



Getting the **right care**

You do not need to get approval if you need emergency care when you are away from home. Just let your doctor know what happened as soon as possible.

You should see a network doctor when you are at home. Network doctors have a contract with Buckeye Health Plan. You may have to pay the full cost of the care if you see a doctor who is not in our network.

We can help you understand how to get the right care for the right cost. Call Member Services at **1-866-246-4358**.

We care about quality

We want to improve the health of all our members. That means we want to make our care better, too. Our Quality Improvement Program (QI 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.

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

Your time matters

How long a wait can you expect for your healthcare appointment? You don't have to guess. Buckeye Health Plan works with providers to set standards for wait times.

- For routine care, you will be seen within 28 business days.
- For urgent care, you will be seen within 24 hours.
- In a true emergency, you will be seen immediately.

WE CAN HELP

Call Member Services if you need a paper copy of your Member Handbook or anything on our website. We can also help you find a doctor or get a ride to your appointments. Call **1-866-246-4358**.

Visit us online to learn more about health and your health plan. Find the Member Handbook, our Health Library and more. Go to www.buckeyehealthplan.com.

Another opinion

Are you getting medical care? Then you have the right to a second opinion. Find another network provider. Discuss your treatment.

Can't find another doctor? We can help you. Call Buckeye Health Plan at **1-866-246-4358** to arrange for a second opinion.

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!

Say "no" to secondhand smoke

Smoking cigarettes and chewing tobacco is bad for your health. But did you know that secondhand smoke is also harmful? Smoke has chemicals that get into your body. There is no safe amount of secondhand smoke.

Secondhand smoke can cause serious problems.

Secondhand smoke:

- Can cause cancer
- Makes it more likely for people to have heart disease
- Causes kids who already have asthma to get more severe attacks

- Makes it more likely for kids to get bronchitis and pneumonia
- Makes it more likely for kids to have ear infections

WHAT CAN YOU DO?

Read more about secondhand smoke at smokefree.gov.

Protect your family by setting "smoke-free rules" for anyone in your home or car. Ask babysitters, friends and relatives to not smoke when you and your kids are around.



Take your medications as directed

It's not always easy to remember to take your medication. But it is very important that you do.

- If you have high blood pressure, or hypertension, medications can lower blood pressure and help prevent serious health conditions, including heart attack, stroke, kidney disease and congestive heart failure.
- If you have diabetes, medications can lower your blood sugars and help prevent blindness, heart attack and/or kidney failure.
- If you have high cholesterol, taking your medications as directed will lower your cholesterol and help prevent very serious health problems, including heart attacks and stroke.

5 TIPS to remember to take your medications

- 1. Keep medications where you will notice them.** Place medication that should be taken with food close to where you eat often—on the dinner table or TV tray. If there are medications you should take in the morning, put those medications in your bathroom—next to your toothbrush or something else that is part of your morning routine.
- 2. Use daily dosing containers.** You can get these at most pharmacies. They let you keep medications in compartments that are labeled with the days of the week and various dosage frequencies.
- 3. Keep your prescriptions filled.** Many pharmacies can enroll you in an auto-fill program. This means

your medication will get filled automatically every month and they will also call you to remind you that it has been filled.

- 4. Have your doctor write 90-day prescriptions.** Many prescriptions are available in 90-day supplies. Please contact RX Direct for more information. Call **1-800-785-4197** to see if this might be an option for you.
- 5. Communicate with your health care professional.** If medication side effects are bothering you, talk with your doctor or pharmacist. You might be able to switch to a different medication or your doctor may be able to adjust the timing of your dose.

Flu shot facts

WHO? Everyone over 6 months of age should get a flu shot. Getting a flu shot is especially important for older adults, pregnant women and breastfeeding mothers.

WHY? Flu shots protect you from the flu. They also help protect your family and your neighbors.

Flu shots are safe. They cannot give you the flu.

WHEN? Once a year. Fall is the best time to get the shot. But getting it later in the winter can help, too.

Call your doctor about getting your flu shot. Or call **1-866-246-4358** to learn more.

Should you see a doctor about your sore throat?

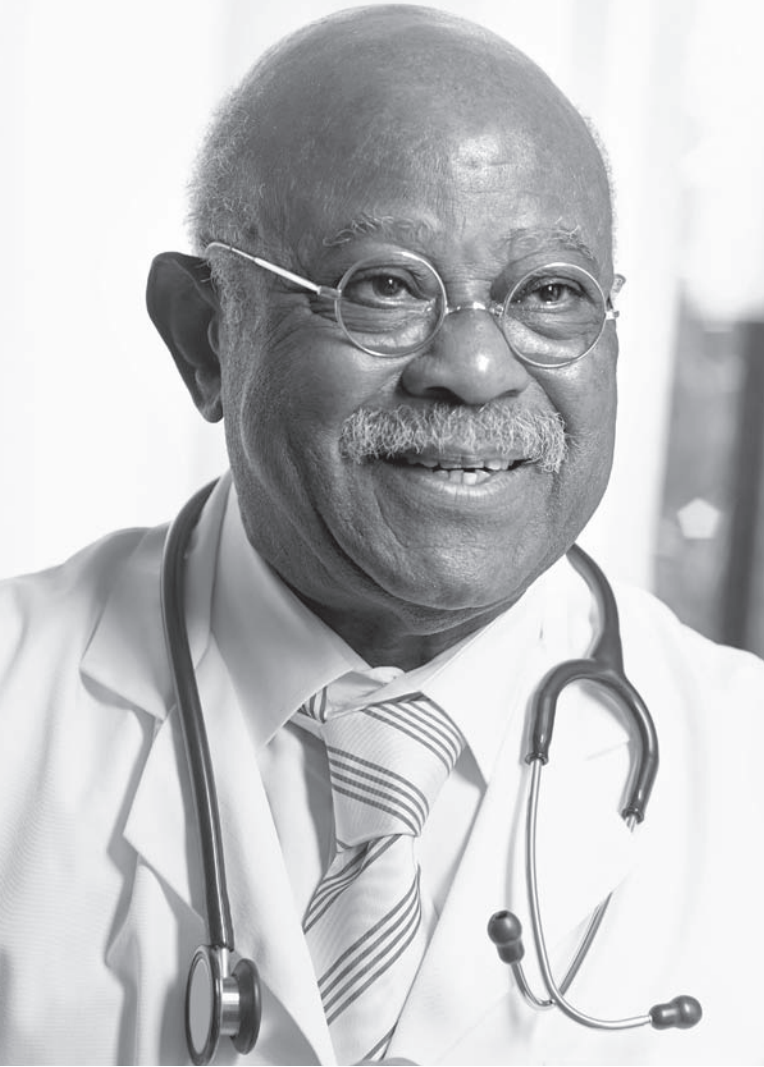
A sore throat is never fun. But you may not need to see the doctor about it.

You probably do not need the doctor if your sore throat is caused by a virus. Antibiotics won't help if it is a virus. Your sore throat will clear up in a few days.

If your sore throat lasts longer than two days and if you have a fever, you might have strep. That means it might be time to make an appointment.

Call your child's doctor right away if:

- Your child is drooling and has trouble swallowing.
- Your child has trouble breathing.
- Your child is acting very ill.



Helping your heart with medication

Do you have heart failure? Medications can help your heart work better. They can also help symptoms like shortness of breath and swelling.

Research shows that a combination of medications may improve a person's heart failure. Those medications are:

1) Diuretics

2) ACE (angiotensin converting enzyme) inhibitors.

If a patient cannot take an ACE inhibitor, then an ARB (angiotensin receptor blockers) would be the next best medicine.

3) Beta blockers

This set of medications can reverse some of the problems your heart has developed.

Your doctor understands your condition and your treatment options. Talk with your doctor about these medications and what will work best for you.

AND REMEMBER: Speak up if you have trouble taking your medication for any reason. Your doctor may be able to help if you have side effects. Never stop taking a medication without first talking with your doctor.

Make your office visit **count**

Make the most of your visits with your primary care provider. Ask the right questions and get answers.

Have you ever gone to the doctor with several questions in mind only to forget most of them by the time you get there? Has your doctor ever given you instructions that you immediately forgot after the appointment? It happens to the best of us. Use this checklist to prepare for your next appointment.

BEFORE YOUR VISIT

- ✔ Call to confirm your appointment. Make sure you are going to a doctor in the Buckeye network.
- ✔ Write down your questions so you don't forget them. Remember, all questions are important!
- ✔ Keep track of any symptoms you may have.
- ✔ Bring a complete list of your medications, including prescriptions, over-the-counter drugs and supplements.

DURING YOUR VISIT

- ✔ Bring your list of questions, updated medications and symptoms.
- ✔ Ask your questions and write down the answers.
- ✔ Talk to your doctor about your diagnosis and treatment. Ask if there are any alternatives.
- ✔ Write down your doctor's instructions so you don't forget them later!

AFTER YOUR VISIT

- ✔ Review your notes and pick up your prescriptions at your pharmacy.
- ✔ If you had blood work or other tests done, call for test results.
- ✔ Discuss your appointment with a trusted family member. This person may help you stay on track.
- ✔ Schedule a follow-up visit if necessary, as well as your next well-visit appointment. Update your calendar.

OFFICE VISIT CHECKLIST

Complete this form before all of your appointments.

DOCTOR'S NAME _____

DATE OF VISIT _____

List all medications you are currently taking, including over-the-counter medications and supplements. If you need more room, make a separate list and bring it with you.

MEDICATION	DOSE (MILLIGRAMS)	TIME OF DAY TAKEN	NOTES

Do you have any health concerns you want to talk about?

Have there been any changes in your family life since your last visit?

- Move
- Job Change
- Separation
- Death in the family
- Divorce

Don't be afraid to talk openly and honestly with your doctor. If you have questions, ask them. Sharing information with your doctor and asking questions will improve the care you receive. Your doctor is there to help.

TOPICS TO DISCUSS WITH YOUR DOCTOR

- **Everyone:** Ask if you can get your flu shot at his or her office in the fall. Ask if you have any conditions that would benefit from aspirin therapy.
- **Smokers:** Consider using your visit to talk with your doctor about quitting.
- **Women:** Consider asking about family planning, a well-woman exam and breast cancer screening.
- **Men:** Consider asking about a prostate exam, problems with urination and family planning.

PRESCRIPTIONS FROM YOUR DOCTOR:

DRUG:	DOSAGE:	INSTRUCTIONS:

Tip: Ask if there is a generic alternative.

REFERRALS FROM YOUR DOCTOR:

LAB:	SPECIALIST:	IMAGING:

Tip: Confirm that any referrals are to Buckeye participating providers. If they are not, ask for a referral to an in-network provider.

MY NEXT APPOINTMENT IS: _____

Do you have **asthma**?

Every year there are about two million visits to emergency rooms because of asthma. But asthma is a very controllable disease.

There are oral and inhaled medications that can stop an acute attack and also help prevent attacks from happening at all. People with asthma often wait until they need to go to the emergency room before getting medical help. Sometimes they haven't seen their doctors in too long, or they haven't followed their doctor's advice. Sometimes they do not understand how to take their asthma medication.

There are two main types of medication used to treat these respiratory conditions:

1. quick-relief medications
2. long-term control medications

Quick relief medicines help relieve asthma symptoms that may flare up. Inhaled short-acting beta2-agonists, such as ProAir, are the first choice for quick relief. These medicines act quickly to relax tight muscles around your airways when you're having a flare-up. This allows the airways to open up so air can flow through them. You should take your quick-relief medicine when you first notice asthma symptoms. If you use this medicine more than two days a week, talk with your doctor about your

asthma control as your doctor may need to make changes to your asthma treatment plan.

Long-term control medicines are taken daily to help stop symptoms. The most effective long-term medicines reduce airway inflammation, helping to keep symptoms from starting and preventing future complications.

These are the long-acting asthma medications available on Buckeye's formulary:

- Dulera
- Flovent inhaler
- Advair
- Symbicort
- Serevent
- Foradil
- Theophylline tablets
- Singulair



Buckeye Health Plan wants to give our members excellent medical care. You can help by working closely with your doctor. Follow your doctor's directions and take your medications properly. If you notice any changes in your asthma symptoms, call your doctor's office for help.

The facts on chlamydia

If you are sexually active, then you should be educated about sexually transmitted infections (STIs).

Anyone who has unprotected sex (vaginal, anal or oral) is at risk.

Sexually active young people and those with new or multiple partners are at a greater risk.

Chlamydia is a common STD that can be easily cured. If left untreated, chlamydia can cause permanent damage to a woman's reproductive system, making it difficult or impossible to get pregnant. If you are pregnant, you can give it to your baby during delivery.

How do you know if you have chlamydia? You may have no symptoms, but look for these signs:

WOMEN:

- An unusual vaginal discharge
- Burning feeling when urinating

MEN:

- A discharge from the penis
- Burning feeling when urinating
- Testes may be swollen and painful

RECTALLY—MEN AND WOMEN:

- Many times no symptoms
- Rectal pain
- Bleeding
- Discharge

Any unusual sore or smelly discharge should be reported to your doctor as soon as possible.

Protect yourself and the ones you love!

1. Use latex condoms the right way every time you have sex.
2. Limit the number of sexual partners you have.
3. Get tested yearly—this can either be blood or a cotton swab of vaginal fluid.

You can learn more at [cdc.gov/std/chlamydia/stdfact-chlamydia.htm](https://www.cdc.gov/std/chlamydia/stdfact-chlamydia.htm).

Are you ready to quit smoking?

Start by talking with your doctor. Your doctor can help you choose the right way to help you quit. Some people use the nicotine patch, nicotine gum, or nicotine lozenges. And sometimes a prescription medication, like Wellbutrin or Chantix, is a good option.

If you think you're ready to quit, choose a reason that is strong enough to make you stop the habit. Maybe the idea of getting cancer scares you. Or maybe you want to live longer and be more active for your kids. Plus, quitting will save you money. Just think

of all the extra money you could have after quitting for one month or one year!

WHERE CAN YOU GET HELP?

Call the National Cancer Institute, **1-877-44-U-QUIT (1-877-448-7848)**. Or call the Ohio Quit Line, **1-800-QUIT-NOW (1-800-784-8669)**.

Read tips for quitting on these sites:

- smokefree.gov
- betobaccofree.gov
- cdc.gov/tobacco



FREE Healthchek exams

Little ones in your care need to have regular, well-child exams to stay healthy. These Healthchek exams are free with your Buckeye Health Plan membership.

An exam includes:

- needed immunizations
- a physical exam
- eye and hearing exams
- nutritional education and support
- mental health checks

Call your Buckeye primary care physician to schedule a Healthchek exam.

Watch your mailbox! There will be special monthly drawings for gift cards. Gift cards range in value from \$250 to \$1,000. And don't forget about your CentAccount money: depending on your child's age (infants and adolescents), you may earn rewards by getting them care. Please refer to your Member Handbook or call Member Services at **1-866-246-4358** with any additional questions.

How can dads help their kids?

Be present and involved. Children with involved fathers have:

- Higher self-esteem and less depression as teenagers
- Higher grades, test scores and overall academic achievement
- Lower levels of drug and alcohol use
- Higher levels of empathy and other pro-social behavior
- More stability in their finances
- Fewer problems with the law
- Healthier development
- More support from their paternal relatives

BE INVOLVED IN YOUR TEEN'S HEALTH

Teens often see themselves as super heroes. They feel their surroundings can't affect them. But parents should take the time to check in with teens. Listen to what they are saying. Let them know you care. Be involved, ask questions. Talk to them about peer pressure, stress, drugs, alcohol and sex.

If your teen is healthy, you may think that he or she does not need to see the doctor. But teens need yearly check-ups. At a check-up, kids are taught about healthy eating, exercise and other activities that are good for them.

Teens who get in the habit of seeing the doctor regularly even when feeling okay are more likely to continue these habits into adulthood.

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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.

A dental visit every year **is important**

Want to have healthy teeth and gums?

Want to prevent oral problems before they begin? Then see your dentist every year.

An annual visit can find oral problems (like gum disease) while they are still in early stages. That means they are easier to treat. And you may be able to avoid expensive, difficult treatments such as root canals.

Regular visits can also find cavities while they are still small and more easily treatable. That means you may avoid the need for costly fillings.

Dental exams can find poor nutrition and hygiene, growth and development issues, and problems with jaw alignment.

Regular cleanings can also help remove the tartar and plaque build-up that you cannot get with flossing and brushing.

Research has shown that good oral health may actually prevent certain diseases from occurring. For example, gum disease and heart

disease may be connected. And women with gum disease are more likely to have a higher incidence of pre-term low birth weight babies.

The best way to keep your mouth in excellent shape is to see your dentist at least once a year.

Twice yearly dental checkups

and cleanings are a covered benefit for children and adults. You pay nothing. Please call your dentist today to schedule a checkup! Do you have questions? Do you need help finding a dentist? Call Member Services at **1-866-246-4358**. TTY: **1-800-750-0750**.

