



## Getting the **right care**

**You do not need to get approval** if you need emergency care when you are away from home. Just let your doctor know what happened as soon as possible.

You should see a network doctor when you are at home. Network doctors have a

contract with Peach State Health Plan. You may have to pay the full cost of the care if you see a doctor who is not in our network.

We can help you understand how to get the right care for the right cost.



Call Peach State  
Health Plan  
Member Services at  
800-704-1484



## Should you see a doctor about your sore throat?

A sore throat is never fun. But you may not need to see the doctor about it.

You probably don't need to see a doctor if your sore throat is caused by a virus. Antibiotics won't help if it is a virus. Your sore throat will clear up in a few days.

If your sore throat lasts longer than two days and if you have a fever, you might have strep. That means it's time to make an appointment.

Call your child's doctor right away if:

- Your child is drooling and has trouble swallowing.
- Your child has trouble breathing.
- Your child seems very ill.

## Moms and daughters

**Did you know there are tests** that can save your life? They are called screenings. They look for problems, like cancer, before they become hard to treat.

Talk with your doctor about these four health screenings:

**1. Pap Test:** Doctors suggest you get this test about every three years starting at age 21. It checks for cervical cancer.

**2. HIV and STI screenings:** Your doctor may recommend these if you have sex.

**3. Mammogram:** This test checks for breast cancer. You should get it every one to two years beginning at age 50. Some women may need to start screenings earlier.

**4. Colon cancer screening:** Starting at age 50, your doctor will recommend the best screening option for you.

# Flu shot **facts**

**WHO?** Everyone over six months of age should get a flu shot. Getting a flu shot is especially important for older adults, pregnant women and breastfeeding mothers.

**WHY?** Flu shots protect you and your family from the flu. Flu shots are safe. They cannot give you the flu.

**WHEN?** Once a year. Fall is the best time to get the shot. But getting it later in the winter can help too.

Call your doctor about getting your flu shot. Or call **800-704-1484** to learn more.



## **Your time matters**

How long a wait can you expect for your healthcare appointment? You don't have to guess. Peach State Health Plan works with providers to set standards for wait times.

- For routine care, you will be seen within 14 days.
- For urgent care, you will be seen within 24 hours.
- In an emergency, you will be seen immediately.

Waiting times for scheduled appointments should not exceed 60 minutes. After 30 minutes you must be given an update on waiting time. Once you get the update you can wait or reschedule your appointment.

## **WE CAN HELP**

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 **800-704-1484**.

Visit us online to learn more about health and your health plan. Find the Member Handbook, our Health Library and more. Go to **[www.pshp.com](http://www.pshp.com)**.

## **Another opinion**

Are you getting medical care? Then you have the right to a second opinion. Find another network provider. Discuss your treatment.

Can't find another doctor? We can help you. Call Peach State Health Plan at **800-704-1484** to get a second opinion.



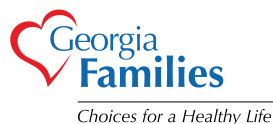
## We care about **quality**

**We want to improve the health** of all our members. This means we want to give you the best care possible. Our Quality Improvement Program (QI Program) helps us do this.

We check how we are doing by setting goals for quality. We also review the quality and safety of our services and care.

Learn more and see how we're

doing at **www.pshp.com**. You can also ask for a paper copy of a report. Call **800-704-1484**.



Do you need help understanding this? If you do, call Peach State's Member Service 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, 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).

Published by Manifest LLC. © 2015. 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 health care provider. Consult your physician before making major changes in your lifestyle or health care regimen. Manifest makes no endorsements or warranties regarding any of the products and services included in this publication or its articles.

