Remote Care You Can Count On

As a result of the ongoing public health emergency, in recent months, more individuals turned to telemedicine to receive the care they needed. At Independence Blue Cross, we have expanded our telemedicine benefit to ensure that our Keystone HMO CHIP members can stay safe and healthy.

The Perks of Telemedicine
When you use telemedicine, your child can still receive quality care over the phone or via video from the comfort of home. It is important to consult with your child’s primary care physician (PCP) to determine if they have telemedicine capabilities. When telemedicine is possible, remote care can provide you with the diagnoses and prescriptions your child needs. Common conditions treated remotely include, but are not limited to:
• Allergies
• Colds and flu
• Insect bites
• Sore throats

How Else Can You Use Telemedicine?
Besides your child’s PCP, you can also request remote care from other providers (as long as they have their own telemedicine capabilities). Keystone HMO CHIP’s telemedicine benefit is available with regular cost-sharing for the following services:
• Specialist care
• Urgent care
• Nutrition counseling
• Physical therapy (video only)
• Occupational therapy (video only)
• Speech therapy visits (video only)

Maintaining mental health is also important, especially during times of uncertainty. If needed, your child can talk with an in-network behavioral health counselor remotely at no cost to you. Members who have Applied Behavior Analysis (ABA) support can continue to receive programming while at home.

Remember to speak with your child’s doctor(s) to see which telemedicine services are right for you.

Telem medicine claims submitted with a COVID-19 diagnosis will be paid in full.

Benefits underwritten and/or administered by Keystone Health Plan East, a subsidiary of Independence Blue Cross, Independent licensees of the Blue Cross and Blue Shield Association.
NOW AVAILABLE!
Independence Blue Cross (IBX) Member Website

LEARN ABOUT SOME OF THE FEATURES INCLUDED IN YOUR SECURE MEMBER WEBSITE

Great news! You now have access to the IBX member website. Visit ibx.com to register and take advantage of the resources available to you, like Find a Doctor or value-added benefits, for your child’s care.

Find a Doctor
To find the right doctor for your child’s care, you can search by providers, hospitals, or other care facilities. We also provide informative doctor and hospital profiles as well as nationally recognized quality measurements to help you select the provider who is right for your child. Our provider profiles include:
• Credentials
• Hospital affiliations
• Reviews from other members
• Office hours
• Whether they are accepting new patients

Organize Your Claims
Under Claims & Spending, you can view a full list of your claims. You can also search for a specific claim using filter options, or bookmark the claims you want to quickly find again, and organize your claims by assigning categories for each claim.

Other Tools at Your Fingertips
Besides finding a doctor and estimating your care costs, you can use other tools that will help you:
• Access current benefit information on the Home Screen under Benefits
• Order or print a new ID card on the Home Screen
• View recent referrals under My Care

GET CONNECTED

Sign up for email and text messages and get MORE from your child’s Keystone HMO CHIP plan!

Staying on top of your child’s health is easy when you sign up to receive email and text messages* from Independence Blue Cross. Through our secure text and email messages, you’ll receive:
• Valuable health and wellness information
• Screening reminders for your child
• Important plan notifications/updates
• Savings alerts

Sign up today! Visit www.ibx.com/CHIPconnect.

Questions? Call 1-800-464-5437 (TTY/TDD: 711).

*Standard message and data rates may apply.
As of February 2021, three COVID-19 vaccines from Pfizer-BioNTech, Moderna, and Johnson & Johnson have been authorized for emergency use in the United States. In Pennsylvania, the Department of Health is working to complete vaccinations through phases 1A, 1B, 1C, and 2. Please consult www.health.pa.gov to learn more about current vaccination protocol.

Can Children Receive the COVID-19 Vaccine?
Studies for the vaccine have focused on adults. This is because the virus has shown to have more serious outcomes in adults than children. The Pfizer-BioNTech vaccine is approved for people 16 years and older, the Moderna vaccine is approved for people 18 and older, and the Johnson & Johnson vaccine is approved for people 18 and older. More research is underway to make a vaccine available to younger children.

Background on the Vaccines
The Pfizer-BioNTech and Moderna vaccines are two-dose vaccines, and the Johnson & Johnson vaccine is a single-dose vaccine. They are all administered into the muscle. The Pfizer-BioNTech doses are given three weeks apart, whereas the Moderna doses are given a month apart. Other companies, including AstraZeneca, Inovio, and Novavax, are still developing their vaccines.

Sources: Pennsylvania Department of Health, U.S. Food and Drug Administration, Associated Press

How to Stay Up-to-Date on COVID-19 Developments
For additional updates on COVID-19 vaccines, visit www.fda.gov or www.health.pa.gov to learn more.
Specific COVID-19 resources:
• www.health.pa.gov/topics/disease/coronavirus/Pages/Vaccine.aspx
Your Right to Appeal

Appeals about your child’s Keystone HMO CHIP benefits for medical, dental, vision, behavioral health, or prescription drug services should be directed to Keystone Health Plan East, Inc. There are two kinds of appeals:

**Complaints:** When you dispute coverage limits, exceptions, or exclusions from the “CHIP Benefits Handbook,” a provider’s services or network status, or certain other nonmedically necessary issues

**Grievances:** When you disagree with a request denied as experimental, cosmetic, or not medically necessary, as well as for other reasons that mainly raise medical or clinical issues

These appeals must be sent to: Keystone Health Plan East, Inc. Member Appeals Department P.O. Box 41820 Philadelphia, PA 19101-1820 Fax: 1-888-671-5274

If you have any questions about your appeal rights, or if you need assistance in filing an appeal, you may call our Keystone HMO CHIP Member Help Team at 1-800-464-5437, Monday through Friday from 8 a.m. to 6 p.m.

Reproductive Health for Adolescents

When you communicate openly with your teen about their reproductive health, you can help them make smart decisions.

**Chlamydia Screenings**
To maintain your son’s and daughter’s reproductive health, it is recommended that all teens and young adults have routine annual screenings for chlamydia and other sexually transmitted infections (STIs). According to the Centers for Disease Control and Prevention (CDC), people age 15 to 24 account for half of all new STIs that occur in the United States each year.

You can talk with your teen’s doctor about what screenings would be right for your teen. For more guidance on STI testing from the CDC, visit www.cdc.gov/std/chlamydia/stdfact-chlamydia.htm.

**Contraceptive Care**
Besides testing for STIs, using contraceptives can be another way to promote good reproductive health for your teen. A wide variety of birth control methods protect against unwanted pregnancies and STIs with varying success rates.

- Birth control methods to consider include:
  - Condoms
  - Hormonal birth control (the pill, patch, ring, implant, or shot)
  - Intrauterine contraception device (IUD)

Something to note is that hormonal birth control and IUDs can only prevent unwanted pregnancies. Condoms can prevent unwanted pregnancies and protect against STIs. When possible, using condoms and another birth control method (like hormonal birth control or IUD), can provide your teen with double protection.

For more information on reproductive health, visit www.cdc.gov/teenpregnancy/teens or powertodecide.org/teen-talk.

Sources: Centers for Disease Control and Prevention, Power to Decide Campaign
You know your child needs well-child visits. They keep your child healthy and up-to-date on vaccines and important screenings. Your child’s health care provider will check things like height, weight, hearing, and vision and maybe perform a blood test. You are used to these parts of a regular checkup.

Did you know providers also check children for more grown-up-sounding health problems? As your child gets older, the provider will also talk with your child about:

- Depression and mental health
- Body safety, including topics like driving, guns, and violence
- Sexuality, including puberty and sexually transmitted infections
- Not using tobacco, alcohol, and drugs

Why is a screening for depression so important at a younger age? Suicide is the leading cause of death for teens. Providers hope to turn this trend around by identifying and treating depression sooner. So, starting at age 12, the provider may ask your child questions to help find mood issues.

You can also watch out for harmful behavior. If you are worried about your child’s health or well-being at any time, don’t wait for the next checkup. Talk with your child’s doctor right away.

Sources: American Academy of Pediatrics, American Heart Association, American Academy of Family Physicians, National Institutes of Health, Centers for Disease Control and Prevention, U.S. Department of Health and Human Services, New York State Department of Health, Jornal de Pediatria

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How Does COVID-19 Impact Children’s Social Development?

More time at home. Less time with friends and family who are outside of it. COVID-19 affects us all. For children, the impact goes beyond feeling sad, scared, or bored. It limits the interactions that often help them through hard times and promote social development.

From a young age, children learn about emotions, language, relationships, and even themselves through contact with other people. Something as simple as watching facial expressions can help develop parts of the brain. Fewer interactions can delay communication and social skills, impacting kids now and in the future.

What can you do at home? Take time to connect with children in positive ways:

- Gently hold infants and toddlers. Smile at them.
- Soothe children when they cry.
- Read books, play board games, and exercise together.

Staying in touch with peers and extended family is important, too. Use phone calls and video chats to celebrate birthdays and other life events. Or just reach out to say hello. Encourage kids to send letters or cards. And remember, you’re a role model. Children and teens react to what goes on around them.

If you find yourself struggling to cope, call or text 1-800-985-5990, the Substance Abuse and Mental Health Services Administration’s Disaster Distress Helpline (an agency within the U.S. Department of Health and Human Services). Trained crisis counselors can offer counseling, support, and referrals to local resources.

Sources: Centers for Disease Control and Prevention, U.S. Department of Health and Human Services, Frontiers in Psychology, New York State Department of Health, Jornal de Pediatria
COOL WAYS TO BREAK A SWEAT IN WARM WEATHER

There’s nothing like stepping outside to enjoy spring and summer’s warmth and sunshine. It’s time to get back outdoors for fun and exercise.

Exercise is important for children and adults. Physical activity helps keep your family healthy. It can also boost everyone’s mood.

Choose a Fun Activity

You may be surprised by just how many chances there are for your family to be active outdoors. Here are some fun activities you may enjoy:

• Walking the dog or walking with someone
• Hiking
• Bicycling
• Skateboarding
• Tennis
• Baseball or softball
• Basketball
• Swimming
• Boating — canoeing, rafting, rowing, paddleboarding, or kayaking
• Fishing
• Gardening or yard work
• Playing on swings
• Playing hopscotch
• Playing catch

Stay Safe During Activities

Here are some tips to keep your family safe. Before you all head outside:

• Check the weather before you go out. Don’t do an activity if the weather will make it unsafe.
• Bring water with you. Drink a lot of water in the heat. Drink it before, during, and after physical activity.
• Wear the right clothes for your event. Also, bring any safety gear you need. Every activity will have its own safety needs, such as helmets, kneepads, or sneakers.

Sources: American College of Sports Medicine, Centers for Disease Control and Prevention, National Institutes of Health, U.S. Department of Health and Human Services

Let’s Make Broccoli Quesadillas

This recipe takes regular quesadillas and ups the nutritional content.

INGREDIENTS

1/4 cup frozen broccoli florets, thawed
1/4 cup shredded low-fat cheddar cheese, low-fat Mexican-blend cheese, or nondairy cheese
1/4 tsp. onion powder

1/4 tsp. garlic powder
1/4 tsp. cumin powder
6-inch whole wheat tortilla

DIRECTIONS

1. Using a kid-safe hard plastic knife or hand chopper, help your child dice the broccoli florets into tiny pieces.
2. In a small bowl, let your child stir together diced broccoli, shredded cheese, and spices.
3. Preheat nonstick pan on high heat for one minute.
4. If your child is old enough, let them place tortilla on pan for 20 to 30 seconds, then flip it over — using tongs — and top with cheese-broccoli mixture. Let mixture melt on top of tortilla for about 20 to 30 seconds.
5. Let your child use a spatula to fold the quesadilla in half, then press down with spatula to flatten. Remove from heat and cut into two pieces.

MICROWAVE DIRECTIONS: Follow steps 1 to 2 above. Then, place tortilla on a microwave-safe plate. Spread cheese-broccoli mixture on top of tortilla. Heat in microwave on high for about 30 to 45 seconds. Fold quesadilla in half and then microwave for another 30 to 45 seconds or until cheese is melted.

PER SERVING: Serves one; a serving is one quesadilla. Each serving provides: 190 calories, 6 g total fat (3 g saturated fat, 0 g trans fat), 5 mg cholesterol, 460 mg sodium, 21 g total carbohydrate, 5 g dietary fiber, 1 g sugars, and 12 g protein.
The sun is a great way for children to get vitamin D. This vitamin can help make their bones stronger. Being in the sun for just five to 30 minutes two times a week is enough time to get vitamin D. Even this can be too much time in sunlight without sunscreen, though.

Sunscreen is very important, especially for children. That’s because the sun can do more harm than good. Most damage from the sun happens when we are children. Ultraviolet (UV) rays can cause sunburns. Then years later, an old sunburn from childhood could lead to wrinkles, age spots, and skin cancer.

Here are some tips to help keep your children safe while your family is out having fun in the sun.

- **Try to keep infants younger than 6 months old out of the sun.** Try not to use sunscreen on babies younger than 6 months old. If your baby needs to be in the sun, you can put a small amount on places like the baby’s face and the back of the hands. Use a shade or umbrella on the baby’s stroller, too.
- **Make sure your children wear the right clothes.** Children should wear a hat with a brim and clothes that are dark-colored and tightly woven. Lightweight long sleeves and long pants are the best choices.
- **Put sunscreen on any skin that is not covered.** Use enough sunscreen to cover any skin that is not safely under clothes. Use a broad-spectrum sunscreen that protects against both ultraviolet A (UVA) and ultraviolet B (UVB) rays. The sunscreen should also be water-resistant. You will need to put it on your children every two hours. You should also use sunscreen on cloudy days because harmful UV rays can get through the clouds.
- **Have your children wear sunglasses.** Children and babies should wear sunglasses, even if they are in the sun for a short time. Look for sunglasses that block both UVA and UVB rays.
- **Check the clock.** The sun is the strongest between 10 a.m. and 4 p.m. Limit the amount of time your children are outside during these hours each day.

Sources: U.S. Environmental Protection Agency, Centers for Disease Control and Prevention, National Institutes of Health, American Academy of Pediatrics, U.S. Food and Drug Administration
Time for a Dental Visit?

Under the Keystone HMO CHIP plan, your child is eligible for one oral evaluation and cleaning every six months and three fluoride varnish or topical fluoride treatments every year. Your child is also eligible for one sealant per tooth on permanent first and second molars every three years. For more tips, visit the Dental Health Center at www.UnitedConcordia.com.

Remember to Renew!

We hope you love Keystone HMO CHIP (Keystone) coverage as much as we love having your child as a member! When it comes to your child’s health, it’s important to ensure your membership is updated and renewed.

Once a year, we verify your child’s eligibility for Keystone coverage. You will receive a Change Reminder Notice 120 days before the anniversary of enrollment. This Change Reminder Notice states that we will attempt to review your child’s eligibility by using data available through federal and state databases. This includes your:

- Income
- Employment
- Household size
- Marital status
- Address and medical insurance coverage

If your renewal can be systematically processed, no further documentation will be needed from you and you will receive your child’s Re-Enrollment Letter.

If we are unable to systematically process your child’s Keystone coverage, you will receive a letter and Renewal Form 90 days before the enrollment anniversary. Please complete the Renewal Form, include copies of all income documentation, and send it back to us at Keystone Health Plan East as soon as possible. If we do not receive the Renewal Form and required income documentation in a timely manner, you will receive an additional letter and Renewal Form 60 days before the enrollment anniversary. The sooner you respond to the request, the more time there will be to resolve any questions and ensure your child’s Keystone coverage remains active.

Be sure to follow the instructions on the Renewal Form.

If you have questions about this renewal process, you can call the Keystone HMO CHIP Member Help Team at 1-800-464-5437 (TTY/TDD: 711).