

Cold or flu? Get the right care

When you feel sick, you want to get better fast. Over-the-counter medicine can treat cold or flu symptoms such as headaches, sore throats and fevers. It may be tempting to ask for antibiotics. But antibiotics do not work against viruses. Viruses cause colds, the flu, and most sore throats and cases of bronchitis.

An annual flu shot can help you avoid the flu. Everyone over 6 months of age should get the shot. It is available at no cost.

You can also stay healthy by washing your hands often. Use soap and warm water. Cover your mouth and nose when you sneeze. Avoid contact with people if they are sick.

If you need help getting a flu shot, call Member Services at **1-800-704-1484** or check the website at **www.pshp.com**.

We care about quality

We want to improve the health of all our members. Our Quality Improvement 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 **1-800-704-1484**.



Preventive care for women

Screenings help doctors spot health problems early. With proper treatment, they can also prevent future health problems. Here are three conditions women should be screened for:

- 1. Breast cancer.** Mammograms are X-rays that look for cancer.
- 2. Cervical cancer.**
 - Pap tests check for cancer in your cervix or uterus.
 - HPV tests look for human papillomavirus. The virus is a main cause of cervical cancer.
- 3. Chlamydia.** This infection is passed from person to person during sex. It may not cause symptoms, but it can lead to health problems if left untreated.

Talk to your doctor about what tests you need. You may need some tests every year. If you need help finding a provider or getting an appointment, call us at **1-800-704-1484**.

Your time matters

How long can you expect to wait for your healthcare appointment? Peach State Health Plan works with providers to set standards for wait times.

- In an emergency, you will be seen immediately.
- For urgent care or sick visits, within 24 hours.
- For nonurgent visits, you will be seen within 14 days.
- From the waiting room, you should be taken to the exam room within 60 minutes of your scheduled visit time.

We are here to help

Peach State Health Plan can help you with many things. Just call **1-800-704-1484** if you:

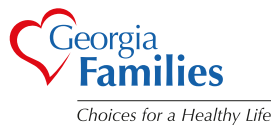
- Have questions
- Need help finding a doctor or getting an appointment
- Need help getting to appointments
- Need a copy of your handbook
- Would like a paper copy of anything in this newsletter or on our website, www.pshp.com





New technology

Your health is important to us. Peach State Health Plan watches for the latest in medical care. This may be new medicine, tests or surgeries. We also make sure new treatments are safe. Peach State Health Plan has a team of doctors that reviews new medical care for people with certain illnesses. The team checks information from other doctors and scientific groups. The new medical care is then shared with Peach State Health Plan's doctors. This allows Peach State Health Plan's doctors to give you the most fitting and current types of care.



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>.