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

wellkids by pa health & wellness

WHOLE you

2026 | Q4 BULLETIN



Prevent Bullying

Bullying is very common. About 1 in 5 children and teens ages 12 to 18 report that they were bullied over the last 12 months. Bullying can cause kids to feel depressed or anxious. Kids who are bullied can see their grades drop and are more likely to drop out of school, too. If your kid is being bullied, it's normal to feel angry or upset.

Here are some things you and your child can do:



- **Use the buddy system.** Encourage your kid to pair up with a friend on the bus, in hallways, or at lunch or recess — anywhere the bully will be.
- **Teach cool-down strategies.** Bullies thrive on conflict. If your kid gets angry or upset, it'll encourage the bully. Tell your child to count to 10 in their head, take some deep breaths, or simply walk away.
- **Get your child help.** It's important that they talk to someone they trust. This could be a school guidance counselor, teacher, coach, or an outside therapist.
- **Build their confidence.** Encourage your kid to join a new club or start a new sport. This way, they can meet new friends. They'll also feel good about themselves for trying something new.
- **Enlist your child's school.** While it might be tempting, don't call the bully's parents. That can just make things worse. Go straight to school administrators. They may be legally required to take certain steps under your state's anti-bullying laws. They can also help create a plan to support your child.

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If you have questions or need help, call us at **1-855-445-1920** (TTY 711).

Earn Rewards For Healthy Activities



It pays to stay healthy. Your child can earn My Health Pays Rewards® from WellKids by PA Health & Wellness when they complete qualifying healthy activities!

To view a full list of qualifying activities and the rewards you can earn, visit the link below. You may also scan the QR code.

www.pahealthwellness.com/members/chip/benefits/healthy-rewards-program.html

*This card is issued by The Bancorp Bank, N.A., pursuant to a license from Visa U.S.A. Inc. Card cannot be used everywhere Visa debit cards are accepted. See Cardholder Agreement for complete usage restrictions. Funds expire 90 days after termination of insurance coverage or 365 days after date reward was earned, whichever comes first.

Be Sure to Stay In-Network

Finding the right care for your child is important and we are here to make it easy. Call us at 1-855-445-1920 (TTY 711) to verify that your preferred providers are in-network before using your ID card. Our provider directory also has information about the providers in-network, including PCPs, specialists, dentists and vision providers. The provider directory is located online at: **https://www.pahealthwellness.com/FindaDoctor.html**

Remember to Renew

Your child's CHIP health insurance coverage needs to be renewed every 12 months. About 60 days before coverage ends, the Pennsylvania Department of Human Services (DHS) will send you a renewal packet. You can also renew online through your COMPASS account. If the renewal isn't submitted, your child's CHIP coverage may end. Once the renewal process is finished, you will receive a notice explaining your child's eligibility.

If you have questions or need help, call us at **1-855-445-1920** (TTY 711).

Caring for Your Child's Teeth

It's never too early for good dental care. With good oral health care, your child can grow up cavity-free. Start by caring for your baby's gums and teeth. As they grow, teach your child the best possible tooth care. Don't forget that healthy teeth and gums need regular visits to the dentist.

Brushing

Food and bacteria form a sticky substance called plaque on teeth. Brushing stops plaque from building up. Begin cleaning your baby's gums a few days after birth. At first, use water and a piece of cotton gauze. As teeth come in, use a small toothbrush and a tiny rice-sized amount of fluoride toothpaste. Only use a tiny amount because children tend to swallow the toothpaste. A training toothpaste (non-fluoridated) can also be used at this stage. When your child is old enough to brush on their own, watch to be sure it's done right.

Flossing

Flossing removes bacteria and plaque from between the teeth and under the gums. Floss your child's teeth daily. When the child is old enough, a floss holder can help them floss.

Fluoride

Fluoride makes tooth enamel stronger. This helps prevent cavities. Find out if your community's water has fluoride added to it. If not, ask your dentist if your child should be given fluoride supplements. Your dentist may also apply fluoride to your child's adult teeth at regular checkups.

Sealants

Sealants are a safe, painless, and low-cost way to help protect your child's back teeth from decay. A thin plastic coating is bonded to the chewing surfaces of the molars and premolars. The sealant forms a hard shield that keeps food and bacteria from getting into the tiny grooves on the surface of the teeth.

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Make Handwashing a Habit

How can you teach your kids that handwashing is important? Here are a few tips for you.

Explain to your children that washing their hands helps prevent them from getting sick and making other people sick. Handwashing can help prevent this from happening as often.

Tell your child to wash their hands...

Before:

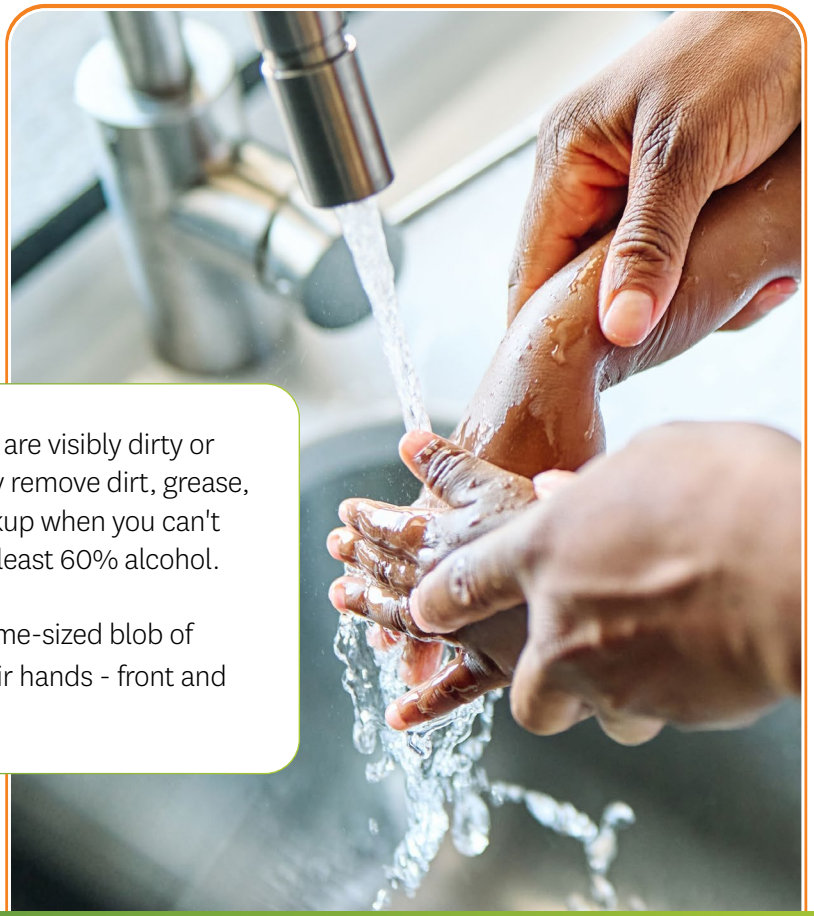
- Eating
- Touching their mouth, eyes, or nose
- Touching a cut or scrape

After:

- Going to the bathroom
- Playing with pets or other animals
- Touching pet food or treats
- Being on playground equipment
- Being close to a person who is sick
- Touching a dirty diaper
- Touching garbage
- Blowing their nose
- Coughing, or sneezing on their hands

Follow These 4 Steps for Clean Hands:

1. **Get wet and soapy.** Get your hands wet in clean, running water (warm or cold). Put soap on your hands and make suds.
2. **Rub.** Rub, rub, rub your soapy hands together for at least 20 seconds or long enough to sing "Happy Birthday" in your head twice. Clean your palms, the back of your hands, and between your fingers. Don't forget to clean under your nails. Nails can trap dirt and germs.
3. **Rinse.** Hold your hands under running water. Rub them to rinse them fully.
4. **Shake and dry.** Shake your hands a few times, then dry them with a clean towel or hand dryer. *Done!*



When to Use Hand Sanitizer:

Hand sanitizer doesn't work well when hands are visibly dirty or greasy. Soap and water are best because they remove dirt, grease, and germs fully. Hand sanitizer is a good backup when you can't get to soap and water. Use a sanitizer with at least 60% alcohol.

Watch while you tell your child to: Put a dime-sized blob of hand sanitizer into your child's palm. Rub their hands - front and back and between fingers - until they're dry.

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Measles, Mumps, & Rubella

The measles, mumps, and rubella (MMR) vaccine protects people from three serious viral diseases. The diseases are spread from direct contact with droplets from sneezes or coughs of people with the viruses.

Measles is caused by a virus. It starts with cold-like symptoms and fever. A rash starts on the face and then develops on the body follows 2 to 4 days later. It can result in serious complications, especially in those with weak immune systems.

Mumps is also caused by a virus. Symptoms include swollen glands in the neck, fever, headache, and muscle aches. There may be serious complications, including sterility in males because it can affect the testicles.

Rubella (German measles) is an infection from a virus. It causes mild fever and rash in infants and children. Pregnant women who get rubella have an increased chance of having babies with birth defects.

A combination vaccine protects against all three diseases. Another vaccine, the MMRV, protects against measles, mumps, and rubella, and also against chickenpox (varicella). **Talk to your child's health care provider to learn more about measles vaccinations.**

If you have questions or need help, call us at **1-855-445-1920** (TTY 711).

Family Caregivers Month

Family Caregivers Month is a time to raise awareness about the important role family caregivers play and educate people about the challenges caregivers face. If you are a caregiver, you may need support from friends and family. Here are some tips to help set up your support network.



Ask for help. Other members of your family, community, and circle of friends may want to lend a hand but don't know how. Meet with them and give some specific ideas about the kind of support you or your family may need.

Reach out to community agencies. Talk to a counselor at your child's school about support services. You can also go through your local YMCA, parenting centers, or other family services groups. You may also find online-based support groups and resources. People who take part in online groups might live too far apart for regular meetings. But these groups can still be very informative and helpful.

Parents Helping Parents. This organization provides a safe place to discuss the challenges of raising children. Call the Parent Stress Line at 1-800-632-8188 (TTY 711) The call is free and confidential. Counselors are available 24 hours a day, 7 days a week.

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Diabetes: Safe Exercise

Exercise plays a big role in managing your child's blood sugar. It's important to watch your child's blood sugar closely when they exercise. You will have to balance exercise with food and insulin to make sure your child is in their target range for blood sugar. Exercise is a key part of your child's overall health and lifestyle. Children ages 6 to 17 should get 60 minutes of moderate to vigorous physical activity each day. Include muscle and bone strength training at least 3 days a week.

Prevention is key. The best way to manage your child's blood sugar during exercise is to plan for it. These are some other things you can do to help keep your child safe during exercise:

At first, check your child's blood sugar before, during, and after exercise to see how it's affected by exercise. Then check your child's blood sugar before and after each exercise session.

Teach your child how to notice critical symptoms and how to manage their diabetes.

Have your child eat a snack before exercising when their blood sugar is below target range. Try half a sandwich, a piece of fruit, or an energy bar.

Don't use carbohydrate sources high in protein, such as milk or nuts. These may increase the insulin response to carbohydrates.

Check that your child's fast-acting glucose tablets and emergency glucagon kit are nearby. Glucagon is a shot that raises blood sugar quickly. Ask your child's provider about nasal glucagon.

If your child's blood sugar is 250 mg/dL or above, test for ketones. If ketone levels are high, don't let your child exercise. Call your child's healthcare provider. If ketone levels are low, your child may do mild to moderate-intensity exercise. Don't let your child do intense exercise until blood sugar levels are below 250 mg/dL. Intense exercise may make blood sugar levels go higher.

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

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Guidelines for Safe & Fun Toys

The right toys can help children develop imagination and coordination. The wrong ones can do more harm than good. Toy-related injuries send tens of thousands of children to the emergency room each year. These suggestions can help you make the right choice when buying a birthday or holiday gift for children.

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Watch for Small Parts

Don't give toys with small parts to toddlers and small children. These youngsters tend to put things in their mouths, increasing the risk of choking.

Age Appropriate

Select toys to suit a child's age, abilities, skills and interest level. Toys that are too advanced can pose safety hazards.

Look for Standards

Look for the letters ASTM on the bottom or side of a toy's packaging. This means that a product meets the national safety standards set by the American Society for Testing and Materials. Be sure to read any warning labels before buying toys. For a list of recalled toys and recall alerts, check the Consumer Product Safety Commission's website at the link: **https://www.cpsc.gov/Recalls**

Choose well-made stuffed animals

The eyes, noses, and other small parts of stuffed animals should be securely fastened. This helps to reduce the risk of choking.

Hobby Kits

Never buy hobby kits, such as chemistry sets, for children younger than 12. Always supervise when older children play with such toys.

Watch the Action

Don't buy toys that shoot or include parts that fly off. Slingshots and high-powered water guns can injure children they are aimed at.

No Heat

Don't buy toys with electric heating elements.



Inspect Toys for Solid Construction

They should be made of long-lasting materials, have no sharp edges or points, and be able to survive impact without breaking.

Read Carefully

Read instructions carefully and follow suggested age levels and safety instructions. Age labeling is provided for developmental and safety reasons.

Show and Tell

Explain and show how to use toys.

Trash the Wrapping

Throw away packaging right away. Sharp staples and plastic bags can be dangerous and cause injuries.

If you have questions or need help, call us 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).

LANGUAGE ASSISTANCE

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 (TTY: 711) 或咨询您的服务提供商。

Nepali

ध्यान दिनुहोस्: यदि तपाईं अङ्ग्रेजी बाहेक अन्य भाषा बोल्नुहुन्छ भने, निःशुल्क भाषा सहायता सेवाहरू तपाईंका लागि उपलब्ध छन्। पहुँचयोग्य ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायक सहायता र सेवाहरू पनि निःशुल्क उपलब्ध छन्। 1-855-445-1920 (TTY: 711) मा कल गर्नुहोस् वा आफ्नो प्रदायकसँग कुरा गर्नुहोस्।

Russian

ВНИМАНИЕ! Если Вы говорите по-русски, Вам доступны бесплатные услуги языковой поддержки. Вам также бесплатно предоставят соответствующие вспомогательные средства и услуги для предоставления информации в доступных форматах. 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 fòma aksesib yo disponib gratis tou. Rele nan 1-855-445-1920 (TTY: 711) oswa pale avèk founisè w la.

Continued on next page...

Vietnamese

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

Ukrainian

УВАГА: Якщо Ви розмовляєте українською, Вам безкоштовно доступні послуги мовної підтримки. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також надаються безкоштовно. Зателефонуйте за номером 1-855-445-1920 (TTY: 711) або зверніться до свого постачальника медичних послуг.

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 do Brasil, 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: আপনি যদি ইংরেজি ছাড়া অন্য কোনও ভাষায় কথা বলেন, তাহলে আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবা পাওয়া যায়। অ্যাক্সেসযোগ্য ফরম্যাটে তথ্য প্রদানের জন্য উপযুক্ত যোগাযোগ সহায়তা এবং পরিষেবাগুলিও বিনামূল্যে পাওয়া যায়। 1-855-445-1920 (TTY: 711) নম্বরে কল করুন অথবা আপনার প্রদানকারীর সঙ্গে 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៖ប្រសិនបើអ្នកនិយាយភាសាខ្មែរសេវាជំនួយភាសាឥតគិតថ្លៃមានសម្រាប់អ្នក។ ជំនួយ និងសេវាកម្មដែលសមរម្យសម្រាប់ផ្តល់ព័ត៌មានតាមទម្រង់ដែលអាចចូលប្រើបាន ក៏អាចរកបានដោយឥតគិតថ្លៃដែរ។សូមទូរស័ព្ទទៅលេខ 1-855-445-1920 (TTY:711) ឬនិយាយទៅកាន់អ្នកផ្តល់សេវារបស់អ្នក។

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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 અંગ્રેજી સિવાય બીજી ભાષા બોલતા હો, તો તમારા માટે મફત ભાષા સહાય સેવાઓ ઉપલબ્ધ છે. માહિતી સુલભ સ્વરૂપમાં આપવા માટે યોગ્ય સહાયક સાધનો અને સેવાઓ પણ મફતમાં ઉપલબ્ધ છે. 1-855-445-1920 (TTY: 711) પર કૉલ 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



Find us on Facebook & LinkedIn
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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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We Cover All Kids.

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Mechanicsburg, PA 17050

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Pennsylvania's Children's Health Insurance Program
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WHOLE you

2026 | Q4 BULLETIN



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

INCLUDING THESE TOPICS AND MORE: Bullying Prevention | My Health Pays Rewards
Caring for Your Child's Teeth | Teaching Kids to Wash Their Hands | Measles, Mumps, and Rubella
National Family Caregivers Month | Diabetes: Safe Exercise | Guidelines for Safe and Fun Toys