. The Wellness Partners team hopes to see you soon!

See You at the CWC!

Join us at HPP's Community Wellness Center for in-person fitness classes and other fun activities! All events are free and open to the public, so bring your friends and neighbors.

Community Wellness Center
6232 Market Street
Philadelphia, PA 19139



Sign Up for HP Connect

KidzPartners has exciting news! HP Connect, the online member portal, is better than ever.

HP Connect gives you instant access to information about your child's KidzPartners benefits. After you register with HP Connect, you can:

- Find doctors and hospitals near you
- Change your child's primary doctor (primary care provider)
- Review your child's benefits
- View claims history
- Update your contact information
- Interact with your child's care manager
- Access health education

Ready to get started? Visit HPPlans.com/KPportal to register!



Help Prevent Fraud, Waste or Abuse (FWA)

To ensure that you and your child(ren) are not victims of potential FWA committed by a provider or by anyone else, there are some things which you can do to be a good consumer:

- Keep notes and documentation of medical appointments you have attended, and the reasons for those appointments. Know who provided the service, and what services you received.
- Know what services you and your child(ren) qualify for by reading the member handbook and call to ask questions about covered services, if needed.
- Be aware of what you are signing or authorizing. You have a right to review your and your child's medical records with certain exceptions.
- Report anything that seems suspicious. If a provider is asking you questions relating to other people (for example your neighbors or friends), they may be trying to recruit referrals. A medical provider is there to focus on you and your child's health issue.
- Make sure that you know the reasons why tests are

being ordered and the purpose of medication or durable medical equipment which is prescribed.

If you suspect that a provider may be committing fraud, waste or abuse, there are several ways which you can anonymously report this by calling or using the online reporting tool:

- **Call Health Partners Plans: 1-866-477-4848**
- **Email:** SIUtips@hpplans.com
- **Online:** www.mycompliancereport.com/report?cid=JEFF
- **Call Pennsylvania Department of Human Services: 1-866-379-8477 or 1-844-347-8477**





Health Partners Plans

Discrimination is Against the Law

KidzPartners complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. KidzPartners does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

KidzPartners provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters; and
- Written information in other formats (large print, audio, accessible electronic formats).

KidzPartners provides free language services to people whose primary language is not English, such as:

- Qualified interpreters; and
- Information written in other languages.

If you need these services, contact KidzPartners at 1-888-888-1211 (TTY 1-877-454-8477)

If you believe that KidzPartners has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

The Bureau of Equal Opportunity,
Room 223, Health and Welfare Building,
P.O. Box 2675,
Harrisburg, PA 17105-2675,
Phone: (717) 787-1127, TTY (800) 654-5484, Fax: (717) 772-4366, or
Email: RA-PWBEOAO@pa.gov

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Bureau of Equal Opportunity is available to help you.

You can also file a civil rights complaint electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone with the U.S. Department of Health and Human Services, Office for Civil Rights 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)

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

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call: 1-888-888-1211 (TTY: 1-877-454-8477).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-888-1211 (TTY: 1-877-454-8477).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-888-1211 (телетайп: 1-877-454-8477).

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1-888-888-1211 (TTY: 1-877-454-8477)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-888-1211 (TTY: 1-877-454-8477).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 888-477-9800-1 (رقم هاتف الصم والبكم: 888-888-1211-1).

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरु निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-888-888-1211 (टिटावाइ: 1-877-454-8477) ।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-888-1211 (TTY: 1-877-454-8477) 번으로 전화해 주십시오.

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-888-888-1211 (TTY: 1-877-454-8477)។

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-888-1211 (ATS: 1-877-454-8477).

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 1-888-888-1211 (TTY: 1-877-454-8477) သို့ ခေါ်ဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-888-888-1211 (TTY: 1-877-454-8477).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-888-888-1211 (TTY: 1-877-454-8477).

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 1-888-888-1211 (TTY: 1-877-454-8477)।

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-888-888-1211 (TTY: 1-877-454-8477).

सुचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-888-888-1211 (TTY: 1-877-454-8477).

KidzPartners
901 Market Street, Suite 500
Philadelphia, PA 19107

1-888-888-1211 (TTY 1-877-454-8477)

HPP is Proudly Owned
by Jefferson Health!

KidzStrong



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