



## When antibiotics are the right answer

Do you have kids? Then you know there are many germs passed around this time of year. It seems there is always a flu, a cold or an infection popping up.

You want your kids to feel better quickly. You might think antibiotics are the best cure. Think again.

Antibiotics only help illnesses caused by bacteria. Most colds and flus come from a virus. That means antibiotics *cannot* cure them. Antibiotics *can* treat strep throat and whooping cough.

Discuss your options with the doctor if you or your child does get sick. And help prevent the flu coming to your family by getting a flu shot.

### Four facts about the flu shot

1. The flu shot is recommended for everybody over 6 months old. It's the safest way to prevent the flu.
2. If you are pregnant, get the flu vaccine to protect you and your unborn baby.
3. The flu shot is covered. You do not need to pay for it.
4. The flu shot is created new every year. It is made to fight the latest version of the flu.



## A woman's health checklist

Ask your doctor about these three must-do health screenings. They could save your life.

- 1. Mammogram:** This is an X-ray that looks for signs of breast cancer.
- 2. Pap test:** This test checks for cancer in your cervix or uterus.
- 3. Cholesterol test:** This blood test can tell you and your doctor a lot about your heart health.

Talk to your doctor about the best tests and schedule for your health needs. Call Buckeye Health Plan at **1-866-246-4358** if you need help finding a doctor or making an appointment.

## Help for low back pain

It is common for people in the United States to miss work because of low back pain.

If you hurt your back lately, you might think you need an X-ray or an MRI, a test that uses magnetic wave energy to make pictures of inside your body.

However, low back pain could be helped without getting these tests. In many cases, your doctor can treat your back pain after a complete physical exam and a review of your health history. Your doctor can also give you medication (as needed) and suggest you go to physical therapy.

Doctors know that if a patient does not get better in six weeks, or if other problems are present, then X-rays are important to do. If your doctor thinks you have nerve problems, broken bones or an infection, then additional tests may be needed.

Many times, X-rays are not needed to get well. Treating pain with heat, over-the-counter pain pills and physical activity can be very helpful.

X-rays can be harmful if they are not necessary. You might get better faster by resting your back and following a doctor's plan. Talk to your doctor and do not get an X-ray or an MRI if he or she thinks you do not need one.

## Information about your health plan

- **Quality care:** You deserve quality care. We want to help you get that. Our Quality Improvement (QI) program reviews services from our doctors, hospitals and clinics. Call us or visit [www.buckeyehealthplan.com](http://www.buckeyehealthplan.com) to learn more about our QI program.
- **Need an appointment?** Doctors do their best to see you when you need to be seen. It depends on why you need to be seen. Below are general guidelines on when you can expect to get an appointment:
  - Routine appointments and physicals within 28 days
  - Primary care urgent (non-life-threatening) visits within 6 hours
  - Non-urgent sick calls within 72 hours
  - Urgent care within 24 hours
  - Referrals to a specialist should be scheduled within 4 weeks of a request, or within 24 hours of referral if urgent
  - Behavioral health care: immediately for emergencies, within 24 hours for urgent care, and within 10 days for routine care
  - Prenatal care within:
    - A. 3 weeks of a positive pregnancy test
    - B. 3 weeks of identification of high risk
    - C. 7 days of request in first and second trimester
    - D. 3 days of first request in third trimester

You should only have to wait one hour or less in the waiting room.

Call Member Services at **1-866-246-4358** if you have trouble getting an appointment.

- **We are online:** Find us online at [www.buckeyehealthplan.com](http://www.buckeyehealthplan.com). Search for a provider. Review special member benefits. And review a list of covered medications. If you would like paper copies of anything on our site or in your member handbook, call us at **1-866-246-4358**.
- **New technology:** We have a group of physicians and staff who regularly look at new services, treatments and drugs. This team reviews them to see if they are safe and provide good care for you.

# 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 him or her. 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: \_\_\_\_\_

BUCKEYE HEALTH PLAN  
4349 Easton Way  
Suite 400  
Columbus, OH 43219

1-866-246-4358  
(TTY 1-800-750-0750)  
[www.buckeyehealthplan.com](http://www.buckeyehealthplan.com)

PSRT STD  
U.S. POSTAGE  
PAID  
Stevens Point, WI  
Permit #422

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-030717



Information regarding Buckeye's 2016 Quality Improvement Program Description is available for review upon request.

## Buckeye Health Plan is working hard to make improvements for YOU!

At Buckeye, our No. 1 goal is to transform the health of the community and improve health outcomes, one person at a time. To help reach that goal, we are continually working to improve the quality of care that we offer and are always looking for new ways to bring those improvements to you.

There are many new and exciting improvements in the works! Here are a few:

1. MyHealthDirect is a free service sponsored by Buckeye Health Plan to schedule healthcare appointments for Buckeye members. This will save you from spending time scheduling appointments, because Buckeye will contact you and do the work of scheduling for you. Buckeye is recruiting 136 physician practices to participate in the program.
2. Members recently diagnosed with high blood pressure will receive a call from our Quality Improvement staff to assist them in learning to take care of their high blood pressure. If your physician wants you to check your blood pressure at home, we will help you obtain a free blood pressure cuff. We will also help you find a doctor, if needed.
3. Kroger Pharmacies Partnership: Buckeye members diagnosed with diabetes who use Kroger Pharmacy and are due for HbA1c testing will be able to have their lab testing done while at the pharmacy. Test results will be sent to your primary care physician.

Our goal is to be the highest-ranked plan in Ohio, and these efforts are showing results. But we can't do it without you! You can help by:

- Going to see your doctor and keeping scheduled appointments
- Taking your medications as ordered
- Making sure Buckeye has the most up-to-date contact information for you

If you need assistance with any of these, please call Member Services at **1-866-246-4358** (TTY **1-800-750-0750**).

We are in it together and are committed to helping you get and stay healthy.

### 2017 HOLIDAY SCHEDULE

Buckeye Health Plan (Buckeye) will be closed on the following days in 2017. A holiday that falls on a Saturday is observed on the Friday before it. One that falls on a Sunday is observed on the Monday after it.

#### New Year's Day

Monday, January 2

#### Martin Luther King Jr.'s birthday

Monday, January 16

#### Memorial Day

Monday, May 29

#### Independence Day

Tuesday, July 4

#### Labor Day

Monday, September 4

#### All-staff meeting/training

Friday, October 27

#### Thanksgiving Day

Thursday, November 23

#### Day after Thanksgiving

Friday, November 24

#### Christmas Day

Monday, December 25

When Buckeye is closed, you can call our 24-hour nurse advice line at **1-866-246-4358** and follow the voice prompts to get health information.

Buckeye Member Services:

**1-866-246-4358** (TTY **1-800-750-0750**); Monday through Friday, 7 a.m. to 7 p.m. excluding holidays.



4349 Easton Way  
Suite 400  
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：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-866-246-4358 (TTY: 711)。

### German:

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-866-246-4358 (TTY: 711).

### Arabic:

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-866-246-4358 (رقم هاتف الصم والبكم: 711).

### Pennsylvania Dutch:

Wann du Deitsch (Pennsylvania German / Dutch) schwetzsch, kansch du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-866-246-4358 (TTY: 711).

### Russian:

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-246-4358 1-866-549-8289 (телетайп: 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 số 1-866-246-4358 (TTY: 711).

### Cushite:

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-866-246-4358 (TTY: 711).

### Korean:

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-246-4358 (TTY: 711) 번으로 전화해 주십시오.

### Italian:

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-866-246-4358 (TTY: 711).

### Japanese:

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-866-246-4358 (TTY: 711)まで、お電話にてご連絡ください。

**Dutch:**

AANDACHT: 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, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-866-246-4358 (телетайп: 711).

**Romanian:**

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-866-246-4358 (TTY: 711).

**Somali:**

LA SOCO: Haddii aad ku hadasho Ingiriisi, adeegyada taageerada luqada, oo bilaash ah, ayaad heli kartaa, Wac 1-866-246-4358 (TTY: 711).

**Nepali:**

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-866-246-4358 (टिक्वाइ: 711) ।