



**HERE**  
FOR YOUR  
HEALTH



Transforming the health  
of the communities we serve,  
**one person at a time.**



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# Here for **Ohio's Health**

Buckeye is proud to support hundreds of thousands of Ohioans with access to care, resources and services.

**455K+ members served across Ohio**



## Connecting Members to Care

We help members access the care they need through doctor visits, wellness checkups and preventive services.

**2M+ visits supported**



## Removing Barriers to Care

Transportation is one of the most common barriers to healthcare. We help ensure members get to the appointments they need to stay healthy.

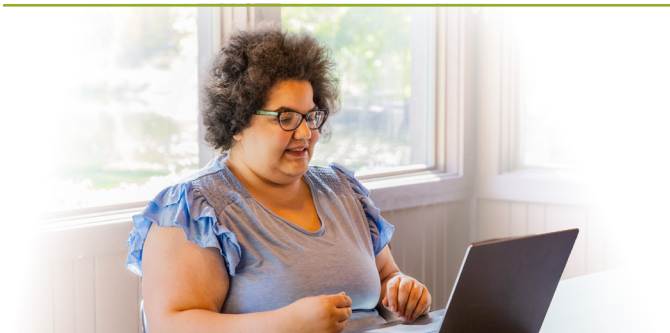
**409K+ rides provided to medical appointments**



## Supporting Healthy Lifestyles

Members receive rewards for completing healthy activities such as wellness visits and preventive screenings.

**\$14.8M+ in rewards earned**



## Pharmacy Safety

Clinical pharmacy programs ensure members take medications safely and effectively. They improve treatment for chronic conditions and reduce medication-related risks.

**52K+ member medications were reviewed for safety and to close treatment gaps**



# Message From The CEO

Buckeye friends,

Buckeye Health Plan's mission is "to transform the health of the communities we serve, one person at a time." Fulfilling that mission means serving with compassion, helping our members connect with quality care and services and looking after the whole person. We promise to be "**Here for Your Health**" every day with Medicaid, Marketplace, Medicare and Next Generation MyCare products that span the changing needs of a lifetime.

By connecting physical health, emotional well-being, behavioral and social support, Buckeye helps members navigate their own unique health and life challenges well beyond going to medical visits.

As a managed care organization, Buckeye is committed to making healthcare easier to navigate and more accessible. This work is made possible through our close partnerships with providers, community partners and state leaders, as we coordinate member care that is personalized and proactive. Whether through preventive screenings, care management, behavioral health support or community-based programs, our goal is always the same: to remove barriers and help improve health outcomes.

Our commitment reaches into communities across the state. Buckeye invests in partnerships that address food insecurity, health education, youth well-being and many other social needs. By working alongside local organizations, we strengthen neighborhoods and support lasting wellness. This community impact report provides highlights of some of this important work.

Being "**Here for Your Health**" means listening first, learning continuously and acting with purpose. I deeply appreciate Team Buckeye, our providers, community partners and state leaders for their dedication — and I am grateful to our members for placing their trust in Buckeye. Together, we build bridges to healthier lives, stronger communities and a brighter future for Ohio.

In service,



**Justin Loudon**

President and CEO  
Buckeye Health Plan





# Strong Partnerships Build Healthy Communities

Buckeye works alongside local organizations across Ohio to expand access to food, support schools and seniors and strengthen resources families rely on every day.

## Food Security and Everyday Needs

### Community Impact:

- **\$200,000** invested statewide through the Ohio Association of Foodbanks
- **\$40,000** distributed to five local food banks and pantries



## Increasing Access to Healthy Food

Fresh, affordable food isn't always within reach for many Ohio families. That's why we partner with Produce Perks Midwest, Ohio's nutrition incentive program, to provide food vouchers, education and support that make healthy produce more accessible.

**SCAN TO WATCH**  
Buckeye in action










# Buckeye Fresh! Events

Dayton | Kent | Toledo | Cleveland

## Buckeye Members Attending 2025 Buckeye Fresh! Events Received:

-  **\$15 in vouchers** to purchase fresh fruits and vegetables at their local farmer's market
-  **\$1 Buckeye Buck** for each child of a member to spend on a healthy snack
-  Access to Produce Perks' **\$1 for \$1 SNAP/EBT match, up to \$25**
-  A Fruits and Vegetable Coupon Booklet valued at **\$140** for eligible families
-  **Health education, entertainment and giveaways**, including a chance to win gift certificates to the farmer's market



## Buckeye Fresh! By the Numbers

- **2,806 Buckeye members**, including **1,271 children**, attended Buckeye Fresh! events
- **\$35,104** redeemed for fresh produce

Since 2018, our members have purchased **\$112,145** in healthy produce through Buckeye Fresh! events

## Buckeye Fresh! Grocery Store Pilot

Additionally, during the SNAP/EBT freeze, we expanded the Buckeye Fresh! program beyond farmer's markets with a pilot event at Gem City Market in Dayton.

- **98 produce vouchers** distributed to members:
  - **51** Medicaid adults served
  - **46** Medicaid children served



# Connecting Communities to **Resources**

## Helping Hands

Team Buckeye partnered with nine community-based organizations to support families in need through Buckeye’s annual **Helping Hands employee volunteer program**. From assembling and organizing furniture to creating handmade cards for children receiving care packages, our team showed that caring for communities extends far beyond healthcare.

- **97** Buckeye team members volunteered
- More than **491 hours of service** donated



**WATCH THIS VIDEO** to see Team Buckeye in action



## Overcoming Bullying

We also partnered with Beyond Differences to bring **No One Eats Alone**, a national anti-bullying program, to schools across Ohio. Through in-school assemblies and lunchtime activities, the program helps students build friendships, reduce bullying and social isolation and supports mental health.

- **258** Ohio schools served
- Nearly **6,500 students** reached



## Addressing Senior Mental Health

To assist our senior members, Buckeye partnered with two Ohio Area Agencies on Aging to host **Senior Mental Health Workshops** in Cleveland and Dayton. The interactive program brought together community members, providers and advocates to share best practices in addressing our seniors’ most pressing mental health challenges.

- **260 community partners** participated in the workshops



# Celebrating Community Partners

With more than 20 years of service to Ohio, Buckeye has developed deep partnerships with hundreds of community-based organizations throughout the state. In 2025, we hosted five **Community Partner Recognition Award Luncheons**, bringing together partner organizations from across Ohio to celebrate their contributions to improving health outcomes and advancing health equity in their communities.

Buckeye celebrated and honored **15 exceptional leaders and organizations statewide.**

## Unsung Hero Award

- **Chris Stewart**, MSW, ODRC  
Office of Reentry Adult Parole Authority - Lima Region
- **Donna Queen**, Diabetes Dayton
- **Melissa Miller**, Community Refugee & Immigration Services
- **Verlena Stewart**, Community Building Institute of Middletown
- **Yvonka Hall**, Northeast Ohio Black Health Coalition

*Buckeye has helped our clients have access to healthcare services — helping them navigate, helping them with transportation and helping them understand what benefits and resources they have access to.*

—  
**Melissa Miller**,  
Community Refugee  
& Immigration Services



## Long Standing Partner Award

- Aultman Health System
- Cincinnati Health Department
- Lower Lights Health
- Mercy Health St. Vincent Medical Center
- Public Health - Dayton & Montgomery County

*Lower Lights Health enjoys partnering with Buckeye because it helps our patients achieve better health outcomes more quickly, especially by improving access to healthy food.*

—  
**Kay Wilson**,  
Lower Lights Health



## Social Determinants of Health Award

- Bundled with Love
- Junction Family Pharmacy
- Montgomery County Office of Reentry
- Strategies to End Homelessness
- Summit Community Public Health

*Buckeye helps add to our stability resources so that people can thrive in their environment. Because of Buckeye, people have more resources connected to them and they can feel more stable in their housing.*

—  
**Jamie Hummer**,  
Strategies to End Homelessness





# Buckeye's Self-directed Care Program

Buckeye empowers MyCare Ohio waiver members to manage their own in-home services, including personal care, meal preparation and housekeeping.

## Allie's Story: Independence Restored

After a spinal cord injury left Buckeye member Allie relying on inconsistent home-health providers, she enrolled in Buckeye's self-directed care program. This empowered her to choose and manage her own caregivers to greatly increase her independence and peace of mind. Buckeye helped Allie hire a trusted aide who provides steady daily support and helps her stay in control of her routine. Allie's experience shows how self-directed care improves quality, safety and everyday confidence for members.

**SCAN TO WATCH**

Allie's Mission Moment Story



*I wanted to have a say in who was coming to my house and when and for what purpose — I am now able to curate this. Self-directed care has put me back in the driver's seat, steering my life in the direction I want to go.*

—  
**Allie**, Joined Buckeye MyCare in 2024



*When I first met Allison, she would call me almost in tears because providers weren't showing up. Now she has people she can depend on, and she's really regained that sense of independence. When I get a text from her that just says, 'Thank you for what you do,' it really makes a difference.*

—  
**Nicole Luckadoo**,  
Buckeye Manager of Population Health & Clinical Operations



*Self-directed care has given me an enormous sense of ownership. It's me telling you how to help me live my life.*

—  
**Allie**, Joined Buckeye MyCare in 2024



# Access to Care

Health challenges rarely exist in isolation. Buckeye partners with members and communities across Ohio to address the social drivers (SDOH) that most impact health — such as stable housing, reliable transportation and access to food — while also advancing pathways to gainful, meaningful employment.

During stops at **16 locations throughout the state**, Buckeye's **HealthConnect Mobile Unit** brought preventive care services, health screenings and community resources directly to local neighborhoods. The mobile unit gave members access to needed and essential health services.



Buckeye launched the **Healthy Homes** partnership with Summit County Public Health and the Akron Summit Community Action Pathway Hub to help children ages 5 to 17 manage their asthma. The program helps families address housing concerns, reduce asthma triggers and get needed equipment to support asthma care. Staff also offer peer coaching and connect members to community resources.



Since the program launched, **52 members completed their first home visit**, leading to a **75% decrease in asthma-related ER visits** and an **87% reduction in associated costs**.

Our **Health Equity Coordinators** help members overcome everyday challenges that drive health outcomes; including housing, food access, transportation, education, employment and utilities. Our workforce programs focus on real economic opportunity, not just job readiness, because lasting health requires both stability and purpose. In 2025, **Buckeye Health Equity Coordinators connected 40.4% more members** from the previous year with local organizations and resources to address immediate needs, reduce health disparities and support long-term stability. The team also **identified 3,205 SDOH needs for Buckeye members** and utilized a network of community agencies and value-added benefits to deliver social services and close social need gaps for members.



# Workforce Opportunity

## BuckeyeWorks

**Buckeye Works supported more than 40 members by engaging them in meaningful skill building, workforce navigation and connection to employment resources.**

Through collaboration with local workforce boards and community partners, members received connection, training opportunities and holistic supports to address social drivers of health, helping them successfully prepare for and sustain participation in the workforce.

**Pilot Counties:** Franklin, Cuyahoga, Stark, Tuscarawas, Hamilton



We also partner with the Ohio Department of Medicaid and OhioMeansJobs through the **Meaningful Employment for Medicaid Enrollees (MEME)** pilot to outreach and engage just under **1,000 eligible Medicaid members** to provide opportunities to gain access to information and supports to overcome barriers to employment. The program connected members with workforce resources and pathways toward gainful and/or more meaningful employment in preparation for workforce requirements set to launch in 2027.

**Pilot Counties:** Clark, Fayette, Marion (2025 only), Scioto

**Buckeye Educates** helps members work toward earning their GED by providing a dedicated advisor, online coursework and a voucher for GED testing. The program supports members in reaching educational goals and opening new pathways to employment.



# Essential Supports for **Health**



**Buckeye Front Steps** helps address food insecurity by delivering nutritious, ready-to-eat meals directly to members' homes. Meal deliveries supported more than **240 members facing immediate food needs** or recovering from hospitalization, postpartum discharge or chronic health conditions.



**SOAR (SSI/SSDI Outreach, Access and Recovery)** helps members who are experiencing or are at risk of homelessness access disability income benefits through the Social Security Administration. Buckeye Transition Specialists support members through the application process to help secure income stability and pathways to housing when eligible.

**Pathways HUBs** coordinate care through Community Health Workers who connect members with local services and resources. Buckeye was the first health plan in the nation to partner with the HUBs. In 2025, more than **24,500 pathways to care were closed** for members to address their medical, social services, education and employment needs, among others.





# Support for Healthy Pregnancies and Babies

Buckeye helps members live healthier lives at every stage, from supporting healthy pregnancies and infants to expanding preventive care and coordinated health support across Ohio.

## Supporting Members Early in Their Pregnancy

Buckeye encourages providers to alert us about a pregnancy as early as possible through a Perinatal Risk Assessment Form (PRAF). Our care coordination team reaches out to every member with a PRAF to further assess and address their needs. This supports a healthy pregnancy from the start.

### In 2025, Buckeye:

- Processed **6,108 PRAFs**
- Identified **3,168 needs**
- Provided additional support for **679 members after pregnancy**

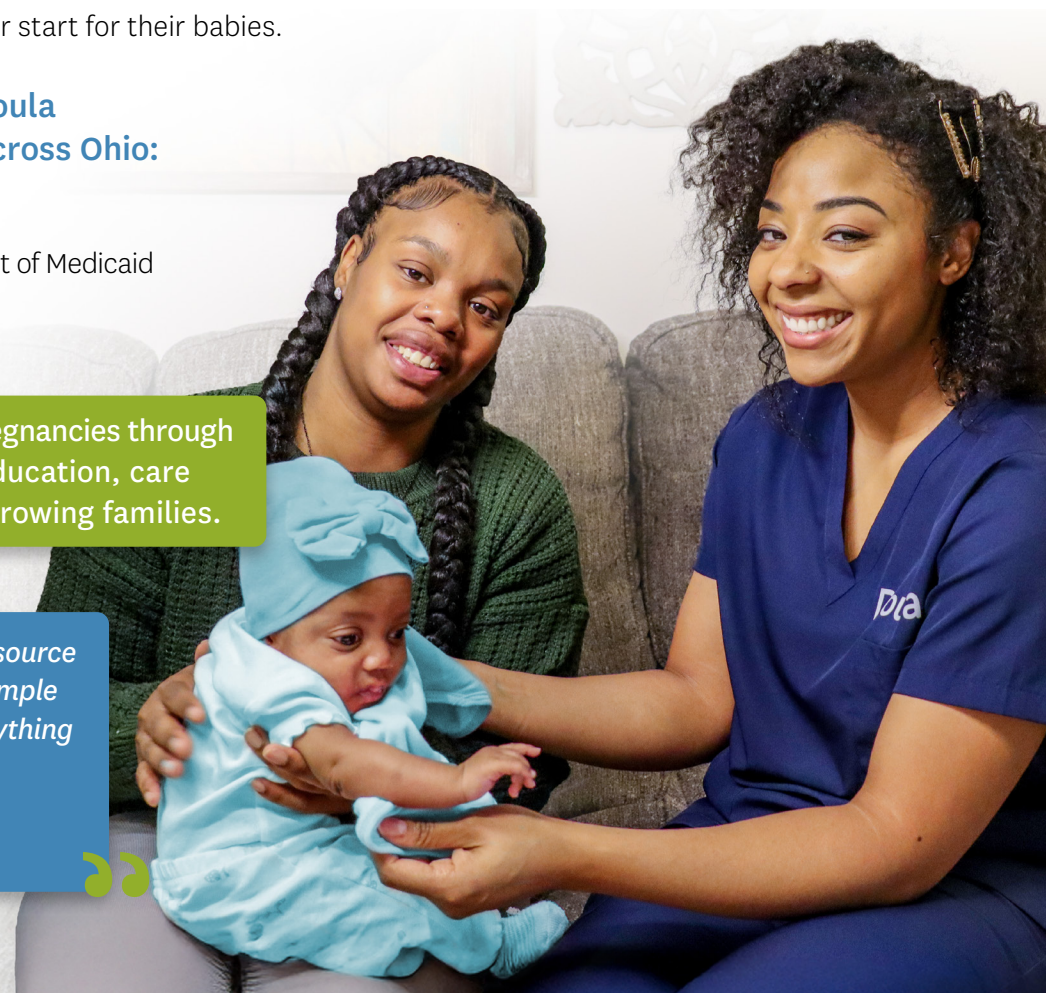
## Ohio’s Maternal and Infant Support Program (MISP)

We participate in **Ohio’s Maternal and Infant Support Program**, an Ohio Department of Medicaid initiative designed to improve outcomes for pregnant members and infants. Through clinical care coordination and partnerships with providers and community organizations, we connect high-risk mothers with the services and support they need for healthier pregnancies and a stronger start for their babies.

## Buckeye Continues to Expand Doula Services to Support Members Across Ohio:

- **212** State of Ohio certified doulas
- **129** enrolled with the Ohio Department of Medicaid
- **79** contracted with Buckeye

Buckeye also supports healthy pregnancies through programs designed to provide education, care coordination and resources for growing families.



“ I provide emotional, physical and resource support for my clients. The goal is simple — healthy mom, healthy baby. Everything I do is to help us get there together. — Erika, Certified Doula ”

# Kiewanna's Story: Support When It Mattered Most

Buckeye covers certified doula services to support members before, during and after birth to help new moms feel confident and capable of caring for themselves and their baby. When Buckeye Medicaid member Kiewanna faced the possibility of delivering her baby without family by her side, her Buckeye Care Manager connected her to Buckeye's doula services.

*Having that care manager as a point of contact at Buckeye is extremely important. No navigating phone trees. If Kiewanna had a question, I immediately responded just like a friend would. That's one thing that's really great about working for Buckeye; we have that connectivity and the ability to get back with members right away.*

—  
**Kendra Batdorf**, Buckeye Care Manager

*Having my doula, Erica, in my delivery made me feel more encouraged and brave. I wasn't alone.*

—  
**Kiewanna**, Joined Buckeye in 2006

**SCAN TO WATCH**  
Kiewanna's Mission  
Moment Story



# Committed to **Health Education**

Buckeye Medical Directors serve as trusted resources for health information. They participate in developing an ongoing series of health topics used in “Talk with a doc” videos, as well as health tip cards, website content and articles to address our members’ questions and information needs. In addition, they participate in media interviews and public outreach events throughout the year.

Buckeye Medical Directors participated in **18 media interviews in 2025**, reaching community members across the state. They discussed a wide range of health topics, including:

- Preventive health and healthy living
- Chronic disease and heart health
- Maternal, family and children’s health
- Mental health, aging and substance use
- Member preventive health initiatives



We continue to improve health outcomes by helping members access essential health services.



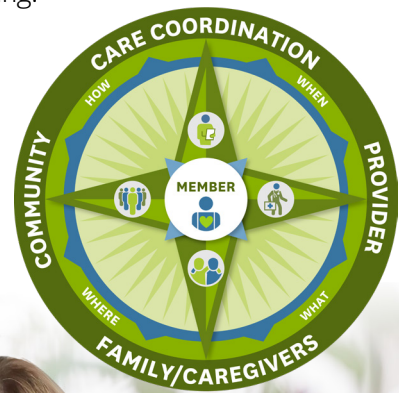
# Care Navigation and Support

Helping members stay healthy also means ensuring they can navigate the healthcare system and access the services they need. Buckeye's care coordination programs provide personalized support to address both medical and social needs.

Our **Care Coordinators** work closely with members living with chronic health conditions to coordinate care and improve health outcomes. At the same time, our **Care Guides** provide individualized support to help members navigate everyday challenges that affect their health and well-being.

## In 2025, our Care Coordination Team:

- Supported **2,100 members** in successfully completing a well visit
- Assisted **3,792 members** in completing recommended wellness screenings



# The Value of **Managed Care**

## Managed Care for All Ohioans

Managed care's value is reflected across Buckeye's lines of business, each designed to meet members' needs at different life stages, with coordinated support.

### Medicaid

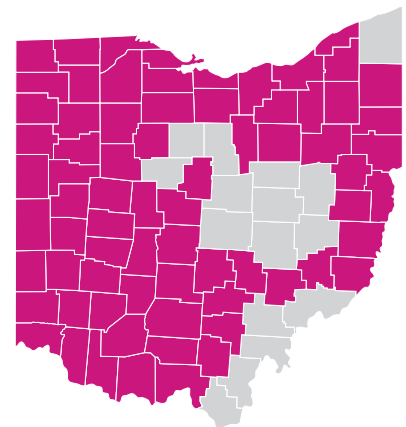
Provides coordinated, whole-person care for children, adults and families, with a strong focus on prevention, chronic condition management and social support.



Visit [bit.ly/BHP25-CIR-Medicaid-Map](https://bit.ly/BHP25-CIR-Medicaid-Map) or scan the QR code for more information.

### Marketplace

Offers affordable coverage options that help individuals and families stay insured, access care and maintain continuity during life changes.

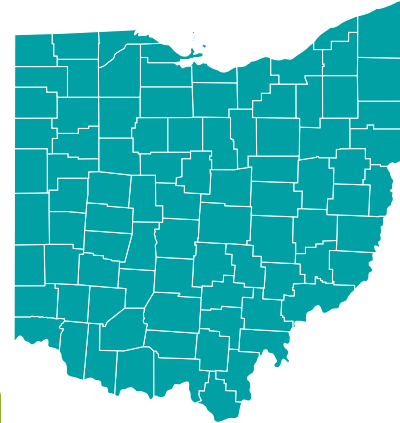


Visit [bit.ly/BHP25-CIR-Marketplace-Map](https://bit.ly/BHP25-CIR-Marketplace-Map) or scan the QR code for more information.



### Medicare

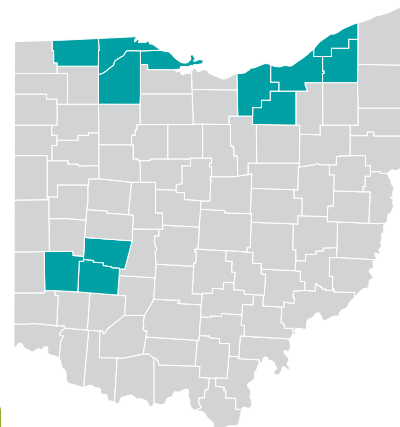
Supports older adults with comprehensive benefits, care coordination and programs that promote independence, safety and quality of life.



Visit [bit.ly/BHP25-CIR-Medicare-Map](https://bit.ly/BHP25-CIR-Medicare-Map) or scan the QR code for more information.

### Next Generation MyCare Ohio

Integrates medical, behavioral and long-term services for individuals who qualify for both Medicare and Medicaid, helping members maintain choice, independence and stability.



Visit [bit.ly/BHP25-CIR-NGMO-Map](https://bit.ly/BHP25-CIR-NGMO-Map) or scan the QR code for more information.

### Care That Connects People, Providers and Communities

Managed care is ultimately about **connection** — helping people get the care they need, when they need it and making sure no one has to navigate the healthcare system alone. At Buckeye, we work closely with members, providers and community partners to remove barriers, coordinate care and support better health across Ohio.



Our veterans are taught to be tough. They're not taught to ask for help. Our job in partnering with Buckeye is to be able to see what levels of support we can combine to offer veterans in our community.

— **Dan Willis**, Central Ohio Stand Down



Partnering with Buckeye means access to resources and a collaboration towards better health and well-being for our neighbors.

— **Cheryl Wooten**, Heart Food Pantry

