

WHOLE you

2026 | Q2 BULLETIN



The ABC's of Sun Safety



Avoid direct sunlight in the middle of the day. This is when the sun's rays are the most damaging. Keep babies younger than 6 months out of direct sunlight whenever possible. If adequate shade is unavailable, follow these other steps.



Block the sun's rays using a sun protection factor (SPF) 30 or higher sunscreen. Apply the lotion 30 minutes before going outside and reapply it often during the day. Use broad-spectrum sunscreens that block the greatest amount of ultraviolet A (UVA) and ultraviolet B (UVB) rays.



Cover with protective clothing, such as a hat and long-sleeve shirt when in the sun. Use clothing with a tight weave to keep out as much sunlight as possible. Sunglasses and hats with brims are important. Clothing rated with UPF (UV protection factor) can also be worn.



Product labels can be confusing.

Sunscreen helps protect skin from UV radiation, but no sunscreen blocks 100%. For example, SPF 15 blocks about 93% of radiation.

Sunblock (such as zinc oxide or titanium dioxide) can help reflect UV light. **If your child is under 6 months old, only use a small amount of these products on limited, exposed areas if shade and protective clothing aren't available.** If you have questions, ask your child's doctor for more information.



Sports Safety Tips

Playing sports is great for children. Sports can increase physical coordination, fitness, and self-esteem. They also teach important lessons about teamwork and self-discipline.

Children may get injured often when playing sports. That's because their bodies are still growing and their coordination is still developing. Still, children can be enthusiastic about physical activities. They may not take enough rest breaks. Many children ages 14 and younger are treated for sports-related injuries each year. About half of those injuries could be prevented with correct use of safety gear and changes to the playing environment. Following a sport's rules can help prevent injuries, too.

Precautions to help prevent sports injuries:

- Wear the right safety gear and equipment.
- Have a good warm-up and cool-down routine.
- Make sure the playing field is well-lit and safe.
- Follow safety rules.
- Stay hydrated during and after sports.
- Take breaks while training and during games.
- Don't play while injured.

In the event of an injury, call your child's doctor or get emergency medical care if:

- A wound doesn't stop bleeding after applying 10 to 15 minutes of pressure.
- A cut has ragged edges, has skin edges that are far apart, or is long or deep.
- Redness, bruising, pus, or swelling gets worse.
- The injured area feels numb.
- A popping sound happens during the injury. This can mean torn ligaments.
- An injured body part is oddly bent or misshapen.
- There's any major injury to the head or face.
- Pain gets worse or breathing gets difficult.



If you have any questions, call Member Services at 1-855-445-1920 (TTY 711).



Asthma

Asthma is a long-term lung disease that causes your child's airways to become sensitive to certain things.



When a child is exposed to their asthma triggers:

- The lining around the airways swells.
- The muscles around the airways tighten.
- The airways make more thick mucus than normal.

These things will cause the airways to narrow. This makes it hard for air to go in and out of your child's lungs and causes asthma symptoms.

Ways you can help manage your child's asthma:

- Identify and avoid your child's asthma triggers.
- Do not let people smoke in your car, home, or near your child.
- Do not let your child smoke or use e-cigarettes.
- Give your child medicine as directed to prevent symptoms.
- Keep your child up-to-date on recommended vaccines.
- Watch for asthma symptoms to know when they are getting worse.
- Know what to do when asthma gets worse.
- Keep your child's scheduled follow-up appointments.
- Let the school or child care providers know your child has asthma.
- Create and keep an Asthma Action Plan at the following link:

<https://aafa.org/asthma/asthma-treatment/asthma-treatment-action-plan/>



Work with your child's healthcare provider to find the best way to take care of your child's asthma.



Keep your child healthier by reducing exposure to tobacco smoke and e-cigarettes. If you or your child smokes or vapes, there are programs to help. Resources to support your journey to a smoke-free life can be found by visiting [Smokefree.gov](https://www.smokefree.gov) or calling **1-800-QUIT-NOW**. If you have questions, call Member Services at **1-855-445-1920 (TTY 711)**.



Eating a Healthy Diet

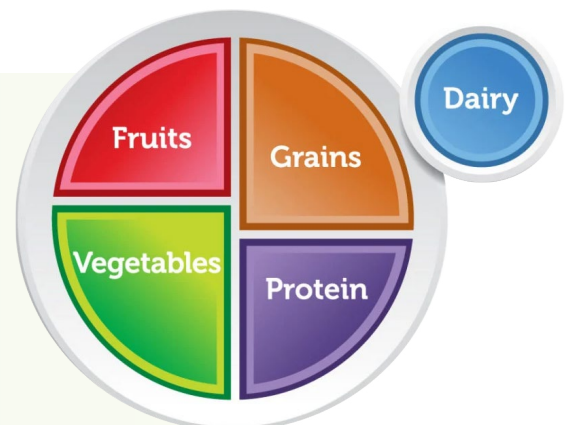
Eating well is an important part of a healthy lifestyle and should be taught at a young age. These are some general guidelines for helping your child eat healthy:

- Provide 3 meals a day, with healthy snacks in-between.
- Encourage your child to drink water. Try to stay away from drinks and juices that are high in sugar.
- Don't put your child on a low-fat diet without talking to their healthcare provider. Children under 2 need fats in their diet to help with the growth of their nervous system.
- Try to bake, grill, roast, or broil instead of frying.
- Serve more lean meat, chicken, fish, and beans for protein.
- Serve balanced meals.
- Decrease your child's added sugar intake.
- Decrease the use of salt and salty foods.
- Increase fiber in your child's diet.
- Offer fruit or vegetables for a snack.
- Use less butter, heavy sauces, and gravies.

Making Healthy Food Choices

MyPlate is a guideline to help you and your child eat a variety of foods while encouraging the right amount of calories and fat for children 1 year and older.

Exercise and daily physical activity are also important. To learn more, call Member Services at **1-855-445-1920** (TTY 711).





Good Dental Habits

Most pediatric dentists will agree that regular dental care should begin when your child's first tooth appears or no later than 1 year of age, with a dental checkup at least twice each year for most children. **This list for infants and toddlers comes from the American Academy of Pediatric Dentistry and the American Dental Association:**

Birth to 6 months

- Clean your baby's mouth after feedings and at bedtime. Use water and a cloth, gauze, or a soft infant toothbrush.
- Talk with your child's dentist about fluoride supplements, if you live in an area without fluoridated water.
- Also ask about fluoride varnish being applied to the teeth.
- Create regular feeding habits (bottle and breastfeeding).

6 to 12 months

- Contact the pediatric dentist for an exam as soon as the first tooth comes in, but no later than the first birthday.
- Brush teeth after each feeding and at bedtime with a small, soft-bristled brush. Use a very small amount of fluoride toothpaste, about the size of a grain of rice.
- As your child starts to walk, stay alert for possible dental or facial injuries.
- The American Academy of Pediatrics advises breast milk for at least 6 months. At about 1 year old, continue to breastfeed or begin weaning as you and your baby are ready. At 1 year, start giving your baby whole milk along with a balanced diet of solid foods.

Most children begin losing their baby teeth around age 5 or 6. At around age 12 or 13 is when all of the permanent teeth finally come through, except for the third molars (wisdom teeth), which appear around age 17 to 21.

1 to 3 years

- Brush teeth after each feeding and at bedtime with a small, soft-bristled brush. Use a very small amount of fluoride toothpaste, about the size of a grain of rice.
- Make the experience enjoyable for your child by using games or songs.

3 to 6 years

- At about age 3, as your child learns to rinse and spit, brushing with a pea-sized portion of fluoridated toothpaste is best.
- Your child should brush at least twice a day.
- Always supervise your child to make sure they use the correct amount of toothpaste and spit out as much toothpaste as possible.



For more information, call **1-855-445-1920** (TTY 711) or visit **PAWellKids.com**.



Cyber Safety

Bullying doesn't just happen in school or on the playground. It can even happen through texting or online through social media sites, apps, and gaming platforms. This is called cyber bullying.

Bullying is a common problem for many kids, but as kids start to learn that bullying is never cool and that adults need to know about any acts of bullying, the situation should get better. Learn about your state's bullying laws. If you have tried all the standard ways to prevent bullying and still fear for your child's safety, you may need to contact legal authorities.

Finally, remember that many kids become bullies because they learn bullying at home. Children who are often exposed to anger, shame, and violence are at risk of becoming bullies. You don't want your child to be bullied, and you certainly don't want your child to be a bully. Make your home environment safe and supportive. If you need help or have any questions, call Member Services at **1-855-445-1920** (TTY 711).

Preventing Abuse & Neglect

Child abuse and neglect are serious public health concerns. They can have long-term impacts on health. It can happen in any family and in any neighborhood. Studies have shown that child abuse crosses all boundaries of income, race, ethnic heritage, and religious faith.

Know the signs of abuse and neglect. These may include unexplained injuries, depression, fear of a certain adult, difficulty trusting others or making friends, sudden changes in eating or sleeping habits, sudden changes in behavior or school performance, inappropriate sexual behavior, keeping secrets, and being aggressive.

Remember that child abuse often repeats itself in the next generation. By doing what you can to prevent it today, you can help save children's lives far into the future.

1-in-7 children
have experienced abuse
or neglect in the past
year in the United States.



If you are concerned that a family member or caregiver is abusing your child, make a report to your state child protective service or local police right away.

For more information, call **1-855-445-1920** (TTY 711) or visit **PAWellKids.com**.



Supporting Mental Health

Mental health is an important part of your child's overall health. Just like physical health, emotional well-being helps children learn, grow, and build healthy relationships. WellKids by PA Health & Wellness covers mental and behavioral health services. Support is here when your family needs it.

Every child is different. Talk to a healthcare provider if your child:

- Seems often sad, worried, or irritable.
- Has changes in sleep or appetite.
- Has trouble focusing or a drop in school performance.
- Complains of frequent headaches or stomachaches.
- Withdraws from friends or activities they enjoyed.

We cover many mental and behavioral health services, including:

- Emotional and behavioral screenings.
- Counseling or therapy.
- Support for anxiety, depression, and more.

Small steps at home matter:

- Keep regular routines for sleep and meals.
- Listen and encourage your child to talk about feelings.
- Limit screen time and encourage active play.
- Show healthy ways to manage stress.



Early support can make a big difference. Your child's primary care provider can help identify concerns and connect you to covered services. If concerns last more than a few weeks, interfere with daily life, or worry you as a caregiver, reaching out for help is a strong and positive step. Remember: Taking care of mental health is part of taking care of the whole child. WellKids by PA Health & Wellness is here to support your family. **For help with benefits or services, contact Member Services at 1-855-445-1920 (TTY: 711).**

Statement of Non-Discrimination

PA Health & Wellness complies with applicable federal civil rights laws and does 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. PA Health & Wellness 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.

PA Health & Wellness:

- 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)
- 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 PA Health & Wellness at 1-855-445-1920 (TTY 711).

If you believe that PA Health & Wellness has failed to provide these services or discriminated in another way on the basis of race, color, creed, sex, religion, age, national origin, ancestry, marital status, sexual orientation, gender identity, language, MA status, income, status, program participation, health status, disease or pre-existing condition, anticipated need for healthcare or physical or mental handicap, you can file a grievance with:

1557 Coordinator

PA Health & Wellness
1700 Bent Creek Blvd. Ste. 200
Mechanicsburg, PA 17050
(833) 236-9679 (TTY 711)
Fax: 844-747-0599
CHIPComplaintsandGrievances@PAHealthWellness.com

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
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, our 1557 Coordinator is 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, phone, or email at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW.
Room 509F, HHH Building,
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)
OCRMail@hhs.gov

Complaint forms are available at <https://www.hhs.gov/ocr/complaints/index.html>.

This notice is available at PA Health & Wellness website:

<https://www.pahealthwellness.com/members/chip/member-resources/nondiscrimination-notice.html>

Your managed care plan may not cover all your health care expenses. Read your Member handbook carefully to determine which health care services are covered. Call 1-855-445-1920 (TTY: 711).

ATTENTION: If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-855-445-1920 (TTY: 711) or speak to your provider.

Spanish

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-855-445-1920 (TTY: 711) o hable con su proveedor.

Chinese; Mandarin

注意: 如果您说中文，我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务，以无障碍格式提供信息。致电 1-855-445-1920 (文本电话: 711) 或咨询您的服务提供商。

Nepali

सावधान: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क भाषिक सहायता सेवाहरू उपलब्ध छन्। पहुँचयोग्य ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायता र सेवाहरू पनि निःशुल्क उपलब्ध छन्। 1-855-445-1920 (TTY: 711) मा फोन गर्नुहोस् वा आफ्नो प्रदायकसँग कुरा गर्नुहोस्।

Russian

ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-855-445-1920 (TTY: 711) или обратитесь к своему поставщику услуг.

Arabic

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم 1-855-445-1920 (TTY: 711) أو تحدث إلى مقدم الخدمة.

Haitian Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd aladispozisyon w gratis pou lang ou pale a. Èd ak sèvis siplemantè apwopriye pou bay enfòmasyon nan fòm aksesib yo disponib gratis tou. Rele nan 1-855-445-1920 (TTY: 711) founisè w la.

LANGUAGE ASSISTANCE CONTINUED...

Vietnamese

LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-855-445-1920 (Người khuyết tật: (TTY: 711) hoặc trao đổi với người cung cấp dịch vụ của bạn.

Ukrainian

УВАГА: Якщо ви розмовляєте українською мовою, вам доступні безкоштовні мовні послуги. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також доступні безкоштовно. Зателефонуйте за номером 1-855-445-1920 (TTY: 711) або зверніться до свого постачальника».

Chinese; Cantonese

注意：如果您說 中文，我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務，以無障礙格式提供資訊。請致電 1-855-445-1920 (TTY: 711) 或與您的提供者討論。

Portuguese

ATENÇÃO: Se você fala Português, serviços gratuitos de assistência linguística estão disponíveis para você. Auxílios e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Ligue para 1-855-445-1920 (TTY: 711) ou fale com seu provedor.

Bengali

মনোযোগ দিন: যদি আপনি বাংলা বলেন তাহলে আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবাদি উপলব্ধ রয়েছে। অ্যাক্সেসযোগ্য ফরম্যাটে তথ্য প্রদানের জন্য উপযুক্ত সহায়ক সহযোগিতা এবং পরিষেবাদিও বিনামূল্যে উপলব্ধ রয়েছে। 1-855-445-1920 (TTY: 711) নম্বরে কল করুন অথবা আপনার প্রদানকারীর সাথে কথা বলুন।

French

ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 1-855-445-1920 (TTY: 711) ou parlez à votre fournisseur.

Cambodian

សូមយកចិត្តទុកដាក់៖ ប្រសិនបើអ្នកនិយាយ ភាសាខ្មែរ សេវាកម្មជំនួយភាសា ឥតគិតថ្លៃគឺមានសម្រាប់អ្នក។ ជំនួយ និងសេវាកម្មដែលជាការជួយដ៏សមរម្យ ក្នុងការផ្តល់ព័ត៌មានតាមទម្រង់ដែលអាចចូលប្រើប្រាស់បាន ក៏អាចរកបាន ដោយឥតគិតថ្លៃផងដែរ។ ហៅទូរសព្ទទៅ 1-855-445-1920 (TTY: 711) ឬនិយាយទៅកាន់អ្នកផ្តល់សេវារបស់អ្នក។

Continued on next page...

LANGUAGE ASSISTANCE CONTINUED...

Korean

주의: 한국어를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 1-855-445-1920 (TTY: 711) 번으로 전화하거나 서비스 제공업체에 문의하십시오.

Gujarati

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. યોગ્ય ઓક્ટિલરી સહાય અને એક્સેસિબલ ફોર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. 1-855-445-1920 (TTY: 711) પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.

Premium Payments

Visit the link below to pay your premium. Please call us at **1-855-445-1920 (TTY: 711)** if you have any questions.

<https://www.pahealthwellness.com/members/chip.html>

Reporting Fraud, Waste, and Abuse

If you suspect fraud, waste, or abuse in the healthcare system, you should report it to someone who can investigate it.* Your actions may help to improve the healthcare system and reduce costs for our Members, customers, and business partners. You can report suspected fraud, waste, or abuse in one of these ways:

PA Health & Wellness Anonymous and Confidential Hotline

1-866-685-8664

Pennsylvania Office of Inspector General

1-855-FRAUD-PA (1-855-372-8372)

Pennsylvania Bureau of Program Integrity

1-866-379-8477

Pennsylvania Department of Human Services

1-844-DHS-TIPS (1-844-347-8477)

Mail: Office of Inspector General

555 Walnut Street, 7th Floor, Harrisburg, PA 17101

Mail: Department of Human Services

Office of Administration, Bureau of Program Integrity,
P.O. Box 2675, Harrisburg, PA 17105-2675





Send Your Feedback!

Want to give a compliment or tell us how we can improve? Scan the QR code or visit the link below, then complete the form:

<https://www.pahealthwellness.com/contact-us.html>



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* You may remain anonymous if you prefer. All information received or discovered by the Special Investigations Unit (SIU) will be treated as confidential, and the results of investigations will be discussed only with persons having a legitimate reason to receive the information (e.g., state and federal authorities, corporate law department, market medical directors or senior management).



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1700 Bent Creek Blvd.
Ste. 200
Mechanicsburg, PA 17050

Health and Wellness or
Prevention Information



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A newsletter from WellKids by PA Health & Wellness. Your healthy source for living well.

INCLUDING THESE TOPICS AND MORE: The ABC's of Sun Safety | Sports Safety Tips
Asthma | Eating a Healthy Diet | Good Dental Habits | Cyber Safety
Preventing Abuse & Neglect | Supporting Mental Health