

KEEPING OHIO HEALTHY FOR **20 YEARS**





Jacob Z.

*Buckeye Member
since 2021*

Purpose:

To transform the health of
the communities we serve,
one person at a time



Asia D.

*Buckeye Member
since 2017*

Our Leading with Heart Values:

- Compassion
- Connection
- Authenticity
- Accountability

Table of **Contents**

Message from the CEO	4
Leading with Heart	5
Supporting Ohioans' Health	
Health Education to Close Care Gaps	6
Expanding Access to Quality Care	7
Putting Members' Needs First	
Supporting Members' Unique Needs	8
Increasing Access to Healthy Food	9
Giving Back to the Communities We Serve	10
Changing Lives Together	
Healthcare for Every Stage of Life	11
Making a Difference in Ohio for 20 Years	13
Keeping Ohio Healthy	15





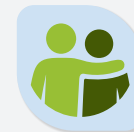
Message from the **CEO**

Buckeye Friends,

Welcome to Buckeye's 20th anniversary celebration! This milestone year gives us the opportunity to reflect on the events that have directly shaped the decisions and actions we are taking today. While we are honored to highlight Buckeye's evolution over the years, we know that the key to our success is found in remaining teachable. We are quick to learn from our successes and mistakes so we can continually apply fresh insights, clarity and understanding to our present and future work.

So, what have we learned over two decades of providing managed care to Ohio?

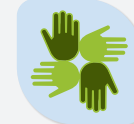
Here are just a few insights:



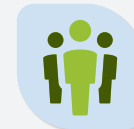
Each time we have the opportunity to serve a member or provider, we must demonstrate that we care about them and are committed to helping them. It's how we build trust. We put our members at the center of everything we do and provide services and support to meet their unique needs.



We must Lead with Heart in all that we do. This means that we pour compassion, connection, authenticity and accountability into our work — whether we are on the front lines of member service or are focused on keeping operations running smoothly.



Buckeye is Unique and United. We encourage every Team Buckeye staff member to bring their authentic self to work. We welcome and embrace each other's uniqueness and see it as a key strength.



We are united around our shared purpose to **“Transform the health of the communities we serve, one person at a time.”**

These fundamental beliefs form the bedrock of who we've been, who we are, and who we are becoming in service to the greater good. I am grateful for every day that I get to serve alongside Team Buckeye, our providers, community partners and State of Ohio leaders.

Respectfully,

Steve Province, FACHE,
Buckeye Health Plan President and CEO



Leading with Heart

At Buckeye, we are committed to helping our members thrive. **It all starts by asking meaningful questions, then listening carefully and responding to what we learn.** Earning our members’ trust requires compassion, connection, authenticity and accountability. We call it “Leading with Heart,” and every Team Buckeye staff member puts it into practice every day.



Autumn T.
Buckeye Member
since 2005



We ask our members:

- How can I help you?
- How do you feel?
- What do you need?
- Tell me about yourself.
- Do you have a doctor?
- Do you understand how to take your medicine?
- Do you need help getting to your doctor?
- Have you gotten your vaccinations?
- Do you have food, heat and a safe home?
- Do you have any questions?
- Is there anything else I can do for you?

SHARED VALUES

Compassion Authenticity
Connection Accountability

Leading with Heart

We listen and we also teach.

Health education helps our members understand how to make healthier choices, avoid risky behaviors and prevent illness or injury. **We deliver a steady flow of information through:**



- Health Tip Cards
 - Buckeye’s Website
 - Text Messages
 - Nurse Advice Line
 - Customer Care Center
 - Care Coordination Team
 - Community Events
- Provider Partners
 - Community-based Organizations
 - Medical Directors
 - Peer Supporters
 - Community Hubs
 - And Countless Other People, Programs and Partnerships

Health Education to Close Care Gaps

This year, we launched more than **100 population health campaigns** aligning with the Ohio Department of Medicaid’s priorities to encourage our members to get well, be well and stay well.

Buckeye members earned My Health Pays® reward dollars for completing preventative health screenings and annual well checks.

Provider Mailer

Child Immunization Magnet

Dental Care Tip Card

Well Visit Campaign

294,832 rewards earned in 2023

\$14,104,148

Good Dental Care Gives You a Reason to Smile!

Did you know that brushing and flossing take care of more than just your teeth? Good oral health leads to good overall health. As your guide to better health, Buckeye Health Plan wants to make sure you have all the facts. Call your dentist to schedule an appointment today!

Half of teens in the U.S. have cavities.

Take steps to protect your teeth and health. Good habits developed now can last a lifetime.

Make dental health part of your daily routine!

- Brush daily and brush teeth twice a day
- Limit sugary snacks that can harm your teeth
- Visit your dentist twice a year to catch problems early
- Wear a mouthguard if you play sports to protect your teeth from injuries

Child Immunization Magnet

Protect and Prevent Serious Illness

Vaccinate your child today!

As your guide to better health, Buckeye Health Plan provides important information about children's vaccinations. Use this recommended schedule to help keep your child from getting sick and prevent the spread of disease to others.

Members get up to \$75 (depending on age) in My Health Pays® rewards for well care visits and vaccinations.

Visit: bit.ly/immunizations-chart

Well Visit Campaign

GET REWARDED FOR TAKING CARE OF YOUR HEALTH!

Scrub out 1/4 cup of dough and roll it into a ball. Again, you can make the cookies smaller if you want to but you will want to adjust the baking time. Once all your dough is rolled into balls, gently press the balls down with a glass or measuring cup. This will give the cookies their signature look.

This outreach combined with television news interviews and provider support encouraged members to see their doctor, learn about their health condition and take steps to live a healthier life.

To check out our doctors in the news, scan the QR code below or visit

Buckeye’s Newsroom at

bit.ly/BHP-Newsroom



Expanding Access to **Quality Care**

Walgreens Partnership Brings Healthcare Close to Home

Buckeye is honored to partner with Walgreens, the nation’s second-largest pharmacy retailer, to increase access to quality healthcare locally in low-income neighborhoods. Walgreens launched five Health Corner™ locations in Walgreens stores to offer preventative care, health screenings and continuous access to a dedicated registered nurse or pharmacist. Health Corners welcome walk-ins and appointments as well as remote visits for services like:

- High blood pressure and diabetes screenings
- Health risk assessments
- Immunizations
- Scheduling a mammogram
- Setting up digital medical devices to monitor conditions at no cost to members



We’re giving additional access so that Buckeye member voices can be heard ... and they can take control of their health.

- **Vincent Notareschi,**
Walgreens Pharmacist, Health Advisor



Check out this video to learn more about the initiative. Scan the QR code to the right or visit URL. bit.ly/CIR-BHP-Walgreens-Health-Corner



Walgreens’ collaboration with Buckeye is a testament to our shared commitment to provide more accessible chronic condition management and clinical services where Ohioans need us most, improving lives for the people we serve.

- **Tracy Vilvens,**
RPh, Walgreens

Supporting Members’ **Unique Needs**

Buckeye Care Guides connect members to healthcare, local social services and behavioral health resources. This includes coordinating care and services for immediate needs. Care Guides:

- Connect members to short-term or one-time services, like help with getting a medication or durable medical equipment
- Find housing assistance through partners on Buckeye Community Connect, a free tool available to anyone on Buckeye’s website
- Arrange transportation to medical appointments
- Follow up after a recent visit to the emergency room or a hospital stay
- Make referrals to housing, a local food pantry or some other types of social assistance

Buckeye’s
22 Care Guides support
Buckeye members across Ohio.

Shannon S.,
Buckeye Care Manager



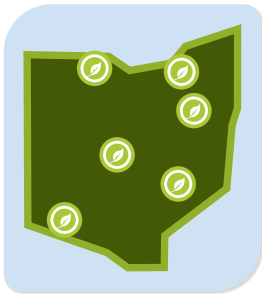
To learn more about Care Guides
scan the QR code to the right or visit
bit.ly/CIR-BHP-Care-Coordination



Increasing Access to Healthy Food Through Buckeye Fresh!

For the sixth year, Buckeye and Produce Perks Midwest increased access to fresh, healthy produce for Buckeye members throughout Ohio. In 2023, we hosted a total of eight Buckeye Fresh! events in:

- Athens
- Cleveland
- Columbus
- Kent
- Toledo



2023 by the numbers

- **1,365 Buckeye members + 525 children** attended Buckeye Fresh! events
- **\$17,820** redeemed for fresh produce (a record high!)
- **115 new Produce Perks users**

Since 2018, Buckeye members have purchased **\$46,539** in healthy produce through Buckeye Fresh! events



Buckeye members attending the events received:

- \$15 worth of vouchers** to purchase fresh fruits and vegetables
- \$1 Buckeye Buck** for each child of a member to spend on a healthy snack
- Entertainment and giveaways, including a chance to win a **\$75 gift card** to the market, along with nutritional and health education programming
- Access to **Produce Perks' \$1 for \$1 match up to \$25 for SNAP/EBT shoppers**



To learn more, scan the QR code to the right or visit bit.ly/CIR-BHP-Buckeye-Fresh



We came to the farmers market during both Buckeye Fresh! days and Buckeye was super helpful. We really appreciate that Buckeye provides the produce vouchers to support our family.

- **Haley F. and Jon F.**
Buckeye members



Giving Back to the Communities We Serve

Buckeye staff volunteers supported nine local nonprofits across Ohio with more than 500 volunteer hours in Akron, Cleveland, Cincinnati, Columbus, Dayton and Toledo. Team Buckeye packed food boxes, sorted donated items, assembled personal hygiene kits, coached sports teams and more.

2023 Volunteer Week partners included:

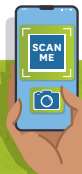
- Connecting Kids to Meals
- OPEN M Food Pantry
- Matthew 25: Ministries
- Toledo's PET Bull Project
- Mid-Ohio Foodbank
- Greene County FISH Pantry
- Good Neighbors of Central Ohio
- Shoes and Clothes for Kids
- MedWish
- Special Skills Sports Camps

500+
volunteer hours
donated in **6 cities**



Volunteering to me is selfless, going outside of myself to help individuals in need. To whom much is given, much is expected. And that is exactly why I volunteer with Buckeye Health Plan.

- **Lori Mulichak,**
Buckeye SVP Population Health and Clinical Operations



Watch Team Buckeye unite in service for Ohioans: bit.ly/CIR-BHP-Volunteer



I think it's important to give back to the community because everybody has been in need at some point. And there have been times when I've been in need and I wanted someone to be there.

- **Petria Walker,**
Buckeye Program Coordinator II



Healthcare for **Every Stage of Life**

Buckeye has plans to serve all Ohioans

Buckeye is committed to helping our members get and stay healthy. That’s why we offer Ohio health insurance plans that cover every stage in life, including medical, behavioral health, pharmacy, dental, vision and so much more. Plus, we help with social needs that can impact health and well-being. Whether you’re looking for quality healthcare, services and resources for yourself or a loved one, Buckeye has you covered.



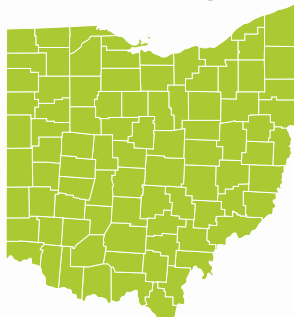
Medicaid

- Product launched in 2004
- Buckeye Medicaid provides coverage to qualified adults and children, eligible-aged blind and disabled persons and children within the foster care program.

Visit bit.ly/BHP23-MedicaidMap or scan the QR code to the right for more information.



 buckeye health plan.



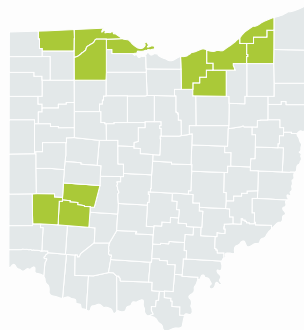
Integrated Medicaid + Medicare (MyCare Ohio)

- Product launched in 2014
- MyCare Ohio is a dual-eligible program that offers both Medicare and Ohio Medicaid in 12 counties. Qualified enrollees of the Medicare-Medicaid Plan receive healthcare benefits of both programs from a single health plan.

Visit bit.ly/BHP23-MyCareMap or scan the QR code to the right for more information.



 **MyCareOhio**
Connecting Medicare + Medicaid



Wellcare by Allwell (Medicare)

- Launched as a Medicare product in 2008 and has evolved into WellCare by Allwell, which launched in 2020
- Our Medicare Advantage plan gives members access to caring case managers, friendly, helpful member service representatives and a 24-hour nurse line for medical advice. Wellcare is an HMO, PPO, PFFS, PDP plan with a Medicare contract and is an approved Part D Sponsor. Our D-SNP plans have a contract with Ohio Medicaid.

Visit bit.ly/BHP23-WellcareMap or scan the QR code to the right for more information.



 wellcare



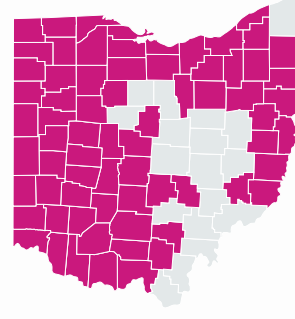
Ambetter (Marketplace)

- Product launched in 2014
- Ambetter is a qualified health plan on the Ohio Health Insurance Marketplace Exchange, available in 66 counties. Member plan options and costs vary based on premium payments versus out-of-pocket expenses. Subsidies are dependent on income level.

Visit bit.ly/BHP23-AmbetterMap or scan the QR code to the right for more information.



 ambetter.



Jessica M.
Buckeye Member
since 2007

Making a Difference in Ohio for 20 Years

Buckeye is honored to celebrate 20 years of providing managed care and specialized services to improve the health of Ohioans. We started with 42 employees and 24,000 members in Lucas County in 2004 and have grown to become **Ohio’s second-largest managed care plan** today.

We now have **900+ staff members** located throughout Ohio serving **500,000+** Ohioans with Medicaid, Medicare, Marketplace and MyCare Ohio (Medicaid + Medicare) health insurance options.



By working with Buckeye, we feel like we’re able to not only reach the population that Buckeye is serving, but to really have a larger footprint within the area that we serve.

- Sherri Oliver, MPA,
Executive Director, Community Health Programs, Ohio University

I was able to get the care I needed at home, at my fingertips. Because of Buckeye. I know that my family and I are well cared for.

- Peyton D.
Buckeye Member since 2017



“Leading with Heart” isn’t just a fun tagline. Every person at every level is hyper-focused on our members and how we can improve their experience.

- Current Buckeye Employee

It really does take all of us to keep our people safe and keep our communities educated. Without Buckeye Health Plan, we won’t be able to reach as far into the community as we do to get information out, and educate people.

- Pam Mayle,
Managed Care Program Manager, PrimaryOne Health



The partnership we’ve had with Buckeye has been so strong and instrumental to us achieving our mission, which is bringing that whole person quality, equitable health care to all Ohioans regardless of their age.


- Julie DiRossi King,
President and CEO, Ohio Association of Community Health Centers




Keeping Ohio **Healthy**


Over the years, our innovative programs and initiatives have improved access to quality healthcare, health literacy and whole-person, individualized healthcare. Here’s a snapshot of some of our impacts.


Partnerships with local and national organizations improve access to quality healthcare and services close to home

 **Buckeye Days** in partnership with local Federally Qualified Health Centers and Buckeye’s HealthConnect Mobile Unit bring needed healthcare screenings, immunizations and resources to vulnerable neighborhoods.

 **Telehealth programs** encourage members to get medical checkups and preventative health screenings from the convenience of their own homes.

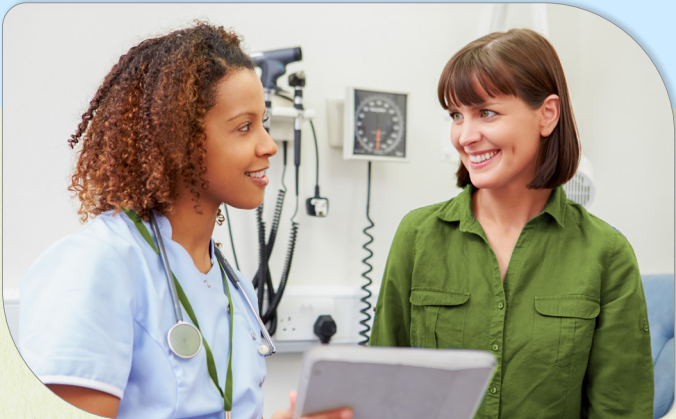
 **Maternal and family-focused health partnership** with Ohio University’s Heritage College of Osteopathic Medicine brings needed care and services to rural communities. This includes OU’s Family Navigator program, which employs full-time nurse navigators and a manager to help pregnant and postpartum women access medical and social services.

 **Vax On The Spot campaign**, in partnership with the State of Ohio and other managed care plans, helped nearly **300,000 adult members** receive the COVID-19 vaccine.

 **Walgreens Health Corners™ partnership** offers Buckeye members preventative care, health screenings and continuous access to health advisors through a dedicated registered nurse or pharmacist in five locations.



Since 2021, there has been a **40 percent increase** in the number of women served by OU’s Family Navigator program across 5 counties



Expanded approach and services to address the whole person

Buckeye Community Connect

(CommunityConnect.BuckeyeHealthPlan.com)
This is a free searchable database of **40,000+ community partners** statewide to address social needs, including access to food, affordable housing, job training, transportation, legal assistance and more.

Healthcare providers, social workers and care managers use the tool to quickly and easily find local resources available to help their patients.



Care Coordinators connect members with primary care providers, address issues with pharmacy claims, manage transportation issues, offer referrals to resources and help close care gaps.

In 2023, care coordinations engaged with **4,600 members**

In 2023, health equity coordinators identified and closed **636 gaps** in social determinants of health by providing access to local community resources



Health Equity Coordinators identify social determinants of health needs and connect members with resources.

Care Managers provide thousands of members each year with personalized support to manage their chronic conditions and avoid unnecessary trips to the emergency room, hospital or other healthcare facilities.



Focused on serving our communities and bringing health education and access to social services to vulnerable populations



No One Eats Alone, a national anti-bullying program from Beyond Differences, brings educational in-school assembly and lunchtime events to help students make friends at school, combat social isolation and improve students’ mental health.



Statewide bullying prevention workshops with community partners raised awareness and enabled discussion on ways to help prevent bullying in Ohio’s schools.



Operation Feed the Hungry partnership with Buckeye’s community agency partners delivered more than **\$500,000 worth of hams and turkeys across Ohio** to provide families with a nutritious holiday meal.



Buckeye’s grant program awarded nearly \$180,000 in funding to community-based organizations that directly served Ohio’s most vulnerable populations and promoted positive health outcomes across the state.



Project Purple partnership with former professional basketball player Chris Herren provided substance abuse education and resources to high school students.



Buckeye Fresh! in partnership with Produce Perks Midwest, expands awareness of the importance of good nutrition and provides access to fresh, healthy produce for Buckeye members and the greater community.



Long-standing commitment to the United Way through an annual employee giving campaign has donated more than **\$825,000 to the United Way since 2016**.



Buckeye Helping Hands provides hundreds of company paid staff volunteer hours to assist community organizations statewide.



Committed to providing individualized care by building programs around members’ needs

BuckeyeRxPlus™

comprehensive prescription management program helps members overcome the challenges of adherence and polypharmacy to achieve better health outcomes and prevent hospital and emergency room visits.



Partnership with Thrive Peer Recovery Services

Matches members living with mental health and substance use disorders with peer support specialists who function as care extenders, engaging members in key activities designed to initiate and maintain recovery.



Depression Disease Management Program

addresses the needs of members with a depression diagnosis and helps them manage and improve their quality of life. Members work with care managers who collaborate with their primary care physician to get effective and efficient resources to meet their individual goals.



Start Smart for Your Baby®

program provides resources, support and My Health Pays® rewards for moms before, during and after pregnancy at no cost to them.





I've struggled with addiction for over 40 years. I truly knew I needed help. Through Buckeye and peer supporters, I found my help. My Buckeye care manager goes above and beyond to help me. It's like having another member of my family. And this journey would be extremely hard without help from my peer supporters. Because of Buckeye, it brought me so much joy because I get the things I truly never thought I'd have.

- Michael H.

Buckeye Medicaid member since 2020

Hear Michael's full story about how Buckeye's Thrive program helped him recover from addiction.

Scan the QR code or visit:

bit.ly/BHP-Michaels-Story



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Your Guide to Better Health™

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