

Find out about your benefits

Your benefits are the services Buckeye Health Plan (Buckeye) covers.

It's important that you understand your benefits. You can find out more about them in the member handbook. If you don't have a copy, we can send you one. Just call us at **1-866-246-4358**.

We can also help you make an appointment. We can help you find transportation to appointments. If you can't get to an appointment, let the provider's office know as soon as possible.

We offer interpreter services at no cost to members. An interpreter can help you find out more about your benefits. An interpreter can also help you during medical appointments. Call Buckeye Member Services at **1-866-246-4358**.

Find us online

Buckeye is online at **BuckeyeHealthPlan.com**. Our website has lots of helpful information. You can find a copy of your handbook. You can look for a provider.

Use our secure member portal to:

- Change your primary care provider
- Update your personal information
- Find pharmacy benefit information
- Send Buckeye a message

Log in to the member portal at **BuckeyeHealthPlan.com/login.html**. Call us at **1-866-246-4358** if you have questions.



The right care for you

Getting care that is right for your age and your health needs is important.

When your kids are young, they see a doctor who knows all about kids' health. That doctor is called a pediatrician. But when they grow up, their health needs change. That is when it is time to move to a doctor who knows about adult health.

Your doctor and your health plan can help you and your child make this change. If you need help finding a new doctor, talk with your doctor. Or call Member Services at **1-866-246-4358**.



Are you a new member?

Do you have questions about your current plan and benefits? Visit **BuckeyeHealthPlan.com** to locate the member handbook. It has many details about your health plan.

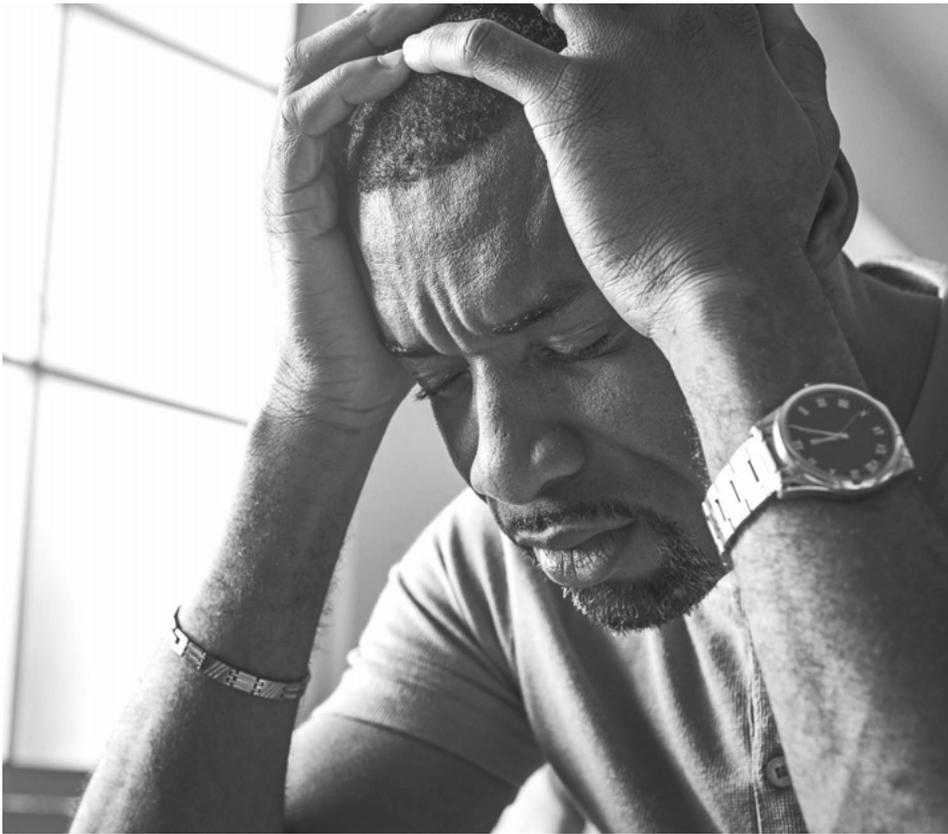
Are you at risk for diabetes?

Type 2 diabetes is a condition that makes blood sugar levels higher than normal. This happens when your body doesn't use insulin the right way. Some people are more at risk for Type 2 diabetes. This includes people who:

- Are overweight
- Are over the age of 45
- Have family members with diabetes
- Have high blood pressure
- Are African-American, Alaska Native, American Indian, Asian-American, Hispanic/Latino, Native Hawaiian or Pacific Islander

If you have Type 2 diabetes, you should see your provider several times a year. Your provider can make sure your diabetes is under control. You may need to watch what you eat. You may need to take pills or give yourself insulin shots. It's important to treat your diabetes. Untreated diabetes can hurt the eyes, kidneys, nerves or heart.

Buckeye has health management services. We can help you live with chronic conditions like diabetes. Call **1-866-246-4358** to learn more.



Signs it's more than the 'blues'

Everyone feels "blue" sometimes. Job stress, money problems or other life issues can make us sad. But when feelings of sadness last, it may be more serious. You could be depressed. How do you know if you are depressed? Ask yourself:

- Is my mood keeping me from doing my job?
- Is it affecting my relationships?
- Have I felt sad for more than two weeks?
- Do I feel worthless or hopeless?

Do you think you are depressed? Your provider can help. If you are thinking about hurting yourself or others, call **911** or go to the emergency room. Call Buckeye if you need help finding a provider.

What are your wishes?

It can be hard to talk about end-of-life care. But it's important to talk about it now. That way, your loved ones will know what your wishes are if you become unable to speak for yourself.

An advance directive is a document that says what treatments you do or do not want. Once you have a directive, there's still more to do. Make sure your doctor puts a copy in your file. Make sure your loved ones know where to find a copy. You can find more information on advance directives at caringinfo.org.

ER or urgent care?

When you are hurt or sick, you want to feel better fast. But do you need urgent care? Or should you go to the emergency room (ER)?

Urgent care is for medical problems that are not emergencies. Go to urgent care when your doctor's office is closed. Medical problems treated at urgent care include:

- High fevers
- Sprains
- Flu symptoms
- Earaches
- Vomiting

The ER is for conditions that need to be treated right away. These could be:

- Broken bones
- Thoughts of harming yourself
- Chest pains
- Trouble breathing
- Weakness or numbness on one side

If you need medical care right away for a life-threatening condition, call **911**. Call an ambulance if you are having a heart attack or a stroke. Treatment can begin on the way to the hospital.



BUCKEYE HEALTH PLAN
4349 Easton Way
Suite 300
Columbus, OH 43219

1-866-246-4358
(TTY 1-800-750-0750)
BuckeyeHealthPlan.com



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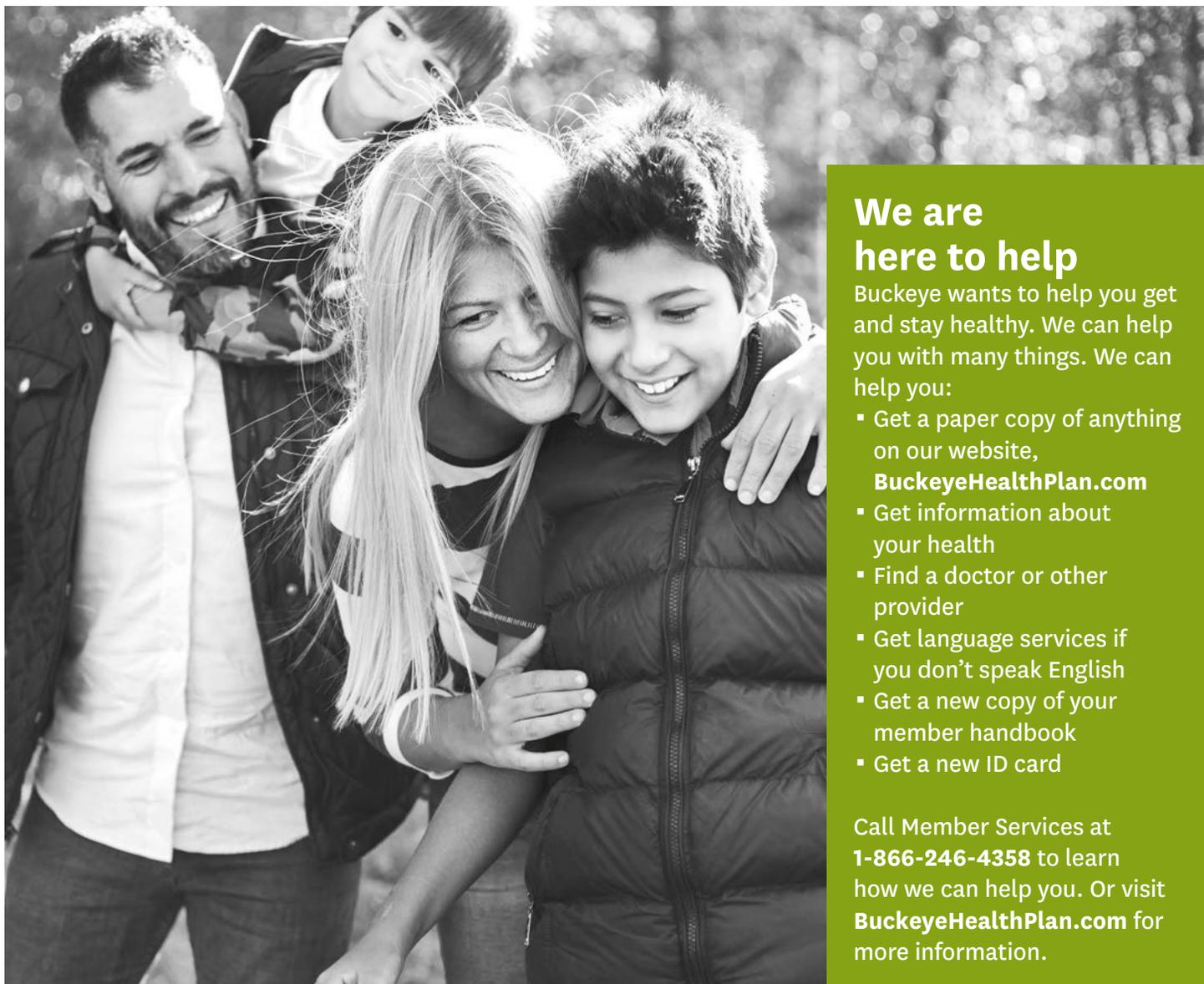
To receive a paper copy of any information referenced in this newsletter or on the Buckeye website, please call Buckeye's Member Services department.

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BHP-MM-011019



Information regarding Buckeye's 2019 Quality Improvement Program Description is available for review upon request.



We are here to help

Buckeye wants to help you get and stay healthy. We can help you with many things. We can help you:

- Get a paper copy of anything on our website, **BuckeyeHealthPlan.com**
- Get information about your health
- Find a doctor or other provider
- Get language services if you don't speak English
- Get a new copy of your member handbook
- Get a new ID card

Call Member Services at **1-866-246-4358** to learn how we can help you. Or visit **BuckeyeHealthPlan.com** for more information.



4349 Easton Way
Suite 300
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，我们可以为您提供免费的语言援助服务。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 Deutsch (Pennsylvania German / Dutch) schwetscht, kantscht 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、無料での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).