



We are here to help you feel better

**Behavioral health problems can happen to anyone.
Conditions include:**

- ADHD
- Drug or alcohol abuse
- Bipolar disorder
- Postpartum depression
- Depression

You do not have to struggle alone. Let Peach State Health Plan help. There are inpatient and outpatient treatment programs. Treatment may include talking to a therapist or taking medicine. Peach State Health Plan also has programs that can help. One program is care management. Call us to find out more about it.

If you feel your life is in danger, call **911**. You can also go to a crisis center or an emergency room. Follow up with your doctor after you are released. Doctors can help you with your treatment. They can help you with medication.

If you need help finding a doctor, call Member Services at 1-800-704-1484.



You have rights and responsibilities

As a member, there are things you can expect from your health plan. There are also things your health plan expects from you. These are called rights and responsibilities. We list some here. You can read them all in your member handbook.

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
- Being able to appeal an adverse benefit determination (health plan decision)
- Being able to submit a complaint when you are dissatisfied

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
- Making all effort to have services rendered with in-network providers

Call Member Services at **1-800-704-1484** if you need a paper copy of the handbook.



Is your asthma **under control?**

Asthma is a disease that makes it hard to breathe. It can make life difficult. It can even be life-threatening.

Medications are used to control and prevent asthma symptoms. Medications can improve the quality of your life. They can make asthma attacks less serious. Take medications the way your doctor tells you. Take the right dose at the right time. Take it for as long as you are told. Call Peach State Health Plan for information about asthma. We have information for adults and for children.

Disease management is a way we help people with diseases like asthma or diabetes. It can help you control your symptoms. It can help you find a doctor.

Call **1-800-704-1484** to find out if disease management could help you.

How can we **help you?**

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

- A paper copy of anything on our website, **www.pshp.com**
- Help finding a doctor
- Help making health appointments
- A ride to your appointments (please remember to call at least 72 hours before your appointment)

Pharmacy facts

1. A preferred drug list (PDL) is the list of drugs that Peach State Health Plan covers.
2. You can find the latest PDL at **www.pshp.com**. You can also call **1-800-704-1484** to find out if a drug is covered.
3. Your doctor or pharmacist can help you review the list. He or she can find a medication for you that is covered.



Get your baby off to a good start

We care about you and your new baby. Are you pregnant? Have you just had a baby? The Start Smart for Your Baby® program is for you. Pregnant members or members who have recently had a baby should contact Peach State Health Plan at **1-800-704-1484** or visit **www.pshp.com** for information on the program.

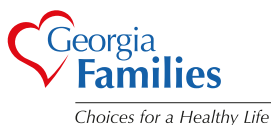


Q&A: Care management

What is care management? The care management team includes nurses and social workers. They can help you learn how to take care of yourself. They can also help you get services. They will work with your doctor.

Who can use care management? Care management is for people with long-term or complicated illnesses. It can help you stay healthy if you have a chronic condition such as cancer, high blood pressure or diabetes.

How can a member sign up? Care management is not required. Are you interested? Then you or your doctor may ask for it. Call **1-800-704-1484**.



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>.