



Quick tip for **parents**

Your kids should see a doctor once a year for a well-child visit, or checkup. Don't wait until they are feeling sick. A doctor's visit when they are well can help ensure they are growing strong and healthy.

Your child's needs may change as he or she grows. If your teen is seeing a pediatrician, it may be time to change to an adult doctor.

Talk with your child's current doctor, who can help you decide if your child needs a new doctor. He or she can help make sure there are no breaks in your child's care.

Buckeye Health Plan can also help members find the right doctor for their needs and make an appointment. Call Member Services at **1-866-246-4358**.

Brush, rinse, floss and ... schedule a dental exam

Prepare your smile for summer days and photo opportunities at the pool, park or on vacation. Routine oral exams and teeth cleanings are important and they are free!

Your Buckeye Health Plan dental benefits are through Dental Health & Wellness. Dental benefits cover two periodic oral exams and cleanings per year—and that means no charge to you! These exams are a good time to ask about sealants on your back molars, which can prevent future dental decay.

Don't delay! Call today to schedule your dental appointment. Buckeye's Member Services (**1-866-246-4358** or TTY **1-800-750-0750**) can help you find a Buckeye-approved dentist. We can also help you get to your appointment if you need it.

What is **case management**?

The case management team is made up of nurses and social workers. They can lend a hand if you are living with a long-term, difficult illness. They can help you stay healthier if you have a chronic condition, like cancer or diabetes.

Case management can:

- Help you find doctors and other providers

- Help you get services that are covered by your plan, such as medical equipment or home health care
- Work with your doctor to help you stay healthy
- Show you resources in your community

This is not required. If you are interested, you or your doctor may refer for it. Call **1-866-246-4358**.



YOU HAVE RIGHTS AND RESPONSIBILITIES

As a member, there are things you can expect from your health plan. There are also things your health plan expects from you. These are called rights and responsibilities. We list some here. You can read all of them in your member handbook.

Here are some of your rights as a member:

- Getting all services that we provide
- Being treated with respect
- Knowing that your medical information will be kept private
- Being able to get a copy of your medical record
- Being able to ask that your record be corrected if needed
- Being able to file an appeal, a complaint or state hearing

Some of your responsibilities include:

- Asking questions if you don't understand your rights
- Keeping your scheduled appointments
- Having your ID card with you at your appointments
- Getting in touch with your primary care physician (PCP) first if you have a medical need that isn't an emergency
- Telling your PCP if you had care in an emergency room

Call Member Services at **1-866-246-4358** if you need a paper copy of the member handbook.

Find out if your medication is covered

The formulary is the list of drugs that Buckeye Health Plan covers. It is also called a "Preferred Drug List" (PDL). You can find the latest list at www.buckeyehealthplan.com/for-members/pharmacy/pdl-quick-reference-guide/.

You can also call **1-866-246-4358** to find out if a drug is covered. And remember: Your pharmacist can help you understand your medications.

Renew your Medicaid benefits!

Remember to renew your Medicaid benefits with your local Department of Job and Family Services (JFS). You will continue to get your benefits through Buckeye Health Plan when you renew. If you do not renew, you will lose Medicaid and Buckeye health coverage.

Here is how to renew:

1. The Ohio Department of Medicaid will send you a form when it is time to renew Medicaid coverage.
2. Then, choose one of these options:

ONLINE: This is the fastest way! If you applied for Medicaid online, go to www.benefits.ohio.gov and click “Renew my benefits” to get started.

IN PERSON: Visit your Jobs and Family Services County Office. Find it

here: jfs.ohio.gov/county/county_directory.pdf. Buckeye can help you with transportation to the county office. Call Member Services at **1-866-246-4358** two business days before you need a ride to your appointment.

BY MAIL: Fill out the form you get from the Ohio Department of Medicaid and mail it right away to your county Jobs and Family Service office. Find the address here: jfs.ohio.gov/county/county_directory.pdf.

Do you have questions? Visit your local Job and Family Services office. Or go to www.benefits.ohio.gov. Or call **1-800-324-8680**.

Buckeye covers families and children, as well as the aged, blind and disabled, in all 88 Ohio counties.



Checkups for children

Don't forget that little ones in your care need regular well-child exams. These help them stay healthy. Healthchek exams are free with your Buckeye Health Plan membership. Just call your Buckeye primary care physician to schedule a Healthchek exam.

Healthchek exams include:

- Immunizations
- Physical, vision and hearing exams
- Nutritional education and support
- Mental health assessment

You could win a prize! When your child has a well-child visit this year, his or her name will be placed in a

drawing for a chance to win your choice of gift cards. And don't forget about your CentAccount money, depending on your child's age.

CHECK IN with your teen

It's important to take the time to check in regularly with your teen. Listen carefully to what your child says. Ask questions. Let them know you care.

A good conversation may come from a simple question. Peer pressure, sexual pressure, bullying, stress and other health issues are topics that they should talk about with an adult.

If your teen is healthy, you might think that he or she does not need to see the doctor. But teens need yearly checkups. At checkups, teens can talk with their doctor about nutrition, exercise, safety and other health concerns. If they learn to go to the doctor regularly and even when they're feeling fine, they will most likely continue these habits.

Adolescent well-exams are free! Buckeye even pays members for going to their checkups. Review your CentAccount benefits in your member handbook or at www.buckeyehealthplan.com.

What is HPV?

Millions of people carry HPV or human papillomavirus. HPV is a virus that causes warts. Since it is hard to detect, many people do not know they have it. Some types of HPV can cause cervical cancer. Both men and women can be infected.

There is an HPV vaccine that protects you and helps prevent the virus. The vaccine is a set of three different shots given at three different times. It is recommended for boys and girls between ages 9 and 13—including those who are not sexually active.

Helpful tips:

- Schedule regular Pap and HPV tests. Discuss your schedule with your health care professional.
- Use condoms every time you have sex.
- Get the HPV vaccine.

Chlamydia can be **treated**

Chlamydia is a common STD that can be easily cured. If you leave it untreated, chlamydia can cause permanent damage to a woman's reproductive system, making it difficult or impossible to get pregnant. If you are pregnant when you have chlamydia, you can give it to your baby during delivery.

How do I know if I have chlamydia?

You may have no symptoms.

WOMEN:

- An unusual vaginal discharge
- Burning when urinating

MEN:

- A discharge from the penis
- Burning feeling when urinating
- Swollen or painful testes

RECTALLY—MEN AND WOMEN:

- Many times no symptoms
- Rectal pain
- Bleeding
- Discharge

Tell your doctor about any unusual sores or smelly discharge.

Protect yourself and the ones you love:

- 1.** Use latex condoms the right way every time you have sex.
- 2.** Limit the number of sexual partners you have.
- 3.** If you are sexually active and 16-24 years old, please get tested yearly. Screenings are done with a blood test or a cotton swab of vaginal fluid.

Go to the Centers for Disease Control and Prevention (CDC) for more information: www.cdc.gov/std/chlamydia/stdfact-chlamydia.htm.

Are you sexually active? Then you should understand how to prevent and treat sexually transmitted diseases (STDs). Anyone having unprotected sex (vaginal, anal or oral) is at risk. Sexually active young people and those with new or multiple partners are at a greater risk.





Tips for taking your medication

Sometimes, it's not easy to remember to take your medication, but it's very important that you do. Your medication will only work if you take it exactly as you're supposed to.

If you have high blood pressure ("hypertension"), medications can lower your blood pressure and help stop serious health conditions, including heart attack, stroke, kidney disease and congestive heart failure. If you have diabetes, medications control your blood sugars and help stop blindness, heart attack and/or kidney failure. If you have high cholesterol, taking your medications will lower your cholesterol and help prevent very serious health problems, including heart attacks and stroke.

FACTS ON ZIKA

The Zika virus is passed through mosquito bites. It has appeared in Brazil, Africa, Southeast Asia, and Pacific Islands. There are no transmitted cases by mosquitoes in the continental U.S., but there has been transmission of the virus in Puerto Rico. There was also a case of it being sexually transmitted in Texas. This case was confirmed by the Centers for Disease Control and Prevention.

Signs and symptoms when they do occur include a sudden fever, rash, joint pain and conjunctivitis. Other symptoms include muscle pain and headache. Most people who are infected have no symptoms. The illness is usually mild, with symptoms lasting for several days to a week. There is a low chance of dying from the infection. Treatment usually includes rest, fluids and antifever meds.

There is a possible connection between babies born with very small heads and their moms having a Zika virus infection.

Prevention is most important for people traveling to or returning from areas where the virus is causing a lot of illness. Anybody who has sex with people who have been in affected areas should use a condom.

5 TIPS for remembering to take your medication:

1. Keep medications where you'll notice them. If your medication should be taken with food, place it on your dinner table or TV tray—wherever you eat on a regular basis. If there are medications you need to take in the morning, keep them in your bathroom, next to your toothbrush, deodorant or something that you use as part of your morning routine.
2. Use daily dosing containers. These let you keep medications in compartments that are labeled with the days of the week and various dosage frequencies. They are available at most pharmacies.
3. Keep your prescriptions filled. Many pharmacies can enroll you into auto-fill, which means your medication will get filled automatically every month. They will also call you to remind you that it has been filled.
4. Ask your doctor to write 90-day prescriptions. Many prescriptions are available in 90-day supplies. Please visit www.buckeyehealthplan.com/for-members/pharmacy/maintenance-drug-list/ for a complete list.
5. Talk with your health care professional. If medication side effects are bothering you, talk with your doctor or pharmacist about what you can do. Your doctor may be able to change the medication or adjust your dosage.

Asthma questions and answers

What is asthma? Asthma is a disease that affects your breathing and your lungs. It can make it hard to breathe. An asthma “attack” occurs when your airways are inflamed. This causes swelling in the lining of your breathing passages. This swelling can make it hard to breathe. You wheeze and cough. It is natural to feel distress during these attacks.

Is all asthma the same? No. There are different levels of asthma and they are based on symptoms.

- Mild intermittent: Occasional symptoms. You may have trouble breathing 2 or less times a week. You can control your symptoms easily with medication. There are no symptoms between attacks.
- Mild persistent: You have symptoms more than 2 times a week. You have a couple nighttime attacks per month. Symptoms may affect your activity level.
- Moderate persistent: Daily symptoms. You also have one or more nighttime attacks per week. You may need a short-acting bronchodilator every day. The symptoms affect your activity level.
- Severe persistent: Ongoing symptoms. Your symptoms occur every day and they are hard to control. Your asthma affects what you can do and your daily life.

Is asthma serious? Yes. Asthma can be serious, even with treatment. People die from it every year.

What causes asthma? The cause is not known. But people with asthma have chronic airway swelling. And certain things make their airways swell more. These are called “triggers.” These include tobacco smoke, polluted air, perfumes and cleaning products, dust, animals, stress, physical activity, medications, infections, and weather

Are there things that put me at risk for getting asthma? Yes, there are risk factors

for asthma. Smoking is a major one. Allergies, viral infections, and exposure to mice and cockroach waste also put you at risk.

Why is it important to treat asthma? Patients who do not control their asthma usually get worse. The chronic swelling in the airways can also cause permanent damage. This may lead to chronic obstructive pulmonary disease (COPD).

How is asthma treated and controlled? Work with your doctor to manage your asthma or your child’s asthma. This involves:

- Treating other conditions that interfere with your asthma
- Avoiding things that worsen your asthma
- Staying active. Exercise may trigger asthma symptoms, but it is an important part of being healthy. Talk with your doctor about ways to be active that work for you.
- Having an action plan. This is a plan to guide you on taking your medicines properly and tracking your level of asthma control.

What are the different types of medications?

There are 2 types of medicines:

1. Long-term medicines, which help reduce inflammation and prevent asthma.
2. Quick-relief medicines, which help ease the symptoms of an attack. These are also called “rescue” medicines.

You should not use quick-relief medicines in place of the long-term medicines. Talk with your doctor if you are using your quick-relief medicine often.

Your level of asthma control can change over time. It can change with seasons. It may change in your home, school or work environment. You and your doctor can work together to adjust your medication to keep your asthma under control.

Is having a ‘smoke-free’ environment really that important?

Yes! Secondhand smoke causes serious health issues over time, as well as harmful effects right away! Listed below are some health problems caused by or related to being in a smoke-filled environment:

- Secondhand smoke can cause cancer.
- Secondhand smoke makes it more likely to have heart disease.
- Secondhand smoke causes kids who already have asthma to get more frequent and severe attacks.
- Kids whose parents smoke around them get bronchitis and pneumonia more often.
- Kids that are around secondhand smoke are more likely to get ear infections.
- Babies have even a higher risk for serious health problems.

Where can I find help?

- You can talk to your doctor or nurse about being “smoke-free.”
- Call the National Cancer Institute: **1-877-44U-QUIT (1-877-448-7848)**. Or in Ohio, call **1-800-QUIT-NOW (1-800-784-8669)**.
- Visit **BeTobaccoFree.gov**, **Smokefree.gov**, **Cdc.gov/tobacco**.
- Go to a local clinic or hospital and ask about groups of people who meet together to stop smoking.
- Medications are sometimes given to people who have a smoking problem. Some people (after talking to their doctor) wear a nicotine patch or use nicotine gum or nicotine lozenges. Sometimes, taking a prescribed pill by a doctor (for example, Wellbutrin or Chantix) can help.

Say no to tobacco!

If you don’t use tobacco, don’t start! Listed below are ideas for you when asked to share or use tobacco products by anyone, even your friends:

1. No, thanks, I don’t smoke.
2. I quit 6 months ago.
3. I am allergic to smoke.
4. I am trying to get my parents to quit.
5. I don’t want my hair and clothes to smell bad.
6. My friends/parents would kill me!
7. I want to save my money.

Be firm but polite. Be confident in what you say and how you stand. Don’t back down, no matter how many times they offer. If you feel uncomfortable, walk away. This is not a sign of weakness.

Do you want to quit?

Choose a reason that is strong enough to stop the habit. You need a powerful, personal reason to quit.

Maybe the thought of cancer scares you. Or maybe you’d like to look or feel younger.

Your family is another good reason to quit.

You want to protect them from secondhand smoke. And you want to have a long healthy life to see them grow.



SMOKING COSTS

If you smoke 10 cigarettes per day and quit tomorrow, after a month you could save about \$100.

If you smoke a pack of cigarettes per day and quit tomorrow, after a month you could save about \$200.



Change to this newsletter

Starting with this issue, we will post all of our newsletters online and mail them two times a year. Visit us at www.buckeyehealthplan.com.

4 ways we can help you

- 1. Tools to help you live healthier.** Disease management is a way we help people with chronic diseases like diabetes or asthma. You can also talk to your doctor about programs that can help you.
- 2. A ride to your appointments.** Call Member Services at least 48 hours before your appointment.
- 3. Help making health appointments.** Member Services can search for doctors and make appointments for you.
- 4. Paper copies of information.** We can send you a paper copy of anything you see on our website, www.buckeyehealthplan.com.

Call Member Services at **1-866-246-4358** to learn more about how we can help you live healthier and to understand your benefits.



Don't forget to connect with Buckeye!



To receive a paper copy of any information referenced in this newsletter or on the Buckeye website, please call Buckeye's Member Services department.

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Information regarding Buckeye's 2016 Quality Improvement Program Description is available for review upon request.