



3200 Highlands Parkway SE Suite 300 Smyrna, GA 30082 • 1-866-874-0633 • www.pshp.com

March 26, 2007

Re: Spring Holiday – April 6, 2007

Dear Provider,

In observance of the spring holiday, April 6, 2007, Peach State Health Plan (Peach State) will be closed during regular business hours. Peach State's offices will resume regular business hours, Monday, April 9, 2007.

If you require assistance when the health plan is closed, our health plan offers a nurse triage service to assist with your immediate concerns regarding Peach State's members. NurseWise is our 24 hour, toll-free phone line through which callers can reach both customer service representatives and bilingual nursing staff.

NurseWise offers the following services to providers:

- ✚ Benefits
- ✚ Eligibility
- ✚ Urgent/Emergent Triage services

Any urgent requests for authorizations received by NurseWise will be directed to our Medical Management on call staff for resolution. All routine requests for Pre-authorization will be redirected to the plan on April 9th when Peach State's Medical Management Department reopens at 8am. Our 48 hour notification policy excludes holidays. To reach NurseWise, please call 1-800-704-1484, option 7.

Have a safe holiday!!

Peach State Health Plan