

HEALTHY moves



SPRING 2014

» Find us online!
pshp.com



We're here for you— online, too

You can find important information on our website, pshp.com including:

- ▶ Your Member Handbook
- ▶ Member Rights and Responsibilities
- ▶ Our Provider Directory
- ▶ CentAccount[®] Rewards Program
- ▶ FAQs

If you want a paper copy of anything online, call us. **1-800-704-1484** (TTY/TDD **1-800-255-0056**).

We can help you live healthier

Do you live with a long-term, difficult illness? Maybe you have diabetes? Or asthma? Then our case management team can lend a hand. The team is made up of nurses and social workers. They can help you understand your options. And help you get the right care.

Use case management to:

- ▶ Help you find doctors and other providers, including mental health doctors and specialists.

- ▶ Help you get services that are covered by your plan, such as medical equipment or home health.
- ▶ Work with your doctor to help you stay healthy.
- ▶ Show you resources in your community.

If you are interested in case management, you or your doctor may ask for it. Just call **1-800-704-1484**.

» QUICK TIP:

Help your body and mind

Do you feel sad, stressed or angry most days? Then take time to clear your mind. Think about what's positive in your life. Exercise, deep breaths and time with friends can help, too.

If you take medication for depression, continue taking it even if you feel better. Work with your doctor if you wish to stop taking it.

And remember: You're not alone. Speak with your doctor for more ideas about feeling better.



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, **pshp.com**.
- ▶ Help making health appointments.
- ▶ A ride to your appointments. (Please remember to call at least 48 hours before your appointment.)

Get more tips about health and your plan at **pshp.com**.

6 TIPS for moms-to-be

Pregnant? Congratulations! Follow these tips to help your baby grow healthy and strong.

- 1. Enjoy colorful, fresh foods.** Avoid processed and fast foods. Eat plenty of fruits and vegetables.
- 2. Drink lots of water.** Staying hydrated will help you feel good while you're pregnant.
- 3. Stay active.** Exercise will help you and your baby. Check with your doctor, and don't start any new fitness activities.
- 4. See your doctor.** Your doctor will watch you and your baby's health. Follow the doctor's advice and keep your appointments.
- 5. Quit your bad habits.** Smoking, drinking and drug use will hurt your baby. Your doctor and Peach State Health Plan can help you quit.
- 6. Join Start Smart for Your Baby®.** This free program helps you take care of yourself during and after pregnancy. Visit **www.startsmartforyourbaby.com** to learn more.





Your prescription benefits

The **formulary is the list of drugs** that Peach State Health Plan covers. It is also called a “Preferred Drug List” (PDL).

Check our formulary to find out if your medication is covered. You can find the latest formulary at pshp.com. You can also call **1-800-704-1484** to find out if a drug is covered.

CHECKLIST: Medication safety

- ✓ **When your doctor prescribes a medicine, ask questions.** Make sure you understand what the drug is for. How long should you take it? Will it interfere with other pills you take?
- ✓ **Follow instructions.** Take prescriptions exactly how your doctor tells you to. Do not stop taking medicine early because you feel better.
- ✓ **Don't share.** It's tempting to give away pills that you won't use. Or maybe you want to cut costs by sharing your medicine. This is unsafe and may cause dangerous drug combinations.
- ✓ **Stay organized.** Use a daily pill organizer. Throw out old prescriptions. Keep your medicine in a cool, dry area.

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. They cover your treatment, privacy and access to information.

We list some of your rights here. There are more. You can read the complete of rights and responsibilities in your member handbook.

Here are some of your rights as a member:

- ▶ Getting all services that we provide.

- ▶ Being treated with respect.
- ▶ Knowing that your medical information will be kept private.
- ▶ Being able to get a copy of your medical record.
- ▶ Being able to ask that the record be corrected if needed.
- ▶ Being able to file an appeal, a complaint or state hearing.

Some of your responsibilities include:

- ▶ Asking questions if you don't understand your rights.
- ▶ Keeping your scheduled appointments.
- ▶ Having your ID card with you at your appointments.
- ▶ Getting in touch with your primary care physician (PCP) first if you have a medical need that isn't an emergency.
- ▶ Telling your PCP if you had care in an emergency room.

Check your member handbook or visit pshp.com for the complete list of rights and responsibilities. Call Member Services at **1-800-704-1484** if you need a paper copy of the member handbook.



INSIDE: 6 tips for moms-to-be

Stop your sneezin g

Does springtime bring flowers, sunshine and sneezing? Follow these steps to feel better.

FIRST: Know the signs. Allergies give you a runny, stuffy, or itchy nose. Your eyes can get watery and itchy. You may feel pressure in your ears.

NEXT: Avoid what you are allergic to. Do pollen and plants bother you? Then close your windows and use an air conditioner.

THEN: Over-the-counter medicine can help you feel better. “Antihistamines” treat a runny nose. “Decongestants” treat a stuffy nose. Check with your doctor if your symptoms do not go away.



¿Necesita ayuda para entender esto? Si la necesita, llame a la línea de Servicios para los miembros de Peach State al **1-800-704-1484**. Si es una persona con problemas de audición, llame a nuestro TDD/TTY **1-800-659-7487**. Para obtener esta información en letra más grande o que se la lean por teléfono, llame a Servicios para los Miembros.

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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