



## Know **your numbers**

**Do you know your blood pressure numbers?** That is the first step in fighting high blood pressure. High blood pressure can increase the risk of heart disease and stroke. It can lead to heart attacks and kidney disease. Here are three ways to control your blood pressure.

- 1. Eat a healthy diet.** This means less fat, salt and sugar and more whole grains and vegetables. Limit alcohol and sugary drinks.
- 2. Stay active.** Regular exercise will make your heart stronger. It can also keep your weight down.
- 3. Take your medication.** Has your doctor prescribed medication to control your blood pressure? Take it exactly as prescribed.

Peach State Health Plan can help you manage your blood pressure. We have disease management and care management programs for members with certain conditions. Call **1-800-704-1484** to find out if disease management could help you.

## Taking care of your teeth

Healthy teeth mean more than just a good-looking smile. Good dental care adds to your overall health. Children and adults should see a dentist at least twice a year.

Call us at **1-800-704-1484** if you need help finding a dentist. We can tell you what dental services are covered.

## Make the most of your health plan

Peach State Health Plan wants to help you get the most out of your health plan. Let us know if you need:

- A ride to the doctor
- Help finding a doctor and making an appointment
- An interpreter to attend a doctor's visit
- Behavioral health services
- A paper copy of anything on our website, [www.pshp.com](http://www.pshp.com)

Our website has lots of helpful information. You can find a copy of your member handbook and look for a provider. You can also access tools or order a new member ID card through the secure member portal or through the Peach State Health Plan Mobile App. Find the member portal at [www.pshp.com](http://www.pshp.com). You can also speak to a Member Advocate via our "click to chat" tool. Call Peach State Health Plan Member Services at **1-800-704-1484**.

## Know your benefits

Do you know your benefits? You can find out more about your benefits in the member handbook. If you don't have a copy, we can send you one. Just call us at **1-800-704-1484**.

You can also call us with questions about your benefits. We can help you file a complaint. We can also tell you how to appeal a decision.

We offer free interpreter services to members. An interpreter can help you find out more about your benefits. An interpreter can also help you during medical appointments. Call Peach State Health Plan Member Services at **1-800-704-1484**.



## Checkups for teens

Teens don't need checkups as often as young kids do. But they should still see a primary care doctor at least once a year. Regular visits will keep teenagers up to date on vaccines. The doctor can also talk to teens about:

- Safe sex
- Drug and alcohol use
- Depression

As teens get older, they should stop seeing a pediatrician and start seeing an adult primary care provider. This is particularly important for teens with chronic health issues. If a teen has a condition such as diabetes, they should not miss any visits.

Growing up also means teens will need to start managing their own care. They will need to make their own appointments. They will need to talk to doctors about their care. You can learn more about helping teens transition to an adult care provider at [gottransition.org](http://gottransition.org).

Peach State Health Plan can help teens find an adult care provider. Call Member Services at **1-800-704-1484**.



# Winter risks for heart disease

You probably know that winter is a risky time for falls. But did you know you're also more at risk of a heart attack in the winter? That's because cold weather makes blood vessels smaller. This can lead to higher blood pressure and higher cholesterol levels, which can cause heart disease. Here are some tips for staying healthy in the colder months.

- **Wrap up:** Dress in layers to stay warm. Be sure to wear a hat and gloves.
- **Build up to it:** If you plan to work or play outside, warm up with light exercise first.
- **Take care of your health:** Talk to your doctor about your blood pressure. Get your cholesterol checked.

Do you need help finding a provider? Peach State Health Plan can help. Call **1-800-704-1484**. We have disease management plans to help you stay healthy.

## Your diabetes plan

If you have diabetes, tests can help you take care of your health. You should know about these tests:

- **HbA1c:** This blood test shows your average blood sugar level over the past few months. Most people aim for an A1c lower than 7 or 8 percent.
- **Eye exam:** A vision test will check for signs that diabetes is damaging your eyes.
- **Foot exam:** Your doctor will look for blisters, sores or a loss of feeling.
- **Blood pressure:** High blood pressure can make the health problems caused by diabetes worse.
- **Cholesterol:** People with diabetes are more likely to have high cholesterol. This can cause heart disease.
- **Urine screening:** This test makes sure your kidneys are working well.

If you have diabetes, you should see your doctor every three to six months. Talk to your doctor about what tests you need and how often.

Peach State Health Plan can help you manage your diabetes. We have disease management and care management programs for members with certain conditions. Call **1-800-704-1484**.



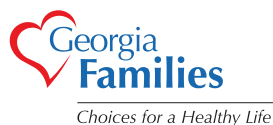


## What are **your wishes?**

It can be hard to talk about end-of-life care. But it's important to talk about it now. That way, your loved ones will know what your wishes are if you become unable to speak for yourself.

An advance directive is a document that says what treatments you do and do not want. Once you have a directive, there's still more to do. Make sure your doctor puts a copy in your file. Make sure your loved ones know where to find a copy.

You can find more information on advance directives at [caringinfo.org](http://caringinfo.org).



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.





## 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>.

# 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)).

### العربية (Arabic):

إذا كان لديك أو لدى شخص ت ساعده أسئلة حول [1-800-704-1484](tel:1-800-704-1484)، لديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغةتك من دون أية تكلفة. لتحدث مع مترجم اتصل بـ [1-800-704-1484](tel:1-800-704-1484) (TTY/TDD [1-800-255-0056](tel:1-800-255-0056)).

### 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)).

### فارسی (Persian):

دارید، از این حق اگر شما، یا کسی که به او کمک می کند نید سوالی در مورد [1-800-704-1484](tel:1-800-704-1484)، رهن بر این صورت رایگان به زبان خود دریافت کنید. به خوردارید که مک و اطلاعات تماس به گیریید. [1-800-704-1484](tel:1-800-704-1484) (TTY/TDD [1-800-255-0056](tel:1-800-255-0056))

### 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。