

Your Benefits

A QUICK LOOK AT SOME BENEFITS &
PROGRAMS AVAILABLE TO YOU



1-800-704-1484

TDD/TTY (Hearing Impaired): 1-800-255-0056

pshp.com

We are committed to providing our members with information on programs available to them and ways to stay healthy and safe.

For more information on these programs, please visit our website at pshp.com, or refer to the Peach State Health Plan member handbook.

Let us know if you need help understanding this. Interpreter services are provided free of charge to you. This includes sign language and real-time oral interpretation. Call our member services line and we can help!

CONTACT INFORMATION

pshp.com

1100 Circle 75 Parkway SE
Suite 1100
Atlanta, GA 30339

Member Services

1-800-704-1484

24 Hour Nurse Advice Line

1-800-704-1484

TDD/TTY (*Hearing Impaired*)

1-800-255-0056

Healthcare Services Explained

Peach State Health Plan provides a wide range of healthcare services. We provide the same medical services as Georgia Medicaid. All services must be medically necessary.

WHAT'S COVERED



Medical Services

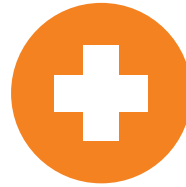
- Doctor office visits
- Medicine
- Labs
- Xrays
- Home health care
- Hospital admissions
- Medical supplies



Vision Services

- Eye exams
- Eyeglasses

Limitations apply



Plus More!

- Additional benefits
- Helpful services

Find out more on the following pages!

Some members may not have all the benefits listed. Some services need prior approval. Call Member Services at **1-800-704-1484** or visit our website for more information.

You can also find more information in your Member Handbook.

Stay Connected to Care

MEMBERCONNECTIONS®

Everyone needs a little help now and then. Whether you have a serious problem or just have questions about your health benefits, you can trust MemberConnections to help.

We're one phone call away.

Our MemberConnections representatives are available by phone. They will even visit you at your home, if that's more convenient.

They can help you by providing personalized information on:

- Health benefits
- Access to services
- Access to counseling
- Community assistance
- Doctors
- Dental services
- And more!



Just call member services **1-800-704-1484**.

Ask for a MemberConnections representative.



Free Health Information Over the Phone

24 Hour Nurse Advice Line is a free health information line. No matter what time or day, you can always call our nurse advice line. When you call, you'll speak to registered nurses who can give you advice on any health-related problem.

They can help you:

- Find a provider
- Determine the best place to go for care – your provider, the ER, or somewhere else
- Schedule transportation
- And more!

You can also save time by allowing our nurse line to help you determine the most appropriate level of care to meet your healthcare needs. They can help you decide if you need to go to the ER.

When you have questions, call us at **1-800-704-1484**.

You may be eligible to receive a cell phone.

Members with a high risk condition who do not have safe, reliable phone service may be eligible to receive a cell phone through our Connections Plus® program.

This program provides a free cell phone allowing 24-hour access to:

- Providers
- Case managers
- 911

If you qualify, a MemberConnections representative can help you obtain a phone. They will also teach you to use it.

Enjoy the Benefits of a Medical Home

YOUR PRIMARY CARE PHYSICIAN (PCP)

One of the most important ways to make sure you get the healthcare you deserve is through a Medical Home. Your Medical Home is your Primary Care Physician (PCP) — where you go to get medical care on a regular basis.

Three easy steps to establish a Medical Home:

1

Choose a PCP.

Call member services if you need help with this.

2

Make an appointment

3

Talk to your PCP about any health problems you are having.

Over time, you and your PCP will get to know each other better. Because your PCP has your health records and knows about your health, you will receive the best care if you can the same PCP for all your problems.

- + If you are not sure whether you should go to the emergency room, you can call your PCP** and he or she can tell you what you should do. Even if your PCP's office is closed, your PCP will have a number that you can call 24 hours a day. You can also call the 24 Hour Nurse Advice Line at **1-800-704-1484**.



When You Have a Medical Emergency

EMERGENCY ROOM USE

You may need to go to an Emergency Room (ER) or call 911 if you feel your life is in serious medical danger without proper medical attention. ERs are open 24 hours a day. They provide immediate, emergency medical care.



Some reasons to go to an ER or call 911 right away include:

- Chest pain or other severe pain
- Suddenly not able to see, move or speak
- A bad burn
- Seizures
- Bleeding that won't stop
- A broken bone
- Poisoning
- Fainting/unconsciousness
- Shock (*you may sweat, feel thirsty or dizzy, or have pale skin*)
- Miscarriage/pregnancy with vaginal bleeding
- You are in labor
- Drug overdose
- Gun or knife wounds

If your problem is not an emergency, you may wait a long time in the ER.

Instead, you should call your doctor or the 24 Hour Nurse Advice Line at 1-800-704-1484 for advice on the appropriate level of care. You may be directed to go to an Urgent Care Center

We Care About the Health of You and Your Baby

START SMART FOR YOUR BABY®

Are you pregnant?

The Start Smart program is for women who are pregnant and for moms who have just had a baby. We want to help you take care of yourself and your child. As part of the program, we'll send you information on how to keep yourself and your baby healthy by mail, telephone and online.



Our staff can answer questions and give you support if you are having a problem. Home visits can also be arranged if needed.

Our staff can help:

- Pick a doctor and a hospital for your care and delivery and for your baby after he or she is born.
- Assist with transportation to and from your doctor visits.
- Provide information about how to eat healthy.
- Remind you about prenatal visits.
- Give you a list of places in your community that may be able to help you get items you might need during your pregnancy and after your baby is born.


If you are pregnant, call member services at **1-800-704-1484** and Start Smart today.

Keeping an Eye on Your Child's Health

WELL CHILD VISITS

Children and young people need to see their doctor regularly even when they are not sick. The chart below shows when babies, young adults and adolescents need to see their doctor for a Well Child Visits.

Well Child Visits Schedule

BIRTH	EARLY CHILDHOOD	MIDDLE CHILDHOOD & ADOLESCENCE
○ 3 to 5 days	○ 12 months	○ Every year until age 21  To schedule a Well Child Visit, call your provider. <i>if you have any problems, call member services</i>
○ 1 month	○ 15 months	
○ 2 months	○ 18 months	
○ 3 months	○ 24 months	
○ 4 months	○ 30 months	
○ 6 months	○ 3 years	
○ 9 months	○ 4 years	

If there is a problem found in the checkup, your doctor can send you to a specialist. You or your children may be eligible for things like a **hearing aid, eyeglasses** and **braces for teeth**. Shots are important to keep your child healthy. We don't want your child to miss any key steps toward good health as they grow.

Doctors and nurses will examine your child or teen. They will give shots for diseases when necessary. They will also ask questions about health problems and tell you what to do to stay healthy.

To schedule a Well Child Visit, call your doctor. *If you have any problems, call member services.*

Keeping an Eye on Your Health

ANNUAL PHYSICAL

Adults need to see their doctor every year for an annual physical. This helps build your relationship with your Medical Home. An annual physical is different than visiting your doctor when you are sick.

The doctor may order tests to check for early signs of disease. The doctor will also talk to you about healthy life habits and can answer questions you may have about your health. Call your doctor today to schedule a visit.

Member services can help you:

- Find a doctor
- Make an appointment
- Schedule transportation

*If you have problems
scheduling your doctor
visit, call member
services at
1-800-704-1484.*



Dental and Vision That Goes Farther

As a Peach State Health Plan member, you will get all the health services that you get now as a member of Medicaid or PeachCare for Kids® – plus more. Below are the extra benefits you receive for dental and vision services.



Dental Services

- Oral exam every six months for members 21 and older with no copay
- Bitewing x-rays once a year for members 21 and older with no copay.
- Teeth cleaning every six months for members 21 and older with no copay
- Simple tooth removal for members 21 and older with no copay
- No referrals needed for primary dental services

Vision Services

- Annual eye exam each year for members 21 and older with no copay
- Annual eye glasses (frames/lenses) or contact lenses (if medically necessary) for members 21 and older with no copay
- Allowance toward the cost of nonstandard glasses
- No referrals needed for routine vision services

Personalized Help You Can Depend on

CASE & DISEASE MANAGEMENT

We want you to have the best quality of life you can!

We know this means more than just helping you to see a doctor. It also means helping you understand your health conditions, as well as helping you find your way through the healthcare system so you get the services you need. We do this through disease and case management programs. Through these programs our staff provides education and support for complex health conditions such as asthma, congestive heart failure, diabetes, obesity and HIV/AIDS. Disease and case management are part of your health benefits with us. *They are provided to you at no cost.*

Better control means better health

Through our case and disease management programs, we listen to your concerns and help you get the things you need. The goal is to help you understand and take control of your condition.



Healthy Minds & Bodies

BEHAVIORAL HEALTH

Not all health problems are physical.

A lot of people must deal with behavioral health conditions.

A behavioral health condition, also called a mental health problem, causes changes in a person's thinking, mood or behavior.

This includes problems like:

- Depression
- Anxiety
- ADHD
- Stress
- Drug and alcohol abuse

Behavioral health conditions can happen to anyone. Many are medical problems just like cancer or heart disease. Left alone, mental health problems can get worse. Treatment may include talking to a therapist or taking medicine.

If you need help finding a behavioral health provider, call member services at **1-800-704-1484**.



Notes
