



Mind, body and spirit

We want you to feel healthy in your body and mind. That is why we offer behavioral health services. These services can help you if you are depressed. They can help you if you have drug or alcohol problems.

We work with a company called Cenpatico Behavioral Health to offer:

- Evaluations
- Therapy
- Rehab
- Day treatment for adults and children

Do you want to learn more about behavioral health services? Call **1-866-246-4358**. You can also learn more at www.cenpatico.com.

Know what's covered

Do you have a question about whether a service is covered? Our Utilization Management (UM) Department decides 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.
- Do you have questions? Call Member Services at **1-866-246-4358**.

Stop the soda

You've probably heard that drinking soda can make you gain weight. But did you know that soda is also bad for your teeth? Sugar causes tooth decay. And citric acid, found in many sodas, can eat away at the surface of your teeth.

Take care of your teeth. Brush at least twice a day. See your dentist once a year. And skip the soda.

QUICK TIP:

Teen health

If your teen is healthy, you may think that he or she does not need to see the doctor. But teens need yearly checkups. Checkups let the doctor look for any hidden problems. The doctor can make sure your child stays healthy.



Are you a new parent?

Being a new parent can be hard. Your doctor can help. Ask any questions you have. Also be sure to stay up to date on immunizations. They can protect your baby from deadly diseases. Here are the vaccines to expect in the first 6 months.

3 FACTS about lead screening

1. In 1978, lead-based paint stopped being used in homes. Was your house built before 1978? Then there's a good chance you have lead on your walls.
2. In the U.S., there are a half-million kids under age 5 who have enough lead in their blood to damage their health.
3. Your child's doctor can test for lead poisoning using a simple, quick blood test.

VACCINES FOR YOUR BABY

BIRTH	1 MONTH	2 MONTHS	4 MONTHS	6 MONTHS
HepB HepB			HepB
		RV	RV	RV
		DTaP	DTaP	DTaP
		Hib	Hib	Hib
		PCV	PCV	PCV
		IPV	IPV	IPV
				Influenza

VACCINE DISEASE(S)

HepB	Hepatitis B
RV	Rotavirus
DTaP	Diphtheria, tetanus, pertussis
Hib	<i>Haemophilus influenzae</i> type b
PCV	Pneumococcus
IPV	Polio



Call your child's doctor to learn more about vaccines.

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 **1-866-531-0615** 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 online for answers at 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. We want to give you the quality care you need to stay healthy. Please don't forget to renew!

Caring for kids

Kids change and grow quickly. This makes it important for them to see the doctor every year. The doctor can check that your child is growing in a healthy way.

Don't wait until your child is sick. Schedule a well-child visit today.

Also: ask the doctor if your child is due for any immunizations. These are shots that help stop deadly diseases like measles.

YOUR PRIVACY IS IMPORTANT. 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.

Important information for Buckeye members

Do you need to follow up with your primary care physician after being seen in the emergency room?

You should always follow up with your primary care physician after discharge from the hospital. This will allow them to evaluate your recovery and response to treatment, and note any change in your condition or medications. Your chart will be updated to show any change in your medications. Always bring any instructions you were given and the medication list you received upon discharge from the emergency room with you for your follow-up appointment.

What if I don't have a family doctor?

It's important for you to select a primary care physician

so someone can be in charge of your care. Having a family physician may also save you unnecessary visits to the emergency room. Members who do not select a primary care physician upon enrollment are automatically assigned to a primary care physician by Buckeye per state requirements. You can select a family physician in several ways. Go to www.buckeyehealthplan.com to “Find a Provider.” You may also call Buckeye Member Services at **1-866-246-4358** or TTY at **1-800-750-0750** for help.

Depending on your healthcare needs, if you would prefer having a physician visit you in your home, we may be able to provide this service for you as well. Please inquire either with your care manager or with member services about this service that Buckeye offers.

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



How can we help you?

We can help you with many things. Just call Member Services at **1-866-246-4358** if you need:

- A paper copy of anything on our website, **www.buckeyehealthplan.com**
- Help finding a doctor
- Help making health appointments
- A ride to your appointments (Please remember to call at least 48 hours before your appointment.)

HOW TO TELL US IF YOU'RE UNHAPPY

Grievances and appeals are two ways to tell us you are not satisfied with your health care. We want to help you. Speak up with your concerns.

1. You may file a grievance if you are unhappy with the health plan, with care or with a provider.
2. You may send an appeal when you disagree with a decision about coverage. Buckeye Health Plan

will send you a letter if we decide to deny or stop a service. If you disagree with this choice, you can send an appeal.

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