



Cold or flu? Get the right care

When you feel sick, you want to get better fast. Over-the-counter medicine can treat cold or flu symptoms such as headaches, sore throats and fevers. It may be tempting to ask for antibiotics, but antibiotics do not work against viruses. Viruses cause colds, the flu and most sore throats and cases of bronchitis.

An annual flu shot can help you avoid the flu. Everyone over 6 months of age should get the shot. It is available at no cost. You can also stay healthy by washing your hands often. Use soap and warm water. Cover your mouth and nose when you sneeze. Avoid contact with people if they are sick. If you need help getting a flu shot, call Member Services at **1-866-246-4358**. Or check the website at **BuckeyeHealthPlan.com**.

When to get a flu shot

The Centers for Disease Control (CDC) recommends pneumococcal polysaccharide vaccination (flu vaccine) for:

- All adults 65 years or older
- People 2 through 64 years old with certain medical conditions
- Adults 19 through 64 years old who smoke cigarettes



Start Smart

Our Start Smart for Your Baby® program helps you focus on your health during your pregnancy. Visit **BuckeyeHealthPlan.com** to learn more.

Studying **new treatments, tests**

Your health is important to us. Buckeye Health Plan (Buckeye) watches for the latest in medical care. This may be new medicine, tests or surgeries. We want to make sure new treatments are safe and effective. Buckeye has a team of doctors that reviews new medical care. The team checks information from other doctors and scientific groups. The new medical care is then shared with our doctors. This allows Buckeye doctors to give you the most fitting and current types of care.

Your time matters

Buckeye wants to make sure you get the care you need, when you need it. We work with providers to set standards for wait times.

- For routine care, you will be seen within 28 days.
- For urgent care, you will be seen within 24 hours.
- For non-urgent specialty care, you will be seen within 28 days of referral request.
- For urgent specialty care, you will be seen within 24 hours of referral request.

Are you unable to get an appointment within those time frames? Call us at **1-866-246-4358**. We can help.

We are here to help

Buckeye is here to help with your healthcare needs. Call us at **1-866-246-4358**, and we can help you:

- Find a provider
- Get a new member ID card
- Get transportation to medical appointments
- Get paper copies of anything on our website

Do you need a copy of your member handbook? Would you like to update your personal information? You can do that by calling us. You can also find that and lots of other information on our website, **BuckeyeHealthPlan.com**.

When antibiotics won't help

Antibiotics are drugs used to treat infections caused by bacteria. They do not help infections caused by viruses. That means antibiotics won't help:

- Colds
- Flu
- Coughs

Sicknesses treated by antibiotics include:

- Strep throat
- Urinary tract infections (UTIs)
- Some ear infections

Do not take antibiotics meant for someone else. Talk to your doctor if you are sick. He or she can tell you what to do to feel better.



Preventive care for women

Health screenings are tests that check for certain diseases.

They help find problems early. They can also prevent future health problems. Some screenings are recommended just for women. If you are a woman, you should have:

- **A cervical cancer screening.** This can be done with a Pap test or an HPV test. Pap tests can be done every three years. An HPV test can be done every five years.
- **A breast cancer screening.** Mammograms are X-rays that look for cancer. Depending on your age and health history, you may need one every year or every two years.
- **A chlamydia test.** This test checks for a disease spread during sex. Women who are sexually active should have this test every year.

Talk to your doctor about what tests you need. You may need some tests every year. Do you need help finding a doctor? We can help. Call **1-866-246-4358**.



To floss or not to floss?

What does it mean to take good care of your teeth? According to the American Dental Association, brushing twice a day is not enough. You also need to floss at least once a day.

Flossing helps to clean between your teeth. These are areas that are hard to reach with a toothbrush. Flossing can remove debris and plaque. This will reduce your risk of gum disease and tooth decay. You should also have regular visits with a dentist.

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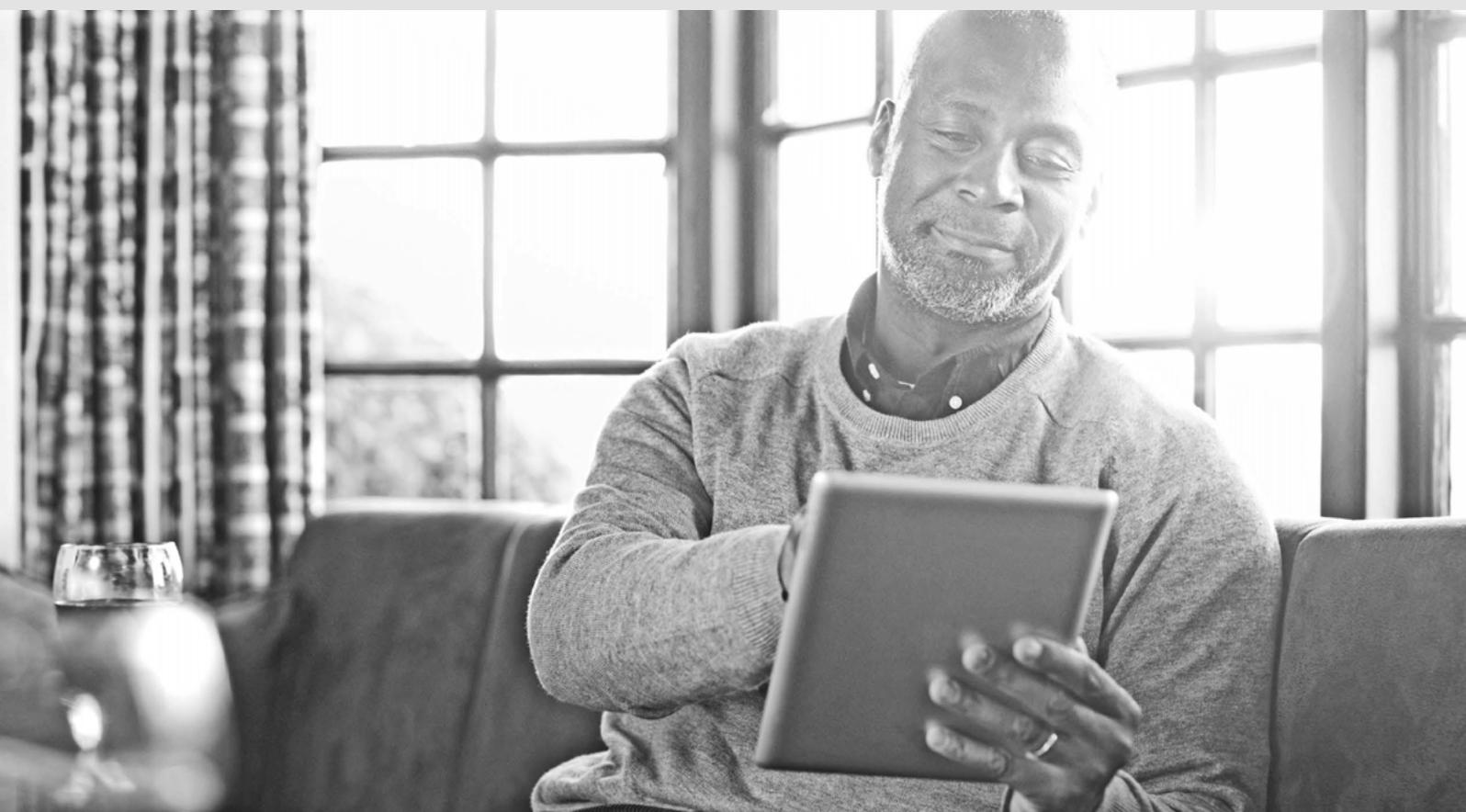
To receive a paper copy of any information referenced in this newsletter or on the Buckeye website, please call Buckeye's Member Services department.

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



We care about **quality**

We want to improve the health of all our members. One way we do that is by improving the care we offer. Our Quality Improvement program sets goals for quality and helps us check up on how we are doing. We also review the quality and safety of our

services and care. We ask our members if they are satisfied with their care.

Learn more and see how we're doing at **BuckeyeHealthPlan.com**. You can also ask for a paper copy of a report. Call **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).