



The **Provider Report** is developed with healthcare providers, physicians, and office staff in mind. Our publications offer quick pointed information on the topics most important to you. Each issue features the latest provider news, resources, regulatory updates, administrative information and more to support you in providing quality healthcare to your patients.

Peach State Health Plan is dedicated to providing you with reliable services and support. We are committed to improving the way we do business with our providers.

We hope you will find this publication useful. Please feel free to contact our Provider Services team at **1-866-874-0633** with any suggestions or comments on how we can best communicate with you.

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Cost-Effective Care Solutions

Peach State Health Plan offers a many practical **value-added benefits** to support our members, including our **Over-the-Counter (OTC) benefit**. This valuable program not only facilitates better health management for your patients but also serves as a cost-effective solution for a wide array of OTC health and wellness products.

By leveraging this OTC benefit, you can guide your patients in accessing various essential items that can significantly contribute to their health and well-being, including:

- Pain relief medications
- First aid supplies
- Cold and allergy medicine
- Dental care items
- And more

Empower your patients to make the most of this benefit, enabling them to proactively manage their health without financial constraints. Encourage them to review the OTC catalog to gain a better understanding of the diverse range of products covered by this program.

As dedicated healthcare providers, your guidance and support play a pivotal role in ensuring your patients receive the necessary resources to foster their overall wellness. By sharing information about this OTC benefit with your Peach State Health Plan patients during office visits, you can help further enhance the quality of care and improve patient outcomes.

To learn more about this and our other benefits, visit our [Value Added Benefits page](#).

Safeguarding Patients Against Medicaid and PeachCare for Kids® Redetermination Scams

Peach State Health Plan wants to ensure that your patients are equipped with the necessary information to avoid falling victim to scams. With the ongoing Medicaid and PeachCare for Kids® eligibility reviews, it's crucial you remind them to stay vigilant against fraudulent activities targeting their healthcare coverage. We are committed to protecting our members from any potential threats.



Here's what you need to know to help safeguard your patients:

Say No to Scams: We want to emphasize that Medicaid and PeachCare for Kids® will never use threatening language or request credit card information or payments to maintain or qualify for health coverage. Scammers may attempt to impersonate legitimate organizations or government agencies, using various communication channels such as phone, text, or email to deceive individuals.

Protect Your Information: Advise patients to be cautious if they receive any communication that asks for personal information like their Social Security Number, requests money via credit card payments, gift cards, cash, prepaid debit cards, or cryptocurrency, or threatens legal action against their household.

Take Action: If your patients encounter any suspicious activity, please report it immediately. Your patients can reach out to the State of Georgia at 1-877-423-4746, file a report with the Federal Trade Commission, and contact your local police department to ensure appropriate action is taken.

Stay Informed: For information and updates regarding Georgia Medicaid and PeachCare for Kids® redetermination, please visit staycovered.ga.gov.



Empowering Providers: Tools and Resources to Enhance Health Literacy in Practice

Health literacy plays a vital role in shaping quality of care and patient outcomes. As healthcare providers, you have a unique opportunity to bridge the gap between complex medical information and understanding for your patients.

[Healthy People 2030](#) addresses both personal health literacy and organizational health literacy and provides the following definitions:

- **Personal health literacy** is the degree to which individuals have the ability to find, understand, and use information and services to inform health-related decisions and actions for themselves and others.
- **Organizational health literacy** is the degree to which organizations equitably enable individuals to find, understand, and use information and services to inform health-related decisions and actions for themselves and others.

Be sure to check out the below resources that could be valuable to the incorporation of health literacy into your work.

- [Cultural Humility and Unconscious Bias in Healthcare Training](#) provided through Centene Institute
- [Language Interpreter Services](#), provided twenty-four (24) hours a day, seven (7) days a week in 140 languages. In-person interpreter services are made available when Peach State Health Plan is notified **at least three (3) business days** in advance of the member's scheduled appointment.

- [The Agency for Healthcare Research and Quality \(AHRQ\) Health Literacy Universal Precautions Toolkit, 2nd edition](#), can help primary care practices reduce the complexity of health care, increase patient understanding of health information, and enhance support for patients of all health literacy levels.
- [Clinical Conversations is a program from the Network of the National Library of Medicine \(NNLM\)](#) for training clinicians and other clinical staff who interact with patients about health literacy and related concepts. This program allows clinical trainers or managers to offer brief trainings embedded into regular staff meetings or trainings that they already facilitate as a way to offer continuing education that does not take time out of already busy schedules.

Providers must call Member Services at 1-800-704-1484 if interpreter services are needed. Please have the member's ID number; date/time service is requested and any other documentation that would assist in scheduling interpreter services.

Featured Articles

Fight Against the Flu: Encourage Vaccination for All Your Patients

Flu season is here, and it's time for everyone to get up to date on vaccinations. With your patient's trust and their best interest at heart, it's up to you to recommend they get their flu vaccine.

What to Do Before Talking With Your Patients

- Create standing orders when you can so that others can vaccinate patients without your direct order.
- Add reminders and follow-ups in patients' EHR/EMR — both for yourself to remember and to send reminders to your patients.

What to Do When Talking With Your Patients

- Make your recommendation an announcement.
A strong, declarative statement that their vaccination is due decreases vaccine hesitation in your patients.
- Use the **SHARE method** to guide the conversation:
 - » **SHARE** why patients should get their flu vaccine based on their age, lifestyle, and other risk factors.
 - » **HIGHLIGHT** the positives from your personal experience or from appropriate cases from your practice to reinforce the vaccine's benefits and strengthen their confidence.
 - » **ADDRESS** any questions your patients may have about the vaccine. This may include concerns about side effects, effectiveness, and safety. Recognize that while people who've been vaccinated may still get sick, the illness is likely to be less severe.
 - » **REMIN**d patients that the flu vaccine protects them and their loved ones from serious illness and side effects that can lead to greater health risks.
 - » **EXPLAIN** the costs that come with getting sick. Besides the potential health effects, you lose time at work and with family, deal with financial costs, and risk spreading the flu to others.
- **Follow up!** If your patient didn't get their vaccine at their last visit, check to see if they have since then. Discuss where and when they're getting their flu vaccine. Confirm it with them during their next visit.



- Repeat your strong recommendation. Address any questions with facts complemented by compassion.
- Think of a time or event that happens in every appointment where you can check in with your patients about their vaccine status.

There's always time! **Administering the flu vaccine is fast and easy.**

Flu Prevention is a Win-Win

There are many advantages to promoting flu prevention:

- Healthier patients.
- Decreased severity of illness for those who do get sick.
- **Reduced community spread.**
- **More satisfied patients** to help you achieve your practice's quality goals. And you may earn **incentives** based on your contract.

Remember, you are essential in stopping the flu! Strongly recommend the flu vaccine to all your patients!

Questions?

Peach State Health Plan is here to support you and your practice. If you have any questions about flu prevention, patient education tools, or incentives, [click here](#) or call us at 1-866-874-0633.

Source: "Make a Strong Influenza Vaccine Recommendation," CDC <https://www.cdc.gov/flu/professionals/vaccination/flu-vaccine-recommendation.htm>

Helpful Links

Looking for a provider relations representative?

A territory list of Peach State Health Plan Provider Relations Representatives based on region is available on the [Provider Resources](http://www.pshpgeorgia.com/providers/resources/territory-list.html) page, found here: www.pshpgeorgia.com/providers/resources/territory-list.html

Looking for a doctor, dentist, specialist, hospital, clinic or pharmacy in our network?

Our Find-A-Provider Tool (FAP) can be accessed here: www.pshpgeorgia.com/find-a-doctor.html

We want to make it easy for you to work with us!

Peach State Health Plan wants to ensure you have the tools and support you need to deliver the best quality of care. Visit our [Provider Resources](#) page for easy access to:

- Manuals & Forms
- Eligibility Verification
- Prior Authorization
- Electronic Transactions
- Preferred Drug Lists
- Provider Training
- Member Rights & Responsibilities



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