Did you know that about 180,000 children are treated in the ER for toy injuries every year? The month of December is National Safe Toys and Gifts Month. Let’s keep children safe by exploring this topic in greater detail.

**Balloons**
Discard broken balloons immediately. Children can choke or suffocate on deflated or broken balloons. Balloons can be especially dangerous for children younger than 8 years old. If a balloon pops while a child is blowing it up, the balloon can be inhaled or cause choking.

**Toys with Small Parts**
Children younger than age 3 can choke on small balls and toys with small parts. To test a toy or its pieces for safety, use a toilet paper tube. If it fits inside the tube, it doesn’t pass the test.

**Scooters and Riding Toys**
Riding toys, skateboards and in-line skates move quickly, and have the potential to cause injury or even deadly falls. Insist that your children wear safety straps (if provided), and additional protective gear and helmets. Be sure that gear and helmets are properly sized to fit a child’s smaller frame. If your child is young, make sure he or she can sit up in the riding toy without being supported.

**Magnets**
High-powered magnet sets (like desk accessories and stress relief games) are hazardous if swallowed. Magnet toys should be kept away from children of all ages whether the manufacturer’s intended market is adults or children.

**Gift-Opening**
Throw away plastic wrapping and toy packaging immediately. Keep older children’s toys away from younger children to avoid accidents.

**Batteries**
Supervise the charging of battery-operated toys. Chargers and adapters can pose thermal burn hazards to young children. Thoroughly read instructions and warnings on battery chargers before charging.

**Toy Storage**
Adults can also be hurt by toys. Slips, trips and falls can and do occur. Make a rule that toys be picked up after playtime has ended. Store toys on open

(article is continued on reverse side)
shelves that can be reached by children. If you use a chest with a lid, be sure the chest has hinge supports to keep the lid from falling on a child. A chest with a removable lid is a potential trap for a child. A safe toy chest will also include air vents in case a child does get trapped inside.

**U.S. Consumer Product Safety Commission**
The U.S. Consumer Product Safety Commission (CPSC) has created a robust toy safety system, by requiring testing by independent, third party testing laboratories around the world; enforcing stringent lead and phthalates limits for toys; imposing some of the most stringent toy standards in the world; and stopping violative and dangerous toys at the ports and in the marketplace before they reach children’s hands.

**Educate & Share**
Why not teach your children about safe toys and share your knowledge with other parents, neighbors, friends and family? These are tips that can be used throughout the year!


---

**APPEALS AND PRE-CERTIFICATION**

**Grievances and Appeals**
- Enclosed with Anthem Explanation of Benefits (EOB)
- Located in CHP Plan Documents – Complaints, Appeals and Grievances
- Appeals are completely confidential

Step 1: Submit a written appeal to Anthem. Or call Anthem Customer Service at 866-698-0087.

Step 2: If appeal is denied, submit a written request to CHP Board of Directors within 60 calendar days of receiving the level 1 appeal response from Anthem.

**Pre-certification**
- Pre-certification aids the delivery of cost-effective health care by reviewing use of treatments and setting or place of service.
- Covered services must be medically necessary.
- If setting/place is provided in a higher cost setting (example: inpatient) that can be safely provided in a lower cost setting/place of service (example: outpatient), the higher cost setting will not be considered medically necessary.
- Contact Anthem Customer Service to ask if a service or procedure requires pre-certification.

**Who is Responsible for Obtaining Pre-certification?**
- In-network provider service = In-network provider
- Out-of-network provider service = Member must obtain pre-certification. If you fail to obtain pre-certification, you may be responsible for the cost. Sometimes the out-of-network provider will handle the pre-certification on your behalf.
- Emergency admissions = Pre-certification is not required. The facility, the provider, a family member or you, must notify Anthem within 72 hours of admission, or as soon possible. Most facilities will handle this on your behalf.

**Does an MRI Require Pre-certification?**
Per the CHP Plan Document, pre-certification is not required for an MRI. However, if during the claim review, Anthem determines the MRI was not medically necessary, the claim could be denied. If possible, obtain the pre-certification before the MRI is performed.

If you have any questions, please contact your CHP benefits administrator at (303) 861-0507.