

# KidzStrong

Spring 2020



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

Health Partners Plans



During the COVID-19 pandemic, it's more important than ever to stay healthy and continue doing healthy activities, like taking your medications as prescribed. By practicing healthy habits, you're doing your part in reducing stress on hospitals and urgent care centers.

It is important to stay home to slow the spread of COVID-19. If you must go out, practice social distancing, cover your mouth and nose, keep your hands away from your face and wash your hands frequently.

KidzPartners is committed to continuing to ensure our members have access to the quality health care that they've come to expect for more than 30 years. We want to tell you more about changes we've made during the COVID-19 outbreak. *Continued on page 2.*

Health Partners Plans  
901 Market Street, Suite 500  
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# COVID-19 Update from KidzPartners Continued from page 1

## Testing is Free

We will cover the cost for COVID-19 testing for our members whose healthcare providers have ordered tests. We are also waiving any prior authorization requirements for any COVID-related testing and care requested by our members' physicians. Your doctor or local health department will screen you based on Centers for Disease Control and Prevention (CDC) guidelines and if appropriate, they will issue a lab order for more testing. As recommended by the CDC, please do not immediately go to an emergency room unless you feel your conditions are life threatening.

## Treatment

All medically necessary health care costs to treat infectious diseases, including COVID-19, will be covered based on the terms of your plan.

## Cost Sharing

HPP is waiving all cost sharing for services related to testing, screening and diagnosis for COVID-19, including evaluation by a physician.

## Prior Authorizations

HPP will not require prior authorization for the following services until further notice:

- Acute inpatient hospital admissions for any diagnosis when admitted by Emergency Room (ER)
- Transfers from an inpatient facility to a long term acute care, skilled nursing or rehabilitation facility for any diagnosis
- Transportation between facilities
- Facilities are still required to notify HPP

## Medication Refills

HPP is waiving refill limits on 30-day prescriptions for maintenance medications. We are encouraging 90-day medication refills. Just let your pharmacist know you want 90-day refills for your maintenance medications.

During this time, it is very important that you continue taking your medications as prescribed by your doctor. If you are having difficulty getting your medications we can help, call Member Relations at **1-888-888-1211 (TTY 1-877-454-8477)**.

## Telemedicine and Teladoc for Non-Emergency Health Calls

Many doctors are now providing care via telemedicine (over the phone or video) for routine or non-emergency health matters. Call your doctor if you are having any type of health symptoms or problems or before attending a previously scheduled appointment. Ask your doctor if your visit can be done over the phone or video.

You can also talk to a doctor at no cost to you by calling **1-800-TELADOC**. Teladoc provides 24/7 access to doctors by phone or video. Teladoc's clinical team is trained on the latest protocols for local and national notification, testing and management of people who are sick with the virus.

## Urgent Care Centers

For non-emergent health issues, please go to urgent care centers instead of emergency rooms.





### Practice Self-Care

While we stay home, don't let fear and anxiety about the COVID-19 pandemic become overwhelming. Here are a few ways the CDC recommends managing stress during these challenging times:

- **Take breaks from watching, reading, or listening to news** stories and social media.
- **Connect with others.** Talk with friends and loved ones over the phone or via video chat.
- **Take care of yourself.** Take deep breaths, stretch or meditate. Try to eat healthy meals, exercise regularly and get plenty of sleep.

### Other Resources

- Our online Community Food Guide contains information about local food pantries, SNAP and WIC benefits and other food resources. You can find it at [hpplans.com/foodaccess](http://hpplans.com/foodaccess).
- HPP's Wellness Partners team is hosting online classes. Visit [hpplans.com/wellnesspartners](http://hpplans.com/wellnesspartners) to find the schedule.
- If you're trying to quit smoking, call the PA Quitline at **1-800-QUIT-NOW** to speak with a tobacco cessation counselor.

As always, we are here for you. If you have any questions or concerns, call us 24/7 at **1-888-888-1211 (TTY 1-877-454-8477)**.

## Finding Free, Nutritious Food During COVID-19

### Philadelphia Food Sites

In response to the impact of COVID-19, the City of Philadelphia and partners are supporting food sites where residents can pick up free food. Visit [phila.gov/COVID-19](http://phila.gov/COVID-19) to find a site near you.

### About the food sites:

- Sites are open Mondays and Thursdays from 10 a.m. – 12 p.m.
- Residents can pick up one box per household. Supplies will last up to five days.
- Residents do not need to present an ID or proof of income for eligibility.

### Food Banks by County

- Bucks County Opportunity Council Inc. (serving Bucks County)
- Chester County Food Bank (serving Chester County)
- Philabundance (serving Bucks, Chester, Delaware, Montgomery and Philadelphia counties)
- Share Food Program (serving Montgomery and Philadelphia Counties)

For up-to-date information about COVID-19, visit [on.pa.gov/coronavirus](http://on.pa.gov/coronavirus) and [HPPlans.com/COVID19](http://HPPlans.com/COVID19).

# Why Well-Child Visits Are So Important

Well-child care is essential to monitoring your children's health.

## During a well-child visit, a doctor will:

- Measure your child's weight and height (head size is also monitored until age 3)
- Assess your child's physical growth and development
- Ensure developmental milestones are being met
- Assess your child's mental and emotional health
- Give vaccines or the flu vaccine in the fall
- Perform comprehensive physicals, including physicals required for sports or physical education classes

At well-child care visits, older children can voice their health concerns and ask questions. Adolescents have an opportunity to talk about their changing bodies. Parents can also share any concerns with the doctor.

**Call your child's doctor to see if your appointment is still on the calendar or if you need to reschedule it.**

## Pediatrician Visit Schedule

Follow this schedule for your children's pediatrician visits:

### The first year

- 2-3 days old
- 2 weeks old
- 2 months old
- 4 months old
- 6 months old
- 9 months old
- 12 months old

### Early childhood

- 15 months old
- 18 months old
- 24 months old
- 3 years old

### 4+ years old

- Every year until 21 years old





# What is Asthma?

Asthma causes inflammation in the lungs and airway. Asthma is triggered by things like inhaling pollen, a cold or other respiratory infection. In some children, unmanaged asthma can cause dangerous asthma attacks.

In fact, asthma is the most common lung condition in children. Asthma affects approximately 6 million children in the United States.\*

Asthma can't be cured and symptoms can continue into adulthood. But with the right treatment, you and your child can keep symptoms under control and prevent damage to growing lungs.



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

- Take asthma medication as prescribed by a doctor. If your child needs a refill, call your pharmacy and ask if they can deliver the medications.
- Help your child avoid the allergens and irritants that trigger asthma symptoms, such as pollen, dust and pet dander.
- Don't allow smoking around your child.
- Talk to the doctor and ask about telemedicine.
- Asthma changes over time so talk to your child's doctor about how to keep symptoms under control.
- Follow your child's care plan, as discussed with your child's doctor.
- Help your child maintain a healthy weight.

\* Information from the Centers for Disease Control and Prevention

## Get Help

Early treatment will help control symptoms and possibly prevent asthma attacks.

### Call your child's doctor if you notice:

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

If your child is diagnosed with asthma, create an asthma plan so you and other caregivers can monitor symptoms and know what to do if an asthma attack occurs. You may be able to talk with your doctor over the phone or by video. Ask your doctor about telemedicine options.



# Spotlight on Teen Health: Dental Health

Teenagers have more responsibilities when it comes to their health. The choices they make now will have a lifetime impact on their teeth and gums.

**Here are five things teens need to know about their dental health:**

- 1 Tobacco:** Both smoking and chewing leave ugly stains on teeth, but the real damage is less visible. Even short-term tobacco use makes it harder for your mouth to heal from dental work or injuries. Long-term tobacco use increases your risk of mouth and throat cancer.
- 2 Piercings:** Metal jewelry can wear away at your teeth and irritate your gums. You could also bite down on it and break a tooth. Bacteria that cause tooth decay may live on piercings, too. In some cases, new piercings can become infected, leading to serious complications.
- 3 Sports Injuries:** You can reduce the risk of injury by wearing a mouth guard. Custom mouth guards are best, but ones from sporting goods stores work, too. If you do injure a tooth, get to a dentist right away.
- 4 Poor Eating Habits:** Sugary snacks and drinks feed the bacteria that attack your teeth. Although they don't taste sweet, simple starches found in chips and bread are just as harmful. You can still eat these foods, but brush your teeth after you eat!
- 5 Good Habits:** Brush and floss twice a day. Call your dentist to see when they will begin scheduling appointments again. Pay attention between checkups. If you have tooth and gum pain, swelling, bleeding, sores or spots in your mouth, see a dentist as soon as you can.



## 5 Facts About Vaping

Many teenagers use vaping products or e-cigarettes because they think they are harmless. But the truth is these products are very dangerous.

**Here are five facts about vaping and the dangers of e-cigarettes.**

- 1.** Most e-cigarettes contain harmful ingredients, including nicotine—the addictive drug in regular cigarettes, cigars and other tobacco products.
- 2.** Nicotine can harm teenagers' and young adults' brains. The brain continues to develop until about age 25.

# When to Use Telemedicine and Urgent Care

## Teladoc and Telemedicine

If you're unable to see your doctor, you can use telemedicine. Teladoc can provide consultations online or by phone for conditions such as colds, sore throats and allergies. Teladoc is free for all KidzPartners members, but you need to sign up for Teladoc and give some basic health information before you can speak with their doctors. For more information and to sign up, go to **teladoc.com**.

## Urgent Care Centers and Walk-in Clinics

HPP also partners with urgent care centers and walk-in clinics that can treat conditions such as colds, allergies, sore throats and sinus congestion. They can also treat bug bites, minor burns, cuts, blisters and sprains. You can find urgent care centers and walk-in clinics using our Provider Directory.



- Go to [hplans.com/kp-finddoc](http://hplans.com/kp-finddoc)
- Click “Online Directory”
- Enter your ZIP code
- Type “urgent care” or “walk-in clinics”
- Click GO

**3.** Many young people don't realize how they are harming their lungs and their brains by using e-cigarettes and vaping.

**4.** The “water vapor” produced from vaping devices is not safe to inhale.

**5.** Teenagers and young adults who use e-cigarettes are at increased risk of using traditional cigarettes.

**If you need help quitting smoking tobacco products like e-cigarettes, call KidzPartners at 1-888-888-1211 (TTY 1-877-454-8477).**

### As a parent, you can:

- Learn about the different types of e-cigarettes
- Talk to your children about the risks of using e-cigarettes and tobacco products
- Tell your children why it's important to be e-cigarette and tobacco-free
- Set a positive example by not using e-cigarettes and tobacco

# Get Your Child Tested for Lead

Lead poisoning is very dangerous for young children. It can cause behavior problems and lower intelligence.

Because the signs of lead poisoning may not show for years, all children under age 5 should receive at least two lead tests. Recommended screenings should occur from 9 to 11 months and by 24 months. Call your child's doctor and ask about appointment availability so your child can get a lead test soon.

To find out more about these important preventive tests, call HPP's Healthy Kids program at **215-967-4690 (TTY 1-877-454-8477)**.

**For more information on lead cleanup or removal, call:**



• **Philadelphia's Lead and Healthy Homes Program:**

215-685-2788  
(TTY/PA RELAY 711)

• **Pennsylvania Department of Health Lead Information Line:**

1-800-440-LEAD  
(1-800-440-5323)

## Check, Check: All about Hearing Tests

Every child should get regular hearing tests. Hearing screenings can help determine if a child has hearing loss. Hearing loss that gets worse over time is known as acquired or progressive hearing loss. Hearing loss that develops after the baby is born is called delayed-onset hearing loss.

Hearing screenings are easy and painless. In fact, a screening takes only a few minutes.

### Babies

All babies should be screened for hearing loss before they are one month old. It is best if they are screened before leaving the hospital after birth. Babies are often asleep while being screened!

If a baby does not pass a hearing screening, it's very important to get a full hearing test as soon as possible.

### Older Infants and Children

Children who are at risk for acquired, progressive, or delayed-onset hearing loss should have at least one hearing test before they are about 2 years old. If a child does not pass a hearing screening, it's very important to get a full hearing test as soon as possible.



If you think a child might have hearing loss, ask the doctor for a hearing test as soon as possible.

This test is also called an audiology evaluation.

Hearing loss can affect a child's ability to develop communication, language and social skills. The earlier children with hearing loss start getting services, the more likely they are to reach their full potential. If you are a parent and you suspect your child has hearing loss, talk with your doctor about scheduling a full hearing test.



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HPPlans.com





## 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>.

**Multi-Language Interpreter Services**

**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 1-888-477-9800 (رقم هاتف الصم والبكم: 1-888-888-1211).

**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: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-888-888-1211 (TTY: 1-877-454-8477)។**

**ATTENTION :Si vous parlez français, des services d'aide linguistique vous sont 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).**