



Check up on **vaccines**

Your kids need a checkup every year. The doctor will make sure they are growing healthy and are up to date on their vaccines. These are shots that help protect kids from serious diseases. There are vaccines for polio, measles and chicken pox. Call us or go online to learn more about the shots your child needs. Go to **www.pshp.com**.



We protect your personal information

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 or on our website at www.pshp.com. Or call Member Services for a copy.

What is covered?

Do you have a question about whether a service is covered? Our Utilization Management Department (UM) 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. We want you to get the care you need, when you need it.

Do you have questions? Call our UM team at **1-800-704-1483**.

How to file an **appeal**

Peach State Health Plan will send you a letter if we decide to deny or stop a service. If you disagree with the plan's decision/action regarding your coverage, you may send an appeal. An appeal is a request to change a decision made by Peach State Health Plan. When you file an appeal, we will look at the decision again. You can request an appeal by phone, fax, in person or in writing.

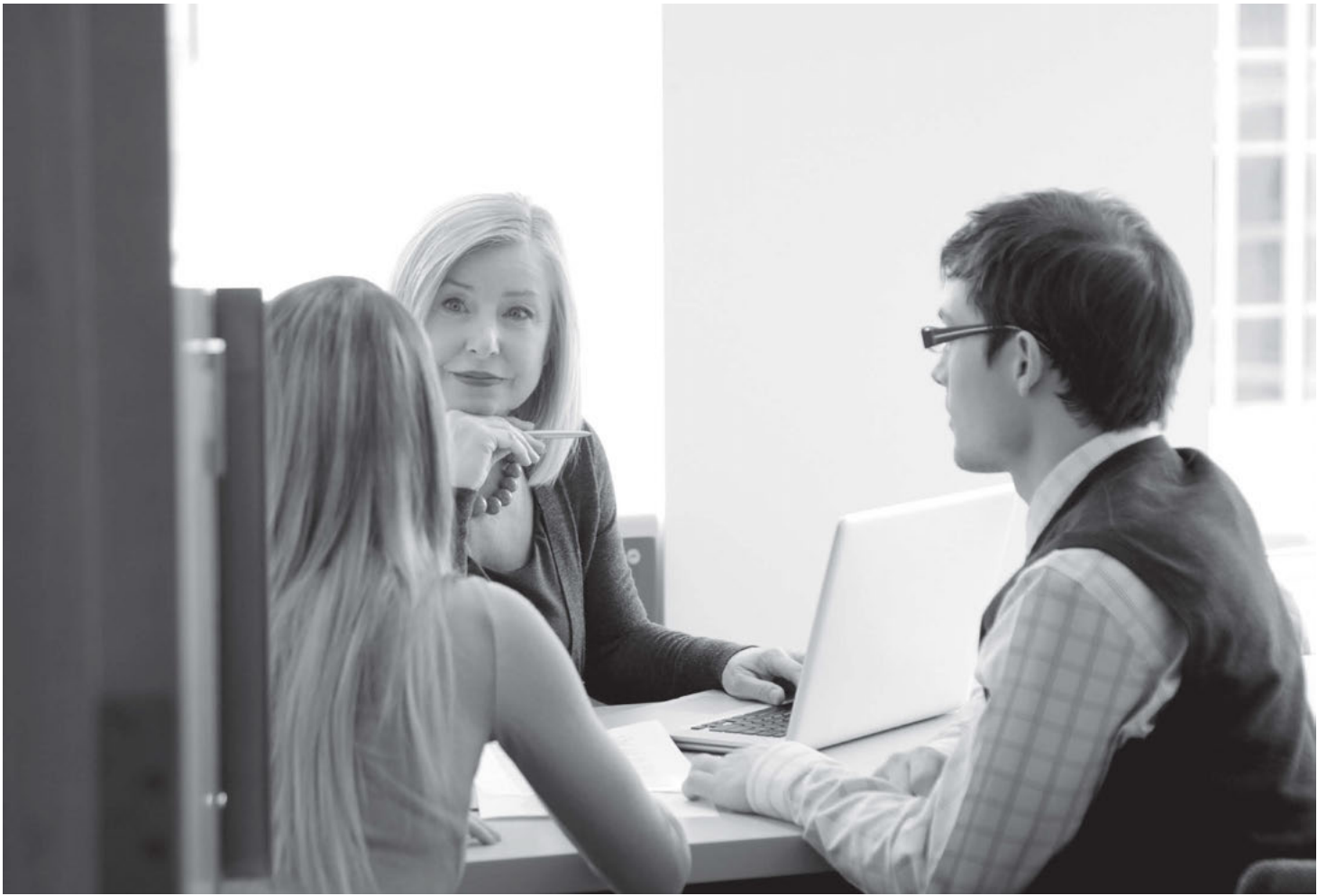
Appeals must be sent within certain time frames. Review your Member Handbook or call Member Services at **1-800-704-1484** to learn more.

Your voice is important to us. We want to help you with your concerns.

How we can help

Peach State Health Plan can help you with many things. We can help you get a paper copy of your Member Handbook or anything on our website, **www.pshp.com**. We can also help you get a ride to your appointments. Call Member Services at **1-800-704-1484** to see how we can help you.





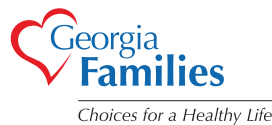
Depression is an illness

Do you feel anxious? Tired? Very sad? If you have been struggling with feelings of depression for weeks, talk to your doctor. You do not need to suffer alone. Depression can be treated.

Peach State Health Plan offers behavioral health

services. This includes help for depression and for drug or alcohol problems.

Talk with your doctor if you think you need help. Call **1-800-704-1484** if you need help finding a doctor. We can help you get the help you need.



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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