

# HEALTHY moves



SUMMER 2014

» Find us online!  
pshp.com



## Do you need extra help?

### We want you to feel healthy.

That is why we offer behavioral health services. These services can help you if you are depressed. They can help you if you have drug or alcohol problems.

We work with a company called Cenpatico Behavioral Health to offer:

- ▶ Evaluations

- ▶ Therapy
- ▶ Rehab
- ▶ Day treatment for adults and children

Do you want to learn more about behavioral health services? Call **1-800-704-1484**. You can also learn more at **www.cenpatico.com**.

» Call Member Services if you need a paper copy of your Member Handbook or anything on our website. We can also help you find a doctor or get a ride to your appointments. Call **1-800-704-1484**.



## A shot at better health

### You want to protect your kids.

You tell them to wear seat belts. You show them how to cross the street safely. You even make them eat their veggies!

So, don't forget to schedule their immunizations. Immunizations are shots that protect us from serious diseases. Talk with your doctor about the timeline below.

BIRTH	1 MONTH	2 MONTHS	4 MONTHS	6 MONTHS	12 MONTHS	15 MONTHS	18 MONTHS	19-23 MONTHS	2-3 YEARS	4-6 YEARS
HepB	HepB			HepB						
		RV	RV	RV						
		DTaP	DTaP	DTaP		DTaP				DTaP
		Hib	Hib	Hib	Hib					
		PCV	PCV	PCV	PCV					
		IPV	IPV	IPV						IPV
				Influenza (yearly)						
					MMR					MMR
					Varicella					Varicella
					HepA					

» For more details, visit [www.cdc.gov/vaccines](http://www.cdc.gov/vaccines) or call 1-800-CDC-INFO (232-4636).

## Take care of your smile

Keep your smile bright and your mouth healthy. Brush your teeth twice a day and floss between teeth every day, too. And see your dentist at least once a year. Get sealants to prevent cavities.

Here's how experts tell you

to clean your mouth: Begin by flossing. Then, gently brush the front and insides of your teeth in a circular or up-and-down motion (not back-and-forth). Aim the toothbrush at a 45-degree angle toward the gum line so the bristles can get

underneath the gums.

Brush your molars using a back-and-forth stroke. Don't forget to also brush your tongue and rinse.

Call Peach State Health Plan if you need help finding a dentist.



## How to tell us if you're unhappy

Grievances and appeals are two ways to tell us if you are not happy. It's good to tell us as soon as possible. We want to help you.

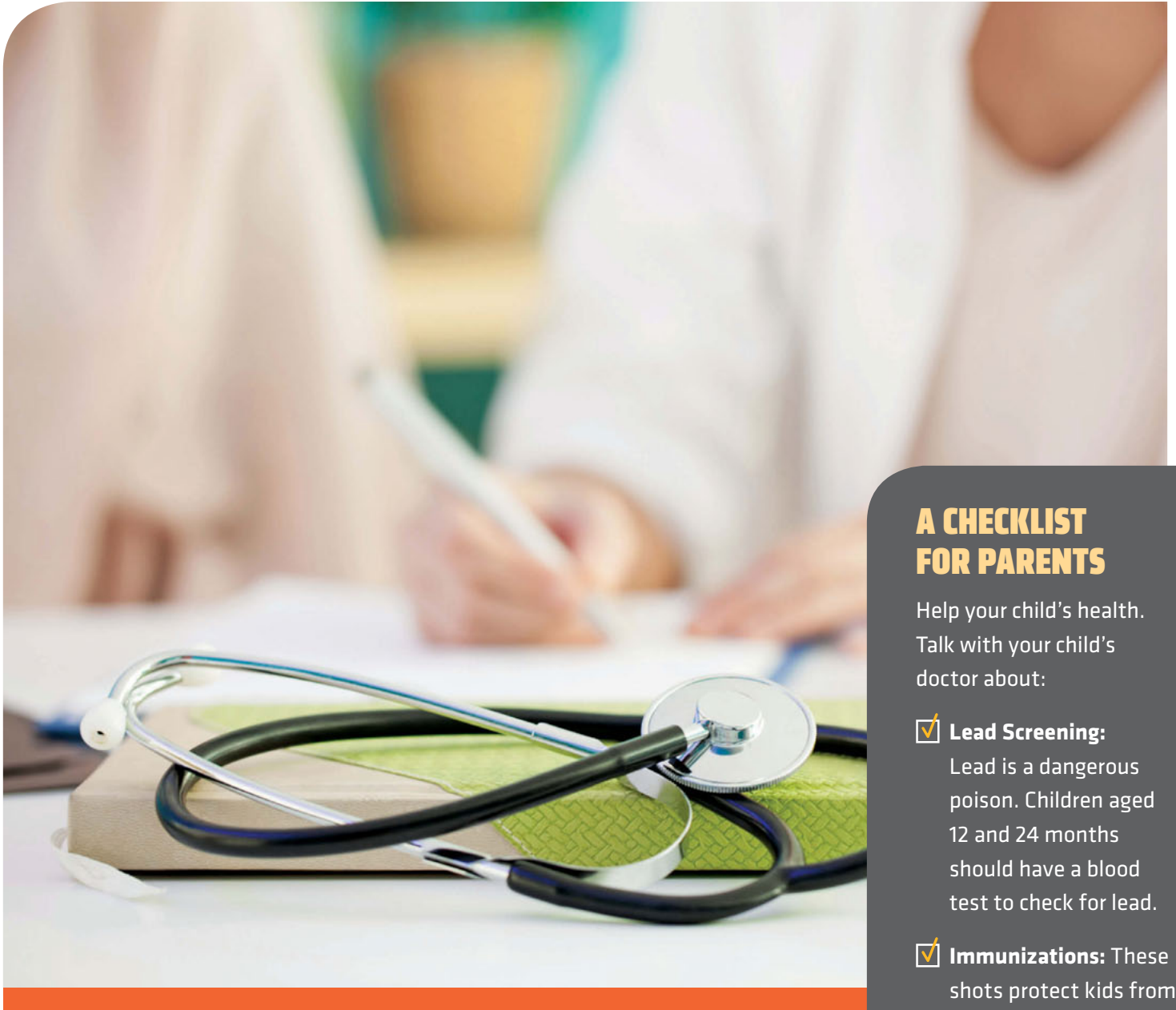
**GRIEVANCES:** If you contact us because you are unhappy with

something about Peach State Health Plan or one of our providers, this is called a grievance.

**APPEALS:** Peach State Health Plan will send you a letter if we decide to deny or stop a service.

You may ask that we change the decision. This is called an appeal.

Call Member Services at **1-800-704-1484** to learn more about these options.



## A CHECKLIST FOR PARENTS

Help your child's health. Talk with your child's doctor about:

- ✓ **Lead Screening:** Lead is a dangerous poison. Children aged 12 and 24 months should have a blood test to check for lead.
- ✓ **Immunizations:** These shots protect kids from serious disease like measles and mumps.
- ✓ **Well-Child Health Checks:** Even healthy children and teenagers need to have a health check every year.

## 3 facts about your privacy

- 1 Your privacy is important to Peach State Health Plan.
- 2 We do all we can to guard your protected health information (PHI). By law, we must protect your health records.
- 3 You can read the Privacy Notice in your Member Handbook or on our website.

HEALTHYmoves



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**¿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: **1-800-659-7487**).

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Choices for a Healthy Life

**INSIDE:** A checklist  
for parents



## What is covered?

**Do you have a question** about whether a service is covered? Our Utilization Management department (UM) can tell you if a medical service is covered. UM may look at your health records and talk with your doctor.

UM decisions are based on:

▶ If the service is needed.

- ▶ If the service works well.
- ▶ If the service is right for you.

UM does not make choices based on financial reasons. We do not reward doctors or staff for saying no to care.

Do you have questions? Call our UM team at **1-800-704-1484**.

» We are online! Visit **www.pshp.com** to learn more about health and your health plan. Find the Member Handbook, our Health Library and lots more.