



HEALTHY **moves**

FALL 2012 | www.pshp.com

Call us to request a copy of the Member Handbook, this newsletter, or any Peach State materials on the website. Call Member Services at **1-800-704-1484**, TDD/TTY Hearing Impaired dial 711 or **1-800-255-0056**.



We Care About Quality

Peach State wants to improve the health of all members like you. To help us do this, we have a Quality Improvement Program (QI Program). The QI Program is run by the Peach State Medical Director, the Quality Improvement Director and the Quality Improvement Committee.

This program looks at the quality and safety of our services. We review the care we give to members. This includes medical, behavioral health, dental, and vision care. It also includes services like these:

- Preventive care
- Emergency care
- Primary care
- Specialty care
- Acute care
- Short-term care
- Ancillary services

You can learn more and see how we're doing. Call **1-800-704-1484** to ask for a paper copy of the program's work.



GA01H

3200 Highlands Parkway SE
Suite 300
Smyrna, GA 30082

PEACH STATE HEALTH PLAN

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Quitting Time

Quitting smoking is hard to do, but you'll be happy when you succeed. Set a date to quit and then think about these four good reasons to quit:

- 1 Smoking puts you at risk for serious diseases. Cancer, heart disease, and stroke have all been connected to smoking.
- 2 Smoking makes you look and smell bad. It makes your skin age quickly, and it can stain your teeth. Your home and clothes will smell much better when you quit.
- 3 You'll save money. Think how much you spend on tobacco. Now, think about what else you could use that money for!
- 4 You're hurting the people who live with you. Secondhand smoke can cause many health problems, especially in kids.



Women, Take Care

Life gets busy, but it's good to make time for yourself. Eat well, exercise, and visit your doctor. Ask your doctor about these important screenings:

- ➔ Pap smears check for cervical cancer. Most women over 21 need this test every three years.
- ➔ Mammograms are X-rays that can help find breast cancer early. Most women age 40 and over need to have one every two years.

Peach State checks how we are doing with these two screenings. The chart below shows what portion of our members have gotten the tests.

SCREENINGS	PEACH STATE 2011	NATIONAL HEDIS AVERAGE*
Breast cancer	52.9%	52.4%
Cervical cancer	70.0%	69.7%

*The National HEDIS average is the average of all health plans that report HEDIS results nationwide.

Have You Had Your Flu Shot?

Everybody 6 months and older should get the flu shot. It is a smart way to help you, your family and your community stay healthy.

It's very important for these people to get a flu vaccine:

- Adults 65 and older
- Adults with chronic conditions like asthma or heart disease
- Pregnant women
- People who live in or work at a nursing home

If you need help or have questions, we can help. Call Member Services at **1-800-704-1484**.



Dear doctor,

How do I know if I have a cold or flu? And what can I do to feel better?

It's not always easy to know. Both are respiratory illnesses. They have similar symptoms.

If it's a cold, you probably don't have a fever or a headache. Colds often mean a stuffy nose, sore throat and cough.

The flu usually comes with a fever that lasts three or four days. You may feel strong aches and pains, along with weakness that lasts up to three weeks.

The recommended steps for getting well are pretty much the same for both: Rest and drink fluids. Antibiotics won't cure illnesses caused by viruses, so they won't help.

Dear doctor, My throat is dry and scratchy. And it hurts when I swallow. Do I need medicine?

It sounds like you may have "viral pharyngitis." That's a big word for a sore throat. Sore throats usually clear up in a few days. And if they are caused by a virus, antibiotics won't help.

If your child has a sore throat, knowing when to call the doctor is important. Follow these tips.

Call immediately if:

- Your child is drooling or having trouble swallowing.
- Your child is having trouble breathing.
- Your child is acting very sick.

Call during office hours:

Has your child had a sore throat for more than 2 days? And does he or she have a fever without any signs of a cold? Then call to make an appointment for a strep test.

One of our Quality Improvement goals is the right testing for kids with pharyngitis. You can help improve our scores by following the tips above. Here's how we're doing right now:

Appropriate Testing for Children with Pharyngitis:	
Peach State 2011	National HEDIS Average
68.8%	68.1%

*The National HEDIS average is the average of all health plans that report HEDIS results nationwide.

Cultural Competency

At Peach State, we believe diversity is valuing and leveraging differences through our actions, ideas, practices and policies. If you have questions or concerns about our Cultural Competency Plan, please call **1-800-704-1484** (TTY **711** or **1-800-255-0056** or visit **www.pshp.com**).

FIND THE RIGHT DOCTOR FOR YOU

Peach State can help you find a doctor or hospital near you. Visit **www.pshp.com** and look for the “Find a Provider” tab at the top of the page. When you click on it, you can search for doctors or hospitals in your area. You can also call us at **1-800-704-1484** for help with finding a doctor or hospital.

When to Expect Care

Peach State wants you to have the right care at the right time. So we work with providers to set standards for how long you have to wait for care. We have guidelines for how long you wait for an appointment and how long you sit in the waiting room.

Are you scheduling an appointment?

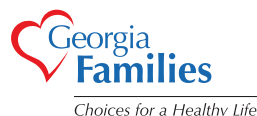
You should be able to see your primary care doctor:

- Within four to six weeks if you are having a routine visit.
- Within 48 hours if it's a non-urgent sick visit.
- Right away if it's an urgent visit.

Are you waiting at the doctor's office?

Your primary care doctor should follow these standards:

- Scheduled appointment wait times should not go over 45 minutes.
- Walk-in patients with non-urgent needs should be seen or scheduled for an appointment.



FIND US ON FACEBOOK

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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