

We are here to help

Do you have questions about your care? Our website can help. Go to BuckeyeHealthPlan.com to learn more. You can find:

- Information about health
- Information about your health plan
- A copy of the member handbook

You can also call us with questions. Call **1-866-246-4358**. We can help you:

- Find a doctor
- Get translation help for your medical appointments
- Get a ride to your appointments

Buckeye appreciates you!

Thank you for choosing Buckeye Health Plan. We appreciate our members and want to know how we are doing with providing the care you need. Every year, we use a survey to ask our members how we are doing. If you completed our survey, thank you. Hearing from you is how we make our services better. Here is what we learned from our members this year:

Areas where we scored well include:

- Obtained needed care right away
- How well our doctors communicate services with you
- Customer service

Based on the feedback we received, some of the areas we have been working to improve include:

- Shared decision-making between the provider and health plan
- Rating of specialist providers





Are you **ready** for **flu season?**

The flu is a seasonal illness. Flu season can begin as early as October and run as late as May. For some people, the flu is not very serious. For others, it can lead to hospitalization and even death. A flu shot is one way you can protect yourself from the flu. Here are three things to know about the vaccine:

- 1.** The flu shot will not give you the flu.
- 2.** The flu virus changes every year. So every year, a new vaccine is needed.
- 3.** Everyone older than 6 months should get a flu shot. Talk to your doctor if you have an allergy to eggs or any of the ingredients in the vaccine.

The flu shot is available at no cost to members. Call **1-866-246-4358** if you need help finding out where to get one.

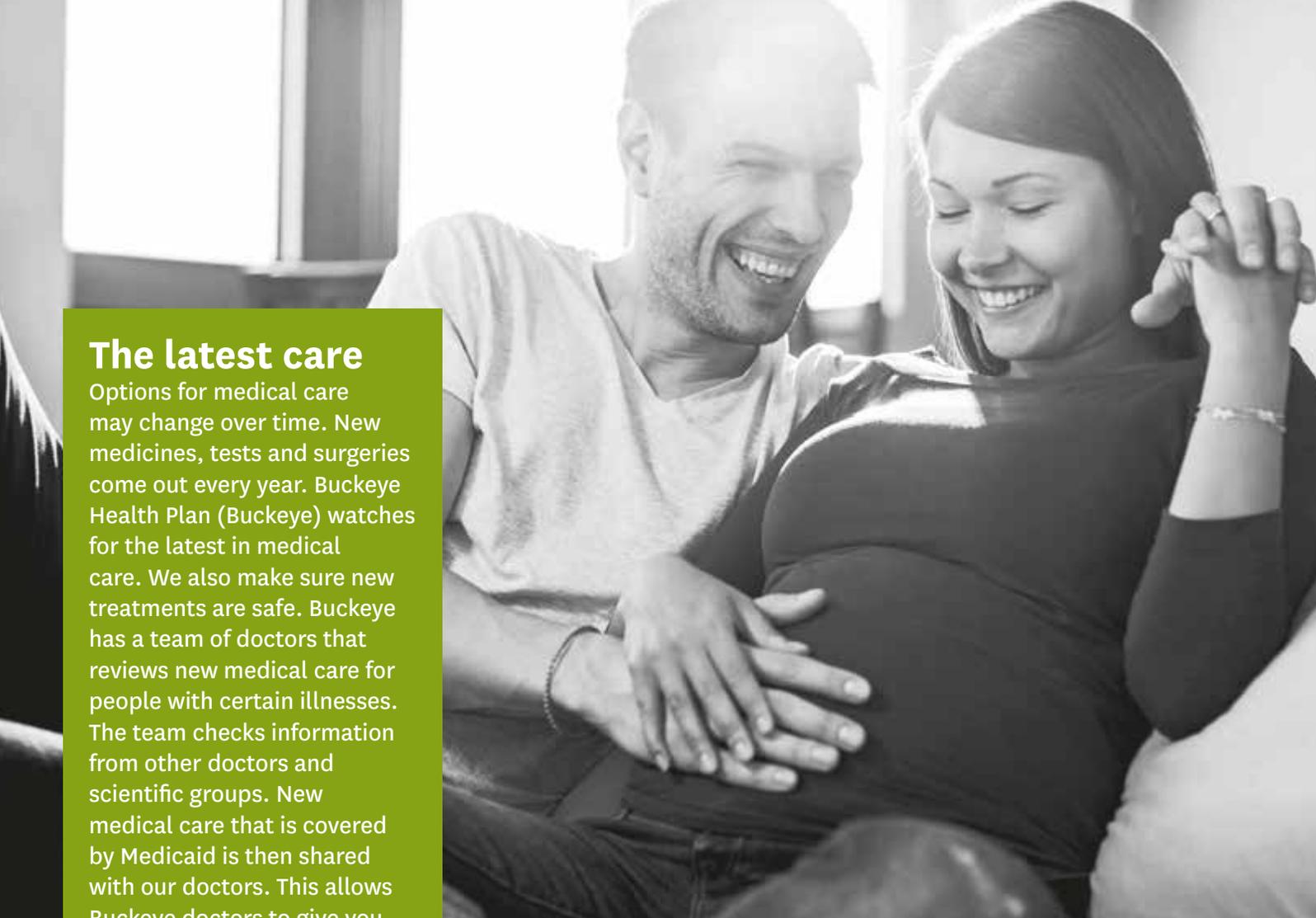
Call our Nurse Advice Line at **1-866-246-4358** and follow the voice prompts for answers to your health questions. You can call 24 hours a day, seven days a week. Remember to call **911** for an emergency or crisis.

Quality care

We want to improve the health of all our members. Our Quality Improvement program helps us do this. We check how we are doing by setting goals for quality. We also review the quality and safety of our services and care.

We review care provided at all levels, including emergency care, primary care and specialty care. We also make sure we are helping members with different ethnic, cultural, religious and language needs.

Learn more and see how we're doing at **BuckeyeHealthPlan.com**. You can also ask for a paper copy of the latest quality improvement report. Call **1-866-246-4358**.



The latest care

Options for medical care may change over time. New medicines, tests and surgeries come out every year. Buckeye Health Plan (Buckeye) watches for the latest in medical care. We also make sure new treatments are safe. Buckeye has a team of doctors that reviews new medical care for people with certain illnesses. The team checks information from other doctors and scientific groups. New medical care that is covered by Medicaid is then shared with our doctors. This allows Buckeye doctors to give you the most fitting and current types of care.

Not all care is covered for every patient. Some patients may benefit more from certain treatments. We cover care that is medically necessary.

Questions? Call Member Services at **1-866-246-4358**.



Are you **pregnant?**

Did you know Buckeye offers rewards to our pregnant members? You can earn rewards on your Buckeye CentAccount card just for going to all of your prenatal (before birth) and postpartum (after delivery) checkups!

We care about the health of you and your baby and want to make sure you both grow healthy and stay healthy. Early regular prenatal care is so important when you are pregnant.

Buckeye's Start Smart for Your Baby[®] program provides special assistance for women before, during and after pregnancy. Our Start Smart staff can answer questions and give you support if you are having a problem. Home visits can also be arranged if needed. In addition, Buckeye can help you with transportation to and from your doctor visits, and assist in linking you with community resources such as housing support, baby supplies and clothing. We can also provide you with information about WIC (Women, Infants and Children) Program to help you get the foods you need while you are pregnant and after your baby is born.

If you are pregnant, let us know today by completing a Notification of Pregnancy (NOP) form so you can start earning rewards! Here's how:

1. Call us at **1-866-246-4358**.
2. Or log in to your member account at **BuckeyeHealthPlan.com**.
 - Fill out NOP paperwork under the "For Members" tab.

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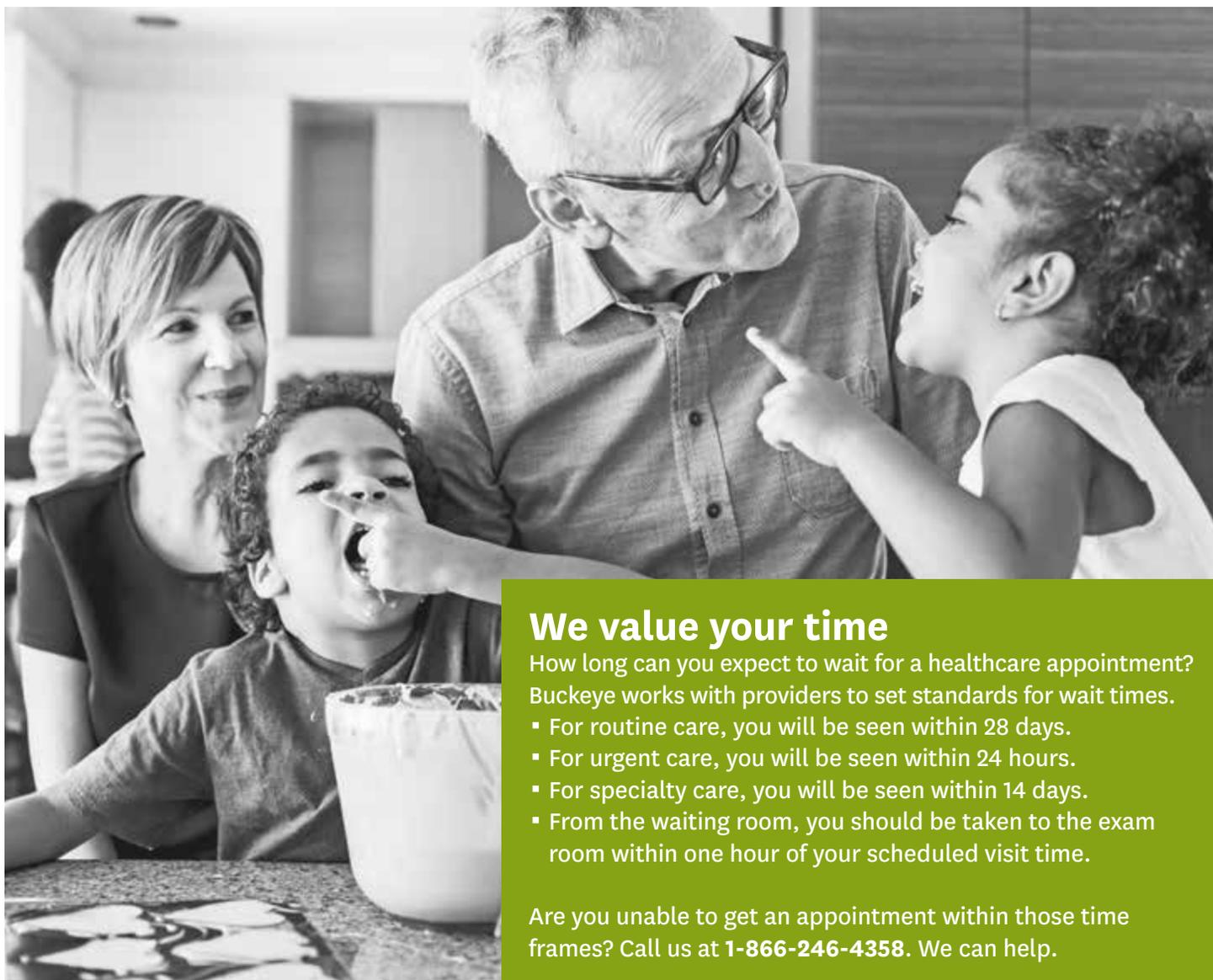
To receive a paper copy of any information referenced in this newsletter or on the Buckeye website, please call Buckeye's Member Services department.

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BHP-MM-111318



Information regarding Buckeye's 2018 Quality Improvement Program Description is available for review upon request.



We value your time

How long can you expect to wait for a healthcare appointment? Buckeye works 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 specialty care, you will be seen within 14 days.
- From the waiting room, you should be taken to the exam room within one hour of your scheduled visit time.

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



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 Deitsch (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).