



Know what's covered

Do you have a question about whether a service is covered? Our Utilization Management (UM) Department can tell you if a medical service is covered. UM may look at your health records and talk with your doctor.

UM decisions are based on:

- If the service is needed
- If the service works well
- If the service is right for you

UM does not make choices based on financial reasons. We do not reward doctors or staff for saying no to care.



Do you have questions? Call our UM team at **1-800-704-1484.**

Mind, body and spirit

HOW TO TELL US IF YOU'RE UNHAPPY

Grievances and appeals are two ways to tell us you are not satisfied with your health care. We want to help you. Speak up with your concerns.

1. You may file a grievance if you are unhappy with the health plan, with care or with a provider.
2. You may send an appeal when you disagree with a decision about coverage. Peach State Health Plan will send you a letter if we decide to deny or stop a service. If you disagree with this choice, you can send an appeal.

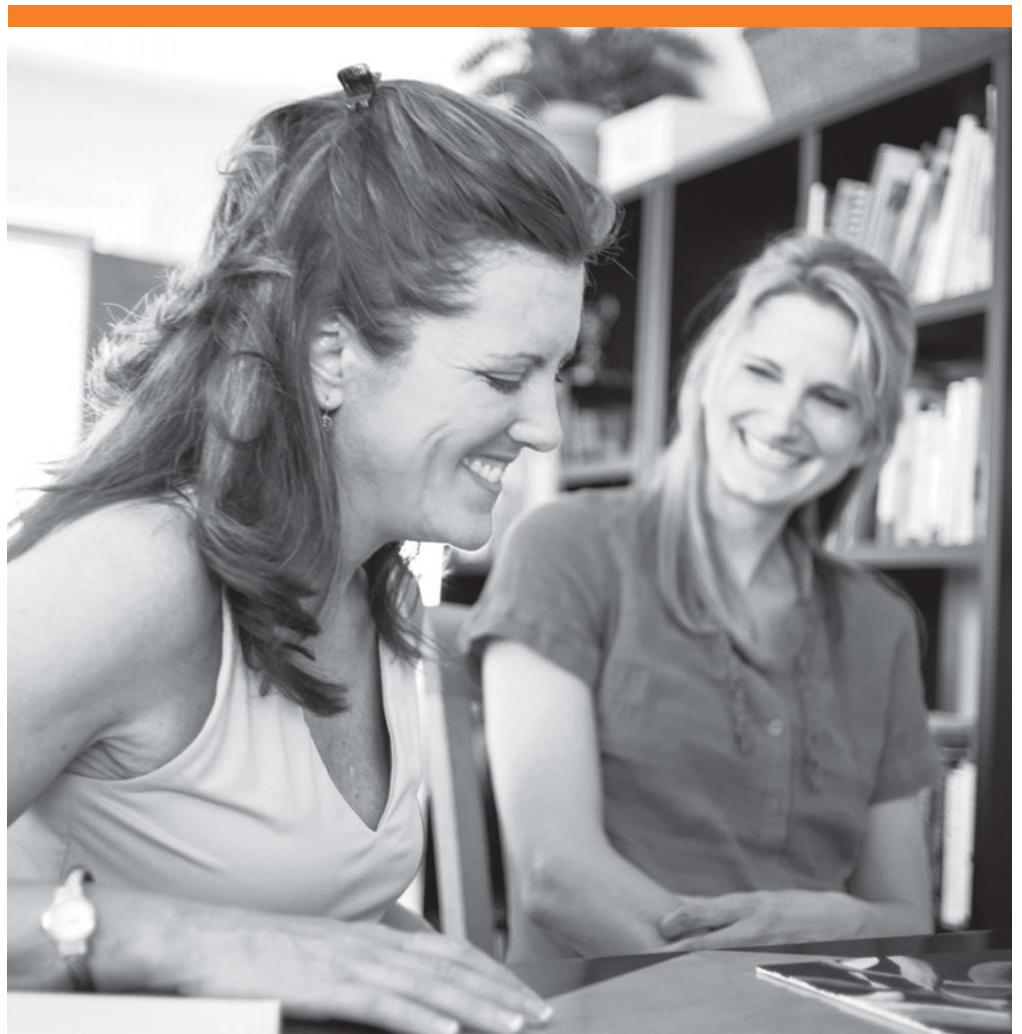
These must be sent within certain time frames. Review your Member Handbook or call Member Services at Peach State Health Plan to learn more.

We want you to feel healthy in your body and mind. That is why we offer behavioral health services. These services can help you if you are depressed. They can help you if you have drug or alcohol problems.

We work with a company called Cenpatico Behavioral Health to offer:

- Evaluations
- Therapy
- Rehab
- Day treatment for adults and children

Do you want to learn more about behavioral health services? Call **1-800-704-1484**. You can also learn more at **www.cenpatico.com**.



Your privacy is important

We do all we can to guard your protected health information (PHI). By law, we must protect your health records. You can read the complete Privacy Notice in your Member Handbook, on our website at **www.pshp.com** or call the Member Services Department and request a copy of the Privacy Notice.



Stop the soda

You've probably heard that drinking soda can make you gain weight. But did you know that soda is also bad for your teeth? Sugar causes tooth decay. And citric acid, found in many sodas, can eat away at the surface of your teeth.

Take care of your teeth. Brush at least twice a day. See your dentist once a year. And skip the soda.

Are you a **new parent?**

Being a new parent can be hard. Your doctor can help. Ask any questions you have. Also be sure to stay up to date on immunizations. They can protect your baby from deadly diseases. Here are the vaccines to expect in the first 6 months.

VACCINES FOR YOUR BABY				
BIRTH	1 MONTH	2 MONTHS	4 MONTHS	6 MONTHS
HepB	•••••••• HepB ••••••••			HepB
		RV	RV	RV
		DTaP	DTaP	DTaP
		Hib	Hib	Hib
		PCV	PCV	PCV
		IPV	IPV	IPV
				Influenza

VACCINE DISEASE(S)

HepB Hepatitis B
 RV Rotavirus
 DTaP Diphtheria, tetanus, pertussis

VACCINE DISEASE(S)

Hib *Haemophilus influenzae type b*
 PCV Pneumococcus
 IPV Polio

QUICK TIP:

Teen health

If your teen is healthy, you may think that he or she does not need to see the doctor. But teens need yearly check-ups. Check-ups let the doctor look for any hidden problems. The doctor can make sure your child stays healthy.

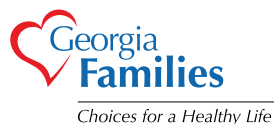


Caring for **kids**

Kids change and grow quickly. This makes it important for them to see the doctor every year. The doctor can check that your child is growing in a healthy way.

Don't wait until your child is sick. Schedule a well-child visit today.

Also: ask the doctor if your child is due for any immunizations. These are shots that help stop deadly diseases like measles.



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).

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