



HEALTHYmoves

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GIVE US A CALL

We are here to help you get the care you need. If you ever have any questions about your care or your coverage, call our Member Services at 1-800-704-1484.

If you need help getting to your appointments, we may be able to offer transportation. Call 1-800-704-1484 to arrange for a ride.



MEMBER SERVICES
1-800-704-1484



Love Your Heart

Your heart beats about 100,000 times every day. It pumps blood through your blood vessels. Blood brings food and oxygen to your cells. Your heart has an important job!

Show your heart some love! Here are three ways how:

- **Be active for half an hour on most days.** Try walking, dancing or something you enjoy.
- **Choose healthy foods.** Eat plenty of fruits, vegetables, whole grains and low-fat dairy products such as skim milk or yogurt. Limit junk foods, fatty foods and salt.

- **Know your numbers.** Make sure to get your blood pressure and cholesterol tested. Do this at least once a year. Keep your weight in the healthy range. Your doctor can help you set a goal and make a plan to keep your heart healthy.

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PEACH STATE HEALTH PLAN

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Learn About Your Health Plan

It is smart to understand your benefits. To get details about your plan, look in your Member Handbook. Or visit our website at www.pshp.com.

You can find these topics in your Member Handbook and online:

- Important numbers to remember
- Getting pregnancy care and services just for women
- Special services—who to call if you need help
- How to get emergency care and other medical services
- How to send us a complaint
- How to start an appeal
- Rights and responsibilities
- Who to call if you need interpreter services

Do you have questions? Do you need a copy of your Member Handbook? Please call Member Services.

How to Help Your Health

Vaccines. Cancer screenings. Blood pressure checks. These are all types of “preventive care.” They help you and your doctor stay ahead of big health problems.

If you haven’t seen a doctor in a while, call your doctor’s office to find out if you are due for preventive care. You can also check our website or your Member Handbook for recommended preventive care. Go to www.pshp.com. Or call us to ask for a paper copy of recommended care.

Testing Time for Diabetes

If you have diabetes, here’s the best thing you can do: Work closely with your doctor. And schedule these tests:

The A1c (HbA1c) blood test shows how well you have controlled your blood sugar over the past few months. Most people should aim for an A1c of 7 percent or less. Get this test at least once a year.

A cholesterol blood test measures the “bad” fats and “good” fats in your blood. The bad fats can cause heart disease. The good fats help prevent it. You also need this test at least once a year.

A urine screening test makes sure your kidneys are working well. Diabetes can lead to kidney failure. Get this test at least once per year.

A vision test every year will check for signs of eye diseases that can occur with diabetes.

People with diabetes should also have their feet and blood pressure checked at every exam.



Do you need help understanding this information? If you do, call Peach State’s Member Services line at 1-800-704-1484. If you are hearing impaired, call our TDD/TTY line at 1-800-659-7487. To get this information in large font or to have this information read to you over the phone, please call Member Services.

After a Heart Attack

Here's a big number: 1.2 million. That's the number of people in America who have a heart attack in one year.

Are you one of these people? Then you probably know that you have to take extra care of yourself now. Here's a reminder of the most important things to do:

- 1** Visit your doctor. Take your medicine and follow your doctor's advice.
- 2** Don't drink or smoke.
- 3** Eat less fat and salt. Eat more fruits, vegetables and whole grains.
- 4** Exercise regularly. (But first, talk with your doctor!)



QUICK TIP

What Are Advance Directives?

Advance directives are legal papers. They are a way for you to plan ahead. They let you say what you want your care to be if you are too ill to speak on your own.

Here are two types:

- **A LIVING WILL.** This is the document that lets you say what medical care you want at the end of your life.
- **A MEDICAL POWER OF ATTORNEY.** This lets you decide who can make healthcare decisions on your behalf if you can't.

Your doctor can help you make your advance directives.



We're Planning Improvements

Every year, we use a survey to ask our members how we're doing. Thank you if you were one of the many people who filled out the survey!

These charts show where our members thought we did well. They also show where we need to make improvements.

Peach State has a Member Satisfaction Committee that reviews your responses to the annual member survey. The committee develops new ways to improve in the areas where we scored low, like conducting a short phone survey when you call Peach State. They also make sure that we continue to do well in areas where our members have given us high scores. We want you to grow healthy and stay healthy.

To learn more about the survey results and the new ways we are improving, please call Member Services at 1-800-704-1484.

Peach State Health Plan child survey results are compared to the 2011 Myers Group Book of Business, which consists of 13 Medicaid Child health plans that conducted child satisfaction surveys with TMG in 2011. The adult survey is compared to the public report, which consists of 118 Medicaid Adult survey results, which were submitted to NCQA in 2010.

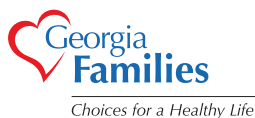
PEACH STATE'S 2011 ADULT & CHILD MEMBER SURVEY RESULTS

POSITIVE RESULTS

Adult	Percentile Rank
Rating of Healthcare	81st
Child	Percentile Rank
Rating of Healthcare	72nd

NEEDS IMPROVEMENT

Adult	Percentile Rank
Getting Care Quickly	20th
Child	Percentile Rank
Getting Care Quickly	27th



FIND US 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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