

KidzStrong



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

KidzPartners
by Health Partners Plans

Health Partners Plans



All About Adolescent Immunizations

Your immune system fights diseases like the flu and the chicken pox. That's why you need to get vaccinations, sometimes called shots, to help your body learn how to fight these diseases.

Vaccinations don't just protect you—they protect other people, too. When you get vaccinated, you help stop diseases from spreading and making other people very sick.

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Teenagers should talk to their primary care provider (PCP) to learn about what vaccines they need. Some common vaccines for teenagers are:

- Meningococcal
- HPV
- Tdap
- Flu

When you get your vaccines, you're protecting your health and helping to protect others around you. A good time to get these vaccines is during a yearly wellness check. Ask your PCP about what vaccines you may need based on your age.

It's flu season, so get a flu shot as soon as you can! Your KidzPartners benefits fully cover all vaccinations, including the flu shot, COVID-19 vaccine and the MMR (measles, mumps and rubella) booster.



Talk to Your Children About Sexual Health

As a parent, talking to your children about sex might make you uncomfortable. But education and awareness can help them make smarter decisions and teach them how to protect themselves from sexually transmitted infections (STIs) and unplanned pregnancy.

Protection from STIs

STIs are transmitted by unprotected oral, vaginal or anal sex. Any sexually active person is at risk of getting an STI, but teens are especially at risk, according to the Centers for Disease Control and Prevention.

One common STI is the human papillomavirus (HPV). HPV can cause cancer of the cervix, vagina, anus, penis, mouth and throat. After the HPV vaccine was developed, the rate of cervical cancer decreased. The American Academy of Pediatrics recommends that teenagers, boys and girls, get the vaccine between 9-12. Men and women who have not been vaccinated can receive the HPV vaccine until age 26.

All sexually active people should be tested every year for STIs. Some STIs have no symptoms. If STIs aren't treated they can cause infertility, which can

make it difficult to become pregnant. Teens can lower the risk of getting an STI by not engaging in any sexual activity (called abstinence). People who are sexually active can lower their risk by using a condom, having sex with fewer partners and getting regular exams at an OB-GYN or family doctor.

Birth Control Options

All sexually active people need an effective method of contraception unless they are trying to become pregnant. There are several effective contraceptive methods including pills, the patch, the ring, condoms and long-acting, reversible contraception (LARC). LARC may be a good choice for young women. It is very effective, lasts for several years but can be removed at any time.

Protection from STIs and pregnancy will vary based on the birth control method selected. Talk to your provider to learn more.

Learn About Care Management

KidzPartners has staff and programs to help your child achieve their health goals and get them on the right path to managing their health care needs.

Our care managers can help connect your family to health care services your child needs based on age and gender. We can:

- Schedule doctor's appointments
- Help you and your child follow your child's treatment plan
- Connect you with community resources such as food resources, legal aid and utility service payments
- Connect your family with behavioral health services near where you live
- Explain your benefits and the services available to your child
- Reach out to you if your child had a hospital stay to make sure he/she had a safe discharge and you are able to follow the doctors' instructions

Learn More

KidzPartners staff reaches out to members who may benefit from our care management programs. You can call contact us for help.

Call Member Relations today at **1-888-888-1211 (TTY 1-877-454-8477)** to find out more about our programs and how we can help you achieve your health care goals. Member Relations is available 24/7.

All programs are voluntary, and you may opt out at any time by calling Member Relations at **1-888-888-1211 (TTY 1-877-454-8477)**. Opting out does not affect your health care benefits.

Health Checkup: What You Should Know About Asthma

Did you know that asthma is the most common lung condition in children? In fact, asthma affects millions of children in the United States. Here are some facts you should know about asthma.

What is asthma?

Asthma is a condition that makes it harder to breathe. This is because in people with asthma, the lungs are inflamed. People with asthma may experience wheezing, chest pain, dry cough and breathlessness, which can get worse at night.

What is an asthma flare-up?

Asthma can be worsened by lung infections and triggers, such as smoke and allergens. This worsening is called an asthma flare-up or asthma attack, which can be dangerous.

How is asthma treated?

It is important to see a doctor if you believe your child has asthma. Your child's doctor will work with you to create an asthma action plan. Managing asthma usually involves avoiding triggers and taking medications.



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Avoiding Triggers

Every person may have different triggers. Here are some common triggers and how to deal with them:

- Humidity - use an air conditioner
- Dust - change your child's sheets regularly
- Pet dander - keep pets away from bedrooms
- Pollen - check local weather reports for pollen counts and avoid going outside when pollen counts are high
- Exercise - your child's doctor may prescribe a medication to take before exercising if exercise triggers your child's asthma

Taking Medication

Your child's doctor may prescribe medications for asthma. There are many different medications, but the two most common types are:

- Quick-relief asthma medication (also called rescue or fast-acting medication), which works fast to open the airways during a flare-up, but does not have long-lasting effects
- Long-term control asthma medication (also called controller or maintenance medication), which is taken every day to control symptoms and prevent flare-ups from happening

These medications typically come as an inhaler, a device that helps the medication get to the lungs. There are also different types of inhalers. It is important that your child take the medications as prescribed in order to see their full benefit, especially the long-term control asthma medication.

If your child is having trouble taking medication, try the following tips:

- Ask your child's doctor for a copy of the asthma action plan
- Set reminders to take medications
- Ask your child's doctor if once-daily inhalers are right for your child
- Ask your child's doctor if a spacer could be used with an inhaler - a spacer could make it easier for your child to use certain inhalers
- If your child is having trouble using an inhaler, ask the doctor if there is a different type of inhaler or method of medication delivery, such as nebulizers, that your child could use.

Does Your Child Need to Be Tested for Lead?

As a KidzPartners member, your child is entitled to receive a lead screening at no cost to you.

What is a lead screening?

A lead screening is a simple blood test that will show if you or your child have been exposed to lead. Children must be tested for lead exposure at 12 and 24 months. See your primary care provider (PCP) to get a lead test.

Where can lead be found?

We've come a long way in removing lead from homes and common household items, but lead can still be found in homes. Lead can also be found in:

- Lead based paint in homes built before 1978
- Water from an old faucet (tap)
- Children's toys
- Costume jewelry (older or lesser-known brands)
- Older furniture

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- Lead-contaminated dust
- Varnish, stain or even some wallpaper preparations

Health problems caused by lead

Newborns and young children who are exposed to lead may have lifelong health and behavioral issues, including:

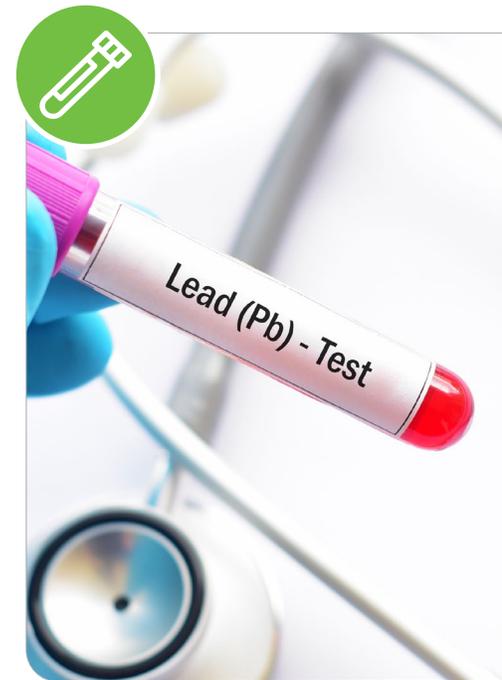
- Trouble learning and concentrating
- Behavior problems
- Hearing issues
- Blood problems, like anemia
- Stomach aches
- Other serious health problems that can result in death

These symptoms may not appear until your child is older. He or she may seem fine, but lead can still be causing damage.

My child has an elevated blood of 5 or greater, what should I do?

If your child has a lead level of 5 or greater, you should have your home inspected. Because you are a KidzPartners member, your local health department or an approved environmental lead investigation (ELI) vendor will conduct an inspection at no cost to you. An ELI will locate the source of lead in your home and your local health department may even pay for it to be cleaned up.

To learn more, contact your PCP or call HPP at **215-967-4690**. We can help you.





How Is Your Child Developing?

As your baby grows up, he or she develops new abilities. These new skills are called milestones. They are things most babies and infants can do by a certain age.

When you and your child's doctor watch or observe how your child grows, it's called developmental monitoring. Together, you and your doctor will learn whether your child meets the typical milestones in playing, learning, speaking, behaving and moving.

Developmental monitoring should be part of your child's well-child visits. Developmental screenings, which take a closer look at your child's development are recommended for all children at ages:

- 9 months
- 18 months
- 30 months

If you notice that your child is not meeting developmental milestones, talk with your doctor about your concerns. A missed milestone could be a sign of a problem. Your child's doctor or another specialist will take a closer look to see how your child is developing.

All About Developmental Milestones

What? Look for your child's milestones

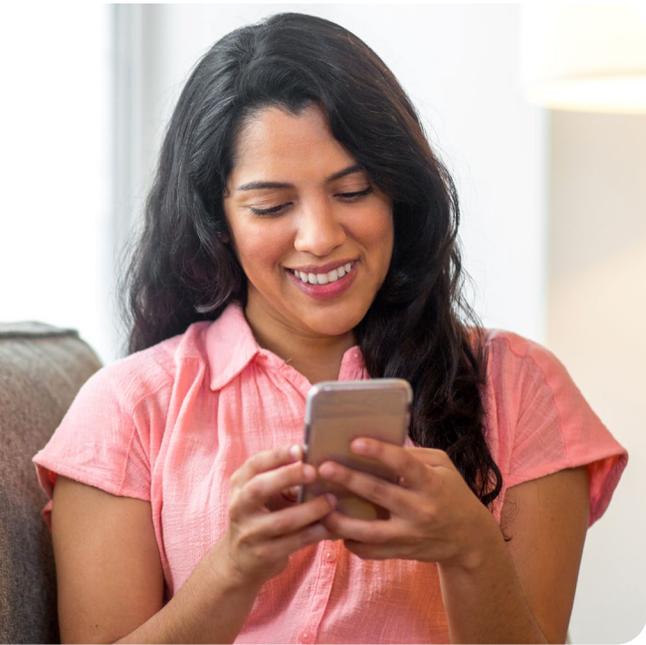
Who? Parents, grandparents and other caregivers

When? From birth to 5 years old

Why? To help you:

- Celebrate your child's development
- Talk about your child's progress with doctors and childcare providers
- Learn what to expect next
- Identify any concerns early

Skills like taking a first step, smiling for the first time and waving "bye bye" are called developmental milestones. Visit www.cdc.gov/milestones to download free milestone checklists.



A Note About Your Privacy

Health Partners Plans (HPP) is committed to maintaining and protecting the privacy of our members' personal information. Part of that commitment is complying with the Privacy Rule of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) that requires us to take measures to protect personal information and to notify our members about these measures.

The Notice of Privacy Practices describes how HPP may use and disclose a member's personal health information and how a member of HPP can get access to his or her information. For more information about our privacy practices and available privacy forms, please visit **HPPlans.com/privacy-practices**. You can also call and request a copy of the Notice of Privacy Practices by calling Member Relations at **1-888-888-1211 (TTY 1-877-454-8477)**.

You Can Help Fight Fraud

Health Partners Plans (HPP) prohibits all illegal or unethical conduct by members, employees and providers. Our Special Investigations Unit (SIU) works with other departments at HPP to detect, stop and prevent this type of inappropriate activity.

Here are some examples of what may be considered illegal or unethical conduct:

- Members letting others use their ID numbers or cards to obtain services
- Members selling medications
- Members getting services or equipment that are not medically necessary
- Employees selling HPP information
- Providers submitting claims for services they didn't provide or billing for more expensive services than those actually provided
- Pharmacists paying providers kickbacks (or bribes) for referrals
- Providers paying members incentives for being their patient

To report a compliance or privacy incident, or to report actual or suspected fraud, waste or abuse (FWA):

Call the HPP Hotline at **1-866-477-4848** or email **compliance@hpplans.com**.

Visit **HPPlans.com** and click "Report Compliance, Privacy, or Fraud Issue" at the bottom of the page. Click "EthicsPoint online reporting tool." This reporting tool lets you make an anonymous report or follow up on one. It is also available in Spanish.

Report FWA issues directly to the Pennsylvania Department of Human Services by calling **1-866-379-8477** or **1-844-347-8477**.

Good Oral Health Starts with Baby Teeth

Good oral health starts at a young age, and that means taking care of your child's baby teeth. Even though baby teeth eventually fall out, it is important to take care of them with good home care and regular dental checkups.

Baby teeth help with chewing, smiling and speaking, and they can have a direct impact on your child's permanent teeth and long-term oral health.

Children don't lose their last baby tooth on their own until around age 12, so it is important that baby teeth with cavities get treated early. Leaving a cavity untreated can cause pain and infection, which can result in more dental

procedures in the future. Infections on baby teeth can cause permanent damage to the tooth that will eventually take its place. If a baby tooth is lost too early because of an accident or removed due to decay, it can cause teeth to shift and create spacing issues, which can crowd out the permanent tooth.

Children usually don't complain about pain from cavities, so make sure you are taking your child to regular dental visits. Your child's dentist can identify potential problems early. Bring your child to the dentist at least once a year because baby teeth are important for good oral health.

Call Member Services at **1-888-888-1211** if you need help finding a dentist for your child.



The Benefits of Mail Order Pharmacy

Medications only work if you take them, but it is also important to take them as directed. Almost 1 out of 5 new prescriptions in the United States are never filled and half of people do not take them as prescribed. Not taking medications as intended could lead to your condition worsening, more visits to the hospital, and more costs related to managing your health.

There are many ways to help you remember to give your child their medications, such as setting up refill reminders with your pharmacy, using pillboxes or blister packs and switching from a 30-day supply to a 90-day supply of your medications. As a KidzPartners member, you have the option to fill medications for 90-day supplies for eligible medications.

In addition, you can obtain your child's prescriptions through mail order pharmacy. Please note that some medications may not be available through mail order.

What is mail order?

Mail order pharmacy is a fast and convenient way to get the medications you need delivered right to your door. And it's included with your pharmacy benefits with KidzPartners.

KidzPartners relies on a single mail order pharmacy to better serve our members, which is provided by CVS Caremark Mail Service Pharmacy.

Next Steps

Q: How can I get started with mail order pharmacy?

A: To start filling by mail, you will need your prescriptions sent to CVS Caremark Mail Service Pharmacy.

- You can call your doctor and ask to have your prescriptions sent to CVS Caremark Mail Service Pharmacy electronically.
- You can also request that CVS Caremark contact your doctor and get the process started for you. You can make a request on [caremark.com/maillservice](https://www.caremark.com/maillservice) or call **1-800-552-8159**.

Q: How long will it take to get my medication if I fill by mail?

A: Once CVS Caremark Mail Service Pharmacy receives your prescription for your medication, you can expect to get your medication in 7 to 10 business days.

Q: How do automatic refills work?

A: Once you start automatic refills for a medication you take regularly, CVS Caremark Mail Service Pharmacy will automatically mail your medication before your refill due date. If your prescription is out of refills, CVS Caremark Mail Service Pharmacy will contact your doctor to have it renewed.

If you do have any questions or concerns about your medications, ask your doctor or pharmacist. They are there to help and can offer assistance with taking your medications. Understanding your medications is important in improving your health!



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 सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-888-888-1211 (टिटिवाइ: 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 ដោយមិនគិតថ្លៃ ក៏អាចមានសំរាប់លើអ្នក។ ចូរ ទូរស័ព្ទ 1-888-888-1211 (TTY: 1-877-454-8477)។

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

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 1-888-477-9800 (TTY 711) 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).

Get a flu shot today!

Flu shots are safe and effective. Talk to your doctor about getting a flu shot or go to your local pharmacy. Get vaccinated to protect yourself and others!



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