



## Find out about your healthcare services

Do you want to know if a medical service is covered? Call the care management team at Buckeye Health Plan (Buckeye) at **1-866-246-4358**.

**We can look at your health records and talk with your doctor.**

**We will find out:**

- If the service is needed
- If the service has been proven to help
- If the service meets your need(s)

Healthcare services must be medically necessary. They must prevent or treat your condition or illness. Services must agree with medical standards. They must be provided in a safe place.

Buckeye does not make medical service choices based on financial reasons. We do not reward doctors or staff for saying no to care. Call Buckeye so you can use your benefits fully.

### Your privacy is important

Buckeye works hard to guard your protected health information (PHI).

**Here's how:**

- We train staff to follow privacy and security plans.
- We talk about your PHI only for business reasons.
- We talk about it only with people who need to know.
- We keep the wrong people from seeing your PHI.

You can read Buckeye's complete Privacy Notice in your Member Handbook. Look on our website at **[www.BuckeyeHealthPlan.com](http://www.BuckeyeHealthPlan.com)**. Or call Member Services for a copy.

# Checkups for kids

Healthy kids are happy kids. One important way to make sure your kids stay healthy is to get regular well-child checkups. Children covered by Buckeye Health Plan can see the doctor for checkups at no cost from birth to age 21.

Well-child visits can help find problems early, when they are easier to treat. Your child's doctor will check for medical, mental, hearing, eye and dental problems. The doctor will also give advice on how to take good care of your child. Your child may get immunizations. These are shots that help stop deadly diseases.

**The first checkup takes place in the hospital right after your baby is born. After that, well-child visits should happen at the following ages:**

- 3-5 days
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 months
- 30 months
- Once a year from ages 3-21

Call Buckeye at **1-866-246-4358** for more information. Or visit our website at **www.BuckeyeHealthPlan.com**.



## Tell us about **your concerns**

Buckeye Health Plan wants to know if you are not satisfied with your healthcare. Tell us your concerns through appeals and grievances.

### Here's how it works:

- Buckeye will send you a letter if we decide to deny or stop a service. If you disagree with the decision, you may send an appeal. We will look at the decision again.
- You can file a grievance if you are not happy with Buckeye, your healthcare services or a provider.

Keep in mind that appeals and grievances must be sent within a certain amount of time. See your Member Handbook or call Member Services at **1-866-246-4358** to learn more.

## How can we **help you?**

Life can get busy and complicated. Don't let that keep you from getting the care and services you need to stay healthy. A quick visit to the Buckeye website at **www.BuckeyeHealthPlan.com** or a call to Member Services at **1-866-246-4358** can help you:

- Find a healthcare provider
- Get a paper copy of information by visiting our website at **www.BuckeyeHealthPlan.com**
- Make a health appointment
- Get a ride to your appointment (please call at least 48 hours before your appointment)

## Screening for lead

Lead poisoning can hurt kids' health. It can cause learning and behavior problems. It's important to have children checked for lead in their blood at 12 months and 24 months of age. Call Buckeye at **1-866-246-4358** for more information.



## Oral health tips for when you are expecting

What you eat during pregnancy affects the growth of your unborn child. This includes his or her teeth. Your baby's teeth begin to develop during the second trimester of pregnancy. It is important that you receive enough nutrients. Calcium, protein, the mineral phosphorus, and vitamins A, C and D are especially important.

- You may know that foods like milk and cheese are rich in calcium and protein. Did you know that almonds, white beans and tofu are too?
- To get enough phosphorus, eat protein-rich foods like lentils, shrimp or pumpkin seeds.
- You can get vitamins A, C and D by eating healthy foods. One of the best foods with these vitamins is spinach.

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



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## Asthma education

**Here are a few things you should do if you have asthma:**

- Know the difference between “rescue” inhalers and daily “controller” inhalers.
- Get an annual flu shot.
- Talk to your doctor about the pneumonia shot.
- Talk to your doctor about how to quit smoking.
- Ask your doctor or pharmacist to review how to use your inhalers.
- Think about using a spacer with your inhalers. These can improve drug delivery.
- After each use of a steroid inhaler, rinse your mouth and spit. This can help prevent thrush.



## Lab2U program

Buckeye is teaming up with U.S. Medical Management (USMM) and the Visiting Physicians Association (VPA) to help you better manage your health.

### The Lab2U program will offer an in-home kit to eligible members for the following tests:

- Colon screening (FOBT FIT Kit)
- Diabetes monitoring (HgbA1c)
- Kidney function monitoring (microalbumin)

### You will receive a letter if you are eligible. Then Lab2U staff will mail the collection kit to your home. The kit includes:

- Instructions to help you complete the test
- Items you need to complete the sample collection
- A prepaid postage return envelope to mail the test back to VPA

### The steps for completion are easy:

1. Member receives the kit.
2. Lab2U staff will call members who receive kits to answer questions. They will also remind them to complete the tests and send them back to VPA.
3. Member completes test and mails it back in the prepaid envelope.
4. The results are ready within 24 hours of VPA receiving the kit.
5. Results are sent to the member, the PCP on file and Buckeye.

If you receive one or more of these kits, please take the time to complete the collection and mail it back to VPA.

## Electronic devices and your eyes

Electronic devices can hurt your eyes. Close to 80 percent of kids have said they had blurry vision or their eyes burned, itched or felt tired after using an electronic device.

The American Academy of Pediatrics says kids younger than 2 years old should have no screen time. Kids older than 2 should watch no more than one to two hours a day. Spend some time playing games as a family instead. You will protect your child's vision and bond more as a family.

*Contributed by Jill Scullion, OD, Director of Business Development, Envolve Vision, Inc. Envolve Vision is a wholly-owned subsidiary of Envolve Benefit Options, Inc.*



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)

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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## 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, kanschst 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).