



SPRING 2013 | www.pshp.com

We Are Here To Help You

Member Services can help you with many things. Just call Member Services at **1-800-704-1484** (TTY **1-800-255-0056**) if you need:

- A paper copy of anything on our website, **www.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 **www.pshp.com**.

HEALTHY**moves**



What Can Case Management Do for You?

Learn how we can help you live healthier.

Our case management team can lend a hand if you are living with a long-term, difficult illness like asthma or diabetes. 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.

As a covered member, you are eligible for case management. If you are interested in the

case management program call **1-800-504-8573**. Ask for the case management department. Your doctor can refer you for the case management program, too. Call **1-800-504-8573** for more information. TTY users can call **1-800-255-0056**.

PEACH STATE HEALTH PLAN

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Smyrna, GA 30082

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QUICK TIP:

A PDL (preferred drug list) is a list of medications that are covered by your plan. Covered medication will cost you less money. You can review your PDL at www.pshp.com. Call Member Services at **1-800-704-1484** (TTY **1-800-255-0056**) if you have questions about which medications are covered.



You Have Rights and Responsibilities

As a member, there are things you can expect from your plan. There are also things the 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 list of member rights and responsibilities at www.pshp.com.

Your rights include, but are not limited to:

- Receiving all services that we must provide.
- Being treated with respect,

and with your dignity and privacy in mind.

- Knowing that your medical record information will be kept private.
- Being able to ask for and get a copy of your medical record, and being able to ask that the record be changed/corrected if needed.
- Being able to file an appeal, a grievance (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.
- Always 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 www.pshp.com for the complete list of rights and responsibilities. Call Member Services at **1-800-704-1484** (TTY **1-800-255-0056**) if you need a paper copy of the member handbook.

Are You Addicted?

Do you feel sick if you don't drink alcohol or take illegal drugs? Do you need more drinks or drugs to get "high" now than in the past? If you said "yes," you might be addicted. These are some other addiction signs:

- ➔ Drinking or drugs have caused health problems.
- ➔ Drinking or drugs take up a lot of your time.
- ➔ You've tried to quit, but can't.
- ➔ You avoid friends and family.

Talk to your doctor if you think you are addicted. Treatment can make you feel healthy and in control again.

Lessen Your STRESS

Stress is a fact of life. But too much stress can make you feel tired, nervous or sad. It can make it hard to sleep or upset your stomach. The good news is there are simple ways to keep stress under control:

- ➔ **Eat a healthy diet.** This can help your body function at its best.
- ➔ **Take time to relax.** Sing, laugh or listen to music to keep your mind and body at ease.
- ➔ **Get moving.** Even a short, brisk walk can boost your mood.
- ➔ **Sleep eight hours a night.** A good amount of sleep can fight off feelings of stress.



CALLING ALL NEW MOMS!

You can help your baby get off to a strong, healthy start. Follow these tips:

- 1** Visit your doctor as soon as you think you're pregnant. Go to the doctor during your pregnancy.
- 2** Eat plenty of fruits, vegetables, lean protein, and low-fat dairy. Don't eat junk food.
- 3** Do not smoke or use drugs or alcohol.
- 4** Join our Start Smart for Your Baby® Program by calling **1-800-504-8573**.

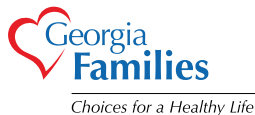


Do You Have Asthma? Ask Your Doctor

3 Questions

It is important to work with your doctor if you want to take care of your asthma. Visit your doctor to review your medications, your inhaler and your lifestyle. Ask your doctor:

1. Is my asthma under control?
2. Do I need a new or different medication to help my asthma?
3. Am I using my inhaler the right way?



FIND US ON FACEBOOK

¿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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