

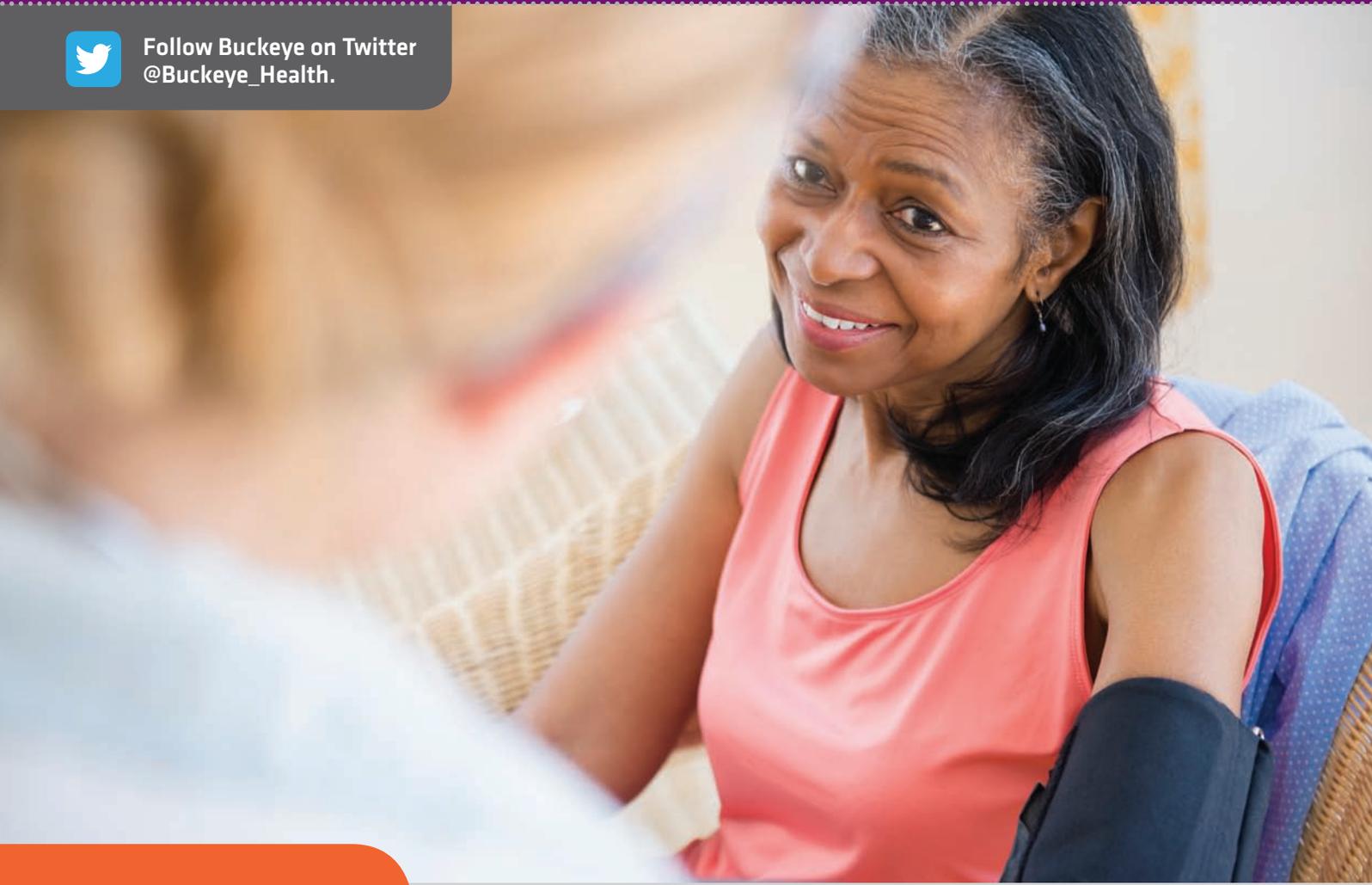
HEALTHY moves



WINTER 2015 | WWW.BUCKEYEHEALTHPLAN.COM



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¿Habla usted español?

Ingrese a www.buckeyehealthplan.com para ver este boletín en su idioma. Ingrese a www.buckeyehealthplan.com. Seleccione “Members” (Miembros), luego haga clic en “Member Newsletters” (Boletín para miembros) en la parte inferior derecha de la página.

Stay ahead of health problems

Preventive care is the best kind of care. It helps you and your doctor find problems before you feel sick.

Preventive care can include vaccines like the flu shot. It can also mean tests for cancer, like mammograms.

Seeing your doctor for a checkup is also preventive care. Your doctor will check your blood pressure, your weight and other signs of your health.

Children and teenagers need to have regular checkups. These are also called well visits.

Preventive care is covered. It does not cost you anything.

Are you due for preventive care? Talk with your doctor. Review your Member Handbook or check our website for a recommended preventive care schedule: www.buckeyehealthplan.com.



WE REVIEW NEW TECHNOLOGY

Buckeye Health Plan has a team that reviews treatments and technology. This group helps make sure members can get safe and effective care.

Your diabetes checklist

Managing diabetes takes work. But if you do it well, you can live a healthy and active life.

Use this tip list to help you manage your diabetes every day:

- ▶ Check your blood sugar levels, also called glucose levels. You and your doctor can decide on the best plan.
- ▶ Brush and floss your teeth twice a day. Poor dental health can cause your blood sugar to increase.

- ▶ Look at your feet. If you see blisters or sores, talk with your doctor.

You should see your doctor every 3 to 6 months. Your doctor will give you tests to check your overall health, including an HbA1c test. The HbA1c test compares your blood sugar levels over the last few months. You want to get a result of 7% or less.

Buckeye Health Plan can help you manage your diabetes. Call **1-866-246-4358** to learn more.

» **How are we doing? We set goals for how we manage diabetes.**

HEDIS MEASURE	HEDIS RATE	GOAL: NCQA %
HbA1c	77.95%	50th percentile 83.16%

Let's talk about your future

You have the right to make decisions about your care. What kind of care do you want if you cannot speak for yourself? State your wishes. An advance directive is a form that can help you do this.

There are two kinds of advance directives: a Living Will and a Medical Power of Attorney. Your doctor can help you complete one of these forms.

Keep the form in a safe place. Share the location with a trusted family member. Keep a copy with your doctor, too. Call us if you need more information about advance directives.

We are listening to you

Every year, we use a survey to ask our members how we're doing. If you filled out the survey, thank you! Your input shows us where we are doing well. It also shows us where we need to improve. Here are some key results:

BUCKEYE HEALTH PLAN SURVEY RESULTS		
Positive Results	2013	2014 GOAL
Treated with courtesy and respect by customer service staff	95.2%	95.4%
Obtained child's appointment with specialist as soon as needed	87.1%	89.2%
Areas of Improvement	2013	2014
Getting information/help from customer service	86.2%	79.9%
Rating of health plan	84.0%	75.4%

Behavioral Health and Wellness

Behavioral health refers to recognition, treatment and recovery from mental illness and substance use. This also includes basic mental health, when your ability to cope and manage day-to-day activities may be reduced.

There are some simple signs of mental health, including:

- ▶ Emotional well-being (happiness, satisfaction in life, peacefulness, etc.)
- ▶ Psychological well-being (self-acceptance, purpose, spirituality, etc.)
- ▶ Social well-being (positive relationships, community supports, role in society, etc.)

Poor mental health is sometimes brought on by rapid social change, stressful work conditions, gender discrimination, social exclusion, unhealthy lifestyle, risks of violence, and physical ill-health.

Signs that you may need some help with mental health issues include:

- ▶ Sudden changes in behavior
- ▶ Missing too much work or school
- ▶ Not eating or eating too much

- ▶ Not sleeping or sleeping too much
- ▶ Trouble focusing
- ▶ Spending a lot of time alone
- ▶ Being angry with everything and everyone

The person who is most important in identifying mental health issues is YOU. Speak with any of your health care providers about your mental health. Issues ignored or left untreated often get worse. Your provider will want to work with you to better understand your situation, your history, your current strengths and skills and develop a treatment plan with you. This information is valuable in developing the right course of action and is also protected health information that is kept private.

Cenpatico is the organization that manages your behavioral health benefits. Cenpatico's goal is to give you the support you need at any time. We can help you with finding providers, making referrals, keeping appointments and informational resources to support you and your family members.



HEALTHYmoves



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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 2015 Quality Improvement Program Description is available for review upon request.

INSIDE: Your diabetes checklist

Do you know your **benefits?**

There is a lot you can learn from your Member Handbook and our website, www.buckeyehealthplan.com. You can learn about:

- ▶ Covered and non-covered benefits
- ▶ How to find a doctor or other provider
- ▶ How to make a complaint or file an appeal

It is important to learn about your benefits so you can make the most of your health insurance.

Do you have questions? Or do you want a paper copy of your Member Handbook? We can help. Call Member Services at **1-866-246-4358**.

Are you pregnant?

Buckeye Health Plan wants to help you have a healthy baby!

If you are pregnant, call us and we'll send you a Start Smart for Your Baby® gift.

Call **1-866-246-4358** or
TTY **1-800-750-0750**.