

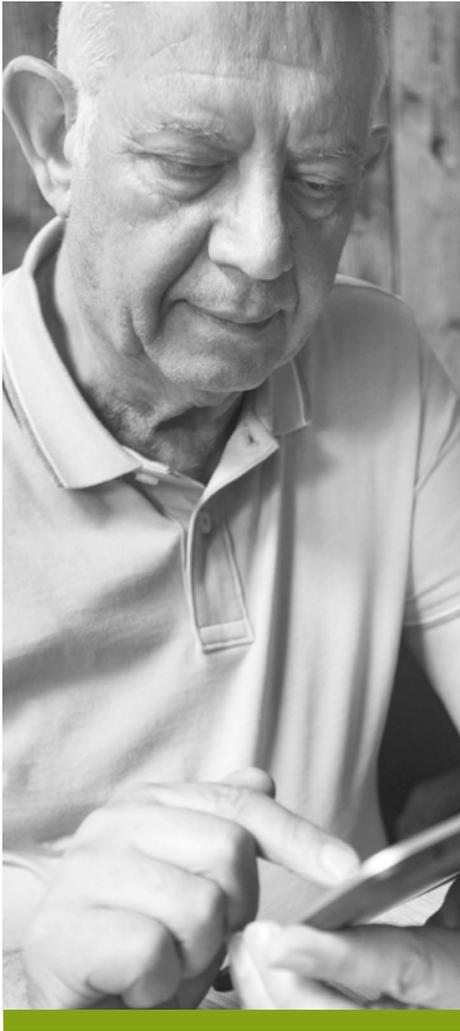


We can help you

Buckeye can help you with many things. We can help you get a paper copy of your Member Handbook or anything on our website, www.buckeyehealthplan.com.

We can also help you get rides to your medical appointments. We can connect you to help for your chronic diseases.

Call our Member Services at **1-866-246-4358** to learn about all the ways we can help you.



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.

What is covered?

Do you have a question about whether a service is covered? Our Utilization Management Department (UM) can tell you if a medical service is covered. UM may look at your health records and talk with your doctor.

UM decisions are based on:

- If the service is needed
- If the service works well
- If the service is right for you

UM does not make choices based on financial reasons. We do not reward doctors or staff for saying no to care. We want you to get the care you need, when you need it.

Do you have questions? Call us at **1-866-246-4358**.

We protect your personal information

We do all we can to guard your protected health information (PHI). By law, we must protect your health records.

You can read the complete Privacy Notice in your Member Handbook or on our website at **www.buckeyehealthplan.com**. Or call Member Services for a copy.

How to file an appeal

Buckeye Health Plan will send you a letter if we decide to deny or stop a service. If you disagree with a decision about coverage, you may send an appeal. An appeal is a request to change a decision made by Buckeye. When you file an appeal, we will look at the decision again. You can request an appeal by phone, in person or in writing.

Appeals must be sent within certain time frames. Review your Member Handbook or call Member Services at **1-866-246-4358** to learn more.

Are you **pregnant?**

Congratulations! We can help you. Call Member Services to enroll in Start Smart for Your Baby®, Buckeye's maternity program. You'll get support and education to help you and your baby stay healthy. Call **1-866-246-4358**.

Depression is an illness

Do you feel anxious? Tired? Very sad? If you have been struggling with feelings of depression for weeks, talk to your doctor. You do not need to suffer alone. Depression can be treated.

Buckeye offers behavioral health services. This includes help for depression and for drug or alcohol problems.

Talk with your doctor if you think you need help. Call **1-866-246-4358** if you need help finding a doctor. We can help you get the help you need.

Help your kids' health with checkups

Your kids need a checkup every year. The doctor will make sure that they are growing healthy and that they are up to date on vaccines.

Vaccines are shots that help protect kids from serious diseases. There are vaccines for polio, measles and chicken pox. Call us or go online to learn more about the shots your child needs. Go to **www.buckeyehealthplan.com**.

DON'T FORGET: Lead is dangerous for kids. It can cause learning and behavior problems. Children should have their blood tested for lead at 12 and 24 months.



Treating your back pain

Many people miss work because of lower back pain. For others, back pain affects how they function at home.

If your lower back hurts, you might think you need an X-ray or an MRI. (MRI is another name for magnetic resonance imaging, a test that uses magnetic wave energy to make pictures of inside your body.) Think again.

There are other options to try before getting tests. Your doctor will give you a complete physical exam and review your health history. Your doctor may suggest physical therapy or medication.

Doctors know that if a patient does not get better in six weeks, or if other problems are present, then X-rays are important to do. If your doctor believes you have nerve problems, broken bones or an infection, tests may be needed.

Many times, X-rays are not needed to get well. Treating pain with heat, over-the-counter pain pills, and physical activity can be very helpful. Plus, X-rays can be harmful if they are not necessary.

Talk to your doctor and do not get any X-rays if they are not recommended.

BUCKEYE HEALTH PLAN
4349 Easton Way
Suite 400
Columbus, OH 43219

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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BHP-MN-0080416



Information regarding Buckeye's
2015 Quality Improvement
Program Description is available
for review upon request.



Back-to-school **dental checkup**

Backpack? Well-child visit? Vaccines? Teeth cleaning? Don't forget any of these important things when planning for another successful school year.

Regular dental visits are key to a healthy mouth and beautiful smile. As part of your dental benefits with Buckeye Health Plan, two periodic oral exam and cleanings per year are covered free of charge.

Please call your Buckeye-approved dentist today to schedule your appointment.

If you need help finding a dentist, please call Dental Health & Wellness at **1-855-735-4395** or Member Services at **1-866-846-4358** (TTY **1-800-750-0750**). We can also help with transportation to your appointment.