

## We protect your privacy

We do all we can to guard your protected health information (PHI). By law, we must protect your health records.

You can read the complete Privacy Notice in your member handbook or on our website at **PSHP.com**, or call Member Services and request a copy of the Privacy Notice.

## Keeping kids **healthy**

**Children do not need to be sick to see a doctor.** Your child should have a well-child checkup every year.

The doctor will make sure your child is healthy and up to date on immunizations. These are shots that help protect kids from diseases like polio and measles.

Young children may need to be checked for lead exposure. Lead exposure can cause learning and behavior problems.

Is your child a teenager? He or she will need an adolescent health check. This may include a screening for depression. The doctor may ask about risks teenagers may take, like using drugs.

Call Peach State Health Plan or go to **PSHP.com** to learn more about the vaccines your child needs.



Getty Images



## How to file an appeal or grievance

Your voice is important to us. We want to help you with your concerns. Peach State Health Plan will send you a letter if we decide to deny or stop a service. If you disagree with a decision about coverage, you may send an appeal. An appeal is a request to change a decision made by Peach State Health Plan. When you file an appeal, we will look at the decision again. You can request an appeal by phone, in person or in writing.

Do you have a complaint about the health plan, the care or a provider? You may file a grievance to let us know.

Appeals and grievances must be sent within certain time frames. Review your member handbook or call Member Services at **1-800-704-1484** to learn more.

## Do you know what's covered?

**Do you have a question about whether a medical service is covered?** Our Utilization Management (UM) Department can tell you. 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. We want you to get the care you need, when you need it. Call our UM team at Peach State Health Plan if you have questions.

Do you speak a language other than English? We have translation services to help you. Do you have difficulty hearing? Call **1-800-704-1484** for telephone text help.

**Choose a primary care doctor (PCP) today, so you can get care when you need it.**

Visit **PSHP.com** to search our provider directory. Questions? Call us at **1-800-704-1484** and we can help you find one.



## E-cigarettes pose health risk

You probably know that cigarettes are bad for your health. Did you know that e-cigarettes are bad for you, too? The vapor from e-cigarettes has chemicals that can cause cancer. A recent study found that teens who used e-cigarettes had at least five potentially harmful toxins in their bodies.

Smoking can cause lung cancer, heart disease and other diseases. It kills more than 480,000 people in the U.S. every year.

Do you smoke? Peach State Health Plan can help you quit. Call us at **1-800-704-1484**. You can also find help online at **smokefree.gov**. The website offers:

- Free apps to help you quit
- A program that will send you text messages with encouragement, advice and tips
- Experts to talk to via chat or by phone

Call **1-800-QUIT-NOW** for more information.



## Drink it up

**Are you drinking enough water?** If you don't drink enough, you may get dehydrated. That can cause unclear thinking. Your body may overheat. You could get constipated. Over time, you could get kidney stones.

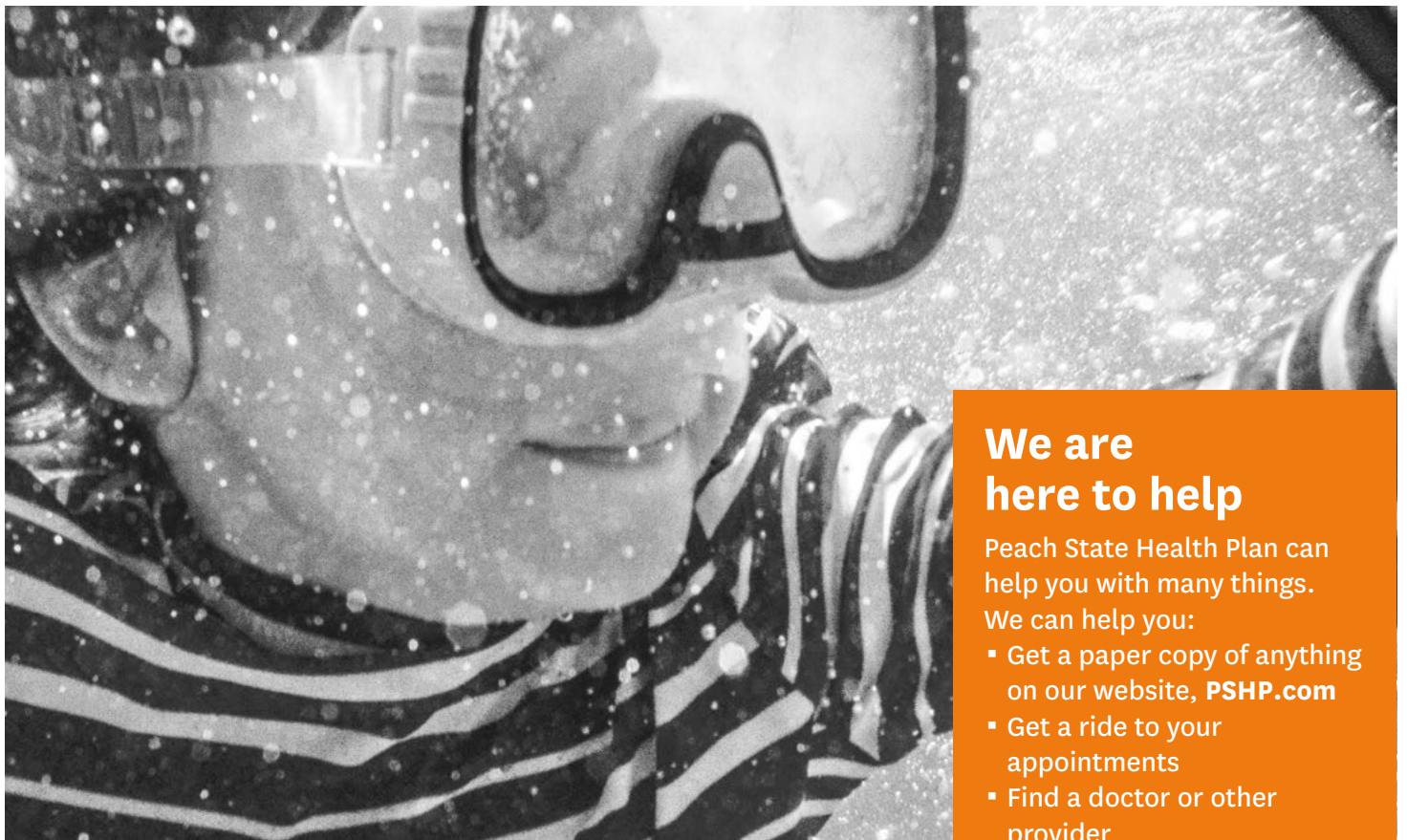
Drinking water is the healthiest way to stay hydrated. Sports drinks and juices contain sugar. They are often high in calories.

Most people get the water they need from drinking. You can also get water from eating fruits and other foods.

About 80 percent of the water we need comes from beverages. The rest comes from food. Experts say women should get about 11 cups of water every day. Men should get about 16 cups every day.







## We are here to help

Peach State Health Plan can help you with many things.

We can help you:

- Get a paper copy of anything on our website, **PSHP.com**
- Get a ride to your appointments
- Find a doctor or other provider
- Get language services if you don't speak English
- Get a copy of your member handbook
- Get information about your health

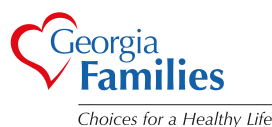
Call Member Services at **1-800-704-1484** to see how we can help you. You can also check our website for information.

## Five tips for **water safety**

**Want to beat the summer heat?** Swimming is a great way to cool off. Here are five tips for staying safe in the water:

1. Never swim alone.
2. Don't leave young kids unsupervised.
3. Make sure you and your kids know how to swim.
4. Wear a life jacket when boating.
5. Know what to do in an emergency.

The American Red Cross offers swim lessons at many locations. It also has water safety tip sheets online at **redcross.org**.



Do you need help understanding this? If you do, call Peach State's Member Services line at 1-800-704-1484. If you are hearing impaired, call TDD/TTY 1-800-659-7487. You can also get this information in large font or an alternative language, or have this information read to you over the phone by calling Member Services.

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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## Statement of Non-Discrimination

Peach State Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Peach State Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Peach State Health Plan:

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Peach State Health Plan at [1-800-704-1484](tel:1-800-704-1484) (TTY/TDD [1-800-255-0056](tel:1-800-255-0056)).

If you believe that Peach State Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Peach State Health Plan Complaints Department, 1100 Circle 75 Parkway, Suite 1100, Atlanta, GA 30339, [1-800-704-1484](tel:1-800-704-1484) (TTY/TDD [1-800-255-0056](tel:1-800-255-0056)), Fax 1-855-678-6982. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Peach State Health Plan is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

# Language Assistance

Interpreter services are provided free of charge to you. Peach State Health Plan has a telephone language line available 24 hours a day, 7 days a week. Are you hearing impaired? If so, we can help you. Call: [TTY/TDD 1-800-255-0056](tel:1-800-255-0056).

## **Español (Spanish):**

Si usted, o alguien a quien está ayudando, tiene preguntas acerca de Peach State Health Plan, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al [1-800-704-1484](tel:1-800-704-1484) ([TTY/TDD 1-800-255-0056](tel:1-800-255-0056)).

## **Tiếng Việt (Vietnamese):**

Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Peach State Health Plan, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi [1-800-704-1484](tel:1-800-704-1484) ([TTY/TDD 1-800-255-0056](tel:1-800-255-0056)).

## **한국어 (Korean):**

만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Peach State Health Plan 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 [1-800-704-1484](tel:1-800-704-1484) ([TTY/TDD 1-800-255-0056](tel:1-800-255-0056)) 로 전화하십시오.

## **中文 (Chinese):**

如果您，或是您正在協助的對象，有關於 Peach State Health Plan 方面的問題，您有權利免費以您的母語得到幫助和訊息。如果要與一位翻譯員講話，請撥電話 [1-800-704-1484](tel:1-800-704-1484) ([TTY/TDD 1-800-255-0056](tel:1-800-255-0056))。

## **ગુજરાતી (Gujarati):**

જે તમને અથવા તમે જેમની મદદ કરી રહ્યા હોય તેમને, Peach State Health Plan વિશે કોઈ પ્રશ્ન હોય તો તમને, કોઈ ખર્ચ વિના તમારી ભાષામાં મદદ અને માહિતી પ્રાપ્ત કરવાનો અધિકાર છે. દુભાષિયા સાથે વાત કરવા માટે [1-800-704-1484](tel:1-800-704-1484) ([TTY/TDD 1-800-255-0056](tel:1-800-255-0056)) ઉપર કોલ કરો.

## **Français (French):**

Si vous-même ou une personne que vous aidez avez des questions à propos d'Peach State Health Plan, vous avez le droit de bénéficier gratuitement d'aide et d'informations dans votre langue. Pour parler à un interprète, appelez le [1-800-704-1484](tel:1-800-704-1484) ([TTY/TDD 1-800-255-0056](tel:1-800-255-0056)).

## **አማርኛ (Amharic):**

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## **हिंदी (Hindi):**

आप या जिसकी आप मदद कर रहे हैं उनके, Peach State Health Plan के बारे में कोई सवाल हों, तो आपको बिना किसी खर्च के अपनी भाषा में मदद और जानकारी प्राप्त करने का अधिकार है। किसी दुभाषिये से बात करने के लिए [1-800-704-1484](tel:1-800-704-1484) ([TTY/TDD 1-800-255-0056](tel:1-800-255-0056)) पर कॉल करें।

**Kreyòl (French Creole):**

Si oumenm, oubyen yon moun w ap ede, gen kesyon nou ta renmen poze sou Peach State Health Plan, ou gen tout dwa pou w jwenn èd ak enfòmasyon nan lang manman w san sa pa koute w anyen. Pou w pale avèk yon entèprèt, sonnen nimewo **1-800-704-1484 (TTY/TDD 1-800-255-0056)**.

**Русский язык (Russian):**

В случае возникновения у вас или у лица, которому вы помогаете, каких-либо вопросов о программе страхования Peach State Health Plan вы имеете право получить бесплатную помощь и информацию на своем родном языке. Чтобы поговорить с переводчиком, позвоните по телефону **1-800-704-1484 (TTY/TDD 1-800-255-0056)**.

**ةيبرعلا (Arabic):**

لووصلحلا يف قحلا لكيدل، Peach State Health Plan لوح ةلئسأ مدعاست صخش ىدل وأ لكيدل ناك اذا 1484- ب لصتا مكرتم عم ثدحتلل. ةفلكت ةيأ نود نم لكت غلب ةيرورضلا تامولعمل او ةدعاسملا ىلع 704-800-1 (0056-255-800-1 TTY/TDD).

**Português (Portuguese):**

Se você, ou alguém a quem você está ajudando, tem perguntas sobre o Peach State Health Plan, você tem o direito de obter ajuda e informação em seu idioma e sem custos. Para falar com um intérprete, ligue para **1-800-704-1484 (TTY/TDD 1-800-255-0056)**.

**ىسراف (Persian):**

قح نيأ زا، ديڤراد Peach State Health Plan دروم رد يلأؤس دينك يم كمك وا هب مك يسك اي، امش رگا ندرک تبحص يارب. دينك تفاي رد دوخ نابز هب ناگيار تروصب ار تااعالطا و كمك هك ديڤرادروخرب ديڤريگب سامت 1484-704-800-1 (0056-255-800-1 TTY/TDD) هرامش اب مكرتم اب

**Deutsch (German):**

Falls Sie oder jemand, dem Sie helfen, Fragen zu Peach State Health Plan hat, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer **1-800-704-1484 (TTY/TDD 1-800-255-0056)** an.

**日本語 (Japanese):**

Peach State Health Plan について何かご質問がございましたらご連絡ください。ご希望の言語によるサポートや情報を無料でご提供いたします。通訳が必要な場合は、**1-800-704-1484 (TTY/TDD 1-800-255-0056)** までお電話ください。