

# healthy kids now

## Manage Your Child's Health with Your Smartphone

**Y**ou may be holding a tool in your hands that can improve your child's health. Research shows that using your smartphone can boost your child's well-being.

Children whose parents get text messages reminding them that their child is due for a shot are more likely to get them. And using health-related apps can also help children exercise more and eat healthier.

### By Their Side

Technology can help your child meet different health goals. But it's important that you stay involved, too. Children get the most benefits when their caregivers are also involved in mobile health programs. So if your child's pediatrician gives the option to get text reminders for appointments or shots, have them sent to your phone.

### Better Health at Your Fingertips

Search for these apps in your app store:

### KidsDoc (\$1.99, Apple and Android)

Your child wakes up with a cough, runny nose, and fever. What should you do next? Plug your child's symptoms into this app from the American Academy of Pediatrics to find out. The app also has information on when your child can return to school after being sick. In addition, pictures can help you identify and treat common conditions at home. These include rashes and stings.

### Eat & Move O-Matic (free, Apple)

With this app, children learn how food and exercise are connected. It compares the calories in foods they eat with different activities to burn it off. The app also gives healthier versions of some of their favorite foods.

### CDC Vaccine Schedule (free, Apple and Android)

This app shows you which shots your child needs at each age.

If you have questions about an app or other mobile health program, talk with your pediatrician.

Don't have a smartphone? Don't worry! Learn how to access an online tool from Independence Blue Cross to help track the screenings your child needs. **See page 7** for more information.

### Coming Soon: Stay Up to Date with IBX Wire and Email

Receive health screening reminders, important plan notifications, and cost-savings alerts with email and IBX Wire text messages. Parents who have a valid phone number on file will automatically begin receiving IBX Wire text message notifications. If you'd like to receive emails, sign up today at [www.ibx.com/CHIPconnect](http://www.ibx.com/CHIPconnect).

Sources: American Academy of Pediatrics, Centers for Disease Control and Prevention, Journal of Medical Internet Research, International Journal of Behavioral Nutrition and Physical Activity, JAMA Pediatrics, American Journal of Public Health



## LOOK INSIDE

How to Help Your Child Succeed in School	2
4 Steps to Fight Food Allergy Bullying	3
Keep Your Child's Health on Track	7



# How to Help Your Child Succeed in School

**N**o parent wants to see their child struggle in school or repeat a grade. If your child is having trouble keeping up with schoolwork, there are many ways you can help.

**Schedule a meeting.** Sit down in person with your child's teacher. Write down your concerns or questions before you meet. Listen to the feedback about your child and ask about areas where he or she needs help. Then set specific goals to work on with your child, such as handing in homework on time or studying before tests.

**Find a tutor.** A private tutor can offer one-on-one help with any subjects your child doesn't grasp. Spending extra time learning outside the pressure of class is often helpful for kids. If cost is an issue, your child's school may offer peer tutors. Or check with local colleges or community centers for low-cost or no-cost tutoring.

**Ask about summer programs.** Your child may be able to catch up on work

during the summer to avoid having to repeat a grade. Some schools also offer classes to maintain skills over the summer. Check with your school district to see what's offered.

**Encourage healthy habits.** Getting enough sleep and eating a healthy diet can help your child be successful at school. Make sure your child eats a healthy breakfast and lunch. Many schools provide these meals for children who need them. Set an appropriate bedtime and turn off all screens at least an hour before bed.

**Help your child get organized.** Create a quiet space in your house to do homework, such as a desk or space on the kitchen table. Keep supplies within easy reach.

**Check in.** Ask questions about school and show interest in what your child is learning. Find out if he or she needs extra help with homework or projects.

Sources: American Academy of Pediatrics, U.S. Department of Agriculture, Understood

## Friends Are Important, Too

School isn't just about learning academics. Social skills are important, too. Learning how to make friends — and keep them — is another area where you can help your child succeed.

- Invite your child's friends to your home. This will give you a chance to meet them and see how your child interacts with them.
- Help your child arrange play dates and make plans with friends.
- Coach your child on how to handle anger, shyness, or conflict with a friend. Teach your child that friends can work out problems without fighting.
- Encourage your child to keep in touch with friends who move away, switch schools, or are held back a grade.



# 4 Steps to Fight Food Allergy Bullying

**Y**ou may feel like you spend a lot more time worrying about food allergies than your parents did. And you're probably right.

Since the 1990s, the amount of food allergies has risen sharply. Researchers aren't sure why. It could be that people are more aware of allergies these days ... which means they are more likely to be recognized and diagnosed. Whatever the case, food allergies are everywhere. And this increase has led to a surprising side effect: food bullying.

## A Growing Problem

Roughly one in 13 children suffers from food allergies. And about a third of these kids say that they've been bullied for it. That's the word from Food Allergy Research & Education, the nation's leading organization dedicated to food allergy research and education. Compared with children who do not have a medical condition, children with food allergies are twice as likely to be bullied.

Bullying is always serious. But when it comes to food allergies, it can be dangerous. That's because an allergic reaction can be life-threatening. Bullies most often tease children about their allergies. But some also touch and harass children with their food allergen.

## Steps to Take

To prevent bullying, make sure your kids know that food allergies aren't a joke. If your child has allergies, you can help him or her with these tips:

- **Tell kids to speak up if they're being bullied.** About half the time, children don't tell their parents they're being bullied. Let them know they can come to you with any problems like this. Encourage them to also let a teacher or other trusted adult know what's going on.
- **Learn the signs that your child is being bullied.** Your child may not tell you he or she is being bullied, so it's important to know what to look for. A loss of interest in going to school, behavior changes, unexplained injuries, and physical issues like headaches and stomachaches can all be signs that your child is being bullied.
- **Teach kids to deal with bullying behavior.** Tell kids how to stand up for themselves by saying "stop" and walking away confidently. The bully may lose interest.
- **Champion food allergy education.** Kids who don't have a food allergy might not understand how it's different from a food preference. Ask those in charge at schools, camps, sports, and clubs to educate all students about allergies.

*Sources: American Academy of Pediatrics, U.S. Department of Health and Human Services*





# Conquer Your Child's Fear of Dentists

Let's face it ... even as adults, we sometimes experience a bit of anxiety before a dental appointment. But a child's fear of dentists can interfere with his or her long-term oral health. So, here are a few tips that can help prevent children from becoming fearful, and advice on how to ease a child's worry about upcoming dental visits.

### Start Early

There are a number of reasons the American Dental Association advises parents to schedule a dental appointment for their children soon after the first tooth appears (usually around age 6 months) or at least before their first birthday. Even though a child this young is probably not experiencing any dental problems, an early dental visit will help him or her become

familiar with the dentist, the office surroundings, and the dental staff. This can set the stage for many pleasant visits in the future.

### Finding the Perfect Fit

If you don't already have an established dental home for your child, look for a dentist who is comfortable with and enjoys treating children. Making sure a child has positive experiences, along with good dental care, is key in preventing a fear of dentists. Here are some common traits of a dentist who is first-rate with children:

- Encourages early and regular visits to monitor the child's dental development
- Has a children's section in the waiting room filled with toys, books, and child-sized furniture
- Has a friendly and welcoming staff
- Is open to addressing all of a parent's questions and concerns
- At every visit, educates parents on home care techniques and healthy eating
- Explains the "whys and hows" of any treatment the child may need
- Is available for emergency appointments



# Notice of Privacy Practices

Independence Blue Cross (Independence) is committed to protecting the privacy of our members' personal health information. Part of that commitment is complying with the Privacy Rule of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), which requires us to take additional measures to protect personal information and inform our members about those measures.

The Notice of Privacy Practices describes how Independence may use and disclose a member's personal health information and how a member of an Independence health plan can get access to this information. For details on our practices, available privacy forms, and HIPAA requirements, please visit [www.ibx.com/privacy](http://www.ibx.com/privacy). You can also call to request a copy of the Notice of Privacy Practices by contacting our Member Help Team at the number on the back of your ID card.

### Maintaining Your Privacy Gramm-Leach-Bliley Notice of Privacy Practices

At Independence,\* we value you as a member, and the protection of your

personal information is very important to us. To effectively administer the array of health plans offered to our members, Independence may collect and share "nonpublic personal information" about you in accordance with applicable laws and regulations. This notice is provided as required by the Gramm-Leach-Bliley Act, a federal law, and applicable state regulations. This notice informs you how we collect, share, and protect your personal information.

### Nonpublic Personal Information Independence Collects

Independence collects nonpublic personal information about you when you apply for health care

## Preparing for Dental Visits

Whenever planning a dental appointment, it is important that parents make sure it starts and ends on a positive note. And because they know their child's schedule better than anyone, parents should arrange the visit for a time when their child is rested and more likely to be in a cooperative mood. For many young children, this is in the morning. The ADA stresses that while parents may have some of their own fears about the dentist or apprehension about their child's upcoming visit, they

need to keep these anxious emotions to themselves.

### Remember!

With **CHIP** benefits, your child may get one dental checkup every six months.

Children can pick up on fear rather easily. Parents should never

use a dental visit

as a bribe, threat, or

punishment. And they should always talk about the upcoming visit with their child.

Source: United Concordia

# It's Important to Have Your Child Tested for Lead Poisoning

According to the Centers for Disease Control and Prevention (CDC), at least 4 million households have children living in them who are exposed to high levels of lead. Approximately half a million U.S. children ages 1 to 5 have increased blood lead levels. Lead exposure can affect nearly every system in your child's body, says the CDC. Because lead exposure often occurs with no obvious symptoms, it frequently goes unrecognized.

The CDC also states that:

- A blood lead test is the only way to know if your child has lead poisoning.
- Lead poisoning is caused by swallowing or breathing lead dust particles.
- Children under 6 years old are most at risk for lead poisoning.
- Most children get lead poisoning from paint and lead-contaminated dust in homes built before 1978.
- Examples of other sources of lead poisoning may include imported candy and candy wrappers, glazed pots, soil, tap water from lead pipes, toys with lead paint, leaded gasoline, and old or recycled electronics.
- Lead poisoning can cause learning disabilities and behavioral problems.
- Lead in a child's body can:
  - Slow growth and development
  - Damage hearing and speech
  - Make it hard to pay attention and learn

## What You Can Do as a Parent

Talk with your child's doctor about the required lead tests for your child and the ages at which the tests should be done.

Source: Centers for Disease Control and Prevention (website: [www.cdc.gov](http://www.cdc.gov))

coverage with Independence or when Independence administers your benefits. For example, Independence may collect personal information such as your name, address, phone number, cell phone number, Social Security number, and account information, which may not otherwise be publicly available.

Independence receives this information from:

- You, your employer, or benefits plan sponsor on applications and other forms
- Your transactions with Independence, our affiliates, or others
- Consumer reporting agencies
- Electronic sources when you access

our website, including data that is obtained with an information-collection device known as a "cookie"

## Nonpublic Personal Information Independence Discloses and to Whom

Independence does not disclose nonpublic personal information about our customers or former customers to anyone, except as otherwise permitted by law. For example, Independence may disclose nonpublic personal information to affiliates and nonaffiliated third parties to perform services on our behalf or as necessary for everyday business purposes such as to process your transactions, maintain

your account, respond to court orders, or report to credit bureaus.

## Our Security Procedures

Independence restricts access to nonpublic personal information about you to individuals or entities involved in providing services to you. Independence maintains safeguards to protect nonpublic personal information from unauthorized access and use.

Please call **1-800-ASK-BLUE (1-800-275-2583, TTY: 711)** or go to **[www.ibx.com/privacy](http://www.ibx.com/privacy)** if you have any questions about this notice.

\*For purposes of this notice, "Independence" refers to the following companies: Independence Blue Cross, LLC; Keystone Health Plan East, Inc.; and QCC Insurance Company.

# Registered Nurse Health Coaches Offer Support for Managing Your Health

Living with a chronic condition or coordinating care after a hospital stay can be overwhelming, but you and your child don't have to do it alone. Independence Blue Cross provides members with access to Health Coaches — registered nurses who are available to help you manage your child's care and make informed health decisions — at no additional cost to you. Health Coaches are available 24 hours a day, 7 days a week, 365 days per year by calling **1-800-ASK-BLUE (1-800-275-2583; TTY/TDD: 711)**.

Our Health Coaches support members with chronic conditions and/or pregnancy through our condition management program, and also members who require more intensive case management and coordination of care through our case management program. Health Coaches have access to health information that may help identify members as being eligible for one of our programs. These members may receive a telephone call from a Health Coach offering support for their condition.

In addition, Health Coaches can address general health questions and concerns you may have. Once you speak with a Health Coach, he or she is dedicated to you and your child. Whatever your health concern, your child's personal Health Coach works with you to set goals and develop a plan to manage your child's health care through telephone calls and/or educational materials and health reminders mailed to your home.



## Together, You and Your Child's Health Coach Will:

- Assess your child's current health status and history
- Confirm your child's needs
- Develop a care plan designed to meet your child's needs that could include home care, education, and coaching
- Review the plan and goals, and communicate with your child's doctor as necessary

Speaking with a Health Coach is voluntary. You can talk with a Health Coach just once or establish a relationship and set up follow-up calls — whatever works best for you. If at any time you wish to stop your relationship with your Health Coach, simply call **1-800-ASK-BLUE (1-800-275-2583; TTY/TDD: 711)** and ask that you not be contacted by a Health Coach in the future.

To contact a Health Coach, call **1-800-ASK-BLUE (1-800-275-2583; TTY/TDD: 711)**. After you provide the requested information, say "Health Coach" when prompted for call reason. Translation services are available through CyraCom. There is no additional cost to you for using the Health Information Line.

# Keep Your Child's Health on Track with this Preventive Care Guidelines Tool



It is important that your child receives periodic well checkups and screenings to help keep him or her healthy. Many screenings are due at a very young age, so if you have a young child, it is especially important to keep your child up to date to avoid problems later.

To help you track recommended screenings for your child, Independence has developed an online tool. The tool shows you at what ages your child should be screened, the screenings he or she should receive, and when shots are needed.

To access the tool, visit Preventive Care Guidelines at: [www.ibx.com/CHIPpreventivecare](http://www.ibx.com/CHIPpreventivecare). Then click on Male

or Female under "Select Your Gender." Select your child's age range under "Select Your Age." Click on "View your guidelines." You'll then see a list of recommended screenings your child should receive.

We encourage you to review these recommendations with your child's primary care physician. These recommendations are not a statement of benefits or benefits coverage. Please refer to the CHIP Benefits Handbook and Benefits at a Glance document for complete details of terms, limitations, and exclusions of your child's health care coverage.

**For coverage information and questions, please call the Independence Member Help Team at 1-800-464-5437.**

## Remember to Renew!

We verify children's eligibility for CHIP once each year. There has been a change to the renewal process, which we hope will make things much easier.

You will receive a Change Reminder Notice 120 days before the anniversary of enrollment, stating that we will attempt to review your child's eligibility by using data available through federal and state databases. If this data is reasonably similar with the income you reported to us, the renewal will be processed without further documentation required from you.

It is extremely important that you report any changes that may affect your child's eligibility, including:

- Income
- Employment
- Household size
- Marital status
- Address
- Medical insurance coverage

If the electronic data is not reasonably similar to the income that you previously reported, you will be sent a letter and Renewal Form. Please complete the Renewal Form, include all documentation of your income\*, and return these items to Independence Blue Cross as soon as possible. The sooner you respond to the request, the more time there will be to resolve any questions and avoid a potential loss of your child's CHIP coverage.

Be sure to follow the instructions on the Notice and Renewal Form. If you have any questions about this renewal process, call the Member Help Team at **1-800-464-5437**, Monday through Friday, from 8 a.m. to 6 p.m.

*\*Copies of paystubs and other sources of income are required. If you are self-employed OR report tax deductions, please be sure to include a copy of your most recent federal tax return with all schedules.*

# Independence

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## Get Money Back When You Make Healthy Choices

The choices your child makes have a big impact on his or her life. Independence Blue Cross supports your child making healthy choices. That's why we offer refunds through our Healthy Lifestyles<sup>SM</sup> Solutions programs.

### Lose Weight and Keep It Off

No one said weight loss is easy. But support from others can make the goal easier to reach. Enroll your child in Weight Watchers®, Weight Watchers Online®, or an approved weight management program at any network hospital. We will repay you up to \$150 for the cost of an approved weight management program.

### Quit Tobacco for Good

You probably know many of the reasons why your child should quit smoking. Quitting can help your child breathe easier, live longer, and protect the health of those around him or her. Quitting isn't easy. Many people try more than once before they succeed, but it's worth it. To help your child quit for good, we will repay you up to \$150 when he or she finishes an approved tobacco-cessation program. Is your child age 18 and does the program cost less than \$150? Then you can apply the difference toward repayment of nicotine replacement products or medications prescribed to help your child quit.

For more information on how to get these refunds, call the Health Resource Center at **1-800-ASK-BLUE (1-800-275-2583)**.

Independence Blue Cross complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

**ATENCIÓN:** Si habla español, cuenta con servicios de asistencia en idiomas disponibles de forma gratuita para usted. Llame al 1-800-275-2583 TTY 711.

注意：如果您讲中文，您可以得到免费的语言协助服务。请致电1-800-275-2583。

*Si necesita ayuda para traducir esta información, por favor comuníquese con el departamento de servicios a miembros de Independence Blue Cross al 1-800-464-5437. Estos servicios están disponibles de lunes a viernes, de 8 a.m. a 6 p.m. Usuarios del sistema TTY deberán llamar al 711.*