

HEALTHY moves



WINTER 2014

» Find us online!
www.pshp.com

We're Here For You—Online, Too

You can find important information on our website, www.pshp.com including:

- ▶ Your Member Handbook
- ▶ Member Rights and Responsibilities
- ▶ Our Provider Directory
- ▶ CentAccount® Rewards Program
- ▶ FAQs

If you want a paper copy of anything online, call us. **1-800-704-1484** (TTY/TDD **1-800-255-0056**).



Your Healthcare Benefits

As a member, you should understand your benefits. You can learn about them from your Member Handbook. Or visit our website, www.pshp.com.

You can learn about:

- ▶ Covered and non-covered benefits

- ▶ How to find a doctor or other provider
- ▶ How to make a complaint or file an appeal

If you have questions or need a copy of your Handbook, call Member Services.



PREVENT PROBLEMS

Visiting your doctor at least once a year is one of the best things you can do for your health. Your doctor will tell you if you need any vaccines. He or she will also check your blood pressure and recommend screenings and tests. This is called “preventive care.”

Preventive care will help you monitor your health. It also helps you stay ahead of any big problems. Check your Member Handbook for the recommended preventive schedule.

Children and teens also need to see their doctors regularly. Your Handbook has information about checkups and exams for children and teens too.

Lower Your Blood Pressure

High blood pressure can affect your health in many ways. It can change how your kidneys work and can lead to problems with your heart.

High blood pressure is known as the “silent killer,” since most people don’t know they have it until it’s too late. That’s why it’s important to get your blood pressure tested at every doctor’s appointment.

Your healthcare team can help you lower or control your blood pressure if it’s too high. This might include taking medication. You can also take steps at home that can help your health.

Here are some ways you can take control of your blood pressure:

- ▶ **Don’t smoke or drink alcohol.** Alcohol can affect how your medicine works, and smoking isn’t good for anyone’s health.
- ▶ **Eat foods low in salt.** Look for low-sodium options in the grocery store. Eat more fresh fruits and vegetables. Prepared or processed foods tend to have a higher salt content.
- ▶ **Exercise regularly.** Your doctor can help you get started on an exercise plan.
- ▶ **See your doctor often.** He will monitor your blood pressure and make sure your medications are working.

The Results Are In: Member Satisfaction Survey

Every year, we use a survey to ask our members how we’re doing. If you filled out the survey, thank you! Your input shows us the areas in which we’re doing well. It also shows us where we need to make improvements.

Here’s a sample of our results.

We plan to keep improving. But in order to do so, we need to know what you think. Please remember to fill out this year’s survey if you get one in the mail.

PEACH STATE HEALTH PLAN SURVEY RESULTS		
Positive Results for 2013	2013	2012
Adult—Getting Needed Care	82.7%	68.6%
Child—Customer Service	87.8%	82.3%
Areas of Improvement	2013	2012
Adult—Getting Care Quickly	79.3%	82.9%
Child—Rating Of Specialist	82.4%	86.7%

Cholesterol and Your Heart

The facts about cholesterol can be confusing. Especially when you hear about “good” and “bad” cholesterol. But what’s the difference? And why is “bad” cholesterol bad for your heart?

LDL, the “bad” cholesterol, builds up and clogs your blood vessels. This can lead to conditions like high blood pressure or, even worse, a heart attack. HDL, the “good” cholesterol, fights LDL and keeps your vessels squeaky clean.

Doctors recommend your LDL should be less than 100. If your LDL is too high, there are things you can do to lower your result. Including:

- ▶ **Eat a healthy diet.** This includes foods with lots of fiber like apples, whole grains and oatmeal. And foods with good fats, like fish, nuts, avocado and olive oil.
- ▶ **Exercise.** Your doctor can recommend how to get started.
- ▶ **Follow your doctor’s advice.** That means taking medication if needed.

You should have a cholesterol test every year. Call Peach State Health Plan at **1-800-704-1484** if you need help making an appointment to get your test.



If you have diabetes, you should monitor your blood sugar every day. And since diabetes can lead to heart disease, exercising and eating right is also important. Make sure you drink lots of water, too.

You should also see your doctor every 3 to 6 months. Make sure you schedule these tests:

- ▶ **The HbA1c test:** compares your blood sugar level over the past few months. A result of 7% or less is best. Get this test at least once a year.
- ▶ **A cholesterol test:** measures the fats in your blood. The “bad” fats can cause heart disease. “Good” fats fight it. Get this test at least once a year.

- ▶ **A urine screening:** to make sure your kidneys are working well. Get this test once a year.
- ▶ **A vision test:** will check for damage caused by diabetes. Your doctor can tell you if you need this test.
- ▶ **A foot exam:** to check for redness, blisters or cracks. Since diabetes can affect your circulation, you might not notice any changes in your feet. Get this test every time you visit your doctor.

Call Peach State Health Plan if you are having a hard time managing your diabetes. We have case managers and health coaches that can help.

Peach State Health Plan has a NEW Look!

Thank you for choosing Peach State Health Plan—a company whose goals include improving the quality of care of its members. Since 2006, we have added new benefits and services to ensure you and your family grows healthy and stays healthy.

Peach State Health Plan is ever evolving and striving to be better. That is why we have decided to change our look. This new look better reflects who we are—a leading healthcare provider. Beginning March 1, 2014, you will see the new Peach State Health Plan logo on the website, member handbook and other communications.

Thank you for being a Peach State Health Plan Member.



HOW CAN WE HELP YOU?

Our Member Services department is here to help you. Need to make an appointment? Call us. We can help you schedule an appointment.

Don't forget: We can also help you get to your appointments. Call **1-800-704-1484** at least 2 business days before your appointment.



INSIDE: Lower Your Blood Pressure

Plan Your Care—In Advance

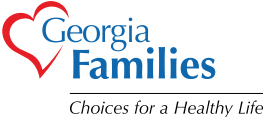
What kind of care will you receive if you can't speak for yourself? An advance directive can help you plan for the future.

There are two kinds of advance

directives: a Living Will and a Medical Power of Attorney. Your doctor can help you complete one of these forms.

Keep the form in a safe place. Share

the location with a trusted family member. Keep a copy with your doctor, too. Call us if you need more information about advance directives.



¿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).

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