



Cold or flu? Get the right care

When you feel sick, you want to get better fast. Over-the-counter medicine can treat cold or flu symptoms such as headaches, sore throats and fevers. It may be tempting to ask for antibiotics. But antibiotics do not work against viruses. Viruses cause colds, the flu, and most sore throats and cases of bronchitis.

An annual flu shot can help you avoid the flu. Everyone over 6 months of age should get the shot. It is available at no cost.

You can also stay healthy by washing your hands often. Use soap and warm water. Cover your mouth and nose when you sneeze. Avoid contact with people if they are sick.

If you need help getting a flu shot, call Member Services at **1-866-246-4358** or check the website at **www.BuckeyeHealthPlan.com**.

We care about quality

We want to improve the health of all our members. Our Quality Improvement program helps us do this. We check how we are doing by setting goals for quality. We also review the quality and safety of our services and care.

Learn more and see how we're doing at **www.BuckeyeHealthPlan.com**. You can also ask for a paper copy of a report. Call **1-866-246-4358**.

Your time matters

How long can you expect to wait for your healthcare appointment? Buckeye Health Plan works with providers to set standards for wait time.

- For routine care, you will be seen within 28 days.
- For urgent care, you will be seen within 24 hours.
- For specialty care, you will be seen within 14 days.
- In a true emergency, you will be seen immediately.

We are here to help

Buckeye can help you with many things. Call **1-866-246-4358** if you:

- Have questions
- Need help finding a doctor or getting an appointment
- Need help getting to appointments
- Need a copy of your handbook
- Would like a paper copy of anything in this newsletter or on our website, **www.BuckeyeHealthPlan.com**



Preventive care for women

Screenings help doctors spot health problems early. With proper treatment, they can also prevent future health problems. Here are three conditions women should be screened for:

- 1. Breast cancer.** Mammograms are X-rays that look for cancer.
- 2. Cervical cancer.**
 - Pap tests check for cancer in your cervix or uterus.
 - HPV tests look for human papillomavirus. The virus is a main cause of cervical cancer.
- 3. Chlamydia.** This infection is passed from person to person during sex. It may not cause symptoms, but it can lead to health problems if left untreated.

Talk to your doctor about what tests you need. You may need some tests every year. If you need help finding a provider or getting an appointment, call us at **1-866-246-4358**.

New technology

Your health is important to us. Buckeye Health Plan watches for the latest in medical care. This may be new medicine, tests or surgeries. We also make sure new treatments are safe. Buckeye Health Plan has a team of doctors that reviews new medical care for people

with certain illnesses. The team checks information from other doctors and scientific groups. The new medical care is then shared with Buckeye Health Plan's doctors. This allows Buckeye Health Plan's doctors to give you the most fitting and current types of care.



What is **depression**?

Depression is a mental illness that affects your thoughts and feelings. It can cause problems in your everyday life.

It can make you feel sad or down for no reason. You may lose interest in things that normally make you happy. You may lose interest in sex. You may either gain or lose weight. You may have problems concentrating and get angry for no reason. You may have less energy than normal and have problems sleeping. You may feel worthless, like you do not matter to anyone. You may think about hurting yourself or other people.

Depression can be treated. Different treatments and medications can help. It is important to talk to your doctor about all your symptoms. Talk with your doctor, psychiatrist, therapist or caregiver about positive ways to deal with stress. Take all of the medications every day as directed. Try to get involved in activities you enjoy or start a fitness program. You could go shopping with friends, watch a movie or go to church. Try to spend time with other people.

Listen to your family members and friends. Talk to your doctor if they are concerned about you. Keep away from alcohol and street drugs. Join a support group to talk to other people with depression.

Call your doctor if:

- You are worried, anxious, sad or think about hurting yourself or others.
- Your mood is not getting better after a few days.
- You are unable to sleep or are sleeping too much.
- You are losing or gaining weight.
- Your friends or family are telling you to seek help.
- You have questions about your medications.
- Something feels wrong, and you are not sure what to do.

You can also call the 24-hour Nurse Advice Line at **1-866-246-4358** (TTY/TDD **1-800-750-0750**) and select “nurse” at the prompt. Nurse advice staff members speak English and Spanish. For help in other languages, please ask for a translator when you call. You should call Buckeye’s Behavioral Health department at **1-800-224-1991** for help with questions about your emotional well-being.



BUCKEYE HEALTH PLAN
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1-866-246-4358
(TTY 1-800-750-0750)
www.buckeyehealthplan.com

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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
2017 Quality Improvement
Program Description is available
for review upon request.



envolve
Benefit Options

Preventing complications of diabetic retinopathy

Did you know that diabetic retinopathy is the most common cause of vision loss in people with diabetes? It is a leading cause of blindness in adults in the United States.

To lower your chances of complications from diabetic retinopathy, follow these tips:

- **Check your blood sugar regularly.** Help to keep your levels in line by eating a healthy diet and getting physical activity.
- **Make a yearly appointment with an eye specialist.** This can help with early detection and treatment of any problems.
- **If you see floaters, have blurry or double vision, or have pain in your eyes, make an appointment with your eye care specialist as soon as you can.** Do not wait for your annual exam to take action.

Contributed by Jill Scullion, OD, director of business development, Envolve Vision, Inc. Envolve Vision is a wholly owned subsidiary of Envolve Benefit Options, Inc.

PARTNERING WITH YOU:

CentAccount Rewards Program

As a valued member, your health is very important to Buckeye Health Plan. For this reason, we have created the CentAccount Rewards Program.

Earning rewards is easy. When you make certain healthy choices, reward dollars will be put on your CentAccount rewards card. If you are receiving your first reward, a card will be mailed to you. If you already have a card, the reward will be added to it. *In both cases, you MUST activate your card to use your benefit.* Call Member Services **1-866-246-4358** for help.

Earn rewards by completing the following activities:

- **Physical exam with your PCP:** Age 21 and older, with assigned primary care provider
- **Diabetic management:** Age 18 and older, all four diabetic tests must be done in the same calendar year: LDL-C, HbA1c, eye exam and nephrology
- **Flu vaccine:** September-April for ages 6 months-5 years and 50 and older
- **Mammogram**
- **Adolescent well care:** For each child ages 12-21 per year

The CentAccount Rewards Program is one of many ways we say thank you for being the best part of Buckeye Health Plan.



4349 Easton Way
Suite 400
Columbus, OH 43219

Statement of Non-Discrimination

Buckeye Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Buckeye Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Buckeye Health Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)

- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Buckeye Health Plan at 1-866-246-4358 (TTY 1-800-750-0750).

If you believe that Buckeye Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Buckeye Health Plan at the Appeals Unit, 4339 Easton Way, Suite 400, Columbus, OH 43219, 1-866-246-4358 (TTY: 1-800-750-0750), Fax 1-866-719-5404. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Buckeye Health Plan is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Language Assistance

English:

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-866-246-4358 (TTY: 711).

Spanish:

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-246-4358 (TTY: 711).

Chinese Mandarin:

注意：如果您说汉语普通话，我们可以为您免费提供语言援助服务。请致电 1-866-246-4358（听力障碍电传：711）。

German:

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-866-246-4358 (TTY: 711).

Arabic:

تنبيه: إذا كنت تتحدث اللغة العربية، تتوفر لك خدمات المساعدة اللغوية بالمجان.
اتصل بالرقم 1-866-246-4358 (الهاتف النصي: 711)

Pennsylvania Dutch:

Wann du Deitsch (Pennsylvania German / Dutch) schwetzsch, kansch du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: 1-866-246-4358 (TTY: 711).

Russian:

ВНИМАНИЕ: если вы говорите на русском языке, вам доступна бесплатная языковая поддержка.
Звоните 1-866-246-4358 (телетайп (TTY): 711).

French:

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.
Appelez le 1-866-246-4358 (ATS : 711).

Vietnamese:

CHÚ Ý: Nếu bạn nói tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.
Gọi 1-866-246-4358 (TTY: 711).

Oromo:

XIYYEEFFANNAA: Tajaajila gargaarsa Afaan Oroomiffa dubbattu, kanfaltiidhaan ala ni argama.
Bilbilaa 1-866-246-4358 (TTY: 711).

Korean:

참고: 한국어를 구사하시는 분은 무료로 언어 지원 서비스를 이용할 수 있습니다.
1-866-246-4358 (TTY: 711)로 전화하십시오.

Italian:

ATTENZIONE: Se lei parla l'italiano, può avvalersi dei servizi di assistenza linguistica gratuiti.
Chiamare il numero 1-866-246-4358 (TTY: 711).

Japanese:

注意: 日本語話者の方向けに、無料で言語サービスをご提供しております。以下の電話番号にて問い合わせください。
1-866-246-4358 (TTY: 711)

Dutch:

LET OP: Als u Nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten.
Bel 1-866-246-4358 (TTY: 711).

Ukrainian:

УВАГА: якщо ви розмовляєте українською мовою, до ваших послуг безкоштовна мовна підтримка.
Телефонуйте за номером 1-866-246-4358 (телетайп (TTY): 711).

Romanian:

ATENȚIE: Dacă vorbiți limba română, puteți beneficia de servicii de asistență lingvistică, gratuit.
Sunați la 1-866-246-4358 (TTY: 711).

Somali:

FIIRO GAAR AH: Haddii aad ku hadasho Soomaali, adeegyada taageerada luqadda oo bilaash ah ayaad heli kartaa.
Wac 1-866-246-4358 (TTY: 711).

Nepali:

ध्यान दिनुहोस्: तपाईं नेपाली बोल्नुहुन्छ भने भाषा सहायता सेवाहरू तपाईंको लागि निःशुल्क उपलब्ध छन्।
फोन गर्नुहोस् 1-866-246-4358 (TTY: 711).