

All in this together

2020 COMMUNITY IMPACT REPORT



**buckeye
health plan.**

Your Guide to Better Health™

MEDICAID • MEDICARE • MARKETPLACE



Sheila S.,
Community Relations Representative

Mission

Better health outcomes,
lower cost.

Vision

Transforming the health
of the community,
one person at a time.

Shared Values

Compassion, connection,
authenticity, accountability



Your Guide to Better Health™

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*Photos showing persons without masks
were taken prior to the COVID-19 pandemic.*

Table of contents

| | |
|---|-----------|
| Message from Buckeye’s President and CEO | 2 |
| COVID-19 support | 4 |
| Providers | 5 |
| Communities | 6 |
| Members | 10 |
| Wellness and prevention programs | 12 |
| Innovative solutions | 20 |
| Healthcare for every stage of life | 32 |



Message from Buckeye's President and CEO

Dear Ohio,

In times like these, we all need to come together, encourage one another and extend a helping hand to those we are honored to serve. In 2020, COVID-19 moved rapidly through Ohio's communities, but so did Team Buckeye. When Ohio moved from sudden change into sudden need, Team Buckeye took action. We fought back with determination, perseverance, generosity and grit. In this Community Impact Report, we show what it means to be **Buckeye Strong**.

Respectfully,



Steve Province, FACHE,
President and CEO
Buckeye Health Plan



buckeye
health plan.

Supporting Desiree in her battle with breast cancer

Buckeye member Desiree noticed an abnormal lump when breastfeeding. When she visited her doctor for a mammogram, she was diagnosed with stage two breast cancer with a mutated BRCA1 gene. Immediate medical attention to combat the cancer was crucial.

Desiree underwent chemotherapy and a double mastectomy to remove the tumor. Buckeye Care Manager Carolyn was there to support her every step of the way. Carolyn served as a sounding board throughout Desiree's treatment. She explained Desiree's medical plan and made sure she knew that Buckeye would cover all of her medication and treatment.



The moment that I found out, I called my care manager. I had 1,001 questions and she answered every one of them.

— Desiree D., Buckeye Member since 2015



Supporting our providers, members and community during the COVID-19 pandemic

The COVID-19 pandemic affected all Ohioans. Many were identified as high-risk for serious illness from the virus and faced increased economic and social hardships. Team Buckeye worked alongside our providers and community partners to offer compassionate care and services.

- Buckeye collaborated with nursing and assisted living facilities to reduce the spread of COVID-19 by supporting infection control, prevention education and testing for members and staff.
- Buckeye's volunteer recruitment campaign yielded **38 clinical volunteers to provide frontline care and services in community and congregate settings.**



Supporting our providers

Buckeye gathered essential items and donated equipment and funds to support providers:

- Provided \$132,000 worth of personal protective equipment (masks, gloves, gowns, hand sanitizer)
- Supplied \$43,000 worth of gift cards for providers to distribute to patients in need of essential items including diapers, cleaning supplies and over-the-counter medicines
- Helped providers understand and apply for Small Business Administration loans and grant funding
- Donated phones and tablets to help patients stay connected to doctors and family members
- Hosted webinars and connected providers with resources and support to combat behavioral health challenges
- Sent hygiene packets to low-income health centers

Team Buckeye made and donated **600+ fabric masks** to frontline workers



I appreciate the updates and communication that Buckeye provided. It was very well done and responsive during the COVID-19 pandemic.

— Family Health Services of Darke County



Caring for children of essential workers

Buckeye donated \$65,000 to support the YWCA Columbus pandemic childcare center. The donation helped cover additional costs of childcare, meal services and activities for essential workers' children.

In addition to the donation, **Buckeye sent 400 disaster kits containing first-aid supplies** to the YWCA to distribute to essential workers and local shelters.

Essential workers on the front lines of the COVID-19 pandemic put their lives at risk every day to help others. Buckeye is honored to support their work.

— **Steve Province**, Buckeye President and CEO



Supporting our communities

Buckeye joined with community partners statewide to fill gaps and provide emergency response funding, information and services during the COVID-19 pandemic by:

- Publishing a COVID-19 regionally based community report to connect community partners with local initiatives to address need
- Partnering with the LEAP Center for Independent Living to provide members with telephonic and video services to support independent living

Raised **\$118,246** for United Way agencies in Ohio.

More than **80 percent** of Team Buckeye gave to the campaign.



I gave to the United Way because, even though I might not have the time to volunteer myself, I knew that the United Way supports people who need it most.

— **Briana S.**, Buckeye Health Plan Associate



Buckeye deployed **\$60,000** in financial assistance to help families in three Ohio National Guard organizations



We couldn't begin to express our appreciation to Buckeye for their generosity in helping NEOPAT assist military members and their families serving so courageously during the pandemic. Buckeye's contribution greatly assisted NEOPAT in our efforts.

— Ohio Veterans Hall of Fame



Addressing increased food insecurity

Buckeye partnered with local organizations to combat food insecurity for those affected by COVID-19 shutdowns and job loss.

Buckeye gave \$55,000 and in-kind donations to help local organizations increase access to healthy food for Ohio's most vulnerable people and communities.

We applied Buckeye's funds to our weekday grab-and-go meals to fill our gap in funding. With Buckeye's contribution, we served 12,500 healthy meals to kids in our area. We so appreciated Buckeye!

— Connecting Kids to Meals



Distributing food to at-risk members

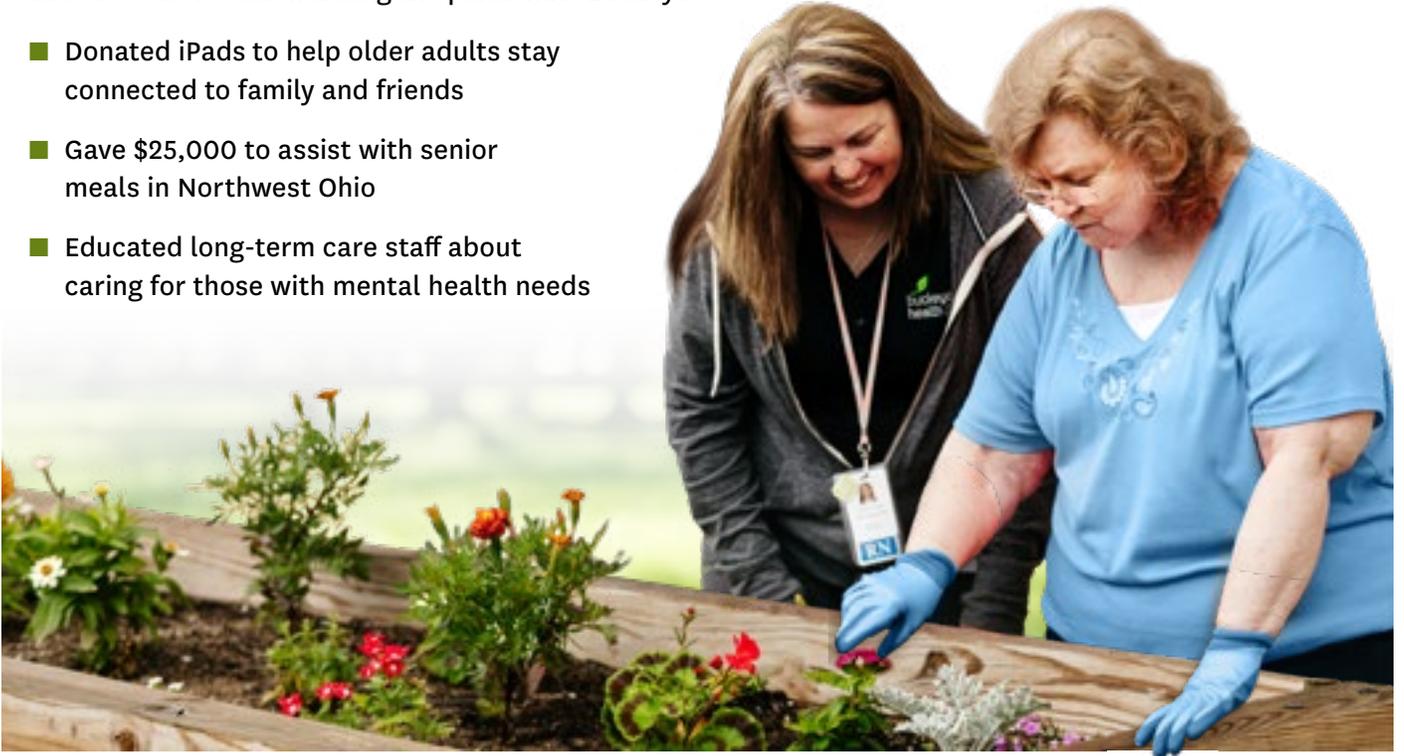
Buckeye partnered with Kroger to assist 600 members with emergency food needs. Buckeye's care managers and community partners identified at-risk members who were diagnosed with a chronic condition or had other health challenges that prevented them from leaving their home. The contents of each non-perishable food box fed each member for nearly a week.



Assisting older adults

As of December 2020, about one in four persons affected by COVID-19 in Ohio was a senior, age 60 or older. Stay-at-home orders added to seniors' mental health challenges as many experienced depression and anxiety due to social isolation during the pandemic. Buckeye:

- Donated iPads to help older adults stay connected to family and friends
- Gave \$25,000 to assist with senior meals in Northwest Ohio
- Educated long-term care staff about caring for those with mental health needs



We were delighted to receive a gift of \$25,000 to help us with our efforts to serve seniors and their families during this COVID-19 crisis. We purchased 1,000 food boxes to deliver to grandparents, disabled elderly and other caregiving families.

— Area Office on Aging of Northwestern Ohio, Inc.



Testing long-term care residents

Buckeye partnered with National Church Residences to proactively test, identify cases and control outbreaks within long-term care facilities statewide. Post-Acute Regional Rapid Testing (PARRT) offered

COVID-19 testing for residents and staff usually within 72 hours of receiving the request, seven days a week. **Within the first 30 days, PARRT tests served 1,860 seniors in five counties.**

This important work was possible thanks to community-minded companies like Buckeye.

— National Church Residences



Engaging the next generation

Buckeye donated \$40,000 and partnered with Big Brothers Big Sisters to support virtual mentoring programs, educational activities and gatherings to help youth stay connected while practicing physical distancing across the state. Buckeye also donated 3,670 children’s masks to learning, recreation and health centers.

Virtual youth summit: sharing advice and inspiration statewide

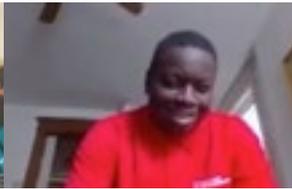
Buckeye hosted a virtual Strong Youth Strong Communities Summit in partnership with Ohio Gov. Mike DeWine, the Pro Football Hall of Fame and Big Brothers Big Sisters of America in May 2020. More than 20,000 youth across Ohio met virtually with state leaders and professional athletes who shared advice and inspiration about how to overcome unique challenges during the COVID-19 pandemic.

Gov. DeWine, Hall of Famers Anthony Muñoz, Darrell Green and Aeneas Williams and former UNC women’s basketball player Iman McFarland answered questions and shared their real-life experiences. In addition, youth leaders from across the state shared their personal perspectives and led conversations with their peers during the summit.

Thank you Governor DeWine, Pro Football Hall of Fame, Buckeye and Big Brothers and Big Sisters for this most necessary conversation.

— Summit participant



| | | | | |
|--|---|--|--|---|
|  |  |  |  |  |
| Gov. Mike DeWine (Ohio) | Pam Iorio, <i>President & CEO, Big Brothers Big Sisters</i> | David Baker, <i>President & CEO, Pro Football Hall of Fame</i> | Darrell Green, <i>Hall of Fame, 2008 Inductee</i> | Anthony Muñoz, <i>Hall of Fame, 1998 Inductee</i> |
|  |  |  |  |  |
| Aeneas Williams, <i>Hall of Fame, 2014 Inductee</i> | Iman McFarland, <i>SYSC Youth Ambassador</i> | Briston, <i>Columbus Youth Ambassador</i> | Rayna, <i>South Lebanon Youth Ambassador</i> | Trey, <i>Blue Ash Youth Ambassador</i> |
|  |  |  STRONG YOUTH™ STRONG COMMUNITIES | | |
| Chloe, Sidney <i>Youth Ambassador</i> | Zaymar, Cincinnati <i>Youth Ambassador</i> | 2020 SYSC virtual summit hosted on Facebook Live by Buckeye | | |

Supporting Buckeye members

In 2020, more than 1.6 million Ohioans filed for unemployment and more than 360,000 enrolled in Medicaid for health coverage. Buckeye connected our members to healthcare, resources and support with compassionate service focused on whole person care that met their physical, behavioral and social needs.

Expanding access to healthcare

During the pandemic, many members were concerned about making and keeping medical appointments due to fear of exposure to the virus. Others wished to see their doctor but lacked resources like transportation or access to technology for telehealth appointments. Buckeye helped our members get and stay healthy.

Expanding telehealth service

Buckeye worked with our large provider network to ensure that members could see a doctor from the comfort of their home with a computer, tablet or phone. Between April and October 2020, approximately **one in 17** Buckeye claims was a telehealth visit.



Increasing transportation benefits

Buckeye helped members arrange a ride to and from medical appointments, the pharmacy, food bank, grocery store or farmers market at no cost to them. Medicaid members completed **337,683 trips** in 2020.



Launching a rural telehealth program

Buckeye piloted a virtual patient care model that used telehealth to engage rural members who had not been to a primary care doctor in the last year. The program encouraged them to schedule their annual well visit and health risk screening.



Providing technology

Buckeye provided **7,600 Buckeye members** with active Safelink phone subscriptions to help them stay connected and engaged with their care manager and attend telehealth appointments.



Buckeye's transportation benefits help because I don't have to depend on others to get to appointments. And, after my doctor's appointment, my driver takes me to pick up my prescriptions from the pharmacy, too! With Buckeye, I have peace of mind.

— Collina J., Buckeye Member since 2013



Bringing Brian back to wellness

When Brian joined Buckeye, he was struggling to manage a mix of mental and physical health challenges. He needed a partner to help him find the right care so that he could get back to doing what he loved most: playing the guitar, drawing and painting.

Buckeye Care Manager Molly worked with Brian to create a care plan. She arranged for medical and mental health services to help Brian meet his goals. Molly made certain Brian's medications and treatments were effective, and she monitored his progress. When needed, Molly even attended healthcare appointments with Brian.

As Brian's key support person, Molly encouraged him to eat a healthy diet and exercise regularly. To date, Brian is seizure free and his depression and anxiety are under control.



Because of Buckeye, I was able to get back to the things I love and enjoy in life.

—Brian D., Buckeye Member since 2018



Our Vision: To transform the health of the community, one person at a time.

Buckeye focuses on whole person care. As a leading managed care plan, we play a significant role in providing access to quality healthcare. We have developed many prevention initiatives and support services to meet our members' physical and mental health needs.

Fluvention

Buckeye's Fluvention program encouraged Ohioans to get their flu shot to decrease this form of virus during the COVID-19 pandemic. The program educated Ohioans about the differences between COVID-19 and the flu and ways to stop the spread of both. Buckeye Chief Medical Officer Dr. Brad Lucas served as a webinar speaker with the Centers for Medicaid and Medicare Services about best practices for promoting flu vaccination during the pandemic.



79,831 members received flu vaccinations in 2020



Buckeye's "Fluvention" program was recognized as the **Best of Show Winner at the National Health Information Awards and as the **Platinum Winner for Social Marketing Campaigns** at the Hermes Creative Awards**

cincy LIFESTYLE DR. BRAD LUCAS
Buckeye Health Plan

Annual well visits

To help combat member hesitancy about seeing their doctor during the pandemic, Buckeye partnered with Mercy Health to encourage routine care appointments before the end of the year. Members received postcards explaining where to go for care. High-risk members received phone calls to help them find a primary care doctor if they didn't have one. **As of Nov. 30, 2020, 44 percent of members contacted through the Mercy Health program saw a primary care physician.**

Buckeye took such a collaborative approach in working with our analytics team to identify and proactively contact our mutual high-risk patients. We learned a lot about our mutual patients through this activity to inform future outreach. Thank you for being such a collaborative partner with Mercy Health and our patients!

— Mercy Health



Breast cancer screenings

The COVID-19 pandemic caused many Ohioans to delay their breast cancer screenings. In fact, screenings dropped by nearly 30 percent across the country. With breast cancer being the second most common cause of cancer-related death for Ohio women, Buckeye shared important information and strongly encouraged Ohioans to get their mammograms.

Buckeye's Breast Cancer Screenings Campaign explained the importance of getting an annual mammogram to **10,500 women**



Compassionate Connections program

Through Buckeye’s Compassionate Connections program, certified nurse practitioners visit with members who have chronic conditions. This in-home support decreases emergency department visits and enables members to remain at home.

Buckeye partnered with MetroHealth’s Improvement Project emergency department (ED) diversion program to help members with complex behavioral health needs. **The program resulted in a 42 percent decrease in ED usage.**



Childhood vaccinations

Every 20 seconds, a child dies from a disease that vaccination could have prevented. Getting vaccinated is a child’s best chance to stay well and prevent the spread of disease to others. Buckeye saw a dramatic decline in immunization rates of children, ages 1 to 6 years, during the pandemic.

To urge parents to continue to prioritize the long-term health of their children, Buckeye developed a multi-touch outreach campaign aimed at dispelling fears and myths about children’s immunizations **reaching more than 13,000 parents.**

Buckeye made it easier for children to stay up-to-date on vaccinations.

Childhood immunizations increased from 19.8 percent in 2019 to 58.9 percent by the end of 2020.



Diabetes management

Buckeye's diabetes programs support members with pre-diabetes, uncontrolled diabetes and those at risk of becoming diabetic with care management and community support. Members get:

- Help scheduling appointments and transportation for primary care or lab testing
- Assistance creating diabetes management plans, food diaries and weight loss plans
- Diabetes education and chronic care management resources
- Connections to community resources to help with food, housing, jobs and more

In 2020, 141 members participated in Buckeye's Diabetes Coaching Program resulting in an average three point reduction in A1C and five lbs weight loss over 12 months



Buckeye offers a range of diabetes management programs, including:



Diabetes Care Coordination Program provides self-management tools, education, behavior change coaching, educational materials and supportive care management.



On-Demand Diabetes Program uses cellular technology, real-time glucose readings and automatic supply refills to help ensure timely intervention while reducing waste and removing barriers.



Diabetes Coaching Program provides access to a care manager who visits members in their homes to provide coaching, education and support.



Diabetes Education and Empowerment Program uses a national education curriculum to help members understand diabetes, recognize symptoms and help prevent it.



BuckeyeTHRIVE offers personal health coaching for high-risk members with treatable risk factors to prevent disease progression and increase member knowledge and quality of life.



Diabetes Management and Nutrition Program, in partnership with Kroger, provides medically tailored delivered food and access to virtual or in-person nutritionists to support a healthy diet, provide education and assist with grocery shopping.



At-home A1C testing helps members complete their annual A1C test in their home and share results with their doctor.

Virtual baby showers

In 2020, Buckeye hosted virtual and drive-thru baby showers across the state to educate and provide resources and supplies for new and pregnant moms.

Buckeye gave referrals through Buckeye's Start Smart for your Baby® program as well as health information and giveaways to nearly 1,000 Ohioans.

Buckeye was my lifesaver. If I hadn't found Buckeye, I probably wouldn't have my daughter. From where I was then, to where I am now, I'm a better person. I have a better attitude. I probably could not live without Buckeye.

— **Christa**, Buckeye New Mom



Start Smart for Your Baby®

Buckeye's Start Smart for Your Baby program provides support for moms before, during and after pregnancy at no cost to them. Members get:

- Information about pregnancy and newborn care
- Behavioral health resources if they are feeling down during or after pregnancy
- Community resources to help them get the things they need during pregnancy and after their baby is born
- Up to \$250 in rewards for submitting pregnancy forms and completing infant well visits
- Breastfeeding support and resources
- Transportation to doctor's appointments and other social services
- Professional medical staff who work with the member and their doctor if they have a more difficult pregnancy
- Help to quit smoking, drinking alcohol or taking drugs

58 percent of pregnant Buckeye members enrolled in Start Smart for Your Baby

95 percent of high-risk pregnant women were contacted within a week

100 percent of high-risk pregnant women engaged in an extensive assessment by a care manager specializing in women's care



New Leaf

Buckeye's New Leaf program supports pregnant women through the challenges of treatment for a substance use disorder to achieve recovery and a healthier pregnancy and delivery.

The program offers patients a judgment-free zone with support from care managers who have specialized training in behavioral health to engage members in treatment.

Successes from 2018 to 2019:

- Total inpatient days for infants with Neonatal Abstinence Syndrome decreased by 63 percent
- The total number of neonatal admissions for opioid-dependent babies decreased by 36 percent
- The program served 1,158 members to date
- The percentage of preterm deliveries was reduced to below the state average



I was accepted with open arms and received love from Buckeye. They helped me find a 12-step program in my area. I'm grateful, because without it, I wouldn't have found freedom from active addiction.

— Audrey S., Member Since 2014



Pathways Community HUBS

Buckeye was Ohio’s first managed care plan to contract with all original certified Pathways Community HUBs. **Our work with 11 HUBs supports pregnant women and at-risk families in 57 counties.**

Buckeye partners with HUBs to coordinate care and services. Community health workers help improve social equity and promote improved health outcomes.

Buckeye shared and improved the quality and reporting components of the HUB model. Buckeye demonstrated a strong commitment to work with communities, focused on eliminating social and medical risk factors and improving outcomes.

— Pathways Community HUBs Initiative



150+

reimbursable activities reduced barriers to care



212 percent increase in referrals since 2018

10,762+

pathways completed as of October 2020

Combating infant mortality

Even though the number of infant deaths is declining overall, Ohio has one of the highest infant mortality rates in the nation. Buckeye’s Infant Mortality Task Force works to increase infant vitality and decrease mortality risk factors through a variety of initiatives:

- Strategic partnerships with organizations like Partners for Kids, the Health Provider Network for high-risk adults and the statewide Infant Mortality Disparities Collaborative
- Improved scheduling for postpartum and prenatal visits through a Lean Six Sigma project
- Increased identification and assessment of high-risk pregnancies

From 2019 to 2020, the number of prenatal and postpartum care visits completed by Buckeye members increased by **32 percent**



Supporting Autumn's journey to motherhood

When Autumn found out that she was pregnant, she was nervous. She lost her first baby soon after premature birth, and wanted to give her second baby the best possible start in life. She enrolled in Buckeye's Start Smart for Your Baby® program for extra support.

Buckeye Start Smart Care Manager Becky helped Autumn overcome several health challenges during pregnancy including the baby's rapid heartbeat and surgery to remove Autumn's gallbladder. Becky checked on Autumn often to answer her questions and connect her to community resources. Becky's dedication and ongoing support helped Autumn deliver a healthy, full-term baby.



Becky was like a second mom to me throughout my pregnancy. She always followed up to make sure that the baby and I were okay. And, if we needed anything, she was there.

—Autumn T., Buckeye Member since 2005



Committed to innovation

Buckeye continues to innovate to meet the needs of the communities we are honored to serve. Using data, we identify local needs and develop innovative, community-anchored solutions. Buckeye's new programs and strategic partnerships use technology to help members manage their care.

To truly impact members' lives, we must consider all hurdles they face and equip them with the tools and resources to address each challenge.

— Tiffany G., Buckeye Health Plan Associate



Buckeye Community Connect

In 2020, Buckeye launched a new online tool to connect members to local services and programs in their community to meet their needs. It includes thousands of partners, providers, social workers and others. Buckeye Community Connects provides free, easy access to thousands of resources to help members find food, work, housing, education, childcare, transportation, healthcare, legal assistance and more. Visit CommunityConnect.BuckeyeHealthPlan.com for more information.

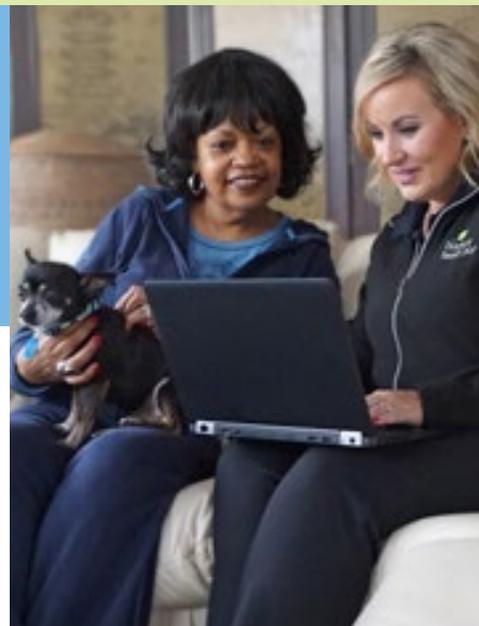
In 2020, there were nearly **47,650** searches on Buckeye Community Connect.



218
referrals

17,828
distinct users

Buckeye assisted community members with searches for employment, food, housing and more.



Addressing behavioral health challenges

More than half of Buckeye’s adult Medicaid members have a diagnosable behavioral health condition. To meet our members’ unique health needs, Buckeye has developed an extensive offering of programs and services.

Advances in behavioral healthcare are shown through follow-up after hospitalization (FUH) that measures rates of mental illness. **Buckeye’s seven-day FUH rate was 46.43 percent, which exceeds the 75th percentile for this measure.**

BuckeyeTHRIVE

BuckeyeTHRIVE provides support to help members reach their personal goals. Members are matched with personal coaches who know firsthand how to get through mental health struggles and win back a healthier life.

| | | |
|---|---|---|
| \$1,300,000 saved in 2020 in emergency department and inpatient care | 200 members supported BUCKEYE THRIVE | 1,258 members referred into care coordination with a savings of over \$2 million |
|---|---|---|

Buckeye BestLife

Buckeye BestLife matches members diagnosed with depression with personal coaches. Ongoing support helps them navigate the healthcare network and get help with disease and symptom management.

Behavioral health experts check in often, answer questions and develop social support and treatment plans to meet members’ needs.



Peer Support Program

Buckeye’s Peer Support Program provides personalized service for members with behavioral health conditions who are in treatment. Peer-led interventions include advocacy, coaching and education. The program contracts with Ohio mental health and addiction services, providers and certified community mental health centers. Together, these resources coordinate care for

Buckeye members. Peer support coaches meet members in their homes to provide education and help develop goals. They engage with members throughout the recovery process to reduce the likelihood of relapse. **Members receiving peer support exceed the 95th percentile for HEDIS Initiation and Engagement of Alcohol and Other Drug Abuse or Dependence Treatment.**

300 members engaged in peer support in 2020



Buckeye PathLight

About 32 percent of Buckeye members with diagnosable behavioral health conditions also have chronic physical conditions. Buckeye PathLight helps them achieve the highest possible levels of wellness and quality of life.

The program combines primary care and behavioral health services to close gaps in care. Members are assigned to a single psychiatric nurse practitioner, located in a health center or behavioral health clinic who serves as their provider and care manager.

Buckeye’s partnership with the Ohio Behavioral Health Provider Network gives members access to **nearly 2,200** behavioral health providers **serving 73 counties**



Pharmacists as providers

In 2020, Buckeye launched a new program to expand the role of pharmacists in direct patient care. The program improves outcomes through pharmacists collaborating with the patient's doctor to provide support, care and services. Pharmacists can now:

- Simplify complex medication regimens to minimize overuse and unnecessary costs
- Improve member chronic condition outcomes
- Improve vaccination rates and preventative care services
- Increase access to primary care services

Involving our pharmacists as part of an integrated care team provides knowledgeable reinforcement to our physicians. This results in better adherence by patients, and ultimately better health outcomes.

— Northeast Ohio Neighborhood Health Services, Inc.



Medication Reconciliation Post-Discharge (MRP)

When leaving the hospital, patients often get discharged with medication lists. If the patient doesn't maintain this list or if their medical team makes adjustments, important details could be missed and medication could be duplicated.

This issue can lead to possible severe drug events. To avoid potential negative consequences of medication discrepancies, Buckeye developed a medication reconciliation program for members after a stay in the hospital.

In a six-month study, Buckeye found that pharmacy and medical claims for members in the MRP program was \$517 lower than members not in the program.

Buckeye saw a 51 percent cost trend decrease compared to the pre-discharge and pre-medication reconciliation period.



Innovative pharmacy programs

Buckeye supports more than 45,000 adult members diagnosed with substance use disorders through integrated prevention, treatment and recovery programs.

Since 2017, Buckeye has achieved an 84 percent increase in use of medication-assisted treatment services and a 47 percent decrease in opioid scripts for members.

The Coordinated Services Program (CSP) prevents members with chronic substance use disorders from misusing prescriptions.

From 2018 to 2019 there was a 66.9 percent reduction in opioid prescriptions for CSP members.



The Opiate Subacute Detox partnerships assist members with severe substance use disorders in Northeast Ohio.

The program reduced emergency department and inpatient spend by 78 percent and increased connections to outpatient care.



The Drug Court Addiction Treatment Program works with justice-involved members who have chronic and co-occurring substance use disorders.

In 2020, the program supported more than 150 members by streamlining and coordinating their interdisciplinary care teams. This included community-based care managers and drug court program coordinators.



A Point of Sale Program prevents members with chronic substance use disorders from misusing prescription opioids.

Results show a 32 percent decrease in the number of opioid prescriptions filled and a 24.9 percent decrease in opioid users over an 18-month period.



The Narcan Coordination Program helps members with severe opioid use disorder.

Since 2018, more than 2,000 members have been connected to care.

**MORE THAN
2,000
MEMBERS**

Medication Therapy Management (MTM)

Members with unmanaged medication treatments are at greater risk of abusing high-risk medications, not following medication regimens and having other medication-related issues. Buckeye members get access to medication therapy management services to help them overcome challenges of adherence and polypharmacy and prevent hospital

and emergency department visits. Buckeye's Personal Pharmacist Network engages members where they are and helps manage their medication regimens to achieve better health outcomes. Members receive home-delivered pill packs to manage medication doses. Buckeye also tracks adherence to medications prescribed.

2,065 pharmacies participate in the MTM program serving **37,698 members**

The BuckeyeRxPlus program achieved **\$285** savings per month for enrolled members, with medication adherence rates greater than **90 percent**

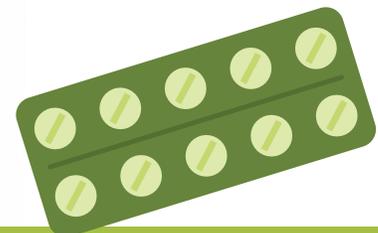
Psychotropic medication review in children

Prescription medications are often used to treat mental health disorders or assist pain management after surgery, injury or illness for children. However, prescription medications also present a high risk for abuse and misuse.

Buckeye launched this program to provide rigorous oversight of children's medication regimens to ensure appropriate prescribing of psychotropic medications. **To date, more than 100 children's medications have been reviewed.**



More than 30 percent of Ohio's foster care children are prescribed one or more psychotropic or opioid medications



Pharmacy Lock-in Program

Buckeye's Pharmacy Lock-in Program keeps members from abusing prescription medications and obtaining excessive quantities of controlled substances.

To keep members safe and maintain quality medical care, this program locks members into one pharmacy for all of their medications.

From 2018-2019, Buckeye reduced opioid prescriptions by **66.9 percent**



Buckeye Health Connect

Where we work, live and play can affect our health. Challenges like access to healthy food, affordable housing, transportation, childcare, legal resources, education and living wage jobs can create **barriers to wellness that drive as much as 80 percent of health outcomes**. These barriers are often known as social determinants of health (SDOH).

To respond to these barriers, Buckeye launched an innovative initiative called **Buckeye Health Connect**. This program bridges the gap between community resources and healthcare to improve the quality of life for all Ohioans. Buckeye Health Connect hosts several programs and initiatives throughout the year.



Buckeye reduced health disparities and improved health equity in 2020 by:



Investing three percent of annual profit back into Ohio communities

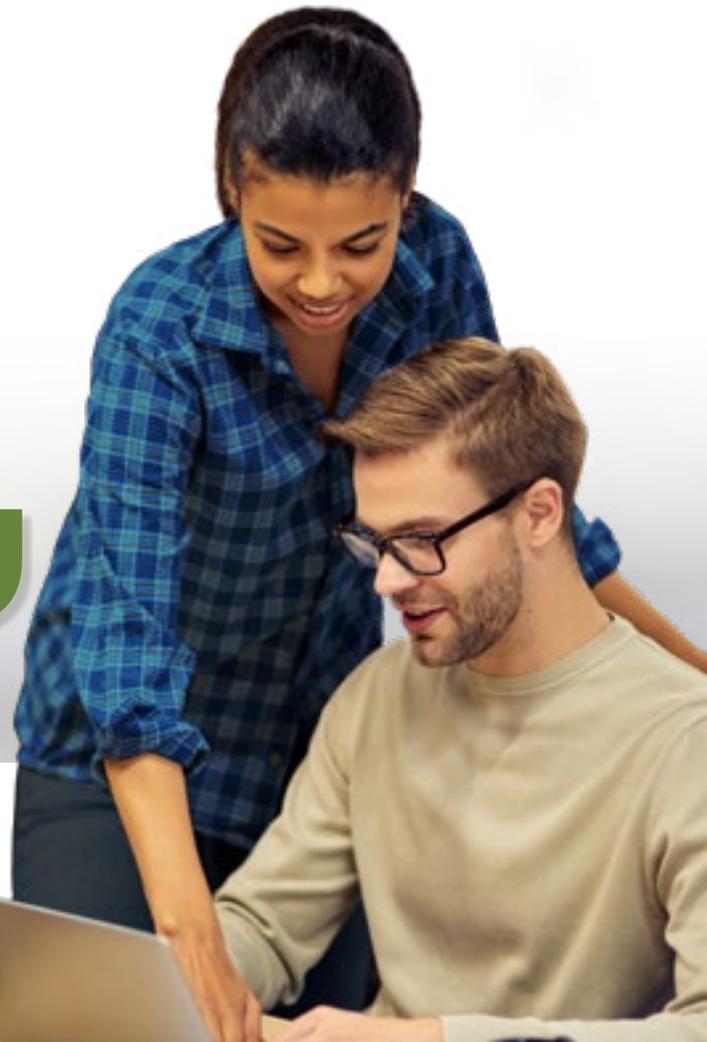
Organizing **64** initiatives

BuckeyeWorks

Buckeye partners with community organizations to help Ohioans find and maintain work. Our BuckeyeWorks program gives members the tools and resources they need to be job-ready through job fairs, workshops and training.

I received a flyer in the mail from Buckeye to alert me to the upcoming job fair. Thank you! It was an extra bonus to me to meet all the friendly representatives of my health insurance plan.

— Youngstown Job Fair Participant



Buckeye Serves

Each community we serve has unique needs. Buckeye works hard to identify and address local needs with a grassroots approach. Through programs, events and outreach efforts, we help members overcome health challenges and lead a healthier life. **Buckeye reached more than 33,000 Ohioans through Buckeye Serves programming in 2020.**



No One Eats Alone

Buckeye hosted “No One Eats Alone” assemblies at five elementary schools featuring lessons and activities about how to overcome social isolation and the negative impact it can have on health and academic performance.



Project ECHO[®]

Buckeye partnered with the Ohio University Heritage College of Osteopathic Medicine and the Weitzman Institute to launch Project ECHO[®]. The \$750,000 initiative connects local healthcare providers and medical specialists to underserved and rural communities to train, consult and support community needs in Meigs, Washington and Vinton counties.



Toledo Fire and Rescue

Buckeye partnered with the Toledo Fire and Rescue Department to help address the needs of frequent 911 callers. The partnership reduced emergency department utilization by five percent.



Buckeye Bags

Buckeye participated in a pilot program with Lucas County Children’s Services Group to provide “Buckeye Bags” to comfort 300 foster children. Each bag included a blanket, stuffed animal, coloring books, activities and food that kids could enjoy while sheltering at home during the COVID-19 pandemic.



Barrier Removal Fund

Buckeye established a Barrier Removal Fund to increase disability access by installing ramps and purchasing accessible exam tables in 13 provider offices. The fund helped more than 2,600 members receive care.



Buckeye Fresh!

Access to healthy, affordable food remains a challenge for Ohio communities. Buckeye Fresh! programs and events give members and the community access to nutritious food that has lasting impacts on health.

Buckeye hosted Buckeye Fresh! market days across the state to expose members to healthy food options available in their neighborhood and encourage them to purchase produce consistently. **In 2020, Buckeye hosted eight farmers market events across Ohio. Members received a \$10 voucher to buy extra fruits and vegetables at the market.** Members' children also shopped at the market with their own \$1 Buckeye Buck. Buckeye provided information about two Produce Perks programs for eligible Buckeye members.

The first was for SNAP/EBT shoppers. **These members received a \$1 for \$1 match up to \$25 at the market from Produce Perks.** The second program provided a \$40 voucher to purchase healthy food to members who met **TANF eligibility requirements.** During Buckeye Fresh! days, Buckeye organized additional activities like health screenings, flu shots and nutrition information. Market-goers received Buckeye giveaways and entered a raffle drawing for a farmers market gift certificate.



585 members attended Buckeye Fresh! days



89 Buckeye members redeemed Buckeye kids vouchers

107 new SNAP shoppers, including 85+ customers heard about Produce Perks from Buckeye



238 market-goers enrolled in the TANF voucher program, totaling \$9,520 distributed



\$5,220 redeemed for fresh fruit and vegetables

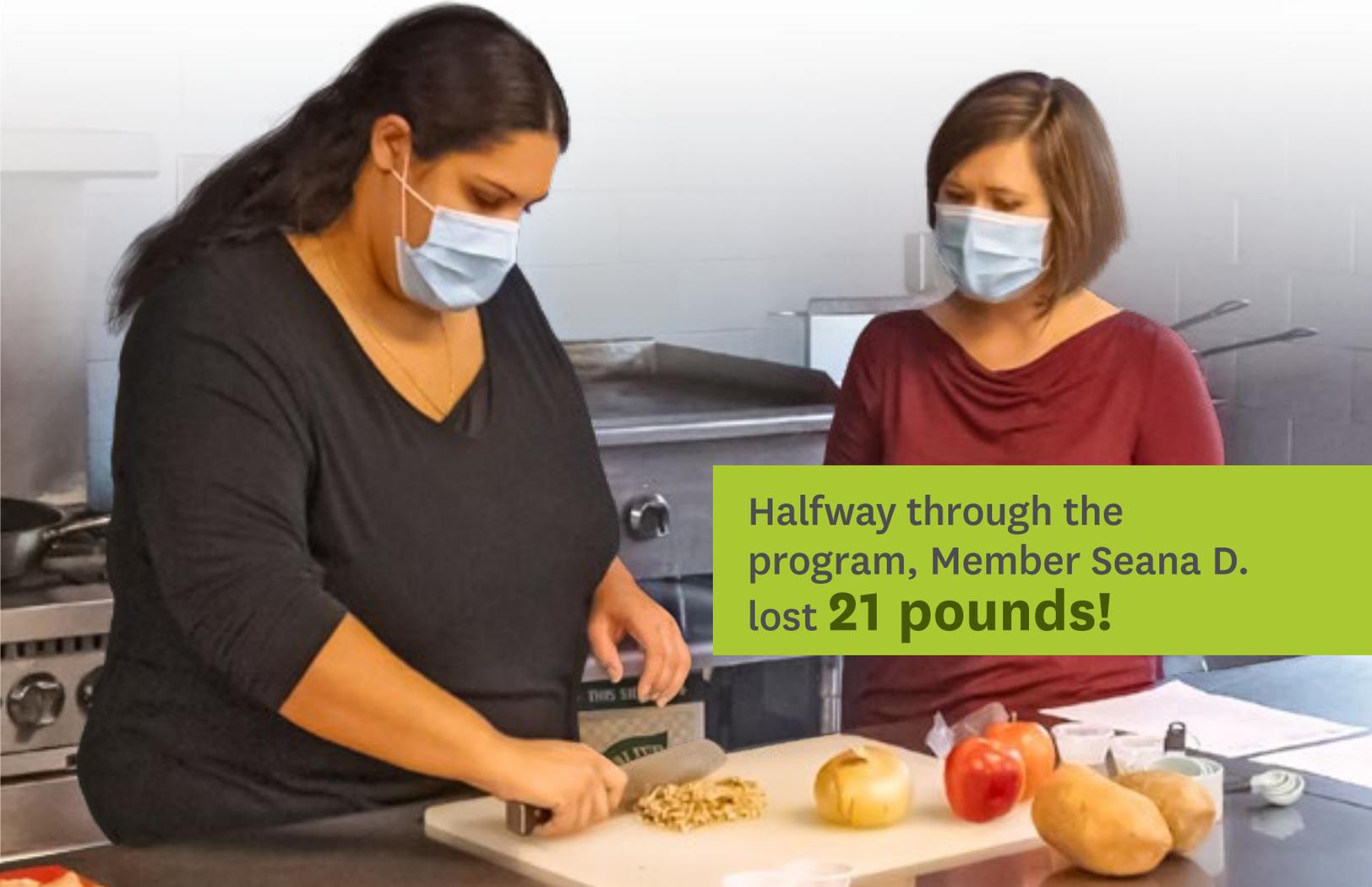
Healthy Food Rx

Buckeye partners with medical practices to host the Healthy Food Rx program to increase access and education about healthy food. The program supports Buckeye members with chronic health challenges, pregnant women and children. The curriculum includes education, provider visits and healthy food. Buckeye partnered with Lower Lights Christian Health Center in 2020 to pilot the program.

Each month, more than 20 Buckeye members benefited from education and encouragement to make healthy choices. They received a \$60 grocery prescription card to Lower Lights' Jubilee Market to buy fresh produce, grains, legumes and other healthy foods. They also attended dietitian appointments to receive a \$15 monthly meal kit and easy-to-prepare recipes.

The Healthy Food Rx program is the best. They not only care about your health, but they care about your family. They want you to achieve your goals. Enrolling was a life-changing experience.

— Sam L., Buckeye Member since 2019



Halfway through the program, Member Seana D. lost **21 pounds!**

The healthcare plan Ohio needs. The quality they deserve.

Buckeye offers a range of health insurance plans to meet our members' unique needs. Each plan offers quality healthcare and extra rewards

to help Ohioans get healthy and stay healthy. Eligibility depends on age, income, family size and any special health needs.

In 2020, Buckeye was Ohio's **fastest-growing** Medicaid managed care plan in market share



buckeye health plan. *Medicaid*

Buckeye provides coverage to qualified adults and children; eligible aged, blind and disabled persons and children within the foster care program. Potential members enroll through the Ohio Department of Medicaid and are required to renew their benefits annually.

Available in all 88 Ohio counties.



MyCareOhio *Combined Medicare and Medicaid* *Connecting Medicare + Medicaid*

MyCare Ohio is a dual-eligible program that offers both Medicare and Ohio Medicaid in 12 counties. Qualified enrollees of the Medicare-Medicaid Plan (MMP) receive healthcare benefits of both programs from one single health plan.

Available from Buckeye in the following counties: Clark, Cuyahoga, Fulton, Geauga, Greene, Lake, Lorain, Lucas, Medina, Montgomery, Ottawa, Wood



Dual Eligible Special Needs (D-SNP)

Allwell D-SNP is a type of Medicare Advantage plan available to people who qualify for both Medicare and Medicaid in 74 counties to people who have special needs and qualify for both Medicare and Medicaid. This plan allows eligible members to enjoy better coverage by combining Medicare and Medicaid benefits under one plan. These plans also include prescription drug coverage.

Available from Buckeye in the following counties: Adams, Allen, Ashland, Ashtabula, Auglaize, Brown, Butler, Carroll, Champaign, Clark, Clermont, Clinton, Columbiana, Coshocton, Crawford, Cuyahoga, Darke, Defiance, Delaware, Erie, Fairfield, Fayette, Fulton, Geauga, Greene, Guernsey, Hamilton, Hancock, Hardin, Harrison, Henry, Highland, Hocking, Holmes, Huron, Jackson, Jefferson, Lake, Logan, Lorain, Lucas, Madison, Mahoning, Medina, Meigs, Mercer, Miami, Monroe, Montgomery, Morgan, Morrow, Noble, Ottawa, Paulding, Perry, Pickaway, Pike, Portage, Preble, Putnam, Sandusky, Seneca, Shelby, Stark, Summit, Trumbull, Tuscarawas, Van Wert, Vinton, Warren, Wayne, Williams, Wood, Wyandot

allwell.

D-SNP



Medicare Advantage

Allwell is a Medicare Advantage plan that covers the same services as traditional Medicare and also offers prescription drug coverage (Part D) for those 65 years and older or under age 65 with qualifying disabilities.

Available from Buckeye in the following counties: Butler, Columbiana, Cuyahoga, Delaware, Fairfield, Franklin, Fulton, Geauga, Greene, Hamilton, Lake, Lorain, Lucas, Mahoning, Montgomery, Ottawa, Stark, Summit, Trumbull, Wood

allwell.



Marketplace

Ambetter is a qualified health plan on the Ohio Health Insurance Marketplace. Member plan options and costs vary based on premium payments versus out-of-pocket expenses. Subsidies are dependent on the member's income level.

Available from Buckeye in the following counties: Adams, Allen, Auglaize, Belmont, Brown, Butler, Carroll, Champaign, Clark, Clermont, Clinton, Columbiana, Cuyahoga, Darke, Delaware, Defiance, Erie, Fulton, Fayette, Franklin, Geauga, Greene, Hancock, Hamilton, Hardin, Harrison, Henry, Huron, Jefferson, Lake, Logan, Lorain, Lucas, Madison, Mahoning, Medina, Mercer, Montgomery, Morrow, Ottawa, Paulding, Pickaway, Portage, Preble, Putnam, Sandusky, Seneca, Shelby, Stark, Summit, Trumbull, Union, Van Wert, Warren, Williams, Wood, Wyandot

ambetter.



Maps updated for 2021 coverage areas



Having Buckeye as a partner helps us to advocate for healthy communities and to advance our health equity priorities on behalf of our patients.

— Ohio Academy of Family Physicians



I am delighted to say that our organization is a community partner with Buckeye and we are proud of their work and impact in Franklin County.

— National Coalition of 100 Black Women, Inc.



BuckeyeHealthPlan.com
[#buckeyehealthy](https://twitter.com/Buckeye_Health)

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