



What's your asthma action plan?

Do you have asthma? It's a disease that makes breathing difficult. If you have it, you should also have an asthma action plan. This is a plan you and your doctor make. The plan may show:

- What activities, allergens or irritants trigger your asthma
- What medicines you take
- When to take them
- What to do if your symptoms get worse

An asthma action plan can help you decide when you need to take quick-relief medicine. It can also help you decide when to call **911** or go to the emergency room.

Disease management can help you manage long-term illnesses like asthma. Talk to your doctor. Or call **1-800-704-1484** to learn more.

3 ways we can help you

Peach State Health Plan can help you manage your health. Here are three services we offer our members.

- 1. Rides to medical appointments.** Please remember to call at least 72 hours before you need a ride.
- 2. Care management.** Are you living with many illnesses, or do you have a complex condition such as cancer? Care management teams can help you learn how to care for yourself. The team can also help you get the best care possible.
- 3. Start Smart for Your Baby.®** This program is for women who are pregnant or just had a baby. It offers support, advice and other help.

To learn more about these services, call **1-800-704-1484**.

Know your rights

As a member, there are things you can expect from your health plan. These are your rights. Here are some of your rights as a member:

- Getting all services that we provide
- Being treated with respect
- Knowing your medical data will be kept private
- Being able to get a copy of your medical record

There are also things your health plan expects from you. These are your responsibilities. Some of your responsibilities include:

- Asking questions if you don't understand your rights
- Keeping your scheduled appointments
- Having your member ID card with you at appointments
- Telling your doctor if you had care in an emergency room

There are more rights and responsibilities. You can read them all in your member handbook. If you need a paper copy of the handbook, call Member Services at **1-800-704-1484**.



Is your medication covered?

Peach State Health Plan wants plan members to get high-quality and cost-effective medications. We also want to make sure you get the right treatment for your condition. Not all drugs are covered. Some drugs may need to be approved before they are prescribed.

The Preferred Drug List (PDL) will tell you which drugs Peach State Health Plan covers. The list is updated regularly. You can find a copy at **PSHPGeorgia.com**. You can also call **1-800-704-1484** to find out if a drug is covered.

Your doctor or pharmacist can help you review the PDL. He or she can help you understand your medications.

How can we help you?

Peach State Health Plan can help you with many things. Do you have questions about what is covered? Do you need health information? Look on our website or call Member Services at **1-800-704-1484**. You can also call us if you need:

- A paper copy of anything on our website, **PSHPGeorgia.com**
- Help finding a doctor
- Help making health appointments
- A copy of your member handbook
- An interpreter to help you at appointments or when calling Peach State Health Plan





The reason for your sneezin’

Seasonal sneezing could mean allergies. Or it could be just another cold. How can you tell the difference? Here’s a handy chart:

Symptom	Common to colds?	Common to allergies?
Body aches	Yes	No
Cough	Yes	Yes
Fever	Yes	No
Mucus is yellow or green	Yes	No
Runny nose, congestion or sneezing	Yes	Yes

Know your BMI

BMI stands for body mass index. It’s a number that shows if you are at a healthy weight. There are many tools online to help you learn your BMI. You can find one here:

[cdc.gov/healthyweight/assessing/bmi/adult_bmi/english_bmi_calculator/bmi_calculator.html](https://www.cdc.gov/healthyweight/assessing/bmi/adult_bmi/english_bmi_calculator/bmi_calculator.html)

Someone at a normal weight will have a BMI between 18.5 and 24.9. A BMI of 25 or higher is overweight. A BMI of 30 or more is obese.

Staying at a healthy weight is important. Being overweight puts you at risk for many problems. These can include heart disease, diabetes and joint and muscle pain. If you have an unhealthy BMI, talk to your healthcare provider.

Safe use of painkillers

Pain is our body’s way of telling us something is wrong. Pain helps us know there is a problem so that we can address it. When you have pain, you just want it to stop. Painkillers may help. But painkillers have side effects. It is important not to take too many. It is also important not to take them for too long.

The most common painkillers are available over the counter.

Examples include:

- Acetaminophen (Tylenol)
- Ibuprofen (Motrin, Advil)
- Naproxen (Aleve)

These pills are good for mild to moderate pain. The most common side effects are to the stomach. Problems include upset stomach, ulcers and bleeding.

Other painkillers must be prescribed by a doctor. They include:

- Morphine
- Oxycodone (OxyContin, Percocet)
- Codeine
- Hydrocodone (Vicodin)

Your doctor may give you these pills after surgery or an injury. Side effects can include drowsiness, constipation and depressed breathing. Taking them for more than a few days can lead to addiction or overdose.

Do you have trouble managing your pain?

Talk to your doctor. He or she can help you find the safest way to manage your pain.



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:

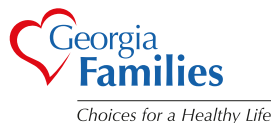
- Qualified interpreters
- Information written in other languages

If you need these services, contact Peach State Health Plan at **1-800-704-1484** (TTY/TDD **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** (TTY/TDD **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>.

photos by Getty Images



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).

Published by Manifest LLC. © 2018. 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 healthcare provider. Consult your physician before making major changes in your lifestyle or healthcare regimen. Manifest makes no endorsements or warranties regarding any of the products and services included in this publication or its articles.



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):

እርስዎ ወይም እርስዎ የሚርዱት ሰው ስለ Peach State Health Plan ግብር ጥያቄ ካለዎት ያለምንም ወጪ በቋንቋዎ ድጋፍ እንዲሁም መረጃ የማግኘት መብት አለዎት፡ ፡ አስተርጓሚ ለማነጋገር በ [1-800-704-1484](tel:1-800-704-1484) ([TTY/TDD 1-800-255-0056](tel:1-800-255-0056)) ይደውሉ፤ ፤

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](tel:1-800-704-1484) (TTY/TDD [1-800-255-0056](tel: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](tel:1-800-704-1484) (TTY/TDD [1-800-255-0056](tel:1-800-255-0056)).

ةيبرعلا (Arabic):

لوصلحلا يف قحلا لكيدل، Peach State Health Plan لوح ةلئسأ مدعاست صخش يدل وأ لكيدل ناك اذا لب لصتا مجرتم عم ثدحتلل. ةفلكت ةيأ نود نم كئغلب ةيرورضل تامولعمل او ةدعاسملا يدع 1484-704-800-1 (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](tel:1-800-704-1484) (TTY/TDD [1-800-255-0056](tel:1-800-255-0056)).

يسراف (Persian):

قح ني زا، ديراد Peach State Health Plan دروم رد يل اؤس دينك يم كمك وا هب هك يسك اي، امش رگا ندرک تبحص يارب. دينك تفايرد دوخ نابز هب ناگيار تروصب ار تاخالطا و كمك هك دي رادرخرب دي ريگب سامت 1484-704-800-1 (0056-255-800-1 TTY/TDD) هرامش اب مجرتم 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](tel:1-800-704-1484) (TTY/TDD [1-800-255-0056](tel: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](tel:1-800-704-1484) (TTY/TDD [1-800-255-0056](tel:1-800-255-0056)) までお電話ください。