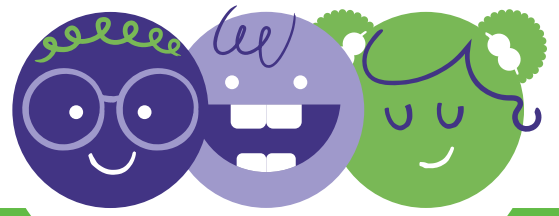


# KidzStrong



WINTER 2022/2023

## Thank You!

We want to thank you for being a KidzPartners member. We are pleased to help you get the care and services you need. As a KidzPartners member, you have access to many benefits and programs. This newsletter includes information about some of your benefits, healthy tips and reminders. You can also visit our website at [KidzPartners.com](https://www.kidzpartners.com) to learn more.

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

**Website:** [KidzPartners.com](https://www.kidzpartners.com)

**Social Media:**  Health Partners Plans   @hpplans

**Member Portal:** [HPPlans.com/portal](https://www.hppplans.com/portal)

**Handbook:** [HPPlans.com/KPhandbook](https://www.hppplans.com/KPhandbook)



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# Benefit Basics

## What are Covered Benefits and What is Excluded?

Health Partners Plans covers a number of physical health services. To see a full list of covered services, please refer to the Member Handbook available online at [HPPlans.com/KPhandbook](http://HPPlans.com/KPhandbook).

You can request a physical copy of the Member Handbook by calling Member Relations at **1-888-888-1211 (TTY 1-877-454-8477)**.

Some services have limits, copayments, need a referral from your child's PCP or require prior authorization from Health Partners Plans. If services are needed beyond the limits described in the Member Handbook, a provider can ask for an exception.

## Services that Require Copays, including Medications

### Copays

Children are enrolled into "free," "low-cost" or "full-cost" CHIP based on family income and related information that you provide in your application. In the low-cost and full-cost programs, some of your KidzPartners benefits require a copayment or "copay" that you pay directly to the provider each time you get services, as described below.

#### All members enrolled in KidzPartners:

There are no CHIP copays for preventive care services, including well-child visits and visits for immunizations, for members in any premium category.

#### Members enrolled in "free" KidzPartners:

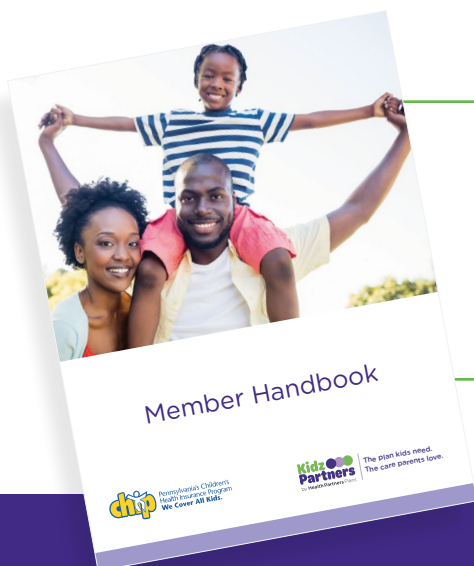
There are no CHIP copays for any services for any members enrolled in the free program.

#### Members enrolled in "low-cost" KidzPartners pay the following CHIP copays:

- \$5 for visits to your children's primary care physician, except for well-child visits
- \$5 for visits to specialists
- \$25 for visits to the emergency room (this copay is waived if your child is admitted)
- \$9 for brand name formulary drugs and \$6 for generic - the annual maximum you will pay for copays is five percent of your family income

#### Members enrolled in "full-cost" KidzPartners pay the following CHIP copays:

- \$15 for visits to your children's primary care physician, except for well-child visits
- \$15 for visits to any physician other than your PCP (specialist and behavioral health providers)
- \$50 for visits to the emergency room (this copay is waived if your child is admitted)
- \$18 for brand name formulary drugs and \$10 for generics



You can find a complete explanation of the benefits and services that require a copay in Chapter 5 of the Member Handbook. Visit [HPPlans.com/KPhandbook](http://HPPlans.com/KPhandbook) to see all the details.

# Healthy Living

## HPP In Your Community

At HPP, we are pleased to have the opportunity to connect with our members in the communities where they work, live and play.

**Our mission: To build healthier lives and stronger communities.**



Benefit Fair

## In Your Community

В вашем сообществе en tu comunidad  
Trong cộng đồng của bạn 在您的社区中



The plan kids need.  
The care parents love.



Benefit Fair



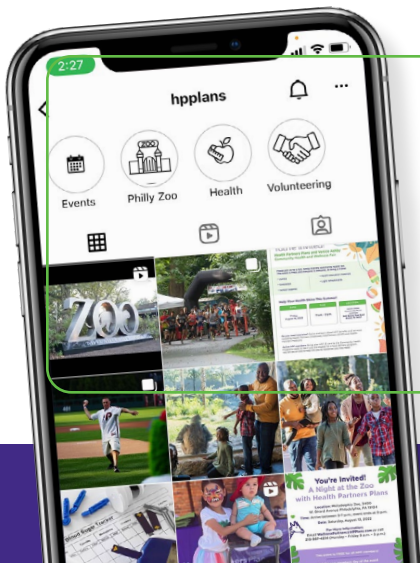
Together Again at the CWC  
(grand reopening celebration)



Homerun to a  
Healthy Weight



Zoo Events



## Follow Us On Social Media

Connect with HPP on Facebook, Instagram and Twitter to see our upcoming events and activities.

 Health Partners Plans   @hplans

# Have You Scheduled a Well-Child Visit?

It's normal to think about taking your children to see a doctor when they are sick. However, it's just as important to visit the doctor when your child is healthy too. This is called well-child care. According to the American Academy of Pediatrics (AAP), well-child care is important to help monitor the overall health of a child and family. The priorities of each well-child visit include:

- Measuring weight and height (head size is monitored until age 3)
- Assessing your child's overall physical growth and development
- Ensuring appropriate developmental milestones are being met
- Assessing mental and emotional health
- Giving vaccines required for school, or the flu vaccine in the fall
- Performing physicals required for sports or physical education class

At well-child visits, older children have a moment to be in the spotlight and have their specific concerns addressed. Preteens and teens get a chance to share concerns about a changing body and mind. Parents can get some relief by sharing their concerns with their child's physician.

<b>Here is the schedule for when your child should be seen for well-visits:</b>	<ul style="list-style-type: none"><li>• During the first year: 3-5 days, by 1 month, 2 months, 4 months, 6 months, 9 months, 12 months</li><li>• Early childhood: 15 months, 18 months, 24 months, 30 months, 3 years</li><li>• Then every year through 21 years</li></ul>
<b>The American Academy of Pediatrics recommends developmental and behavioral screening for all children during regular well-child visits at these ages:</b>	<ul style="list-style-type: none"><li>• 9 months</li><li>• 18 months</li><li>• 24 and 30 months</li></ul>
<b>Children's lead screenings:</b>	<ul style="list-style-type: none"><li>• Between 9-11 months</li><li>• 24 months</li></ul>



# Has Your Child Received a Lead Screening?

A lead screening is a blood test that will show if your child has been exposed to lead. Children must be tested for lead exposure between 9-11 months and again at 24 months. As a member of Health Partners all children are eligible to receive a lead screening. See your child's primary care provider (PCP) to get a lead test.

## Where can lead be found?

Lead can 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
- Lead-contaminated dust
- Varnish, stain or even some wallpaper preparations
- Dirt/Soil

## Elevated Blood Level Changes

In October 2021, the Centers for Disease Control and Prevention (CDC) released updated standards for Childhood Lead Poisoning Prevention. The CDC recommends follow-up for children who have an elevated blood lead level (EBLL) of 3.5 or greater. In the past, follow-up was recommended if your child had an EBLL of 5 or more.

## Health problems caused by lead

Babies 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.

## What should I do if my child has an EBLL of 3.5 or greater?

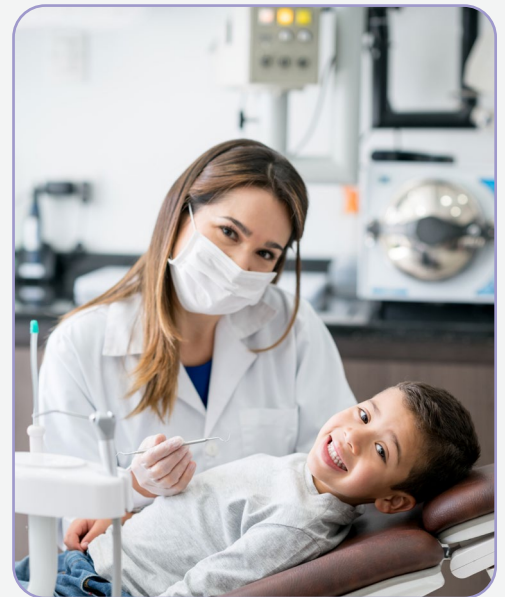
If your child has a lead level of 3.5 or greater, you should have your home inspected — it may be the cause. Your local health department or an approved environmental lead investigation (ELI) vendor will conduct an inspection. HPP will cover the inspection cost. An ELI will locate the source of lead in your home and your local health department may even pay for it to be cleaned up. To receive an ELI, please contact your PCP or call HPP at **215-967-4690** so you can be referred.

# Fluoride is Nature's Cavity Fighter

It may be surprising to hear that small amounts of fluoride can be found in many of the foods we eat every day. Fluoride protects your teeth from cavities by making tooth enamel stronger. Strong enamel helps protect against acid attacks that occur when bacteria breaks down sugars in the mouth.

Fluoride can even rebuild weakened tooth structure and reverse the early signs of a cavity. After it was discovered that fluoride does such a good job at preventing cavities, it has been added to many products to help in achieving a healthy mouth as nature's cavity fighter.

Besides fluoride toothpaste and mouthwash, the dentist can apply a fluoride varnish directly to your child's teeth to give the extra boost of protection needed. Talk to the dentist to see if fluoride varnish can benefit your child.



# What is Asthma?

People with asthma have a difficult time breathing due to a buildup of mucus in the lungs. Some symptoms of asthma are dry cough, chest congestion or tightness, wheezing and shortness of breath.

Asthma can start during childhood. This can affect your child's ability to play, participate in sports, perform in school and sleep. Unfortunately, childhood asthma can't be cured and can continue into adulthood.

You should see a doctor if you suspect that your child has asthma. Early treatment can help control symptoms and prevent asthma attacks. Make an appointment if you notice:

- Coughing that is constant, is intermittent or seems linked to physical activity
- Wheezing or whistling sounds when breathing
- Shortness of breath or rapid breathing
- Complaints of chest tightness
- Repeated episodes of suspected bronchitis or pneumonia

### You should seek emergency care if your child:

- Has to stop in mid-sentence to catch a breath
- Is using abdominal muscles to breathe
- Has widened nostrils when breathing in

### Treatment usually consists of:

- **Controller therapy:** this is used daily regardless of symptoms to control asthma and prevent flare-ups.
- **Rescue therapy:** this is used when there is an encounter with a trigger or a flare-up that needs a quick dose of medication to open up the lungs or airway

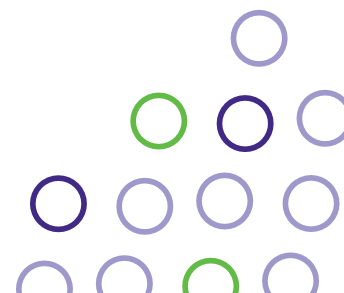
Using a rescue inhaler 2 or fewer times a week means that the asthma condition is well controlled. If a rescue inhaler is used more often, this could be a sign that the asthma condition is not well controlled.



Careful planning and avoiding asthma triggers are the best ways to prevent asthma attacks.

- **Limit exposure** to asthma triggers including pet dander, dust and pollen, smoke, mold, air pollution and humidity.
- **Don't allow smoking around your child.** Exposure to tobacco smoke is a strong risk factor for asthma and a common trigger.
- **Stay active.** If asthma is well-controlled, regular physical activity can help the lungs to work more efficiently. Be careful that your child doesn't overdo it.
- **See the doctor for regular visits.** Don't ignore signs that your child's asthma might not be under control, such as needing to use a quick-relief inhaler too often.
- **Maintain a healthy weight.** Being overweight can worsen asthma symptoms, and it puts your child at risk of other health problems.
- **Take medications** as prescribed.

<b>Examples of some asthma controller medications:</b>	<ul style="list-style-type: none"><li>• Flovent (HFA or Diskus)</li><li>• Advair HFA</li><li>• Asmanex Twisthaler</li></ul>	<ul style="list-style-type: none"><li>• Pulmicort Flexhaler</li><li>• Montelukast</li></ul>
<b>Examples of some asthma rescue inhalers include:</b>	<ul style="list-style-type: none"><li>• Proair HFA</li><li>• Proventil HFA</li><li>• Ventolin HFA</li></ul>	<ul style="list-style-type: none"><li>• albuterol sulfate HFA</li><li>• levalbuterol tartrate</li></ul>



# Getting Care

## How to Find Participating PCPs, Specialists and Hospitals

Your child's primary care provider (PCP) provides most of their health care and will help your child get other services from specialists or hospitals. Think of your PCP as your family doctor. He or she will keep all your child's medical records and know your child's medical history.

Visit [HPPlans.com/KPdocs](https://www.hppplans.com/KPdocs) to find participating providers. Our online directory provides the name, address, phone numbers of the doctor and the office information. You can also review each provider's professional qualifications, specialty and board certification status. The directory also includes specialists and hospitals in the HPP network.

For other provider details, such as the medical school and residency that the doctor completed, call Member Relations anytime at **1-888-888-1211 (TTY 1-877-454-8477)**. Member Relations can help you select or change your PCP, as well as help you find doctors and hospitals near you.

### **Making an appointment with your Primary Care Provider (PCP)**

Your PCP is your child's medical home. He or she coordinates care. Call your child's PCP to make an appointment. Many offices offer extended hours. You can also leave a message for the doctor after hours. Most offices have an on-call physician who will call you back.

### **Changing Your PCP**

If you want to change your child's PCP for any reason, call Member Services at **1-888-888-1211 (TTY 1-877-454-8477)** to ask for a new PCP. If you need help finding a new PCP, go to [HPPlans.com/KPdocs](https://www.hppplans.com/KPdocs) which includes a provider directory, or ask Member Services to send you a printed provider directory.

KidzPartners will send a new ID card with the new PCP's name and phone number on it. The Member Services representative will tell you when you can start seeing your new PCP.





# When to Go to a PCP, Urgent Care and Hospital

When you need care fast, it's important to know where to turn. Some cases are emergencies. If you have an emergency, call 911 or go to the nearest emergency room. If you aren't having an emergency, going to the ER can mean a long wait. So, what do you do when you have a sudden sickness or injury?

As a KidzPartners member, your child has options. Your child's PCP should be your first choice for health care needs. However, there are also urgent care centers and walk-in clinics available. You can also talk to a doctor by phone or video chat with Teladoc. Read below to learn more about each option.

## How to Obtain Care After Normal Business Hours (Walk-in Clinics and Urgent Care Centers)

Your child's PCP should be the first choice for health care needs. Many doctors have after hours available. Call your child's PCP first to find out. Walk-in clinics and urgent care centers have evening and weekend hours. They will see you without an appointment. The average wait time is 45 minutes. It's important to remember that they do different things.

- Urgent care centers are "one-stop shopping." They can do most lab work, take X-rays, place IVs and apply stitches.
- Walk-in clinics offer convenience but fewer services. They are usually found in drug stores and supermarkets.

For more information about walk-in clinics and urgent care centers, visit [HPPlans.com/KPUrgentCare](http://HPPlans.com/KPUrgentCare).

If you go to a walk-in clinic or urgent care center, remember to follow up with your child's PCP. Call the PCP within 48 hours or as soon as possible to arrange follow-up care.

## Teladoc® (For Non-Emergencies)

Teladoc is a special service offered at no cost to KidzPartners members. With Teladoc, you have 24/7 access to board-certified doctors. The maximum wait time for a doctor to call you back is 15 minutes. You can "visit" over the phone or by video chat on a computer, cell phone or tablet. The doctor can answer questions and even send some short-term prescriptions to your pharmacy. It's helpful if you take 10 minutes now to register so that you can get care when you need it.

Call **1-800-TELADOC (835-2362)**, visit [www.teladoc.com](http://www.teladoc.com) or download the app.



# How to See a Specialist

Your child's primary care provider (PCP) may feel that your child has a medical concern that needs to be treated by a doctor who has special training. If so, the PCP can help you find a specialist who can best treat your child's health condition. You can also use our online directory to find a specialist. Any care your child receives from a specialist is covered. You do not need a referral to see a specialist.

## How do I get a second opinion?

You may get a second opinion by asking your child's PCP to send you to another participating specialist. KidzPartners covers the cost of the visit. Before going to another specialist for a second opinion, always check with your PCP.

If you need a printed list of participating specialists, contact Member Relations at **1-888-888-1211 (TTY 1-877-454-8477)**.

# How to Receive Other Health Services

As a KidzPartners member, your child must use our participating providers, hospitals and pharmacies for all your health care in most situations (except if you are out of the area, need emergency care or family planning services). These participating providers include PCPs and specialists and are part of the KidzPartners network. We have carefully screened these providers, specialists, hospitals and pharmacies to make sure they work together to give you the health care services you need.

For most services, you must call the PCP first to get a prescription or referral for the service. Your child's PCP will refer you to a participating specialist or hospital, if needed.

Remember, you can call your child's PCP at any time to follow up after a visit or hospital stay. The PCP is there to make sure you get the medical care your child needs. He or she will always be your number one supporter in getting proper treatment and staying healthy.

Some services are available without a prescription or referral from a PCP. These include:

- Chiropractic services
- Dental exams
- Emergency situations (you may want to call the PCP if you are unsure if it is an emergency)
- Family planning
- Mammograms
- OB/GYN services
- Vision exams

Keep in mind that you must use KidzPartners participating providers, specialists, hospitals and pharmacies for these services (except for emergency care or family planning services). If you don't, your child's services may not be covered by KidzPartners, and you may have to pay for the services.



## How to Get Care When You Are Away

If your children become sick when you are away from home and it is not an emergency, call your child's PCP. The PCP will tell you what to do and if you need to seek care. If the PCP says your children need to see a doctor or other provider, KidzPartners will cover the visit, as long as it is for a covered service. Make sure you tell your children's PCP about any treatment that they receive when away from home. This way, your children's PCP can provide any needed follow-up care. ALWAYS know that if it is an emergency, call 911 right away or go to the nearest emergency room.



## How to Access Behavioral Health Services


KidzPartners covers medically necessary drug and alcohol and mental health services. Both inpatient and outpatient services are covered and are coordinated by a behavioral health company called Magellan Behavioral Health of PA, which has a contract with Health Partners Plans for these services.

Your child's PCP can contact Magellan to arrange care for your children. You can also contact Magellan directly at **1-800-424-3701** to arrange care. When Magellan is contacted, they will request information to help assess the type of care needed by your children and will then direct you to a participating provider. No referral is necessary. Members as young as 14 years old can self-refer.

## 988 Suicide & Crisis LifeLine Is Now Live

**988** offers 24/7 access to trained crisis counselors who can help people experiencing mental health-related distress. This includes thoughts of harm or suicide, mental health or substance use crisis or any emotional distress

You can contact **988** for yourself or if you are worried about a love one who may need support:

 Call **988**

 Text **988**

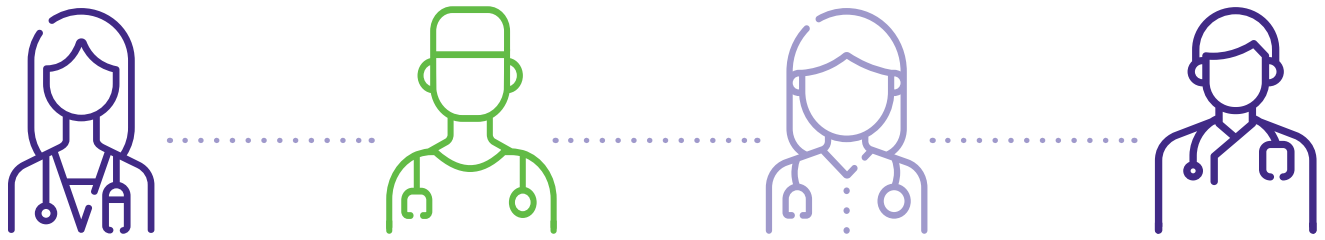
 Chat [988lifeline.org](https://www.988lifeline.org)

**988 is available from anywhere in the United States.**



# Benefit Restrictions that Apply to Services Obtained Outside of HPP Network Services Areas

If a necessary and covered service is not available in network, KidzPartners will cover the service out of network. Ask your primary care provider to contact KidzPartners and request a prior authorization for the out-of-network services. KidzPartners will check to make sure there is not another participating provider in your area who can give you the same type of treatment. If KidzPartners cannot give you a choice of at least two participating providers in your area, KidzPartners will cover the treatment by the out-of-network provider and issue a prior authorization for the service. For more information, go to [HPPlans.com/KPhandbook](https://www.hppplans.com/KPhandbook) and review the section titled “Out-of-Network and Out-of-Plan Services.”



# Pharmacy Corner

## Pharmacy Benefits

KidzPartners members can view the prescription drug formulary and see what medicines are covered, as well as any restrictions, on [HPPlans.com](https://www.hpplans.com).

Visit [HPPlans.com/KPformulary](https://www.hpplans.com/KPformulary) to learn more, including the formulary, restrictions, prior authorizations, quantity, age limits and more. You will also learn about generic substitution, step therapy protocols and overall use of the pharmacy benefit.

### Requesting a Formulary Exception

You can visit [HPPlans.com/formulary](https://www.hpplans.com/formulary) to find an explanation of the prior authorization criteria and formulary limits for further information on how your doctor can provide information to support an exception request. If you would like to request a formulary exception, please call Member Relations at **1-888-888-1211 (TTY 1-877-454-8477)** or visit [HPPlans.com/Portal](https://www.hpplans.com/Portal) to submit the request electronically.

### Find a Pharmacy

You can use our online Provider Directory to locate an in-network pharmacy near you. You can narrow our search by entering a zip code into the zip code box at the top of the page, but you must still use the “Go” button next to the search box to receive the appropriate results. If you need further help, call Member Relations.

### Specialty Medications and Pharmacies

Specialty medications are prescription drugs that require special handling, administration or monitoring. These medications treat complex chronic conditions and are only available from a

specialty pharmacy. KidzPartners works with a network of specialty pharmacies to coordinate the delivery of specialty medications for our members.

### Don't Forget Your Child's Medications

Life is busy and it can be easy to forget. It's very important to take medications as the doctor prescribed.

- Set an alert on your phone or use a pill box to help you remember to give your child his or her medications.
- Request and pick up refills from the pharmacy a few days before the current supply runs out. Or setup automatic refills with the pharmacy.
- Talk to your child's doctor about switching from a 30-day to a 90-day supply.
- Have prescriptions mailed to your home. You can ask your child's doctor to have prescriptions sent to CVS Caremark or request that CVS Caremark contact your child's doctor. Visit [caremark.com/mailemail](https://www.caremark.com/mailemail) or call **1-800-552-8159** to learn more.



# Member Resources

## Rights and Responsibilities

As a member, you have the right to know your rights and responsibilities. These rights include getting information in a way you can understand, being treated with respect and making decisions about your health care. Exercising these rights will not negatively affect the way you are treated by HPP, its participating providers or any state agencies. When making your health care decisions, you have the right to feel that HPP is not restraining, isolating, bullying, punishing or retaliating against you. For more information, please refer to your member handbook available online at [HPPlans.com/KPhandbook](https://HPPlans.com/KPhandbook).

## 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](https://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)**.



# Language Services You Can Use

## Help if you speak a language other than English

If you would like to request a Member Handbook or other KidzPartners information in a language other than English, at no cost, just call Member Relations at **1-888-888-1211 (TTY 1-877-454-8477)**.

## Help if you need an interpreter or TTY services

If you need an interpreter for any language, including sign language, or if you require TTY services for your healthcare needs, Member Relations can help you. Just call **1-888-888-1211 (TTY 1-877-454-8477)**.

If you need an interpreter and you call Member Relations, we have an online interpreter service that can help you. This service provides over 140 languages and is available 24 hours a day, seven days a week for your healthcare needs.

You will not have to make another telephone call to get this service. Member Relations will do this for you and will stay on the telephone with you. If you call the **TTY** line, you will be connected to a text telephone right away. There is no cost to you for these services.



Hello!

안녕하세요!

你好!

Xin chào!

¡Hola!

Привет!

Bonjour!

## About Utilization Management

Utilization Management (UM) is how health plans make sure members get the right care at the right time. “More” doesn’t always mean “better” when it comes to health care. UM helps prevent overtreatment. On the other hand, patients sometimes have trouble getting the care they need. That’s why UM works to make sure members have access to treatment and preventive services. Health Partners never offers incentives to reduce or deny access to needed care. Utilization management decisions are based only on the appropriateness of care and existence of coverage. We do not reward doctors or other individuals for encouraging you

to not seek treatment and service. HPP’s medical program description, policies and provider contracts do not contain language indicating improper utilization incentive programs. Terms under which providers may be entitled to a bonus or incentive pay cannot influence their decisions to withhold, delay or deny necessary care.

You can contact our UM staff to discuss the UM process and authorization of care by calling Member Relations at **1-888-888-1211 (TTY 1-877-454-8477)**. Health Partners can also provide language interpretation services, free of charge, through bilingual staff or an interpreter.

# How to Submit a Claim

HPP has specific, established requirements for providers and practitioners to file a claim. All providers billing for services, whether participating or non-participating in the HPP network, must be established on the Health Partners Plans processing system with effective dates coinciding with the dates of services billed.

- Non-participating provider services (except for emergency services) require prior certification by calling Health Partners Plans Inpatient Services or Outpatient Services.
- Participating providers must be contracted and credentialed by Health Partners Plans. For electronic claim submission Providers must bill with their individual and billing NPI numbers or their claims will be denied.

Requirements for Claims submission are available to practitioners and providers in the Provider Manual that can be found at [HPPlans.com/manual](http://HPPlans.com/manual).

There may be times when a Health Partners Plans member may have to pay out of pocket for medical services and/or specialty care. All eligible out of pocket expenses will be reimbursed by Health Partners Plans up to our allowable amount. This reimbursement process does not apply to co-payments. The original request for reimbursements will be submitted to Health Partners Plans via mail or fax. Members may call Member Relations at **1-888-888-1211 (TTY 1-877-454-8477)** to obtain the form and the instructions on submitting back to HPP for processing.

A request for reimbursement must be in writing. The member or guardian must submit a completed Member Reimbursement Form along with detailed receipt(s) that includes: the provider name/facility name; a description of the services provided; date of service; and proof of payment for services provided, such as a canceled check or receipt.





# How to Submit a Complaint or Appeal a Decision

If a provider or HPP does something that you are unhappy about or do not agree with, you can tell HPP or the Department of Human Services what you are unhappy about or that you disagree with what the provider or Health Partners has done. You can submit a complaint in one of the following ways:

- Call Member Relations at **1-888-888-1211 (TTY 1-877-454-8477)** and tell Member Relations you want to file a Complaint, or
- Write down your Complaint and send it to Health Partners by mail or fax, or
- If you received a notice from Health Partners telling you Health Partners' decision and the notice included a Complaint/Grievance Request Form, fill out the form and send it to Health Partners by mail or fax.

**Health Partners Plans**  
**Complaints, Grievances & Appeals Unit**  
**901 Market Street, Suite 500**  
**Philadelphia, PA 19107**  
**215-991-4105 (fax)**

You can appeal a decision, as well. If you file a Complaint with Health Partners, and you do not like Health Partners' decision about your Complaint, you may ask for a second level Complaint review, an external Complaint review, a Fair Hearing, or an external Complaint review and a Fair Hearing depending on what your Complaint is about. You can follow the same process as detailed above.

For more information about appeals and your rights, please refer to the "Complaints, Grievances and Fair Hearings" section of the Member Handbook, which is available online at [HPPlans.com/kphandbook](http://HPPlans.com/kphandbook). You can request a physical copy of the Member Handbook by calling Member Relations.



# How HPP Evaluates New Technology to Meet Your Health Care Needs

New advances in medicine can help us stay healthy. Before Health Partners Plans approves a new service or item, we want to make sure that these new advances are safe and helpful. That's why we are careful when we decide if we should cover a new service or item. Here's how we make our decision:

1. We receive a provider's request for a service or item.
2. We ask the provider to give us a letter that tells us all the details about the service or item and that also explains why the member needs the service or item.
3. We perform a web-based literature search to find out more details about the service or item. These details could include:
  - Whether the service or item was approved by the Food and Drug Administration;
  - If other providers have used the service or item and wrote about how it worked for them;

- Whether the service or item is accepted as useful by other providers. If a literature search does not yield relevant information about the service or item, we contact medical experts directly to get details about the service or item.
4. After the details of the service or item are provided to us from either the literature search or the medical expert, one of our Medical Directors reviews the details about the service or item. After review, the Medical Director makes a decision about whether the service or item should be covered.

These steps help ensure that the service or item is both safe and helpful for you. Experimental services or procedures are not covered under KidzPartners' benefit package.





## 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](mailto: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 انكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 888-477-9800-1 (رقم هاتف الصم والبكم: 1-888-888-1211-1).

**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 គឺអាចមានសំរាប់អ្នក។ 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).**

KidzPartners

901 Market Street, Suite 500

Philadelphia, PA 19107

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

# KidzStrong



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



Health Partners Plans

KP-810MR-3895

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