

# HEALTHY moves



FALL 2013

» Find us online!  
[www.pshp.com](http://www.pshp.com)



## Give Us a Call

We can help you with many things. Just call our Member Services at **1-800-704-1484** if you need:

- ▶ A paper copy of anything on our website, [www.phsp.com](http://www.phsp.com).
- ▶ Help making health appointments.
- ▶ A ride to your appointments. (Call at least 48 hours before your appointment.)
- ▶ Answers to your questions about healthcare and your benefits.

## How to Help Your Health

**What is “preventive care”?** It’s one of the best ways to take care of your health. It can help your doctor look for serious medical problems. Examples are blood pressure exams, cholesterol tests and cancer screenings.

For women, preventive care includes Pap smears and mammograms. These

are screenings that may help save your life. And they don’t cost you anything.

Preventive care is often done at your annual wellness exams. Call your doctor today and schedule your wellness exam for this year.

Ask your doctor what preventive care you need.



## It's Time: Get Your Flu Shot

Who needs a flu shot? Everyone who is six months and older—especially pregnant women and older adults.

Getting a flu shot is a smart, simple way to protect your family. It's also free for most members! It's safe. And it won't give you the flu.

Call your doctor about getting your flu shot. We can help too. Call **1-800-704-1484**.

## Do You Think You're Pregnant?

Call your doctor today! One of the best things you can do as a new mom is to take care of your health. See the doctor throughout your pregnancy. You will take tests to check on the health of the baby. And you'll be able to ask your doctor any questions you have.

**Remember, moms:** Don't drink or take drugs, eat lots of colorful veggies and visit your doctor regularly.



## We Care About Quality

**We want to improve** the health of all members. Our Quality Improvement Program (QI Program) helps us do this.

The program looks at the quality and safety of our services. It reviews the care we give to members. This includes medical, behavioral health, dental, vision care and patient safety.

Learn more and see how we're doing. Call **1-800-704-1484** to ask for a paper copy of the QI program's work and progress against goals.

Peach State has exceeded the goals set by the Georgia Department of Community Health for the following HEDIS measures:

	PEACH STATE RATE	DCH GOAL
Chlamydia Screening	59.6%	55.7%
Appropriate treatment for Pharyngitis	73.8%	73.5%
Dental Screening 2-21 year olds	67.92%	64.1%
Adult BMI	66.59%	47.6%
Childhood Obesity BMI Screening	47.69%	45.2%
Diabetic Eye Exam	57.22%	54%

# When You Can Expect Care

**Nobody likes to wait**, especially for healthcare. Peach State wants you to have the right care at the right time. So we work with doctors and providers to set standards for how long you have to wait for care.

## WHEN YOU CALL TO BOOK AN APPOINTMENT

To help you plan, here is how long you may have to wait for an appointment:

### Primary Care Physicians (PCPs)

- ▶ PCP (routine visits) should be provided within 14 calendar days.
- ▶ PCP (adult sick visit) should be provided within 24 hours.
- ▶ PCP (pediatric sick visit) should be provided within 24 hours.
- ▶ Dental Providers (routine visits) should not exceed 21 calendar days.

- ▶ Dental Providers (urgent care) should not exceed 48 hours.
- ▶ Specialist visits should be provided within 30 calendar days.
- ▶ Urgent Care Provider visits should be provided within 24 hours.
- ▶ Emergency care should be received immediately and available 24 hours a day, 7 days a week and without prior authorization.
- ▶ Non-emergency elected hospital stays should be provided within 30 calendar days.

### Ob/Gyn Providers

- ▶ OB (initial pregnancy visit) appointment should be provided within 14 days of the request.

### Behavioral Health Providers

- ▶ Immediately for emergency services.

## Manage Your Diabetes

Call your doctor today to schedule your health screenings and tests.

Remember, poor diabetes care can lead to blindness, kidney disease, heart disease and diabetic amputation!

- ▶ Within 24 hours of the request for urgent care.
- ▶ Within 14 calendar days of the request for routine care.
- ▶ Mental Health Provider visits should be provided within 14 Calendar days.

If you have trouble getting an appointment, call Member Services at **1-800-704-1484** or TDD/TTY **1-800-255-0056** for help.

Remember to bring your Peach State Member ID card and Medicaid or PeachCare for Kids® ID card with you to all of your appointments. Please be on time so that you can be seen as scheduled.

## WHEN YOU ARE SITTING IN THE WAITING ROOM...

- ▶ Scheduled appointment wait times should not go over 60 minutes. After 30 minutes, patient must be given an update on waiting time with an option of waiting or rescheduling the appointment.
- ▶ Walk-in patients with non-urgent needs should be seen within 90 minutes or scheduled for an appointment. After 45 minutes, patient must be given an update on waiting time with an option of waiting or rescheduling the appointment.
- ▶ Emergency patients should be seen right away.





**INSIDE:** When You Can Expect Care

## » Schedule An Annual Physical

If you or your child are 21-years-old or younger, you should see the doctor for a checkup once a year. The visit evaluates you or your child's overall health with a full physical checkup.

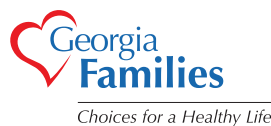
## What Is That Sore Throat?

**Scratchy, sore throats** can make you feel terrible. But they don't always mean you need to see your doctor. Remember these tips:

- ▶ A basic sore throat usually clears up in a few days. It's caused by a virus, so antibiotics won't help.
- ▶ It might be strep if the sore throat lasts longer than 2 days and if you have a fever.

**For kids with sore throats:** Call your child's doctor right away if:

- ▶ Your child is drooling and has trouble swallowing.
- ▶ Your child is having trouble breathing.
- ▶ Your child is acting very ill.



**¿Necesita ayuda para entender esto?** Si la necesita, llame a la línea de Servicios para los miembros de Peach State al 1-800-704-1484. Si es una persona con problemas de audición, llame a nuestro TDD/TTY 1-800-659-7487. Para obtener esta información en letra más grande o que se la lean por teléfono, llame a Servicios para los Miembros.

Para solicitar este documento en español o para escuchar la traducción, llame al Servicio al Cliente al 1-800-704-1484 (TDD/TTY: 1-800-255-0056).

Published by McMurry/TMG, LLC. © 2013. All rights reserved. No material may be reproduced in whole or in part from this publication without the express written permission of the publisher. The information in this publication is intended to complement—not take the place of—the recommendations of your healthcare provider. Consult your physician before making major changes in your lifestyle or healthcare regimen. McMurry/TMG makes no endorsements or warranties regarding any of the products and services included in this publication or its articles.

