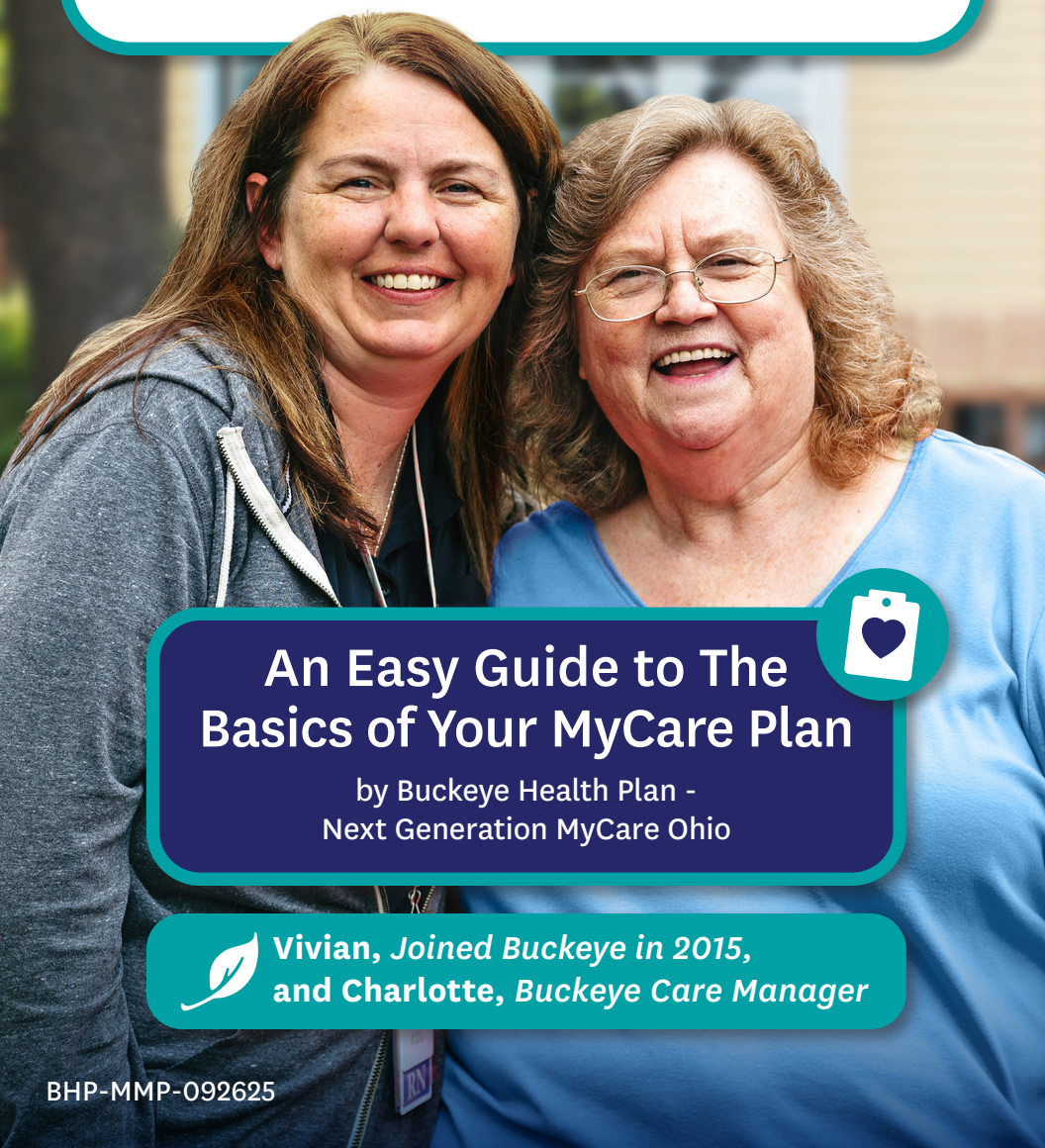




Department of
Medicaid

Next Generation MyCare

Get to Know Your **Benefits**



An Easy Guide to The Basics of Your MyCare Plan

by Buckeye Health Plan -
Next Generation MyCare Ohio



*Vivian, Joined Buckeye in 2015,
and Charlotte, Buckeye Care Manager*

Understanding Your Health Plan Benefits Is Important. **We Can Help.**

Thank you for being a Buckeye Health Plan - Next Generation MyCare Ohio member. We want to make sure you are aware of all of the benefits and services available to you at no cost to support your health.

Buckeye MyCare Ohio Members Get:



BUCKEYE COMMUNITY CONNECT

to connect you to local services and resources



CONVENIENT MEDICAL CARE at home

through our Visiting Physicians program



NO COST medical, vision, dental
and behavioral health services



NO COST
CARE MANAGEMENT

Keep this reference guide handy so you can get the most out of your Buckeye Health Plan - Next Generation MyCare Ohio.



For more specific plan details, scan the QR code to the left with your phone or visit bit.ly/BHP-MyCare-B-MO



*Jacqueline, Joined Buckeye in 2014,
and Shawnda, Buckeye Care Manager*



Your **Buckeye MyCare** Benefits at a Glance

Buckeye MyCare members get free physical and behavioral health, dental and vision coverage to help them get and stay healthy.

Scan the QR code here or visit

bit.ly/BHP-MyCare-B-FAP to use Buckeye's "Find a Provider" tool for a list of physicians, hospitals and other providers in your area.



Brian,
Joined Buckeye in 2019



Behavioral Health Services

You may need extra support during times of stress and worry. Our behavioral health program is here to help with:

- Coordinated care with your providers
- 24/7 behavioral health crisis support.
Call 1-855-445-3562 then press* (TTY: 711)
- Arranging counseling services
- The latest health research
- Online learning tools
- Daily exercises



Dental

Help protect your teeth with routine checkups, exams and cleanings. Your dental benefits include:

- Routine oral exams
- Preventative services
- Diagnostic X-rays
- Fillings and crowns
- Dentures



Vision

Make sure to take care of your eyes and have regular exams to know about any changes. Your vision benefits include:

- Routine exams
- Eyeglasses



Get the Care You Need, When You Need It

Buckeye MyCare members have access to quality care with a large network of doctors, specialists and other healthcare providers.



Get care at:

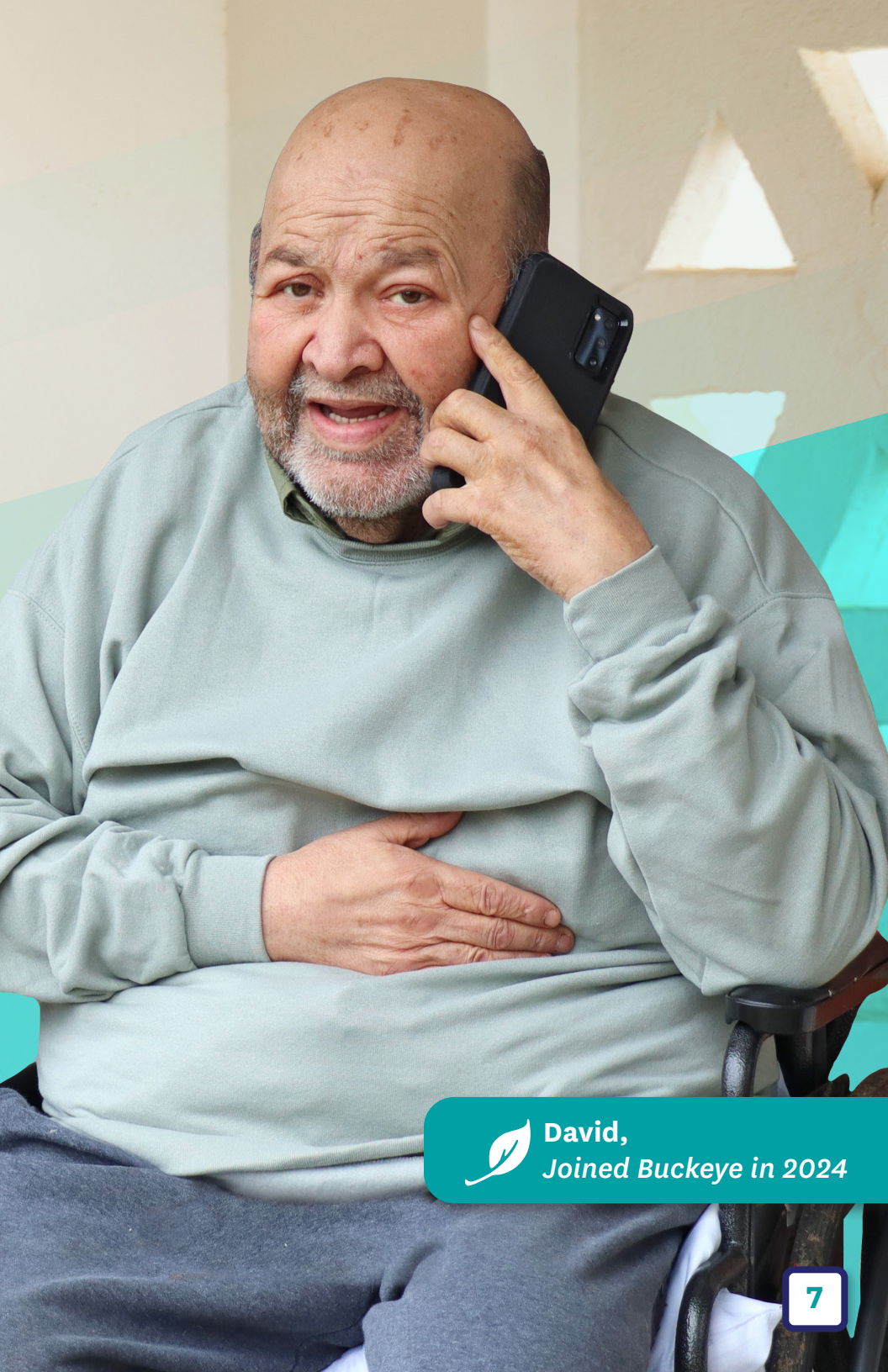
- **The doctor's office** (known as your Primary Care Provider or PCP).
- **In-store clinics**, staffed by physician assistants or nurse practitioners. Use when your doctor's office is closed and for minor health needs.
- **Urgent care** when your doctor's office is closed and you have a sudden, non-life threatening health need.
- **Emergency Room and 911** for serious and life-threatening medical conditions.



Not sure where to go? Call your PCP or Buckeye's 24/7 Nurse Advice Line at **1-855-445-3562 (TTY: 711)**.

Medically necessary health care services must be obtained through an in-network provider with the exception of emergency services. Emergency services are services for a medical problem that you think is so serious that it must be treated right away by a doctor. We cover care for emergencies both in and out of the county where you live. If you have an emergency, call 911 or go to the nearest emergency room (ER) or other appropriate setting.





David,
Joined Buckeye in 2024

Remain Independent with Special Benefits and Services

Buckeye MyCare members can qualify for additional benefits and services depending on their level of care.

Waiver programs offer limited coverage, but cover services like:

- Personal care assistance and skilled therapy services
- Home-delivered meals
- Supplemental transportation
- Home modifications
- Emergency response systems
- Assisted living services
- Respite care
- Nursing services
- Adult day health care
- Adaptive/assistive devices



Waivers also provide members with services that allow them to get long-term care outside of a hospital or nursing facility.

MyCare Waiver members can enroll in self-directed care to coordinate at-home services like:

- Assisting with personal activities, such as eating, bathing, dressing, personal hygiene, grooming, etc.
- Planning and preparing meals
- General household assistance, such as laundry, vacuuming, housecleaning, etc.
- Money management and correspondence

Are Waiver Services Right For You?

Talk to your Buckeye Care Management Team to see if you are eligible for waiver services.



“

If it wasn't for Buckeye, I don't know where I'd be. I wouldn't trade my Care Manager for the world. It feels good to have someone in my corner.

-Jacqueline,
Joined Buckeye in 2014



With **Care Coordination**, You Are Never Alone



Buckeye's care coordination program offers professional assistance to support members' unique needs.



Want to learn more about your care team, care plan and benefits? Log in to your member portal at bit.ly/BHP-MyCare-B-MO or scan the QR code above.



Get to Know Your Care Team

Your care team is available to help you better understand and manage your overall health. They work with you and your doctors on issues like:

- Coordinating care for medical, behavioral and social needs
- Answering questions on how to take your medicine
- Creating your individual care plan
- Accessing community resources
- Attending doctor visits



Care Manager (Medical, Behavioral, Waiver Services): Your main point of contact that helps to coordinate care and support you in meeting your care plan goals.	Name
	Phone
Program Coordinator: Assists your care manager with appointment scheduling, reminders, coordinating medical equipment needs and providing educational resources.	Name
	Phone
Visiting Physician: Your at-home doctor for aches, pains and colds, most diseases, counseling, screenings, short-term illness or recovery, blood and urine samples for diagnostic lab tests and more.	Name
	Phone

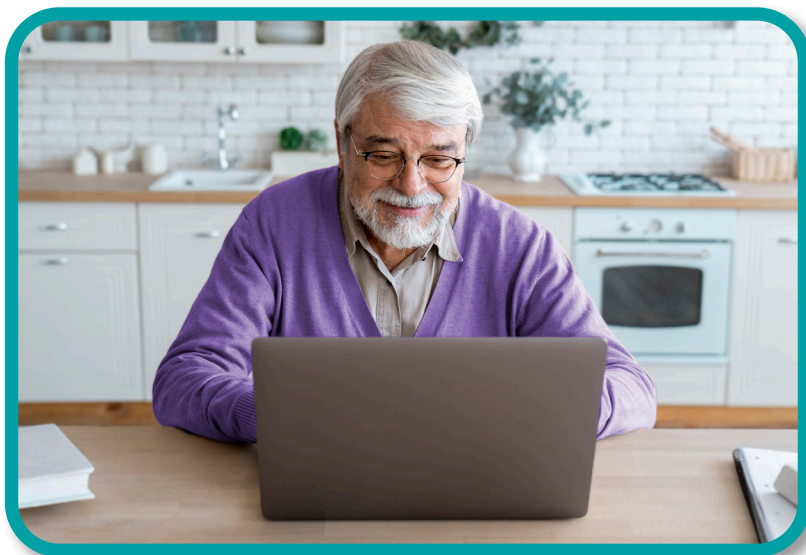
Get Support for **All Parts of Your Life**



Buckeye Community Connect

Buckeye also connects members with local, community-based services and resources to help you get well and stay well right in your neighborhood. Search Buckeye Community Connect, our free online tool, to find and get referrals to thousands of community partners to meet your needs including:

- Jobs
- Legal aid
- Healthy food
- Social support
- Fitness and wellness
- And much more!
- Housing





To visit Buckeye Community Connect and get connected with resources near you, scan the QR code to the left or go to bit.ly/BHP25-BHP-MMP-CC



Multi-Language Interpreter Services

ATTENTION: If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call **1-844-428-2224 (TTY: 711)**.

Español ATENCIÓN: Contamos con servicios de asistencia lingüística que se encuentran disponibles para usted de manera gratuita. También se encuentran disponibles de manera gratuita ayudas y servicios auxiliares adecuados para proporcionar información en formatos accesibles. Llame al **1-844-428-2224 (TTY: 711)**.

יידיש אויפֿמערקזאמקייט: פרייע שפראך הילף סערוויסעס זענען פֿאר אײך פֿאראן.
פֿאסיקע הילפסמיטלען און סערוויסעס צו צושטעלן אינפֿארמאציע אין צוגענגלעכע
פֿארמאטן זענען אויך פֿאראן פֿריי פֿון אפֿצאל.
רופט **1-844-428-2224 (TTY: 711)**.

Pennsylvania Deutsch GEB ACHT: Schprooch Hilfe sin meeglich mitaus Koscht. Rechtliche Auxiliary Aids un Hilfe um Information zu gewwe in helfreiche Formats sin aa meeglich mit aus Koscht. Ruf **1-844-428-2224 (TTY: 711)**.

简体中文 注意：我们为您提供免费的语言协助服务，同时也可免费适当的辅助设施与服务，以便提供无障碍格式的信息。请致电 **1-844-428-2224 (TTY: 711)**。

繁體中文 注意：我們為您提供免費的語言協助服務，還免費提供適當的輔助工具與服務，以無障礙格式提供資訊。請致電 **1-844-428-2224 (TTY: 711)**。

العربية انتباه: تتوفر لك خدمات مساعدة لغوية مجانية. تتوفر كذلك مجاناً مساعدات وخدمات إضافية
ملائمة لتزويد المعلومات بتنسيقات قابلة للوصول إليها. اتصل على الرقم **1-844-428-2224 (TTY: 711)**.

Deutsch ACHTUNG: Sprachdienstleistungen stehen Ihnen kostenlos zur Verfügung. Geeignete zusätzliche Unterstützung und Dienstleistungen für Informationen in zugänglichen Formaten stehen Ihnen ebenfalls kostenlos zur Verfügung. Rufen Sie folgende Nummer an: **1-844-428-2224 (TTY: 711)**.

नेपाली ध्यान दिनुहोस्: तपाईंका लागि भाषासम्बन्धी सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छन्। सुलभ फर्म्याटहरूमा जानकारी प्रदान गर्नका निम्ति उचित सहायक सामग्री र सेवाहरू पनि निःशुल्क रूपमा उपलब्ध छन्। 1-844-428-2224 (TTY: 711) मा कल गर्नुहोस्।

तुमच्यासाठी विनामूल्य भाषा सहाय्य सेवा उपलब्ध आहेत. सुलभ स्वरूपात माहिती प्रदान करण्यासाठी योग्य अतिरिक्त मदत आणि सेवादेखील विनामूल्य उपलब्ध आहेत. 1-844-428-2224 (TTY: 711) वर कॉल करा.

አማርኛ ይነበቡ:- ነጻ የቋንቋ አገዛ አገልግሎቶች ለእርስዎ ይገኛሉ። በተጨማሪም አግባብነት ያላቸው ለእርስዎ ተደራሽ በሆኑ ቅርጾች መረጃ የሚያቀርቡልዎ አጋኙ መሳሪያዎች እና አገልግሎቶችን ከክፍያ ነጻ ያገኛሉ። ወደ 1-844-428-2224 (TTY: 711). ይደውሉ።

Soomaali DIGNIIN: Adeegyada kaalmada luqadda bilaashka ah ayaa kuu diyaar ah. Sidoo kale, qalab iyo adeegyo kaabayaal ku habboon ayaa diyaar ah si macluumaadka loogu helo qaabab sahlan oo la heli karo, iyadoo aan wax kharash ah lagaaga qaadin. Wac **1-844-428-2224 (TTY: 711)**.

Français REMARQUE : des services d'assistance linguistique gratuits sont à votre disposition. Des services et aides pour obtenir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le **1-844-428-2224 (TTY: 711)**.

Français cadien COMMUNIQUE: Des services d'aide linguistique sans frais sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations en formats accessibles sont également proposés sans frais. Composez le **1-844-428-2224 (TTY: 711)**.

Yorùbá ÀKÍYÈSÍ: Àwọn isẹ̀ ìránlọ̀wọ̀ tí èdè wà nílẹ̀ fún ọ̀ lófèṣé. Àwọn isẹ̀ àti àwọn ìránwọ̀ arannílọ̀wọ̀ tóyẹ̀ láti pèsè iwífúnni ní àwọn ọ̀nà kíkọ̀sílẹ̀ tóṣeé rááyè sí tún wà nílẹ̀ bákan náà lófèṣé láìsán owó rárá. Pe **1-844-428-2224 (TTY: 711)**.

Twi HYE NO NSO: Kasa ho mmoa dwumadie ahodoɔ wo ho ma wo a wontua hwee. Nneema a ebeboa wo ama wate nsem ne dwumadie ahodoɔ a ede nsem bema wo wo akwan bebreɛ so nso wo ho a wontua hwee. Frɛ **1-844-428-2224 (TTY: 711)**.

Igbo NLERUANYA: A na-enye gi orụ enyemaka asụsụ n'efu. Enyemaka na orụ ndị kwesirị ekwesị iji nye ozi n'ụdị ndị dị mfe inweta dikrawa n'akwughị ụgwọ. Kpọọ 1-844-428-2224 (TTY: 711).

हिंदी ध्यान दें: आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध हैं। एक्सेस करने योग्य फॉर्मेट में जानकारी प्रदान करने के लिए उपयुक्त सहायक साधन और सेवाएं भी निःशुल्क उपलब्ध हैं। 1-844-428-2224 (TTY: 711) पर कॉल करें।

Русский ВНИМАНИЕ! Вам доступны бесплатные услуги языковой поддержки. Вы также можете бесплатно получить соответствующие вспомогательные средства и услуги, направленные на предоставление информации в доступных форматах. Позвоните по номеру **1-844-428-2224 (TTY: 711)**.

Українська УВАГА! Вам доступні безкоштовні послуги мовної допомоги. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також доступні безкоштовно. Зателефонуйте за номером **1-844-428-2224 (TTY: 711)**.

Tagalog ATENSYON: May mga libreng serbisyo ng tulong sa wika na available para sa inyo. Available din nang libre ang mga naaangkop na karagdagang tulong at serbisyo para makapagbigay ng impormasyon sa mga accessible na format. Tumawag sa **1-844-428-2224 (TTY: 711)**.

తొలుగు గుమనక: మిీకు ఉచిత భాష సంబంధ సహాయక సేవలు అందుబాటులో ఉన్నాయి. యాక్సెస్ చేయదుగిన ఫార్మాట్లలో సమాచారమూ అందించడానికి తగిన సహాయక టూల్లు, సేవలు కూడా ఉచితంగా అందుబాటులో ఉన్నాయి. **1-844-428-2224 (TTY: 711)**. సంబంధ కోర్ చేయండి.



Vivian,
Joined Buckeye in 2015

Your Health Plan Support Guide



Buckeye Health Plan - Next Generation MyCare Ohio

complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex (including pregnancy and sexual orientation).

Buckeye Health Plan - Next Generation MyCare Ohio does not exclude people or treat them differently because of race, color, national origin, age, disability or sex (including pregnancy and sexual orientation).

Buckeye Health Plan - Next Generation MyCare Ohio

■ **Provides free aids and services to people with disabilities to communicate effectively with us, such as:**

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats other formats)

■ **Provides free language services to people whose primary language is not English, such as:**

- Qualified interpreters
- Information written in other languages

- **If you need these services, contact us at 1-855-445-3562 (TTY: 711).** Hours are 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned within the next business day.



If you believe that **Buckeye Health Plan - Next Generation MyCare Ohio** has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex (including pregnancy and sexual orientation), you can file a grievance with:

1557 Coordinator

PO Box 31384, Tampa, FL 33631

855-577-8234

TTY: 711

FAX: 866-388-1769

SM_Section1557Coord@centene.com



You can file a grievance by mail, fax or email. If you need help filing a grievance, our **1557 Coordinator** is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:



U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at

<https://www.hhs.gov/ocr/complaints/index.html>



Have Questions About Your Health Plan or Benefits?



Scan the QR code or visit bit.ly/BHP-MyCare-B-MP to log in to your member portal and learn more about your care team, care plan and benefits.

Call Member Services at 1-855-445-3562 (TTY: 711) for questions related to your benefits, prior authorization, appeals, coverage determination, pharmacy technical health call center, services and claims. Hours are from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned within the next business day.

Call our 24/7 nurse advice line at 1-855-445-3562 (TTY: 711) for answers to your health questions.

Get more information at bit.ly/BHP-MyCare-B-MO

Buckeye Health Plan_Next Generation MyCare Ohio plan is a health plan that providers covered services to members through a provider agreement with ODM. For information on Buckeye and other options for your health care, call the Ohio Medicaid Consumer Hotline at 1-800-324-8680, (TTY: 711) or visit www.ohiomh.com.

This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information contact the plan or read the Buckeye Member Handbook.



**Department of
Medicaid**

Next Generation MyCare