



FALL 2010

## DO YOU NEED A FLU SHOT?

A flu shot is a good idea for pretty much everyone. Who wants a case of the flu, right? For some people, it's very important because the flu can be life-threatening.

If you or your family is in any of these groups, schedule a flu shot today:

- Kids under five years and adults over 50 years.
- Pregnant women.
- People who have a chronic disease such as asthma, diabetes, or heart, kidney or lung diseases.
- People who have a weak immune system.
- People who live or work around someone who could die from the flu.

## Our QI Program

**P**each State wants to improve the health of all members. To help us do this, we have a Quality Improvement (QI) Program.

**What is it?** The QI Program is run by Peach State's Medical Director, the Quality Improvement Director and the Quality Improvement Committee. It looks at quality and safety of care and services given to our members. This includes medical, behavioral health, dental and vision care.

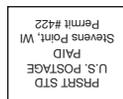
### It looks at all types of services, including:

- Preventive care
- Emergency care
- Primary care
- Specialty care
- Acute care
- Short-term care
- Ancillary services

**Goals:** The goal of Peach State's QI Program is to improve members' health. We want to do this by making our care and services better.

**Learn more:** Call Member Services at (800) 704-1484 for more information about the Quality Improvement Program. Call Member Services to get a copy of the program's activities

and results. You can also learn how we are doing on our goals. The following pages will show a few of the key outcomes from Peach State's QI activities. These outcomes are from the 2009 calendar year.



## Two Tests Women Need

Cancer screenings play a big role in keeping you healthy. For women, breast and cervical cancers can be found early with regular tests. The earlier you find cancer, the easier it is to stop it. So follow these rules for your testing schedule.

**TO CATCH CERVICAL CANCER:** Women should have a Pap test within three years of first having sex or by age 21, whichever comes first. After that, you should have a test at least once every three years.

**TO BEAT BREAST CANCER:** Most women should get their first mammogram at age 40. Then, at least every two years after that. If you have a mother, sister or daughter with breast cancer, you may need to be screened earlier or more often.

Peach State follows the national rules for breast and cervical cancer screenings. Women 42 years and older should have a breast cancer screening once every two years. Women age 21 and older should have a cervical cancer screening once every three years.

### Peach State HEDIS 2010 (CY 2009)

	Peach State CY 2009	National HEDIS Average*
Breast Cancer Screenings	48.74%	52.31%
Cervical Cancer Screenings	65.45% <i>(Hybrid Data)</i>	65.66%

\*The National HEDIS Average is the average of all health plans that report HEDIS results nationwide. Source: NCQA 2010 Quality Compass, National-HMO Average Rate.

Q

**My throat is dry and scratchy. And it hurts when I swallow. Do I need medicine?**

A

Chances are, you don't need medicine. It sounds like you have a case of viral pharyngitis. That's a big word for a sore throat. Sore throats usually clear up in a few days. And if it's a viral infection, antibiotics won't help. Instead, try these four tips to make the healing happen faster.

1. Drink liquids, both cold and hot. Try tea with honey or lemon.
2. Suck on hard candy or lozenges.
3. Gargle with warm salt water. Try a half-teaspoon of salt mixed with a cup of water.
4. Take an over-the-counter pain reliever if the pain doesn't stop.

Appropriate testing for children with pharyngitis is a goal for our QI program. We examined how we did with getting children with pharyngitis tested. The chart below demonstrates our outcomes.

### Peach State HEDIS 2010 (CY 2009)

	Peach State CY 2009	National HEDIS Average*
Appropriate Testing for Children with Pharyngitis	65.41%	62.19%

### NEED A RIDE?



Do you need a ride to your doctor's appointment? We can help. Georgia Medicaid members should call the number that services your area.

→ ATLANTA: (404) 209-4000

→ CENTRAL: (866) 991-6701

→ SOUTHWEST: (866) 991-6701

Peach State provides transportation for PeachCare for Kids™ members in all three regions. Call Southeastrans at (800) 657-9965 at least three days before your appointment to schedule transportation.

# Diabetes, Head to Toe

**I**f you have diabetes, it's important to think about your feet, skin, eyes and mouth. Diabetes can do harm to these parts of your body. Here are ways to keep them healthy.

**EYES:** Make sure your blood pressure is under control. High blood pressure can make eye problems worse. See your eye doctor at least once a year.

**MOUTH:** Brush your teeth and floss after every meal. Make sure dentures fit well, and clean them daily. See your dentist every six months.

**SKIN:** Keep your skin clean and dry. But don't let it get so dry that it itches or cracks. Use body cream. Don't take hot baths or use drying soaps.

**FEET:** Wear shoes that fit well. Trim your toenails straight across. Wash and check your feet daily. Are they sore or cut? If so, call your doctor.

Peach State has a Diabetes Disease Management Program. Our Diabetes Health Educators can answer your questions. They also work with you and your PCP to help you gain better control of your diabetes. Health Educators can:

- ➔ Help you control your diabetes.
- ➔ Help you get the supplies you may need.
- ➔ Help you find education classes on diabetes.
- ➔ Remind you about tests related to diabetes.
- ➔ Work with your PCP to help meet your own needs.

Did you know that you can call and request to enroll in the Diabetes Management or any Case Management program? If you have any question about any of our Disease/Case Management Programs, please call (800) 504-8573.



➔ **Adults with diabetes are a focus of the QI Program. Members with diabetes are screened and identified for our Disease Education Management Program. The member and his/her provider develop and implement a treatment plan based on the specific needs of the member. Three key measures of the quality care for this condition are given in the table at right.**

## Peach State HEDIS 2010 (CY 2009)

	Peach State CY 2009	National HEDIS Average*
CDC Eye Examination	45.99%	52.65%
CDC Monitoring for Nephropathy	65.45% <i>(Hybrid Data)</i>	76.93%
CDC HbA1c Poor Control > 9.0	67.15% <i>(Hybrid Data)</i>	44.83%

## WHERE TO FIND A DIRECTORY

Peach State can help you find a doctor or hospital near you. Visit [psphp.com](http://psphp.com) and look for the “Find a Doctor” tab at the top of the page. Click on it to find a provider or hospital for the medical care you need. Or call Member Services for help.



## Also on [psphp.com](http://psphp.com)

Member Handbook  
 Member Rights and Responsibilities  
 Provider Directory  
 Affirmative Statement  
 Case Management Programs

# Appointment Availability

How long can you expect to wait for care?

**P**each State Health Plan (Peach State) wants you to have timely, appropriate care for all your health needs. We work with your providers to set standards for making appointments. This includes the length of wait times.

Are you scheduling an appointment? You should be able to get an appointment with your primary care doctor as follows:

- ➔ Routine visits should be scheduled by the doctor’s office within 14 calendar days.
- ➔ Urgent visits should be scheduled within 24 hours.
- ➔ Emergency visits should be performed immediately upon arrival.

For office wait times, your primary care doctor should follow these standards:

- ➔ Scheduled appointment wait times should not go over 60 minutes or 1 hour. The doctor must give you an update within 30 minutes regarding the wait time, with an option to reschedule.
- ➔ Walk-in patients with nonurgent needs should not go over 90 minutes or 1 hour and 30 minutes. The doctor must give you an update within 45 minutes regarding the wait time, with an option to reschedule.
- ➔ Emergency patients should be seen right away.



FIND US ON FACEBOOK

Para solicitar este documento en español o para escuchar la traducción, llame al Servicio al Cliente al (800) 704-1484 (TDD/TTY: (800) 659-7487).

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