

FAQ

Frequently Asked Questions



How do I contact Peach State Health Plan?

If you have any questions, Member Services will help you. **Our staff is here 7 a.m. to 7 p.m. (EST) Monday through Friday.** Member Services is closed on state holidays. You can also visit us online at www.pshp.com.

<i>Important phone numbers:</i>	
Member Services	1-800-704-1484
Peach State Health Plan Fax	1-800-659-7518 TTY/TDD: 1-800-255-0056
24/7 Nurse Advice Line	1-800-704-1484
Dental & Vision	1-800-704-1484
Pharmacy	1-800-704-1484
Case/Disease Management	1-800-504-8573
Start Smart for Your Baby™	1-800-504-8573
Mental Health & Substance Abuse	1-800-947-0633
Emergency	911

Does Peach State Health Plan provide interpreter and translation services?

Peach State Health Plan's language line is available 24 hours a day, 7 days a week. Here is what to do when you call Peach State Health Plan:

- Call Member Services at **1-800-704-1484**. If you are hearing impaired, call our TDD/TTY at **1-800-255-0056**.
- Tell them the language you speak. We will make sure an interpreter is on the phone with you.

If you need help in person, we can also visit you at your home. If you need assistance with getting a translator for a doctor's visit call Member Services prior to you or your child's appointment. Make sure you call at least 3 business days before your appointment to get a translator.



What information can I find on Peach State Health Plan's website?

The Peach State Health Plan website helps you get the answers you need. Visit us online at **www.pshp.com** to learn about benefits and services.

You can also find these resources:

- Member Handbook you can search.
- Provider Directory you can search.
- Community Resource Guide
- Information about Peach State Health Plan's programs
- Member Rights & Responsibilities
- Member Privacy Notice

On the Peach State Health Plan website, you can:

- Change you or your child's Primary Care Provider (PCP)
- Print a temporary ID card.
- Check eligibility and claim status.
- Review your or your child's explanation of benefits.
- Check authorizations.
- Ask questions and give suggestions to Peach State Health Plan through Member Message
- Submit a grievance.
- View the Peach State Health Plan event calendar.

Does Peach State Health Plan have a mobile app?

Peach State Health Plan wants to make it simple for our members to access their health information, anytime, anywhere. The Peach State Health Plan mobile app allows members to stay connected to their care. The mobile app is free and available by searching for 'Peach State Health Plan' on the App Store[®] or on Google Play[™].

Peach State Health Plan mobile app features include:

- Member ID card
- Find a provider.
- Health alerts
- Call your doctor.
- Contact us.
- View benefits



Can I call Peach State Health Plan to ask questions about my health?

Peach State Health Plan members can talk to a nurse 24 hours a day, every day of the year. The Nurse Advice Line is a 24-hour free health information phone line. Nurses can answer questions and help members with questions about:

- Pregnancy
- What to do when their child gets sick
- How to get a ride to the doctor's office
- How to get their medicine

Call the Nurse Advice Line at **1-800-704-1484** and follow the option to speak with a nurse.

How do I renew my Peach State Health Plan coverage?

Peach State Health Plan wants to make sure you and your family do not experience a break in healthcare coverage with us. Georgia Families[®] members need to renew each year. You will get renewal note in the mail before the deadline. To renew, visit the Georgia Gateway at **www.gateway.ga.gov**. Planning for Healthy Babies[®] (P4HB) members need to renew each year. You will get a renewal notice in the mail before the deadline. To renew call **1-877-744-2101 (TDD/TTY) 1-800-255-0135**. You'll need to confirm your income when you renew. You can use pay stubs within 90 days of your renewal deadline.

How quickly should I be able to get an appointment with my Primary Care Provider?

Peach State Health Plan wants you to have timely, appropriate care for all your health care needs. You can get an appointment scheduled with your primary care provider (PCP) as follows:

- PCP (routine visits) should be provided within 14 calendar days.
- PCP (adult sick visit) should be provided within 24 hours.
- PCP (pediatric sick visit) should be provided within 24 hours.
- Dental Providers (routine visits) should not exceed 21 calendar days.
- Dental Providers (urgent care) should not exceed 48 hours.



Can Peach State Health Plan provide me with a ride to and from my healthcare appointments?

Georgia Medicaid will provide members with a ride to and from their healthcare appointments. Call the company that serves your area. Call at least 3 business days before your appointment if you can.

Atlanta Region: 1-404-209-4000 (Verida) Central

Region: 1-888-224-7981 (ModivCare) Southwest

Region: 1-888-224-7985 (ModivCare) North Region: 1-866-388-9844 (Verida)

Southeast/East Region: 1-888-224-7988 (ModivCare)

PeachCare for Kids[®] provides transportation for members in any of the six regions. To schedule transportation for you and your child to your doctor or pharmacy call Southeastrans at least 3 days before your appointment at **1-800-657-9965**.

Are my child's health checkups covered by Peach State Health Plan?

Children and young people need to see their doctor regularly even when they are not sick. Peach State Health Plan's early and periodic screening, diagnostic and treatment (EPSDT)

program covers complete health checkups at no cost for members under the age of 21. Call us at **1-800-704-1484** for more information.

Does Peach State Health Plan have any special programs for women who are pregnant?

We care about the health of you and your baby. Start Smart for Your Baby is a special program for women who are pregnant. This program will help you take good care of yourself and your baby. START SMART gives you information about your baby. It also helps you with problems that come up while you are pregnant. To enroll and get more information call **1-800-504-8573**.



Can Peach State Health Plan help me manage my disease?

Peach State Health Plan has a disease management program. The disease management program helps members who have been diagnosed and treated for diabetes mellitus, asthma, hypertension, obesity, and HIV/AIDS. Members receive education, disease management services, and health coaching. For more information on Peach State's disease management programs call **1-800-504-8573**.

Does Peach State Health Plan have a case management program?

Peach State Health Plan has a case management program. All covered members are eligible for case management services. The case management program helps you or your child learn more about your health condition. You can use case management services to:

- Help you find doctors and other providers, such as mental health providers.
- Help you get services, such as medical equipment.
- Work with your doctor to help you stay healthy.
- Learn about resources in the community you may not know about

For more information on our case management programs call 1-800-504-8573.

Can Peach State Health Plan help me with mental health treatment?

Peach State Health Plan can help members with their mental health treatment. We also help with drug and alcohol abuse. We can refer members to a doctor and provide a case manager to help with care. For more information contact Member Services at **1-800-704-1484**.



Can I file a grievance if I am not happy with Peach State Health Plan or my provider?

As a Peach State Health Plan member, you have the right to file a grievance. We cannot treat you differently because you have filed a grievance. Your benefits will not be affected. Your grievance can be filed in writing, or you can call us to file your grievance. To file a grievance, you can call Member Services at **1-800-704-1484**, TTY **1-800-255-0056**. Or write us a letter telling us why you are not happy. Be sure to include:

- Your first and last name.
- Your Peach State Health Plan Member ID card number.
- Your address and telephone number.

Mail your letter to:

Peach State Health Plan.

Attn: Grievance & Appeals Coordinator 1100

Circle 75 Parkway

Suite 1100

Atlanta, GA 30339

What are my rights as a Peach State Health Plan Member?

Your right as a Peach State Health Plan member is to be treated with dignity, respect and privacy from Peach State Health Plan staff, doctors, and their office staff. You also have the right to change your doctor without a reason, know about other doctors who can treat you and be told if your doctor is no longer available. Go to **www.pshp.com** or your member handbook it's a valuable resource and will give you a list of your rights and your responsibilities.



What is Planning for Healthy Babies®?

Planning for Healthy Babies® is a program from Georgia Department of Community Health. Planning for Healthy Babies® offers no cost family planning services. For more information on the Planning for Healthy Babies program, visit: www.pshpgeorgia.com/members/planning-for-healthy-babies.html.

Does Peach State Health Plan offer any special benefits for members?

Peach State Health Plan offers more special programs and benefits to help you stay focused on your family's health. Our health plan benefits include programs and services designed to fit every part of your life. For more information on our special benefits visit www.pickpeachstate.com.

