Georgia FamiliesMedicaid & PeachCare for Kids®

Step-by-Step User Guide: Mobile App Instructions

1-800-704-1484
TDD/TTY: 1-800-255-0056

pshp.com

Steps to Download the **Free** Peach State Health Plan App and Register a New Account

Step 1:   Take your iPhone or Android device and click on the "App Store" or "Apps" icon.

Step 2:   Click on the "Search" icon and type in "Peach State Health Plan."

Step 3:   Download the "Peach State Health Plan" app.

Step 4:   Once you have the app downloaded on your device, click on the "Peach State Health Plan" icon. You will be taken to the Login screen.

Step 5:   You will need to create a new account or use your Member Portal Account login information.

Step 6:   If you need to create a new account, click on the "Register" button.

Step 7:   A new page will then ask you to verify your birthdate and member ID in order for the app to create an account.

Step 8:   Enter your birthdate and your member ID. Then click on the "Find Member" button.

Step 9:   Enter your email address as your username, and enter a password. Then click "Next."

Step 10:   The app will send an email message to the email address you entered in order to confirm the address. Check your email.

Step 11:   The email message you received will contain a four-digit code. Enter that code on the screen in the app where it says "Enter code here." Click "Next."

Step 12:   You must pick your language as English or Spanish.

Step 13:   Then pick three security questions and answers to those questions in case you forget your password. Then click "Next."

Step 14:   You have completed the registration process. Now you can log in to the "Peach State Health Plan" app for the first time.

USING THE PEACH STATE HEALTH PLAN APP

Step 1:   Open the mobile app by clicking on the "Peach State Health Plan" icon. You will see the Login screen.

Step 2:   Enter your email address and password in the "Login" and "Password" fields. Click "Login."

Step 3:   The Homepage screen appears with the following options: Health Alerts, CentAccount, My Doctor, and ID Card.

Step 4:   If you click on the "Health Alerts" button, you will either see a message letting you know you have no health alerts, or it will specify the health alert, such as "It is time for your yearly retinal eye exam."

Step 5:   If you click on the "CentAccount" button, you will see your card balance, status and the last four digits of your card number. You will also see how to earn more rewards, like going to your adult well visit.

Step 6:   The second "CentAccount" screen also shows your card's recent activity, like what you bought and for how much.

Step 7:   If you click on the "My Doctor" button, you see your doctor's name, address and telephone number. You can call your doctor right from the app or save the doctor's phone number to your phone.

Step 8:   You also can call the Nurse Advice Line directly from this page on the app.

Step 9:   If you click on the "ID Card" button, you can pull up your ID card to show to your doctor or when you are getting medical services.

Step 10:   The "ID Card" button also has information on numbers to call if you have a vision or dental claim, along with a phone number if you need a prior authorization.

Step 11:   Clicking the "Menu" bar option at the top left of the app will offer you more features: Find a Provider, My Health, Contact Us, Settings, Logout, Terms of Service and Privacy Policy.

Step 12:   Click "Find a Provider" to search for a healthcare provider the same way you can on the Pea2ch State Health Plan website. See the step-by-step guide at www.pshp.com on the Find a Provider page.

Step 13:   Click on "My Health" to view the Health Library. The Health Library search gives you access to more than 4,000 topics relating to health and medication. You can find answers to most questions, both big and small.

Step 14:   Click on "My Health" to complete the Notification of Pregnancy, which is the questionnaire that notifies us of your pregnancy.

Step 15:   Click on "My Health" to complete the End of Pregnancy, which is the questionnaire that notifies us of the end of your pregnancy.

Step 16:   Click "Contact Us" to call Member Services. You can visit our website by clicking on www.pshp.com.

Step 17:   Click "Settings" to view your member profile or make a change to your language.

Step 18:   Click "Profile" to reset your password by choosing "Password Reset." You can also choose a different default language under the "Language" tab.

**If you have any questions or need more information,
call Peach State Health Plan Member Services at
1-800-704-1484 (TTY/TDD 1-800-255-0056).**

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health plan