



Make the most of your coverage

Thanks for being a member of Buckeye Health Plan. We want to help you be the healthiest you can be.

As a member, you have many benefits. By understanding your benefits, you can get the most possible from your healthcare insurance plan.

Did you know that Buckeye can help you find a doctor and help you get to your appointments? Also, you can get important health tests at no cost when you visit providers who work with Buckeye.

A friendly Buckeye Member Services team member can help you in many ways. Call if you have any questions about your care or your coverage. Or if you need a paper copy of anything on our website. You can also learn a lot from your member handbook. Member Services can send you a member handbook or an ID card if you lose yours.

Call **1-866-246-4358**. Or visit **www.buckeyehealthplan.com**.

It's still not too late to get your flu shot

Were you planning to get your flu shot in the fall but didn't get around to it? It's not too late to get a flu shot now.

According to the Food and Drug Administration (FDA), vaccinations can be protective as long as flu viruses are circulating in the community. Seasonal flu outbreaks can happen as early as October, but flu activity usually peaks in January or February and can last into May.

The flu shot is the best defense against the flu. It can reduce flu illnesses, doctor visits, pneumonia, the need for antibiotics, and missed work and school days, and it can prevent flu-related hospitalizations. Everyone age 6 months and older should get a flu shot every flu season.



The right care for you

Getting care that is right for your age and your health needs is important.

When your kids are young, they see a doctor who knows all about kids' health, called a pediatrician. But when your kids grow up, their health needs change. That is when it is time to move to a doctor who knows about adult health.

Your doctor and Buckeye Health Plan can help you and your child make this change. If you need help finding a new doctor, talk with your doctor. Or call Member Services at **1-866-246-4358**.

High blood pressure can be dangerous

Buckeye Health Plan is committed to helping you get the healthcare you need. Taking care of your high blood pressure is important to prevent serious health issues like kidney failure, heart failure, vision loss and stroke. Some health and lifestyle choices (also known as risk factors) make high blood pressure more likely. Not all risk factors can be controlled, but here are some things you can change:

- Eating food high in fat and salt
- Not being active
- Being overweight
- Smoking or using other forms of tobacco

Buckeye can work with you to keep your blood pressure below 140/90. Here are some tips to get started now:

- Learning your goal blood pressure numbers
- Having your blood pressure checked as recommended
- Taking medications as prescribed to help lower blood pressure
- Making lifestyle changes like maintaining a healthy weight or quitting smoking
- Managing stress
- Limiting alcohol intake

Learn how to get a blood pressure monitor by calling Member Services at **1-866-246-4358** (TTY **1-800-750-0750**) Monday through Friday, 7 a.m. to 7 p.m.

Buckeye cares about you. We want to help you stay healthy!

Checkups help you stay well

Checkups help you stay ahead of health problems. Use this time with your doctor to:

- Discuss how you are feeling.
- Measure signs of your health, such as your weight and your blood pressure.
- Schedule health tests, such as cancer screenings.
- Talk about ways to eat better and be active.
- Review any chronic illnesses. For example, do you have asthma? Are your symptoms under control?
- Tell your doctor about your other providers. For example, are you seeing a specialist?

Here is how to prepare for your next checkup:

- Write down questions.
- Make a list of your medications. Include over-the-counter and prescription drugs.
- Ask yourself, are you taking your medicine properly? Are you having any side effects?

Lastly, do not forget to bring your member ID card.

Four tests everybody needs

Get screened. That's smart advice if you care about your health. Screening tests can find health problems before you have symptoms and feel that something may be wrong. And that's important. When you find a disease early, it may be easier to treat.

This chart will help you learn about four tests all adults need.

| Test for blood pressure | |
|-------------------------|--|
| WHEN you need it | Starting at age 18, get tested at least every two years.* |
| HOW it's done | Your provider can test your blood pressure at a checkup. |
| WHY you need it | High blood pressure often has no signs. The only way to know you have it is to be tested. Left untreated, it can cause a heart attack or stroke. |
| Test for diabetes | |
| WHEN you need it | Starting at age 45, get tested at least every three years.* |
| HOW it's done | A blood sample is drawn and tested. |
| WHY you need it | There are only a few symptoms of diabetes in its early stages. That means it often isn't diagnosed for up to 10 years. During this time, it could harm your heart, eyes, kidneys and nerves. |
| Test for cholesterol | |
| WHEN you need it | Starting at age 20, get tested at least every five years.* |
| HOW it's done | A blood sample is drawn and tested. |
| WHY you need it | Too much cholesterol in your blood can cause a heart attack. But even when cholesterol is high, you might not feel sick. |
| Test for colon cancer | |
| WHEN you need it | Starting at age 50. There are many ways to be tested. Some tests are done every one to two years, others every five to 10 years.* |
| HOW it's done | Some tests can be done at home. Others need to be done at a clinic or hospital. |
| WHY you need it | Testing can find growths before they turn into cancer. |

*You may need to be tested earlier or more often depending on your personal or family medical history.

For more information, call Buckeye Member Services at **1-866-246-4358**.

Keep your child's teeth healthy

Did you know tooth decay can start when your child is a baby? To keep your child's smile healthy, try these tips:

- Clean your baby's teeth with wet gauze every day, two times a day.
- If your child uses a pacifier, do NOT dip it in sugar, honey or other foods.
- Don't put pacifiers or spoons in your mouth. Germs can be passed from you to your child.
- Don't put your baby to bed with a bottle or cup that contains milk, formula, fruit juices or any liquids with sugar.
- Try to avoid giving children sugary or sticky foods. Try healthy snacks like vegetables instead.

Contributed by Preddis Sullivan, DDS, MBA, Chief Dental Officer, Envolve Dental, Inc.



Speak up today about tomorrow's care

You have the right to make decisions about your health. This includes planning treatment before you require it. You can do this with a document called an advance directive.

An advance directive says who will make healthcare choices for you if you are not able to do so. It can also say if you request or refuse treatment. This includes life support.

You do not need a lawyer to complete one. Your doctor can help you.

Learn more and view your state's advance directive at www.caringinfo.org.

Your opinion counts

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 in 2016.

Areas where we scored well include:

- Obtained needed care right away
- Rating of specialist
- Rating of healthcare

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

- Getting information or help from customer service
- Getting a child's appointment with specialists as soon as needed
- Rating of health plan



BUCKEYE HEALTH PLAN, 4349 Easton Way, Suite 400, Columbus, OH 43219
1-866-246-4358 (TTY 1-800-750-0750) • www.buckeyehealthplan.com

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.



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) schwetzsch, 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 निःशुल्क उपलब्ध छन्।
फोन गर्नुहोस् 1-866-246-4358 (TTY: 711).