



SPRING 2010

Around the Town With **JOHNNIE**

Peach State Health Plan (Peach State) and Thumbs Up Johnnie visited the kids at Browns Mill Elementary School on April 30, 2010. Thumbs Up Johnnie is a community program that helps kids get excited about reading. It also teaches ways to stay safe and healthy. The kids at Browns Mill Elementary School learned about nutrition, exercise and making good choices!



GET MOVING!

Exercise is good for your health. And you don't have to go to a gym to work out. Enjoy the spring weather and go play outside! A game of tag with your kids is a fun way to be active.



Stay in Charge of Asthma

It's nice to be in charge. And with asthma, you really need to be. If you have asthma, there are lots of things you can do to control it. And one of the best things is to see your doctor and make an **Asthma Action Plan**.

A plan can help you manage your asthma by telling you:

- When and how to get help if you have an attack.
- When and how to take your medicine.
- When you should get checkups.
- Better ways to eat and stay fit.
- Ways to clean your house to lessen your symptoms.

So call your doctor today. Ask him or her to help you create

an asthma action plan. And don't forget, the plan you make today may not be the one you need in the future. So be sure to stay in charge of your asthma with regular checkups.

HFG

3200 Highlands Parkway SE
Suite 300
Smyrna, GA 30082

PEACH STATE HEALTH PLAN

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Permit #422



You Have Rights and Responsibilities

As a member, you have many rights and responsibilities. These rights cover your treatment, privacy and access to information. It's important to learn and understand your rights.

We list some of your rights here. There are more. We encourage you to check your member handbook or our website at psph.com to learn about all of them.

Your rights include, but are not limited to:

- ☑ Receiving all services that we must provide.
- ☑ Being treated with respect, and with your dignity and privacy in mind.
- ☑ Knowing that your medical record information will be kept private.
- ☑ Being able to ask for and get a copy of your medical records, and to be able to ask that the record be changed or corrected if needed.
- ☑ Being able to file an appeal, a grievance (complaint) or state hearing.

Some of your responsibilities include:

- ☑ Asking questions if you don't understand your rights.
- ☑ Keeping your scheduled appointments.
- ☑ Having an ID card with you at your appointments.
- ☑ Always getting in touch with your primary care physician (PCP) first if you have a medical need that isn't an emergency.
- ☑ Telling your PCP if you had care in an emergency room.

Follow Up on ADHD

All kids should visit the doctor at least once a year. Kids with ADD or ADHD may need to go more often. ADD or ADHD medicine can cause side effects. Kids may get stomachaches or headaches. Or have trouble sleeping or eating. These extra visits help the doctor make sure the medicine is working right.

OPEN ENROLLMENT

We are glad that you are a Peach State Health Plan member. We are happy to provide your Medicaid and Peachcare for Kids coverage. You will soon get information about your healthcare options. If you are satisfied with your present health coverage, you do not need to do anything.

If you need more information about Open Enrollment, please call Georgia Families at (888) 423-6765.

If you have questions about your benefits with us, please call the Member Services Department at (800) 704-1484. If you are hearing impaired, call TDD/TTY (800) 659-7487. Thank you for choosing Peach State Health Plan.

Affirmative Statement

Peach State does not reward or pay its network of providers or employees for completing utilization reviews. Peach State does not pay its network providers or employees to deny reviews. Utilization decisions are based on the following reasons:

- Services are medically needed.
- Services are covered in the member's plan.

Our Utilization and Claims Management systems allow Peach State and its partners to:

- Identify
- Track
- And monitor the care given

This process ensures that you (our member) receive the right healthcare.

Peach State cares about your health and wants you to stay healthy. We use certain methods to make certain that you receive the best healthcare for your condition. Those processes are listed below:

- Watch for under and overuse of services. The best course of action is taken if this occurs.
- A system in place to support the study of utilization statistics.
- Detect possible quality of care issues.
- Put into action intervention plans.
- Assess the success of the actions taken.
- A process to support continuity of care across the healthcare field.

If you need help understanding this information, call the Member Services Department at (800) 704-1484 or TDD/TTY (800) 659-7487.

We Protect Your Private Information

We take your privacy serious. Your private health information is known as "protected health information." We have very safe processes. They are in place to keep your information safe. We follow the Health Insurance Portability and Accountability Act of 1996 (HIPAA). We also follow the state privacy law requirements.



WHAT IS "UTILIZATION MANAGEMENT"?

Utilization Management (UM) checks to see if the service needed is covered. Then UM makes sure it is medically necessary. UM also makes sure it will be at the right place. The UM staff does hospital reviews, and they help plan care when you leave the hospital.

Peach State uses McKesson Interqual utilization guidelines in order to review care. The guidelines help with hospital admissions, outpatient care and referrals to the specialists. Medical decisions about your care are made by your doctor. You may call and request a copy of the guidelines for your condition from Peach State by calling a Member Services Representative at (800) 704-1484 or TDD/TTY (800) 659-7487.

The UM Department may give an extension for an authorization request. The request must be made by the member or the provider. The extension must be in the member's best interest.

HELP YOUR HEALTH

Are you at risk for getting a chronic disease? Our **Disease Management** program can help. It can show you how to live healthier. A disease manager teaches you how to make smart choices about your health so you can avoid getting ill.

If you are already getting treated for a disease, **Case Management** can help. Case Managers can coordinate your care. When you take part in these programs, you'll talk with a nurse over the phone. You'll learn a lot about taking care of your health.



NEED A RIDE?

Do you need a ride to your doctor's appointment? We can help! Georgia Medicaid members call the number for your area:

Atlanta Members: (404) 209-4000

Central Members: (866) 991-6701

Southwest Members: (866) 991-6701

PeachCare for Kids members call (800) 657-9965 for transportation.

Please call at least three business days before your appointment. We want to make sure we have transportation available.

Value Statement

Each State Health Plan offers access to healthcare at little to no charge for Medicaid and PeachCare for Kids members. Our services meet the needs for all members. We cover all the things that Medicaid offers and more.

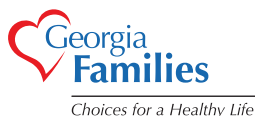
These are a few of our value-added benefits:

- The Healthy Rewards Program promotes early health screenings. Members get rewards on a gift card up to \$90. You get rewards when you go to all your well-child visits, prenatal visits and postpartum visits.
- START SMART for Your Baby® is a program for new and expectant mothers. The program provides pregnancy information and resources.
- MemberConnections™ is a program that helps you understand your benefits. We will visit your home to teach you about your benefits.
- There is extra dental and vision coverage for members age 21 and older.
- NurseWise is a **free** health advice line, available 24 hours a day, every day. We can answer your questions in English and Spanish.



Also on pshp.com

Affirmative Statement
Your Rights and Responsibilities
Member Survey



LOOK FOR US SOON
ON FACEBOOK

Para solicitar este documento en español o para escuchar la traducción, llame al Servicio al Cliente al 1-800-704-1484 (TDD/TTY: 1-800-659-7487).

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