



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've listened to your feedback and are implementing changes to improve the quality and usefulness our provider communications. Additional improvements are planned throughout the year.

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Here is what is happening at Peach State Health Plan, in the medical industry and how it could affect your practice and patients.

Peach State Health Plan Receives Health Equity Accreditation

Through the National Committee for Quality Assurance (NCQA), **Peach State Health Plan has been awarded Health Equity Accreditation as of January 2023!**

This recognizes that Peach State Health Plan is building an internal culture that supports the organization's external health equity work; collecting data that helps the organization create and offer language services and provider networks mindful of individuals' cultural and linguistic needs; and is identifying opportunities to reduce health inequities and improve care. We have made a commitment to support our health care providers in ensuring individuals and families receive the highest quality of care and services while meeting the needs of the communities they serve.

Head over to <https://www.pshpgeorgia.com/providers/resources.html> to stay up to date on health equity related trainings and other opportunities, including Cultural Competency Training.



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](https://www.pshpgeorgia.com/providers/resources/territory-list.html) page, found here: <https://www.pshpgeorgia.com/providers/resources/territory-list.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



Over-the-Counter Value-Added Benefit Change Notice

Peach State Health Plan wants its members to have the best products to help manage their health. In January, we created a new way for our members and your patients to get over-the-counter (OTC) products. **We have partnered with CVS and OTC Health Solutions® (OTCHS).**

The OTC benefit offers our members three new easy ways to get generic OTC health and wellness items. They will still have a \$12 allowance each month per household. No prescription is needed, and the items are mailed to their home.

Your patients can call Peach State Health Plan Member Services at 1-800-704-1484 (TDD/TYY 1-800-255-0056) if they have questions.

There are 3 EASY ways for your patients to receive OTC items.

ONLINE	BY PHONE	IN STORE
<ul style="list-style-type: none">■ The fastest and easiest way to order 24/7 is to visit: https://www.cvs.com/otchs/pshp■ Orders must be placed by 11:59 PM ET of the last day of the month.	<ul style="list-style-type: none">■ Orders can be placed by calling 1-888-628-2770.■ Your patients can talk to an agent Monday to Friday, from 9 AM to 8 PM local time, or use the Interactive Voice Response (IVR) system 24/7.	<ul style="list-style-type: none">■ Your patients can pick up your OTC items at any OTC Health Solutions® (OTCHS) enabled CVS store.■ IMPORTANT: Not all CVS stores participate in this benefit. To find the closest location, go to https://www.cvs.com/otchs/pshp/storelocator or call OTCHS at 1-888-628-2770 (TTY: 711).

Medicaid Redetermination is Coming Soon

Help Georgia Medicaid Members Keep Their Coverage

The State of Georgia will resume the Medicaid renewal process known as redetermination beginning April 1, 2023. Since 2020, over 2.7 million Georgians have had continuous access to Medicaid health benefits under coverage provisions from the COVID-19 pandemic-era requirements. In December 2022, Congress passed a federal spending bill that separated the continuous enrollment condition and the COVID-19 public health emergency (PHE) effective March 31, 2023.

It is critical that all Medicaid and PeachCare for Kids® recipients take action now. These patients need to keep their most current contact information up to date with the State of Georgia, including phone number, address, job or income and number of people in their household, as this will ensure they receive their renewal information timely.

Once your patients have updated their contact information, they should be sure to **check their mail and email for information from the State of Georgia about coverage and renewal requirements.**

Every eligible Georgia Medicaid member has a right to continue receiving uninterrupted health benefits. However, they must respond to requests for required information in a timely manner to avoid a gap in coverage.

For more information, your patients can visit staycovered.ga.gov and [Georgia Gateway](#).

As part of the Peach State Health Plan provider network, **you can play an integral role in making sure our members and your patients stay covered.** We are asking that you and your staff encourage your patients to use the following **3 ways to stay informed** about their Medicaid status:



1. Online: staycovered.ga.gov

HOW: Log in and update your contact information at Georgia Gateway.
Available 24/7. This is the fastest way to stay informed.



2. In-Person

HOW: Schedule an appointment at your local Division of Children and Families Office (DFCS) and we'll help you get updated.
Case managers are available by appointment only.



3. By Phone

HOW: Update your contact information by calling **1-877-GA-DHS-GO (1-877-423-4746)** OR dial 711 if you are deaf, hard-of-hearing, deaf-blind, or have problems with speech.
Available for those who need extra support.



Clinical Policy Highlights

Are you curious about what new Clinical and Payment Policies are coming in 2023?

Check out the [What's New section!](#) All upcoming clinical and payment policies can now be found on our [What's New](#) provider news page.

For an expanded list of Peach State Health Plan's [Clinical and Payment Policies](#), please visit: <https://www.pshpgeorgia.com/providers/resources/clinical-payment-policies.html>. The April 2023 updates are noted below.

The following policies were revised:
No policies were revised this month

The following policies were retired and are no longer available on our website.
No policies were retired this month.

Pharmacy Updates

Peach State Health Plan is committed to improving health care outcomes for our members. Through our Pharmacy Quality teams have a variety of programs designed to help improve your quality scores.

FOR MEMBERS

Delivery and Mail Order Services

Peach State Health Plan wants to make it easy to for our members to receive the medications they need. Members can select mail order or delivery pharmacy service to save time with prescription pickups. Our pharmacy team can assist members with selecting the program that works best for them and setting up their services. This program can assist in increasing member adherence by preventing gaps between prescription fills.

Member Pharmacy Consultation Services

Members can call Peach State Health Plan if they have questions concerning the coordination of care for their prescription drugs, such as transition fill coverage. Pharmacists are also available to answer other medication questions that members may have. This program helps ensure members stay on track with taking their medications as prescribed.

FOR PROVIDERS

Medication Adherence Programs

The medication adherence program assists Peach State Health Plan providers support members that may need a little more assistance reaching medication compliance goals. Our team works with you to identify unique members that will benefit from this program.

Single Fill Program

Our Single Fill Program is designed to help Peach State Health Plan providers identify members that have only filled their prescription once for the year. If there are no subsequent fills, the members' PDC score decreases, giving less opportunity for success in the adherence measure.

For questions about our Pharmacy Quality Team programs, please call 1-844-317-7502. We are here to help!

Mark Your Calendar: Upcoming Provider Trainings

Provider Training and Education Opportunities

Did you know that Peach State Health Plan offers trainings and Provider Information Hour Webinars for both our physical and behavioral health providers at no cost?

Every month, our teams host a webinar that covers different hot topics each session. We also provide mostly clinical, provider-focused education on topics that are geared towards improving your patient outcomes. Most of our clinical trainings also offer behavioral health continuing education units (CEUs) at no cost to the attendee. Trainings are completed via live or virtual instructor led sessions.

Be on the lookout for training and informational webinar invitations sent to you in your inbox.

Information Hour Webinars:

- [FRI, APRIL 28, 2023, 1:00 PM](#)
- [WED, MAY 31, 2023, 1:00 PM](#)

Mental Health First Aid: ADULT

The Adult Mental Health First Aid (AMHFA) consists of two hours of self-paced prework followed by a six and a half hour live, instructor-led session focused on recognizing the patterns of thoughts, feelings, behaviors, and appearance that show there might be a challenge rather than focusing on a specific disorder. AMHFA teaches a five-step action plan to help people who might be experiencing a mental health crisis.

- [WED, MAY 3, 2023, 10:00 AM - 4:30 PM EDT](#)
- [TUE, MAY 16, 2023, 12:00 PM - 6:30 PM EDT](#)

Mental Health First Aid: YOUTH

The Virtual Youth Mental Health First Aid (YMHFA) Course (two hours self-paced; five and a half hour instructor-led training) focuses on recognizing the patterns of thoughts, feelings, behaviors, and appearance that show there might be a mental health challenge. Participants are taught an action plan they apply to non-crisis and crisis situations.

- [THU, MAY 11, 2023, 10:00 AM - 3:30 PM EDT](#)
- [WED, MAY 24, 2023, 12:00 PM - 5:30 PM EDT](#)

SBIRT-Screening Brief Intervention and Referral to Treatment - 2 CE

Attendees will gain clinical knowledge and skills to implement the use of SBIRT in their practice. This training focuses on screening and referral to treatment for alcohol and substance use in patients in a health care setting.

- [MON, APRIL 10, 2023, 4:00-6:00PM EDT](#)
- [TUE, MAY 23, 2023, 1:00-3:00 PM EDT](#)
- [WED, JUN 14, 2023, 11:00 AM - 1:00 PM EDT](#)

BH Screening Tools - 1.5 CE

To help identify mental health/substance use disorders in their patients, providers learn to use these screenings: PHQ-2, PHQ-9, OASIS and Edinburgh for depression; GAD for anxiety; Vanderbilt for ADHD; and CAGE-AID for alcohol and substance use.

- [MON, APRIL 3, 2023 11:00-12:30PM EDT](#)
- [TUE, MAY 30, 2023, 2:00 PM - 3:30 PM EDT](#)
- [WED, JUN 28, 2023, 3:30 PM - 5:00 PM EDT](#)

COTINUED



Mark Your Calendar: Upcoming Provider Trainings, continued

Cultural Humility: Building Upon the Foundation of Cultural Competency - 2CEs

This training is designed to create an understanding of the practical concepts of Cultural Humility and how it relates to Cultural Competence as the foundation. Specific considerations to the role biases have on our decision making and client interaction. The negative consequences of institutional racism, microaggressions and how these impact healthcare are discussed. Strategies on how to promote cultural inclusivity with members is also discussed.

- TUES, APRIL 11, 2023, 11:00-1:30PM EDT
- MON, APRIL 24, 2023, 1:00-3:30 PM EDT
- TUES, MAY 9, 2023, 1:00-3:30 PM EDT
- WED, MAY 24, 2023, 11:00-1:30 PM EDT

Integrated Health - 1.5 CEs

Behavioral health, substance abuse and physical health providers are introduced to the concept of integrated care, which is designed to increase positive treatment outcomes through a holistic model of care and comprehensive and collaborative supports.

- MON, APRIL 24, 2023, 4:00-5:30 PM EDT
- FRI, MAY 19, 2023, 11:00-12:30 PM EDT
- TUE, JUN 6, 2023, 1:00 PM - 2:30 PM EDT

GA Strength-Based Treatment - 1 CE

In this strength-based treatment course, providers learn about SBT approaches, tools and interventions to promote a path to recovery.

- THU APRIL 13, 2023, 10:00-11:00AM EDT

GA Resiliency and Recovery - 1.5 CEs

Providers learn how to help members in recovery with substance use disorder and mental health, to identify characteristics in themselves that may be barriers or supports to recovery. The definition of Recovery. Learn that risk factors that can predispose an individual to be more at risk to develop a mental or substance use disorder.

- THU, APRIL 20, 2023, 2:00-3:30PM EDT

Poverty Competency - 2 CEs

Providers will learn how patients' economic status affects their mental and physical health, with emphasis on the adverse effects of poverty on health and wellness. Providers also learn where to find resources to help clients experiencing poverty.

- MON, APRIL 17, 2023, 11:00-1:00 PM EDT
- THU, MAY 25, 2023, 2:30-4:30 PM EDT
- TUE, JUN 27, 2023, 2:00 PM - 4:00 PM EDT



Provider Services: 1-866-874-0633
Georgia Relay Service 711

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