



buckeye  
health plan.®

Medicaid Member Benefits  
Quick Guide



We surround and support you  
with **quality services that**  
**meet your specific needs.**





# MEDICAL BENEFITS

**This Quick Guide** will help explain your Buckeye Health Plan member benefits. For more details or help, you can always turn to your Member Handbook or call Buckeye's friendly Member Services team. **Buckeye Member Services:** 1-866-246-4358 (TTY: 1-800-750-0750)

**Thank you** for being a Buckeye Health Plan member and for trusting us to take good care of your health. We are here for you with a large network of quality healthcare, dental, vision and behavioral health providers, plus lots of added benefits.

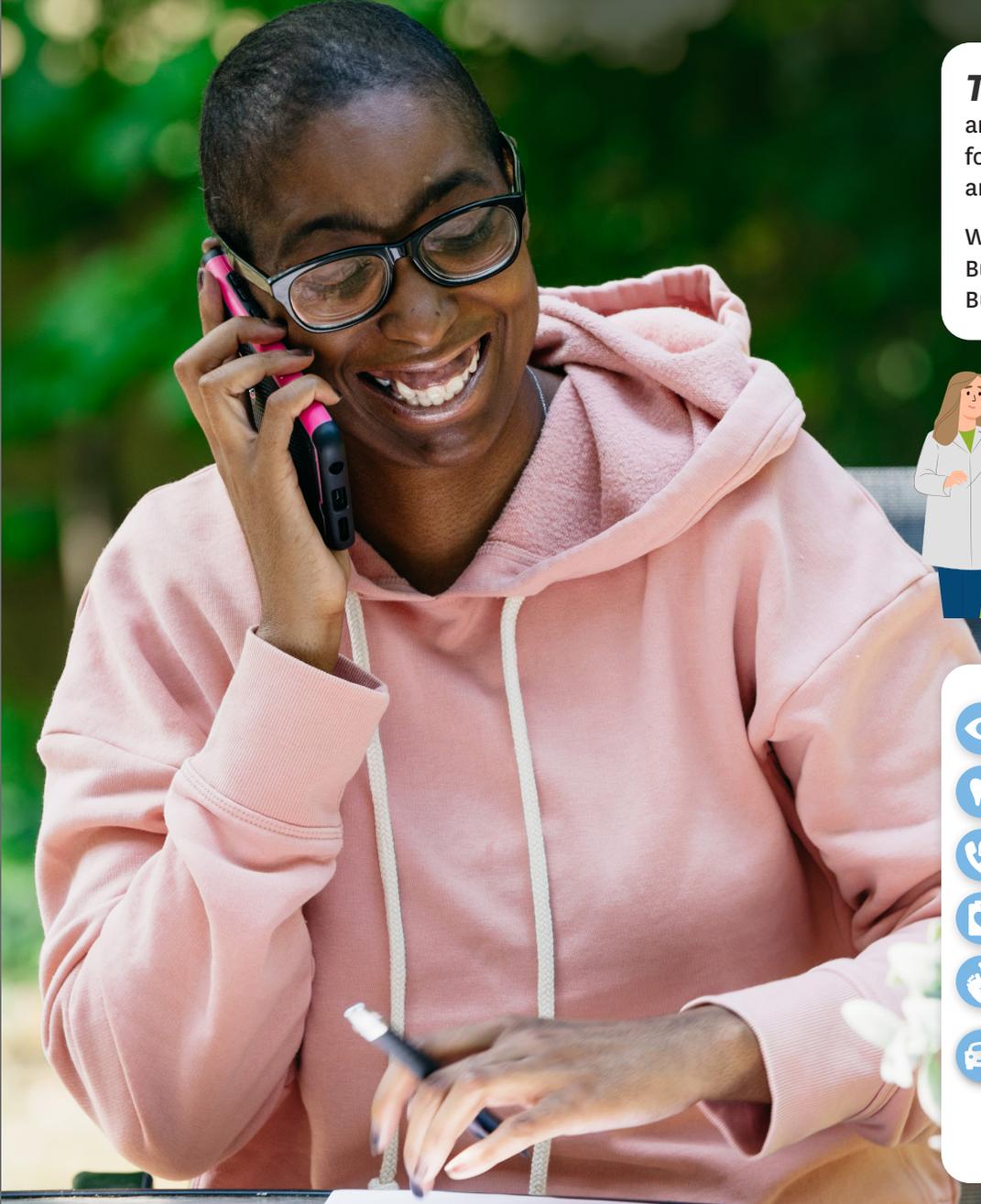
With Buckeye, we help you get well and stay healthy. Plus, Buckeye never charges our members a copay for health services. Buckeye is your guide to better health.



## Earn \$75 for getting your annual well visit

An annual well visit with your doctor can identify potential health problems early when the chances for treatment and cure are better.

-  **FREE** Vision care
-  **FREE** Dental care
-  **FREE** Nurse advice line
-  **FREE** Care management
-  **FREE** Pregnancy support
-  **FREE** Transportation to and from medical visits, the pharmacy, food markets, job interviews and more
-  **FREE** Behavioral health and addiction services
-  **NO COPAYS** For Medicaid-covered prescription medications
-  **NO PAYMENT** For medical care
-  **MY HEALTH PAYS<sup>®</sup>** Rewards program for making healthy choices



Scan here to find a dentist or optometrist near you. You can use Buckeye's "Find a Provider" tool for a list of physicians, hospitals and other providers in your area.



# DENTAL and VISION BENEFITS



Good oral and vision health are important to your overall health and well-being. Seeing the dentist and eye doctor regularly helps identify and treat problems before they become bigger health issues.

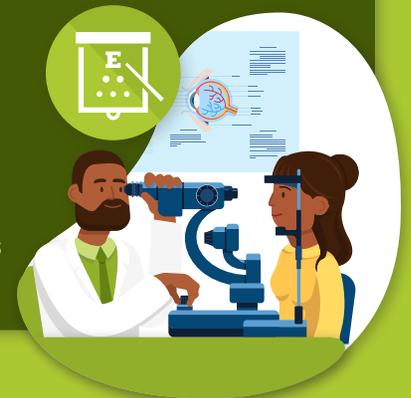
## *Buckeye's dental benefits include:*

- Extractions and fillings
- \$0 copays for services
- Braces covered under the age of 21
- Two oral exams and cleanings per year
- Partials, dentures, crowns (prior authorization is required)



## *Buckeye's vision benefits include:*

- An eye exam each year
- New glasses and \$50 towards the purchase of contact lenses
  - Each year for members under 21 and 60 and over
  - Every two years for members ages 21 to 59



# CARE COORDINATION



Buckeye's Care Management team offers extra support for members with special healthcare needs. Buckeye can match members with a dedicated nurse or social worker called a Care Manager who provides expert care and support, and ongoing help navigating the healthcare system.

Care  
Coordination

## Our Care Management program helps members who have:

- Asthma
- Diabetes
- Cancer
- Transplants
- Premature babies
- HIV/AIDS
- Severe mental illness
- Severe cognitive and/or developmental limitations
- Congestive heart failure (CHF)
- High-risk or high-cost substance use disorder
- Coronary artery disease (CAD)
- Frequent admissions or ED visits
- Non-mild hypertension (high blood pressure)
- High-risk pregnancies
- Chronic obstructive pulmonary disease (COPD)
- And other health needs



## Care Managers & Care Guides:

- Help you understand and manage your health condition
- Provide information about your health insurance coverage and benefits
- Create a care plan just for you to meet your needs and goals
- Coordinate care with your medical, behavioral and social services teams
- Explain how to properly take your medications
- Refer you to community resources for food, jobs, housing and more
- Assist you in scheduling transportation to your medical visits
- Attend medical visits with you
- And more



To find out more about Care Management or ask to enroll, call us at **1-866-549-8289** (TTY: 1-800-750-0750)

Access our preferred drug list here:



# PHARMACY BENEFITS



Buckeye Health Plan and OhioRISE work with Gainwell to ensure you get quality pharmacy benefits and services.

## Visit the Gainwell website

at <https://spbm.medicaid.ohio.gov> to:

- Find the Unified Preferred Drug List (UPDL)
- Get medication delivered to your home
- Find an in-network pharmacy to fill your prescription. Click on the “find a pharmacy” link where you can have your prescriptions filled
- Find a copy of the member handbook located under “member” tab



## How can you fill your prescription?

Gainwell covers all Medicaid-covered, medically necessary prescription and over-the-counter (OTC) medications.

- Take your written prescription to your preferred, in-network pharmacy. Your prescriber may send your prescription to the pharmacy electronically, instead.

- **Make sure your pharmacy has your current information, including your:**

- Birthday
- Phone number
- Address
- Allergies to medications
- Buckeye ID Card



The Gainwell Member Services team is available for you 24 hours a day, 365 days a year, by phone or online. Contact Gainwell to access additional resources, submit a request for information, get help finding a pharmacy, obtain copies of your member documents and answers to commonly asked questions.

- Call 1-833-491-0344 (TTY 1-833-655-2437)
- Visit <https://spbm.medicaid.ohio.gov>



Language assistance and interpretation services are available upon request at no cost to you. Services available include, but are not limited to, oral translation, written translation and auxiliary aids.

Find pregnancy resources at:



# PREGNANCY SUPPORT



As your guide to better health, Buckeye Health Plan wants to help you give your baby the best possible start to life. Our award-winning **Start Smart for your Baby®** program provides extra care, benefits and support for moms before, during and after pregnancy at no cost to you.



## Need help during pregnancy?

We are here for you!

Go to your doctor as soon as possible.

Let Buckeye know about your pregnancy by:

- Filling out a Notification of Pregnancy Form through your Buckeye Member Web Portal ([buckeyehealthplan.com/login.html](http://buckeyehealthplan.com/login.html))
- By calling **1-866-246-4358**
- Or, mailing a Notification of Pregnancy Form to Start Smart Program, 7700 Forsyth Blvd., St. Louis, MO 63105-9963



## Members get special assistance before, during and after pregnancy, including:

- Information about pregnancy and newborn care
- No-cost doctor visits that can start as soon as you are pregnant. Early and regular doctor visits are important to baby's health.
- Help finding a doctor or hospital and setting up appointments
- Mental health support and services
- Breastfeeding support and resources
- Help to quit smoking or using alcohol or drugs
- Community resources to help you get the things you need during your pregnancy and after your baby is born such as food, a crib, housing and clothing
- Up to **\$300** in rewards for submitting a Notification of Pregnancy Form and completing your infant well-care visits



# TRANSPORTATION BENEFITS

**Need a ride? Buckeye has you covered. Members get rides to:**

- The pharmacy after a doctor's appointment if it is within 10 miles of the pickup or drop off location
- Job interviews ■ Housing assistance organizations
- Up to 15 round trips or 30 one-way trips to the doctor or other healthcare appointments
- Dental and vision visits ■ Visits with caseworkers/ODJFS/WIC



**Plus, get 10 one-way trips to the grocery store or other healthy food locations.**

**Call Buckeye at 1-866-531-0615 at least 48 hours in advance to arrange a ride.**



Buckeye also provides **round-trip transportation** for covered services that are 30+ miles away from home. Remember, if you have an emergency, call 911 or go to the emergency room.



# MY HEALTH PAYS® REWARDS

Taking good care of yourself just got better! Earn My Health Pays® rewards when you complete activities to protect your health such as an annual wellness exam, health screenings and tests. Use your rewards card to pay for rent, utilities, childcare, everyday items and more.

## Take healthy steps to earn rewards



- **\$75** for annual well visit (ages 3-11)
- **\$75** for annual well visit (ages 12-21)
- **\$75** for annual well visit (ages 21+)
- **\$25** for annual flu vaccination (one per flu season September - April, ages 6 months and up)
- **\$100** for annual comprehensive diabetes care — must complete all of the following once in the calendar year: HbA1c test, kidney screening and retinopathy screening (dilated eye exam)
- **\$50** for completing 2 infant well visits (ages 15 - 30 months)
- **\$25** for new members after completing a Health Risk Assessment (HRA)
- **\$25** for first annual dentist appointment
- **\$75** for annual breast cancer screening (females ages 50-74)
- **\$75** for annual cervical cancer screening (females ages 21-64)

## Pregnancy and infant well-care:

- **\$75** for completing a Notification of Pregnancy (NOP) Form within the first trimester.
- **\$25** for completing a Notification of Pregnancy (NOP) Form within the second trimester if not completed in the first trimester. Login to the secure Member Portal to access the NOP Form.
- **Up to \$150** (\$25/visit) for completing 6 infant well visits by 15 months old. (These visits are recommended at 3-5 days old, before 30 days old and at 2, 4, 6, 9, 12 and 15 months old.)
- **\$75** for a postpartum doctor visit between 7-84 days after delivery. Must notify Buckeye that you are pregnant before having a baby by calling or submitting a completed NOP Form.
- **\$50** for completing 2 infant well visits (ages 15 - 30 months)
- **\$25** for new members after completing a Health Risk Assessment (HRA)

## To find out more:

- Call 1-866-246-4358 / TTY users: 1-800-750-0750 with questions about Buckeye's rewards or to check your rewards card balance.
- **The My Health Pays® Visa® Prepaid Card is issued by The Bancorp Bank N.A., pursuant to a license from Visa U.S.A. Inc. The Bancorp Bank N.A.; Member FDIC. Card cannot be used everywhere Visa debit cards are accepted. See Cardholder Agreement for complete usage restrictions. This card may not be used to buy alcohol, tobacco, or firearms products.**
- My Health Pays® rewards do not apply to those members within Franklin County Foster Care.



## OhioRISE

Ohio Resilience through Integrated Systems and Excellence (OhioRISE) program is a managed care program for youth with behavioral health needs. OhioRISE aims to expand access to in-home and community-based services to ensure OhioRISE members and families have the tools to direct their interactions with multiple systems such as juvenile justice, child protection, developmental disabilities, mental health and addiction, education, and others. An individual who is enrolled in the OhioRISE program will also keep their managed care enrollment for the physical health benefit.

**In addition to the behavioral health services already available through Medicaid, OhioRISE offers the following services:**

- Intensive Home-Based Treatment
- Wraparound Supports
- Psychiatric Residential Treatment Facility (PRTF): Available January 2023
- Involving your managed care organization in your care management
- Care Coordination determined by the CANS assessment
- Mobile Response and Stabilization Service (MRSS)
- Behavioral Health Respite



## OhioRISE eligibility:

- Enrolled in Ohio Medicaid
- Under the age of 21
- Meet a functional needs threshold for behavioral healthcare, as identified by the Child and Adolescent Needs and Strengths (CANS) assessment

**For more information on OhioRISE services, contact Aetna Better Health of Ohio member services at (833) 711-0773**



# BEHAVIORAL HEALTH BENEFITS

*(also called Mental Health Services)*

Buckeye cares about all areas of your health and offers mental health as well as substance use services and support. Our caring and compassionate professional team members can help you with diagnosis, treatment and recovery, ongoing counseling and support.

**Buckeye supports members who have:**

- Schizophrenia
- Depression
- Anxiety
- Substance abuse



**Buckeye behavioral health services include:**

- Care Managers who partner with providers to help coordinate care
- Assistance with questions or concerns involving behavioral health
- Coordination of treatment and services, including hospitalization
- Access to a network of providers, hospitals, mental and substance abuse programs, including:
  - Substance Use Disorder Treatment, including Case Management, Peer Recovery Support, Intensive Outpatient, Residential Treatment, Partial Hospitalization and Withdrawal Management
  - Therapeutic Behavioral Service, Adult Psychosocial Treatment and Intensive Home-Based Treatments for Children/Adolescents
  - Opioid Treatment Program Services
  - Medical Services
  - Behavioral Health Nursing Services
  - Psychological Testing
  - Psychotherapy and Counseling
  - Crisis Intervention
  - Medication-Assisted Treatment for Addiction
  - Diagnostic Evaluation and Assessment

**Learn More:**



## It's important to update your contact information to stay informed

Buckeye and Ohio Medicaid have lots of important information about your coverage that can affect you, so please keep your contact information up to date. This can include:

- Your name
- Phone number (mobile and/or landline)
- Email address
- Residential address
- Mailing address if different from your residential address

## Three easy ways for Medicaid members to update their contact information:



**Online:** Visit your self-service portal to report changes at [ssp.benefits.ohio.gov](https://ssp.benefits.ohio.gov). After logging in, click “access my benefits” then click “report a change to my case” and follow the prompts to update information.



**Call:** You can call the Ohio Medicaid Consumer Hotline at **1-800-324-8680** and follow the automated prompts about updating your information.



**In-Person:** Visit your County Department of Job and Family Services office. To find an office near you, view the location directory at [jfs.ohio.gov/countyCounty\\_Directory.stm](https://jfs.ohio.gov/countyCounty_Directory.stm)



# MEMBER RESOURCES



## 24-Hour Nurse Advice Line

**Buckeye's 24-Hour Nurse Advice Line** is a free service. You can speak directly to a registered nurse. Call any time, day or night, for help:

- Understanding your health condition or diagnosis
- Determining the best place to go for care
- Finding a doctor
- Scheduling transportation
- And more!

**Call free, any time: 1-866-246-4358**  
(TTY users: 1-800-750-0750)

**REMEMBER:** If you have a medical emergency, go to the emergency room or call **911**.



## Community resources and referrals

Buckeye has joined with more than 50,000 community partners to help members get access to healthy food, language assistance, safe, affordable housing, transportation, jobs, childcare and more.



Members and community partners can go to **Buckeye Community Connect**, an online database constantly updated with free or low-cost programs and resources. Search by ZIP code or category to find what you need in just a few clicks. Go to [buckeyehealthplan.com/community-connect.html](https://buckeyehealthplan.com/community-connect.html) or scan the QR code to the left to learn more.

You can also complete a **Social Needs Survey** to identify your needs and get matched to available resources. Scan the QR code to the right or visit [communityconnect.buckeyehealthplan.com/forms/buckeyehealthplan-social-needs-survey](https://communityconnect.buckeyehealthplan.com/forms/buckeyehealthplan-social-needs-survey) to complete the Social Needs Survey.



# BUCKEYE IS HERE FOR YOU.



## **Contact us**

Give us a call with questions about Buckeye's services or benefits: **1-866-246-4358 / TTY users: 1-800-750-0750**

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 [buckeyehealthplan.com](https://buckeyehealthplan.com)

