



Find out what is **covered**

Do you have a question about whether a medical service is covered? Our Utilization Management (UM) Department can tell you.

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

Services that are medically necessary are those that:

- Prevent or treat illnesses and conditions
- Agree with medical standards
- Are provided in a safe place

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.



Checkups for kids

Checkups help keep your kids healthy. Well-child visits are for all children from birth through age 21.

Well-child visits help find problems early, when they are easier to treat. Your child's doctor will look for medical, mental, hearing, eye or dental problems. The doctor will also give you advice on how to take good care of your child. Your child may get immunizations. These are shots that help stop deadly diseases.

The first checkup takes place in the hospital right after your baby is born. After that, well-child visits should happen at the following ages:

- 3-5 days
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 months
- 30 months
- Once a year from ages 3-21

Call Peach State Health Plan at **1-800-704-1484** for more information. Or visit our website at www.pshp.com.



We want to hear **your concerns**

We want to know if you are not satisfied with your healthcare. Appeals and grievances are two ways to let us know your concerns.

- Peach State Health Plan will send you a letter if we decide to deny or stop a service. If you disagree with the decision, you may send an appeal. When you file an appeal, we will look at the decision again.
- You may file a grievance if you are not happy with the health plan, the care or a provider.

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

How can we **help you?**

Peach State Health Plan can help you with many things. Visit our website at www.pshp.com. Or call Member Services at **1-800-704-1484** if you need:

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

Screening for lead

Lead can hurt kids' health. It can cause learning and behavior problems. Children should have their blood checked for lead at 12 months and 24 months of age. Call Peach State Health Plan at **1-800-704-1484** for more information.

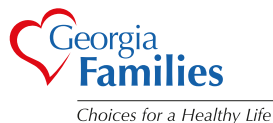


Your privacy is important

Peach State Health Plan works hard to guard your protected health information (PHI). Here are some of the ways we protect your PHI:

- We train staff to follow privacy and security plans.
- We talk about your PHI only for business reasons. We talk about it only with people who need to know.
- We keep the wrong people from seeing your PHI.

You can read the complete Privacy Notice in your Member Handbook. Look on our website at www.pshp.com. Or call Member Services for a copy.



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. © 2017. 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.





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>.