



3200 Highlands Parkway SE Suite 300 Smyrna, GA 30082 • 1-866-874-0633 • [www.pshpgeorgia.com](http://www.pshpgeorgia.com)

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August 4, 2006

Dear Provider,

Peach State Health Plan (Peach State) is committed to addressing concerns that some of you may have regarding claims payments. We understand that there have been specific rumors around the financial solvency of our parent company, Centene Corporation (Centene), and we want to assure you that these rumors are false and have had no impact on claims payments.

Centene is a strong, financially stable company with more than 20 years of experience in paying claims timely and accurately. Focusing solely on Medicaid and Medicaid-related government services programs in eight states, Centene understands the unique challenges that providers face in serving this population. In addition, we have been working with the State of Georgia for several years to help shape the Medicaid managed care program and we are committed to making the program a success.

We would also like to take this opportunity to let you know about some of the steps we are taking to ensure an easy and open line of communication between Peach State and our physician partners:

- **Additional Claims Processing Resources** – Peach State has added additional resources on-site in Georgia from our state-of-the-art claims processing facility in Farmington, Missouri. These experienced and dedicated claims processors will help expedite claims payments and address physician inquiries by closely working with your local provider relations staff to resolve claims issues. Please call our provider services line at 866-874-0633 for prompt attention to inquiries regarding claims payment.
- **Enhanced Physician Communications** – The Peach State team has taken several steps to improve communication with you and your staff. First, our staff continues to work proactively with providers to educate and resolve claims submission problems. In addition, we have contacted and are working closely with all approved EDI clearinghouses to ensure all electronic claims are being received on a timely basis. Finally, as mentioned above, we are processing and adjudicating claims on a daily basis to ensure timely payment and for the past several weeks we have been doing daily check runs.
- **Tools to Help Physicians and Office Staff** – Peach State is committed to giving you the tools necessary to submit claims correctly so that you can be paid timely and accurately. Please visit our website at [www.pshpgeorgia.com](http://www.pshpgeorgia.com) for useful information and training guides on proper claims submissions. While you are visiting our website, please share your feedback with us and let us know how we can better serve your needs online!



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Again, Peach State is committed to working with our physician partners to provide access to quality care for our members. Please do not hesitate to contact me at (678)556-2330 or Jonna Kirkwood at (678)556-2332 with any questions or concerns you may have.

Sincerely,

David McNichols  
President & CEO