

Know **what's covered**

Thank you for being a member of Buckeye Health Plan (Buckeye)! Our goal is to get you the care you need, when you need it. At Buckeye, we make decisions about the care to cover based on:

- If the service is needed
- If the service works well
- If the service is right for you

We do not make choices about care based on how much it costs, nor do we reward doctors or staff for saying no to care.

If you have a question about whether a medical service is covered, our Member Services team can help you. Member Services may look at your records and talk with your doctor.

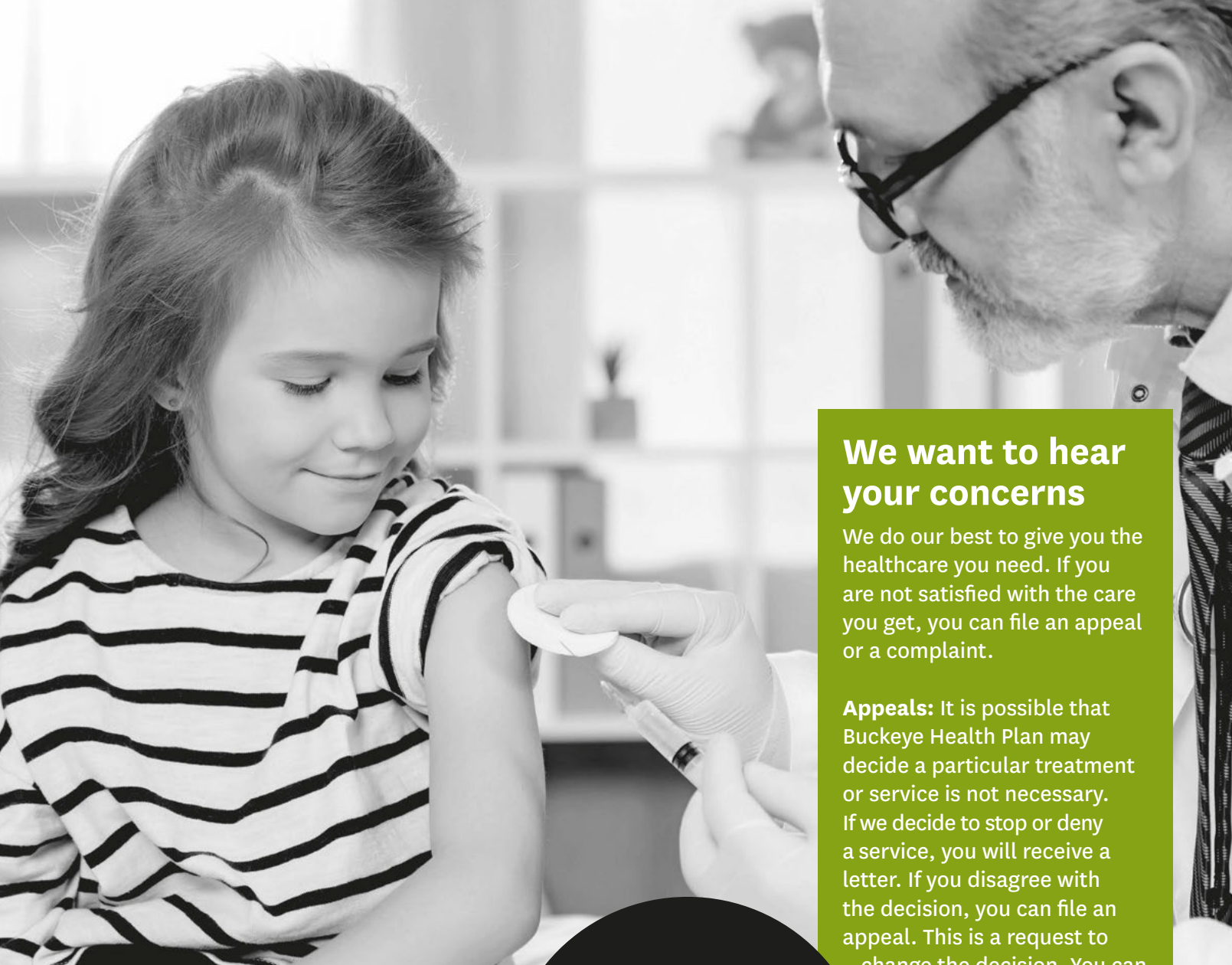
Call us at **1-866-246-4358**. Do you speak a language other than English? We have translation services to help you.

Your privacy is important

You share a lot of information with your doctor. Buckeye Health Plan does all it can to protect your personal health information. In fact, federal law requires us to keep your records private.

You can read the full privacy notice in your member handbook or on our website. Or you can call us at **1-866-246-4358**. We can send you a paper copy.





Checking in on vaccines

Did you know that all children should receive a checkup every year? Children do not need to be sick to get a checkup. A checkup is a chance for a doctor to make sure your child is healthy. The doctor will check your child's height, weight, vision, hearing and more.

The doctor will also make sure your child is up to date on immunizations. Immunizations deliver vaccines that help protect us from illnesses such as measles, polio and the flu.

Some states require children to have certain vaccines before they start school. You can find out more at immunize.org/laws.

Call Buckeye Health Plan or go to BuckeyeHealthPlan.com to learn more about the vaccines your child needs.

Start Smart

Our Start Smart for Your Baby[®] program helps you focus on your health during your pregnancy. Visit BuckeyeHealthPlan.com to learn more.

We want to hear your concerns

We do our best to give you the healthcare you need. If you are not satisfied with the care you get, you can file an appeal or a complaint.

Appeals: It is possible that Buckeye Health Plan may decide a particular treatment or service is not necessary. If we decide to stop or deny a service, you will receive a letter. If you disagree with the decision, you can file an appeal. This is a request to change the decision. You can file an appeal by phone, in person or in writing.

Complaints: Are you unhappy with the care you received, or how you were treated by the plan or a provider? You can file a complaint, also called a grievance.

Appeals and complaints must be sent within certain time frames. Review your member handbook or call Member Services at **1-866-246-4358** to learn more.

What are preventive health guidelines?

Preventive care is care that helps you stay healthy. It can keep you from getting sick. It can find problems early, when they are easier to treat. It includes flu shots, well-child visits, cancer screenings and other types of care.

Preventive health guidelines help members and providers. The guidelines tell providers what tests and treatments members may need. For instance, the guidelines advise providers to check adults for high blood pressure. They say when to give tests for cancer. Guidelines can also help members make healthcare decisions.

Who creates the guidelines? Government bodies and groups such as the American Heart Association. They look at the latest studies to decide if guidelines need to change.

Health plans adopt guidelines based on the health needs of members. Plans also use guidelines to help them meet quality measures.

Buckeye Health Plan regularly reviews and updates the guidelines it uses. You can learn more about our preventive health guidelines at BuckeyeHealthPlan.com.



Taking care of teens

Is your child a teenager? He or she will need an adolescent health check every year. Like well-child checkups, these checkups assess teens' weight and general health. But as kids get older, they also need to be checked for more adult issues. These include:

- Tobacco, alcohol and drug use
- Sexually transmitted infections
- Depression
- HIV

To see a chart showing recommended care for children and adolescents, go to the **American Academy of Pediatrics** web page.



BUCKEYE HEALTH PLAN
4349 Easton Way
Suite 300
Columbus, OH 43219

1-866-246-4358
(TTY 1-800-750-0750)
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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BHP-MM-061719



Information regarding Buckeye's 2019 Quality Improvement Program Description is available for review upon request.



Lead screening

Lead is a metal once used in paint. In older homes, children may be exposed to lead through paint chips or dust. This can lead to learning and behavior problems. Your child's doctor should check their blood for lead.

Children should be tested for lead exposure at 12 and 24 months old. Children ages 3 through 5 must get a blood lead test if they haven't been tested at a younger age. Talk to your doctor about whether your child needs to be tested.

How can we help you?

Buckeye Health Plan can help you in many ways. We can help you:

- Find a doctor.
- Make health appointments.
- Get a copy of your member handbook.
- Get a ride to your appointments (for members with transportation as a covered benefit). Be sure to call at least 48 hours before your appointment.

You can find us online at **BuckeyeHealthPlan.com**. Our website has information about health and your health plan. We can help you get a paper copy of anything on the website.

Questions? Call Member Services at **1-866-246-4358**.



Getty Images



4349 Easton Way
Suite 300
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，我们可以为您提供免费的语言援助服务。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) schwetscht, kantscht 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).