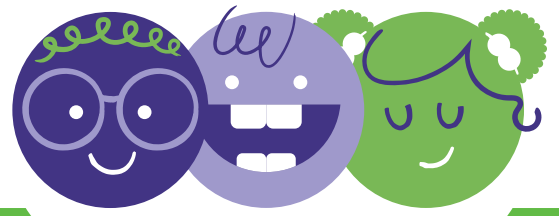


KidzStrong



FALL 2023

See Inside!

2023 Rewards (page 3)

**Fire Prevention
Word Search (page 6)**

**Don't Risk Losing Your
Coverage (page 8)**

Vaccines for Children

Vaccines (also called immunizations or shots) are important because they help prevent your child(ren) from getting diseases. Vaccines are safe and effective for children to receive at recommended ages. The Centers for Disease Control and Prevention (CDC) website has a lot of useful information and tips about vaccines.

Please see page **5** for more information.





IS NOW

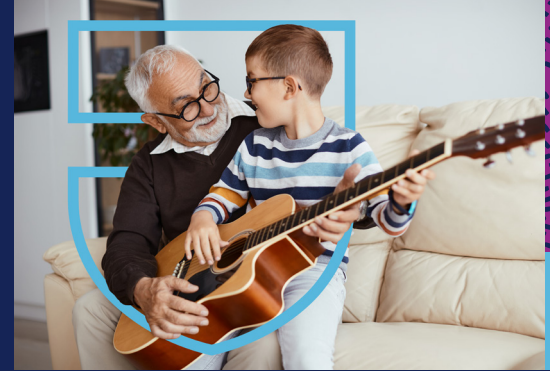


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Member Resources

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

Website: KidzPartners.com

Social Media:  Jefferson Health Plans  @jeffhealthplans  @jeffersonhealthplans

Member Portal: HPPlans.com/portal

Handbook: HPPlans.com/KPhandbook



Healthy Living

There's Still Time to Earn 2023 Rewards

Your child may still 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



Lead Screening Reminder

All KidzPartners members can 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 your child has been exposed to lead. Children must be tested for lead exposure at 9-11 months and again before 24 months. See your primary care provider (PCP) to get a lead test.

Where Can Lead Be Found?

- 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 and outdoor soil
- Varnish, stain or even some wallpaper preparations

What Problems Are Caused by Lead?

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

- Trouble learning
- 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. They may seem fine, but lead can still be causing damage.



If your child has a lead level of 3.5 or greater you should have your home inspected, as it may be the cause. 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 receive an ELI, please contact your PCP and/or KidzPartners at 215-967-460 so you can be referred.

#FightTheFlu

Protect Yourself. Protect Your Family. Get the Flu Shot.

The flu (influenza) is a contagious disease that can be severe. The best way to protect yourself and your family against flu viruses is getting a flu vaccine each year.

- The Centers for Disease Control and Prevention (CDC) recommends a yearly flu vaccine as the first and most important action to protect against flu and its potentially serious complications.
- People at higher risk of serious flu complications include young children, pregnant people, people with certain chronic health conditions and people 65 years and older.
- Everyone 6 months and older should get an annual flu vaccine. It's best to get the flu shot before the end of October, but you can get it after that as well.

Flu vaccines are offered in many places including physician offices, health clinics and urgent care centers, pharmacies and other locations. Speak to your child's doctor or call Member Relations if you need help finding a place to get the flu shot.



(continued from cover)

Vaccines for Children

Why are vaccines important?



Children are exposed to thousands of germs every day from food, air and things they put into their mouths.



Vaccines strengthen your child's immune system against germs. Babies are born with immune systems that can fight some germs but there are deadly diseases that they cannot handle. The good news is that there are many vaccines that will protect them against those diseases!

What should I do?

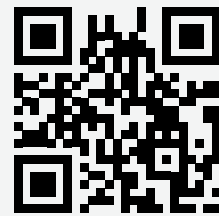
- Visit [cdc.gov/vaccines/parents](https://www.cdc.gov/vaccines/parents) to see which vaccines your child should get at what age.
- Talk to your child's doctor to make sure your child is up to date with vaccines.
- Call Member Relations at **1-888-888-1211 (TTY 1-877-454-8477)** if you need help making an appointment.

Vaccines are available at no cost to you. We want to make sure your child is safe and healthy.

View CDC's Vaccine Schedules!

For Children – Scan the QR code or visit [cdc.gov/vaccines/parents](https://www.cdc.gov/vaccines/parents) to see vaccines by age

For all ages – Visit [cdc.gov/vaccines](https://www.cdc.gov/vaccines).

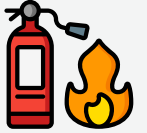


Have Some Fun

Fire Prevention Word Search

Can you find all the words?

E M E R G E N C Y X F Z E C U
D G S A B D L U D T B L E S E
B J B X V F H E T B J D A G Q
M U B Q G H H P Y V D R I M A
S Z D K N Y S N Z S R O Z S E
S M F Y G F I A E O T P P O H
H V S D O M U K L R F O G V Y
S A F E T Y G L V H A W P Y D
N Q H G T Q N M X A V F A U R
G E Q O R H I T Z C V Q O C A
L K R B G Z T K Q Q E G U E N
A L M I Z Z X X W E V B M L T
F K Q D S P E S R Q O Q K A B
W J B O Q F D I E K O M S B Y
Y G U A G F F I Q W Y J U Z M



WORD BANK:

STOP
DROP
ROLL
EMERGENCY

EXTINGUISH
FIRE
SAFETY
FLAME

HYDRANT
SIREN
SMOKE



Little Hands. Big Help.

What's for dinner? A question that most people don't want to hear. Some people love to cook while others view cooking as another task in their day. Whether you share your love for cooking with your child or want to start teaching them the basics, here are some easy tasks that your children can do to start lending a hand in the kitchen:



Pour ingredients into a bowl and stir.



Crack an egg or peel a hardboiled egg.



Wash vegetables and fruits.



Wipe counters, sweep floors or use a dustpan.



Sort and put away groceries.



Handwash dishes
(children should not wash knives, heavy dishes or easily breakable items).



Be ready for children to make a mess as they learn, but it's also good to teach them to clean it up!



Safety First! Make sure your child knows:

- **Always wash hands before and after handling food.**
- **Stay away from knives and a hot stove or oven.**

Benefit Basics

Don't Risk Losing Coverage

Reminder, you are required to renew your child's CHIP coverage. If you haven't already, you should receive a renewal packet in the mail from the Department of Human Services (DHS). You will need to send the renewal packet soon 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 **1-866-550-4355**
 - 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 **1-866-550-4355**
 - In-Person — Visit your local county assistance office



Changes in household



New mailing address



New phone number



New email address

Have You Read the KidzPartners Member Handbook?

It is a great source of information. It tells you how to use your child's health plan. It explains:

- What benefits are covered and what benefits are excluded
- Services that require copayments
- How to find participating PCPs, specialists and hospitals
- When to go to the PCP, urgent care and hospital
- How to access benefits and get care, including:
 - How to see a specialist
 - How to receive other services
 - How to get care when you are away
 - How to access behavioral health services
 - How to get out-of-network or out-of-plan care
- Pharmacy benefit information
- How to ask for an interpreter or other language services you can use
- How to submit a claim and what to do if you get a bill
- How to submit a complaint or appeal a decision
- How to report fraud and abuse
- Your member rights and responsibilities
- Our privacy policy
- How Jefferson Health Plans evaluates new technology

You can read the Member Handbook online at HPPlans.com/KPhandbook. If you have any questions, please call Member Relations at **1-888-888-1211 (TTY 1-877-454-8477)**.

Member Resources

Online Learning Tools Available 24/7!

You have access to online learning modules that can help you take an active role in your and your child's health. Visit [HPPlans.com/onlinelearning](https://hpplans.com/onlinelearning).

New Dental Classes!

Two new dental modules have been added to the collection for new and expectant mothers.



“Oral Health: What to expect while you are pregnant” will help pregnant women navigate the changes that occur during pregnancy.



“Smiles through Life: Oral Health ages 0-3 years” prepares new mothers on how to get their baby's oral health off to a great start.

How to Report Fraud, Waste, and Abuse

We have recently changed our hotline service provider that is used to report Compliance, Privacy, and Fraud, Waste & Abuse issues. The service is the same, but the reporting may look different than what you've seen in the past.

Ways to Report

You can report anonymously through phone or online:



Call Jefferson Health Plans' Hotline at **1-866-477-4848** or you can also call the Pennsylvania Department of Human Services Hotline directly at **1-844-347-8477**



Reports can be made online using this link: www.mycompliancereport.com/report?cid=JEFF

Even though you can report anonymously, we may need certain information to help us look into an issue. It is important to report when the issue happened, who was involved, specifics about what happened and, if you are comfortable, your name and a method to contact you. It is sometimes impossible for an issue to be fully researched

without having additional information. If you report anonymously, we may respond to your report via the hotline to let you know that we need more information from you. If you file a report, we will keep the information as confidential as possible and as allowable by law.



You can also report through email, but this is NOT anonymous:

- Fraud, Waste and Abuse reports can be emailed directly to our Special Investigations Unit: SIUtips@hpplans.com
- Compliance reports can be emailed directly to our Compliance Department: Compliance@hpplans.com
- Privacy or Security Concerns can be emailed directly to our HIPAA Privacy and Security Department: PrivacyOfficial@hpplans.com

Common Issues	Examples
Medical ID Theft	Stolen ID card or using someone else's ID card
False Billing	Billing for services already paid for or were not provided
Procedural Neglect	Perform procedures not medically necessary
Marketing Schemes	Misleading enrollees on plan benefits
Member Schemes	Falsifying residence or allowing others to use your ID card
Provider Schemes	Double billing for services



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 1-888-888-1211 (رقم هاتف الصم والبكم): (1-877-454-8477).

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-888-888-1211 (टिडिवाइ: 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 គឺអាចមានសំរាប់ប្រើអ្នក។ 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 1-888-888-1211 (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).

लक्ष्य करून: यदि आपनि बांग्ला, कथा बलते पारैन, तहले निःखरचाय भाषा सहायता परिषेवा उपलब्ध आछे। फोन करून 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 નિઃશુલ્ક 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.



Jefferson
Health Plans

KP-810MR-4837

10/2023