



We are here to help you feel better

Mental health conditions can happen to anyone. There are inpatient and outpatient treatment programs for issues like drug or alcohol abuse, mental health conditions, depression and more. Treatment may include talking to a therapist, taking medicine or both.

If you feel your life or someone else's is ever in danger, call **911**. You can also get help at a crisis center, urgent care or emergency room. If you are admitted, be sure to revisit your doctor with a follow-up appointment after your initial treatment.

If you need help finding a doctor, call Member Services at **1-866-246-4358**. If you are already being treated for a problem, continue to see your doctor on a regular basis. Feel free to contact Buckeye's 24-Hour Nurse Advice Line if you need help from Buckeye during evenings or weekends at **1-866-246-4358**.

You do not have to struggle alone. Buckeye has many different treatment plans and programs that can help, including Care Management. Call us at **1-866-246-4358** to find out more.

Is your asthma under control?

Asthma is a disease that makes it hard to breathe. It can make life difficult and even be life-threatening.

Medications, used to control and prevent asthma, can improve the quality of your life. They can make asthma attacks less serious. Take medications the way your doctor tells you. Take the right dose at the right time and for as long as you are told. Call Buckeye Health Plan for information about asthma. We have information for adults and for children.

Disease management is a way we help people with diseases like asthma or diabetes. It can help you control your symptoms. It can help you find a doctor. Buckeye can also help you find a doctor.

Call **1-866-246-4358** to find out if disease management could help you or how Buckeye can help you.



envolve[™]
Benefit Options

Flossing: An important part of your daily routine

Did you know that to remove plaque between teeth and along the gum line, you should floss at least once a day? Floss will also remove food particles that brushing alone can't. With regular flossing, your gums will be healthier and your breath will be fresher.

If you're flossing just once a day, the best time to do it is right before bed. If you miss a few days, don't worry too much. The Academy of General Dentistry says that flossing even two or three times a week provides some benefit and is far better than not flossing at all.

Contributed by Preddis Sullivan, DDS, MBA, Chief Dental Officer, Envolve Dental, Inc. Envolve Dental is a wholly owned subsidiary of Envolve Benefit Options, Inc.

You have rights and responsibilities

As a Buckeye member, there are things you can expect from your health plan. There are also things your health plan expects from you. These are called rights and responsibilities. We list some here. You can read them all in your member handbook.

Here are some of your rights as a member:

- Getting all services that we provide
- Being treated with respect
- Knowing your medical and personal information will be kept private
- Being able to get a copy of your medical record

Some of your responsibilities 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

Call Member Services at **1-866-246-4358** if you need a paper copy of the member handbook.

How can we help you?

Buckeye Health Plan can help you with many things. Just call Member Services at **1-866-246-4358** if you need:

- A paper copy of anything on our website, **www.buckeyehealthplan.com**
- Help finding a doctor
- Help making health appointments
- A ride to your appointments (please remember to call at least 48 hours before your appointment)

Pharmacy facts

1. A preferred drug list (PDL) is the list of drugs that Buckeye Health Plan covers.
2. You can find the latest PDL on our website, at **www.buckeyehealthplan.com/providers/pharmacy.html**. You can also call **1-866-246-4358** to find out if a drug is covered.
3. Your doctor or pharmacist can help you review the list. He or she can find a medication for you that is covered by your Buckeye Health Plan.

Q&A: Care Management

What is Care Management?

Buckeye's Care Management team includes nurses and social workers who can help you learn how to take care of yourself. They can also help you get services. They will work with your doctor to get you the care and services you need.

Who can use Care Management?

Care Management is for people with long-term or complicated illnesses. Care Management can help you manage your chronic conditions, ranging from high blood pressure to diabetes.

How can a member sign up?

Care Management is not required. Are you interested? Then you or your doctor may ask for it. Call **1-866-246-4358**.

Put safety first when cycling

Bicycling is a great way for all ages to enjoy the warm weather while getting some exercise. But before getting that bike out on the road, however, be sure to put safety first.

- Wear a properly fitting bike helmet. A helmet doesn't prevent accidents, but it does provide protection for your face, head and brain if you do fall.
- Make yourself visible by wearing bright clothes and putting reflectors on the bike. Daytime riding is the safest. Avoid riding your bike at dusk and later.
- Make sure nothing you are wearing will get caught in the bike chain, such as pant legs, straps or shoelaces.
- Avoid wearing headphones. The music can distract from noises around you such as a car.
- Children should be told where to ride, such as the sidewalk or the street. They should be told how far they are allowed to ride.
- No matter where you are riding, always keep an eye out for cars. If available, a bike path free of cars is a great place to ride.
- Keep an eye on the road ahead so you can be prepared for obstacles like hills, wet leaves, gravel, curbs or people in the way.
- In many areas, bicycles must follow the same road rules as car traffic. Be familiar with those in the area you are bicycling.

To find out more about safety on the road, visit www.nhtsa.gov or www.nsc.org/pages/home.aspx and search "bike safety."

Ohio Tobacco Quit Line

As of July 1, 2016, access to the Ohio Tobacco Quit Line is available to all Medicaid members. If you need more information to help in quitting tobacco use, please visit the Ohio Department of Health Tobacco Use Prevention and Cessation Program online at www.odh.ohio.gov/odhprograms/eh/quitnow/Tobacco/Resources/odhresources.aspx or call **1-800-QUIT-NOW**.



Get your baby off to a good start

We care about you and your new baby. Are you pregnant? Have you just had a baby? The Start Smart for Your Baby® program is for you. Pregnant Buckeye members or members who have recently had a baby should contact Buckeye Health Plan at **1-866-246-4358** or visit www.buckeyehealthplan.com/members/medicaid/resources/women-and-childrens-health.html for information on the program.

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(TTY 1-800-750-0750)
www.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 2017 Quality Improvement Program Description is available for review upon request.

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Eat well— live well!

The cost of fresh fruits and vegetables can be tough on your budget. Food banks are a great place to help you get fruits and vegetables at little to no

cost. The food banks listed below can provide healthy choices for you and your family.

These food banks work with Feeding America. This nationwide network of member food banks helps our country in the fight to end hunger. Feeding America is the nation's largest domestic hunger

relief organization that is not run by the government. Learn more at www.feedingamerica.org.

Find your local food bank

Just call the food bank that serves your county at the numbers listed below. They will help you find a food bank close to you.

Food bank	Phone	Counties served
Akron-Canton Regional Foodbank	1-330-535-6900	Carroll, Holmes, Medina, Portage, Stark, Summit, Tuscarawas, Wayne
Freestore Foodbank	1-513-482-4500	Adams, Brown, Clermont, Clinton, Hamilton, Highland, Pike, Scioto
Greater Cleveland Food Bank	1-216-738-2265	Ashland, Ashtabula, Cuyahoga, Geauga, Lake, Richland
The Foodbank	1-937-461-0265	Greene, Montgomery, Preble
Shared Harvest Foodbank	1-513-874-0114	Butler, Darke, Miami, Preble, Warren
Mid-Ohio Foodbank	1-614-274-7770	Belmont, Coshocton, Delaware, Fairfield, Fayette, Franklin, Guernsey, Harrison, Jefferson, Knox, Licking, Madison, Marion, Monroe, Morrow, Muskingum, Noble, Pickaway, Ross, Union
West Ohio Food Bank	1-419-222-7946	Allen, Auglaize, Hancock, Hardin, Mercer, Paulding, Putnam, Seneca, Shelby, Van Wert, Wyandot
SE Ohio Foodbank	1-740-385-6813	Athens, Gallia, Hocking, Jackson, Lawrence, Meigs, Morgan, Perry, Vinton, Washington
Second Harvest Food Bank of North Central Ohio	1-440-960-2265	Crawford, Erie, Huron, Lorain
Second Harvest Foodbank of Clark, Champaign & Logan counties	1-937-325-8715	Champaign, Clark, Logan
Toledo NW Ohio Food Bank	1-419-242-5000	Defiance, Fulton, Henry, Lucas, Ottawa, Sandusky, Williams, Wood
Second Harvest Food Bank of the Mahoning Valley	1-330-792-5522	Columbiana, Mahoning, Trumbull
Facing Hunger Foodbank (WV)	1-304-523-6029	Lawrence



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：如果您说汉语普通话，我们可以为您免费提供语言援助服务。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) schwetzscht, kannscht 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 नि:शुल्क उपलब्ध छन्।
फोन गर्नुहोस् 1-866-246-4358 (TTY: 711).