

KidzStrong

Spring 2019

Fast Facts to Keep Kids Healthy and Strong



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

Health Partners Plans



Is It Time to Get Glasses?

Do you have trouble seeing the blackboard if you sit in the back of class?

You might not have even noticed that it has gotten harder to see. If you're having trouble seeing, it's time to go to the eye doctor to get your vision checked. Your eye doctor may tell you that you need to wear glasses or contact lenses.

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901 Market Street, Suite 500
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Health Partners Plans Community Wellness Center



Come and Meet Us at the Community Wellness Center!

The Health Partners Plans Community Wellness Center (CWC) is OPEN! This new community meeting space is where we host programs and provide resources for the community.

The CWC is one way we're making the community our focus. We host classes and health and wellness programs that are open to the public and free for the entire family:

- Fitness classes (Zumba, line dancing, yoga, etc.)
- Cooking and nutrition classes
- Health and wellness workshops
- Job training workshops
- And more!



Our on-site Member Relations and Care Management staff are available to help HPP members with:

- Care management services
- Plan assistance (replace ID cards, change doctors, etc.)
- Anything else you need



Health Partners Plans Community Wellness Center

6232 Market St.
Philadelphia, PA 19139

We hope to see you there!

Health and Wellness Workshops Are Now Online!

Want to learn more about nutrition, online safety and hygiene? You can learn right from home thanks to our new online learning videos. You can take these online classes whenever and wherever you want!

Our online learning videos include the following topics:

- Cyberbullying
- Child Online Safety
- Breakfast Basics
- Hygiene
- Nutrition
- Asthma Education
- When to Use the Emergency Room
- Budgeting and Finance

To take an online learning class, just visit [HPPlans.com/OnlineClasses](https://www.hppplans.com/OnlineClasses). We hope you have fun learning about these important topics!



You can still check out a workshop in person, too! Visit [HPPlans.com/WellnessPartners](https://www.hppplans.com/WellnessPartners) for a schedule of events near you.

Is Your College-bound Child Prepared for an Emergency?

Graduating from high school and getting ready for college is an exciting experience. But parents often forget to ask themselves a critical question: Is my child ready in the event of a medical emergency?

It can be terrifying for a parent to receive a call that their child was rushed to the hospital. Because HIPAA recognizes 18-year-olds as adults, hospitals cannot disclose medical information to anyone, even if the child is covered under the parents' insurance. However, if it's in the best interest of the patient, a medical provider has

discretion to disclose medical information without the patient's authorization.

You can prepare for the unexpected by creating an emergency plan. Be sure your child is familiar with their health insurance and its benefits. Make sure they know their doctor's name and give them their health insurance card.

In addition, preparing some legal documents can help keep parents involved in their child's care. There are three forms you should consider filling out and storing:

- HIPAA authorization
- Medical power of attorney
- Durable power of attorney

These forms make sure that a parent can get information about their child's condition during an emergency and allow parents to make medical decisions for their child.

Source: "Will You Be Able to Help Your College-Age Child in a Medical Emergency?," Susan Reinstein, February 28, 2019, <https://www.consumerreports.org/health-privacy/help-your-college-age-child-in-a-medical-emergency>.





Talk with Your Teens 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 because their bodies are more prone to STIs, according to the Centers for Disease Control and Prevention.

One common STI is the human papillomavirus (HPV). HPV can cause cervical cancer. 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 starting at age 12. Men and women who have not been vaccinated can receive the HPV vaccine until age 26.

Teens and adults should also get tested every year for chlamydia, an STI that can cause infertility and pain. If it's not treated, chlamydia can make it difficult for women to get 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

Long-acting, reversible contraception (LARC) may be a good choice for young women. LARC is any birth control that lasts for several years, such as intrauterine devices (IUDs). They work better than the pill because you can't miss a dose.

All LARC choices are very effective at preventing pregnancy and can be removed any time. All types of birth control have risks and benefits and do not protect against STIs. Talk to your doctor to learn more.

If you're not ready to take care of a newborn and don't have anyone to ask for help, there's a place where you can take your baby to ensure his or her safety and health. Under the Safe Haven law, you may bring your newborn (up to 28 days old) to any Pennsylvania hospital or to a police officer at a police station. As long as the baby is unharmed and not a victim of any crime, you will not be in trouble.

For more information, call the Safe Haven Helpline at 1-866-921-SAFE (7233).

Recipe for KIDZ

Banana Split Oatmeal

Try this banana split oatmeal as a nutritious breakfast, a healthy after-school snack or a yummy dessert!

Ingredients

- 1/3 cup oatmeal (dry, quick-cooking)
- 1/8 teaspoon salt
- 3/4 cup water (very hot)
- 1/2 banana (sliced)
- 1/2 cup frozen yogurt (nonfat)



Nutrition Information

1 Serving

- 267 Calories
- 3 g Fats
- 1 g Saturated Fat
- 360 mg Sodium
- 53 g Carbohydrates
- 4 g Fiber
- 28 g Sugar
- 9 g Protein

Directions

1. In a microwave-safe cereal bowl, mix together the oatmeal and salt. Stir in water.
2. Microwave on high for 1 minute. Stir. Microwave on high for another minute. Stir again.
3. Microwave on high for an additional 30–60 seconds until the cereal reaches the desired thickness. Stir again.
4. Top with banana slices and frozen yogurt.

Ask for help! Your oatmeal will be hot, so ask a parent or guardian to help you make this delicious treat.



Source: “Banana Split Oatmeal,” What’s Cooking, USDA, <https://whatscooking.fns.usda.gov/recipes/supplemental-nutrition-assistance-program-snap/banana-split-oatmeal>.

Is It Time to Get Glasses?

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It’s normal to wear glasses or contact lenses. Many famous actors, athletes and other celebrities wear them. Don’t worry—wearing glasses or contact lenses makes you special and you’ll see the world around you perfectly!



You should get a vision test every year so your eye doctor knows if your vision has changed. KidzPartners covers two pairs of glasses or contact lenses and two vision tests every year.



Do You Know These Doctor Appointment Standards?

No one likes waiting at the doctor's office. Did you know that doctors must meet standards for wait times and appointment availability? It is important that you know these standards, too!

Here is what you can expect when you make an appointment and how long you should wait at your doctor's office.

Type of Visit	Primary Care Provider (PCP)	Specialist
Routine Office Visit	Within 10 days	Within 15 days
Routine Physical	Within 3 weeks	N/A
Preventive Care Appointment	Within 3 weeks	N/A
Urgent Care Visit	Within 24 hours	Within 24 hours
Emergency Care	Immediately	Immediately
First Newborn Visit	Within 2 weeks	N/A
In-Office Wait Time	30 minutes	30 minutes

You Can Help Fight Fraud

We know that lying and stealing are wrong. But did you know that lying about or stealing health insurance are crimes and can result in your loss of health insurance, fines or prosecution?

Fraud, waste and abuse can be committed by doctors, nurses, parents and people who receive health services, including HPP members.

Examples include:

- Someone using your KidzPartners ID number so they can see a doctor
- Medical providers billing for services you didn't actually receive or for services different than the ones you did receive
- Receiving health-related items or services that you don't need
- Selling your prescription drugs to other people
- Using another person's name to get medical services (called medical identity theft)

What Can You Do?

You can help stop medical identity theft, as well as fraud, waste and abuse.

- Don't let other people use your KidzPartners ID card.
- Be careful about telling others your insurance information.
- If you lose KidzPartners ID card, report it to HPP immediately.

If you know someone is committing fraud, you can report it anonymously:

- Call the HPP Hotline at 1-866-477-4848 or email SIUtips@hplplans.com
- Visit <https://www.healthpartnersplans.com/report-compliance-issue> to file a report online
- Call Pennsylvania's Department of Human Services directly at 1-866-379-8477

Medical identity theft can result in wrong information being added to a person's medical record. Victims of medical identity theft may receive the wrong medical treatment or find that their health insurance benefits have been used up when they need treatment.



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Discrimination is Against the Law

KidzPartners complies with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation. KidzPartners does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

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

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

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

- Qualified interpreters
- Information written in other languages

If you need these services, contact Member Services at 1-888-888-1211 (TTY/PA RELAY: 711).

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, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

Health Partners Plans
Attn: Complaints, Grievances & Appeals Unit
901 Market Street, Suite 500
Philadelphia, PA 19107
1-888-477-9800 (TTY/PA RELAY: 711)
Fax: 1-215-991-4105

The Bureau of Equal Opportunity,
Room 223, Health and Welfare Building,
P.O. Box 2675,
Harrisburg, PA 17105-2675,
Phone: (717) 787-1127, TTY/PA RELAY: 711,
Fax: (717) 772-4366, or
Email: RA-PWBEOAO@pa.gov

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, Health Partners (Medicaid) and KidzPartners and the Bureau of Equal Opportunity are available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone:

U.S. Department of Health and Human Services
200 Independence Avenue SW.
Room 509F, HHH Building
Washington, DC 20201
1-800-368-1019, 1-800-537-7697 (TDD)

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

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call: 1-888-477-9800 (TTY/PA RELAY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-477-9800 (TTY/Servicio de retransmisión de PA: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-477-9800 (телетайп/PA RELAY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-888-477-9800 (TTY/PA RELAY: 711)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-477-9800 (TTY/PA RELAY: 711).

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

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू नि:शुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-888-477-9800 (टिडिवाइ/PA RELAY: 711) ।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-477-9800 (TTY/PA RELAY: 711) 번으로 전화해 주십시오.

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អ្មល គឺអាចមានសំរាប់ប្រើអ្នក។ ចូរ ទូរស័ព្ទ 1-888-477-9800 (TTY/PA RELAY: 711)។

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-477-9800 (ATS/PA RELAY : 711).

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 1-888-477-9800 (TTY/PA RELAY: 711).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-888-477-9800 (TTY/PA RELAY: 711).

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 1-888-477-9800 (TTY/PA RELAY: 711)।

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-888-477-9800 (TTY/PA RELAY: 711).

सुचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-888-477-9800 (TTY/PA RELAY: 711).