



Compassionate care when you need it

Thank you for being a member of Buckeye Health Plan—Rated #1 in quality by the Ohio Department of Medicaid (Ohio Medicaid – 2018 Managed Care Plans Report Card).

Did you know you have an expert team of nurses and social workers dedicated to helping you manage your care? Your Care Managers are here to help—especially for those living with multiple illnesses or have a long-term condition such as cancer, high blood pressure or diabetes. They can:

- **Help you understand your health problems.** They can help you learn how to take care of yourself.
- **Work with your doctors to get you the best care possible.** They can help with scheduling appointments and coordinating your care.
- **Connect you to services and resources in the community.** These services could include food stamps or housing support.

When you need help managing your care, either you or your doctor may request help from your Care Management team. Call your friendly Member Services team at **1-866-246-4358** to learn more.

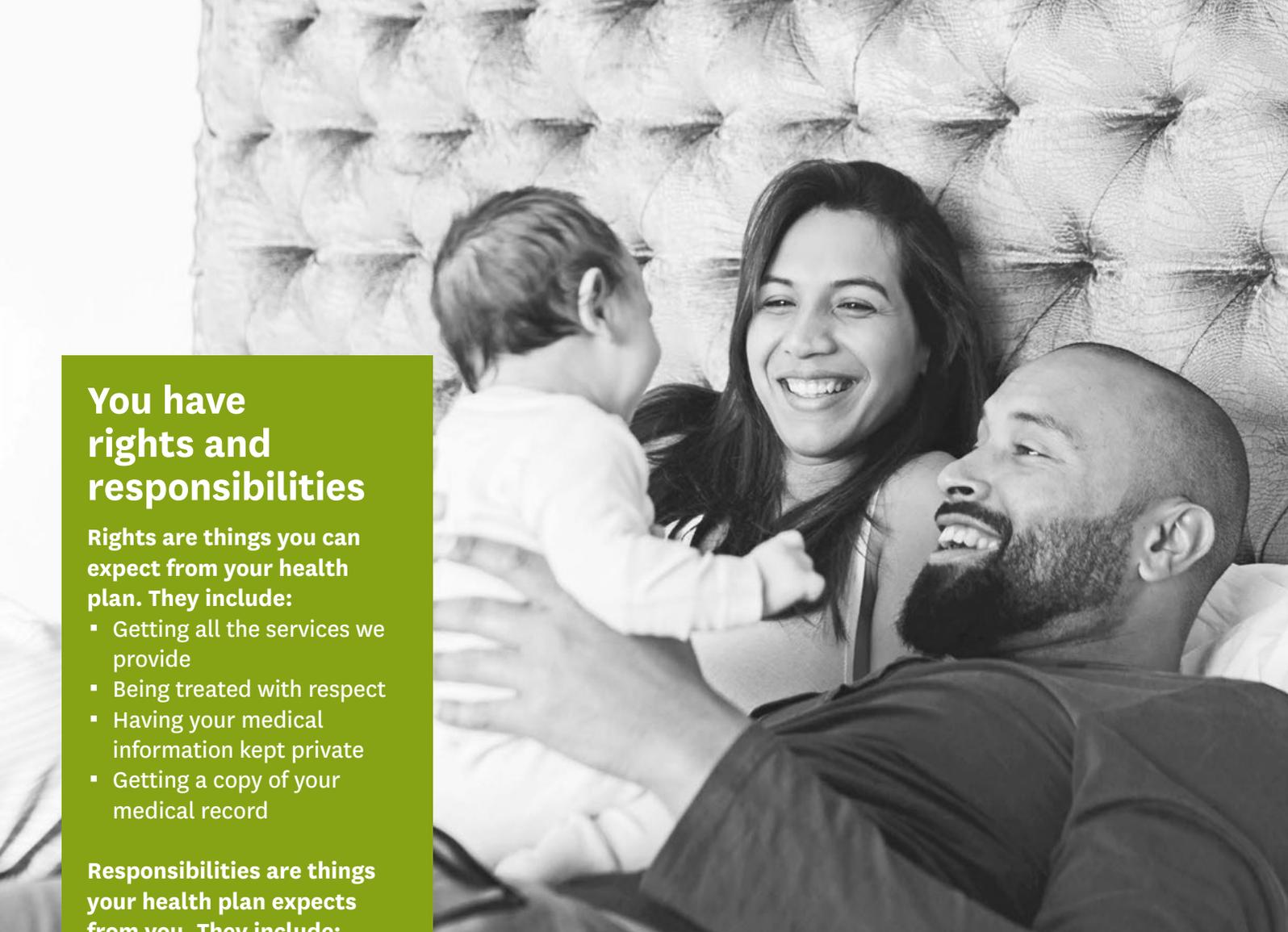
How do I know if my medications are covered?

Easy! You have two ways of finding out if the medications you are taking are covered:

1. Call Member Services at **1-866-246-4358**.
2. Go to **BuckeyeHealthPlan.com/members/medicaid/benefits-services/pharmacy.html** and click on “Which drugs are covered.”

And, your doctor or pharmacist can always help you find medications that are covered!





You have rights and responsibilities

Rights are things you can expect from your health plan. They include:

- Getting all the services we provide
- Being treated with respect
- Having your medical information kept private
- Getting a copy of your medical record

Responsibilities are things your health plan expects from you. They include:

- Asking questions if you don't understand your rights
- Keeping your scheduled appointments
- Having your member ID card with you at appointments
- Telling your doctor if you had care in an emergency room

You can find more rights and responsibilities in your member handbook. Read it at BuckeyeHealthPlan.com/members/medicaid/resources/handbooks-forms.html. Or, call Member Services at 1-866-246-4358 to request a paper copy.

3 ways to help your baby Start Smart

There are things you can do to help your newborn get a healthy start.

- 1. See your doctor.** Call your doctor if you think you are pregnant. You should have regular checkups throughout your pregnancy. Your doctor can check you for problems and make sure your baby is growing as expected.
- 2. Have healthy habits.** Eat nutritious foods and get plenty of rest and exercise. Also be sure to stay away from tobacco, drugs and alcohol.
- 3. Sign up for Start Smart for Your Baby®.** This is a Buckeye program for women who are pregnant or who just gave birth. Call us for more information.

New to Buckeye?

Find details about your benefits and services in your member handbook and on our website. Visit BuckeyeHealthPlan.com/members/medicaid.html.



3 tips to ease allergies

Spring allergies can mean weeks of itchy eyes and sneezing. Here are three things you can do to ease your symptoms:

- 1. Avoid allergens.** That may mean staying inside on dry, windy days. Or you could wear a mask when working in the yard.
- 2. Keep allergens outside.** Keep your windows closed. Use air filters in your bedroom. Air conditioning can also help filter out allergens.
- 3. Talk to your doctor.** Your doctor may recommend over-the-counter drugs. People with severe symptoms may need allergy shots. Your doctor can help you decide which treatment is right for you.

Is **your drinking** a problem?

Many adults enjoy an occasional beer or glass of wine. But, drinking too much can lead to serious health problems. Did you know that excessive alcohol use can lead to cancer? Pregnant women who drink may have babies with health problems. Drinking too much may also lead to trouble with family or at work.

Here are a few signs your drinking is becoming an issue:

- You have tried to drink less or quit but have not succeeded.
- You drink more than in the past before feeling drunk.
- You drink in secret, where others can't see you.
- You are sometimes unable to remember what happened when you were drinking.

Are you worried about your alcohol use? Talk to your doctor. Heavy drinkers may not be able to cut back on their own. Medication and therapy can help.



Getty Images

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-061119



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



We're here to help

Your Member Services team is here to help you with:

- Finding a doctor
- Scheduling appointments
- Getting a ride to your health appointments (for members with transportation as a covered benefit)
- Sending you a paper copy of your member handbook or anything else on our website.

Call **1-866-246-4358** or go to **BuckeyeHealthPlan.com/members/medicaid.html** to learn more.

If your child has **ADHD**

Does your child have attention deficit hyperactivity disorder (ADHD)?

More than 10 percent of children in the U.S. have been diagnosed with it. Medicine may help. Children taking medicine for ADHD need follow-up care. Visit the doctor within 30 days of starting the medicine. After that, the child should visit the doctor twice in the next nine months. Call Buckeye at **1-866-246-4358**.



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).