



What's your asthma action plan?

Do you have asthma? It's a disease that makes breathing difficult. If you have it, you should also have an asthma action plan. This is a plan you and your doctor make. The plan may show:

- What activities, allergens or irritants trigger your asthma
- What medicines you take
- When to take them
- What to do if your symptoms get worse

An asthma action plan can help you decide when you need to take quick-relief medicine. It can also help you decide when to call **911** or go to the emergency room.

Disease management can help you manage long-term illnesses like asthma. Talk to your doctor. Or call **1-866-246-4358** to learn more.

3 ways we can help you

Buckeye can help you manage your health. Here are three services we offer our members.

- **Rides to medical appointments.** Please remember to call at least 48 hours before you need a ride.
- **Care management.** Are you living with many illnesses, or do you have a complex condition such as cancer? Care management teams can help you learn how to care for yourself. The team can also help you get the best care possible.
- **Start Smart for Your Baby.®** This program is for women who are pregnant or just had a baby. It offers support, advice and other help.

To learn more about these services, call **1-866-246-4358**.

Know your rights

As a member, there are things you can expect from your health plan. These are your rights. Here are some of your rights as a member:

- Receiving all services that we provide
- Being treated with respect
- Knowing your medical data will be kept private
- Being able to get a copy of your medical records

There are also things your health plan expects from you. These are your responsibilities. 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

There are more rights and responsibilities. You can read them all in your member handbook. If you need a paper copy of the handbook, call Member Services at **1-866-246-4358**.



Is your medication covered?

Buckeye Health Plan (Buckeye) wants plan members to get high-quality and cost-effective medications. We also want to make sure you get the right treatment for your condition. Not all drugs are covered. Some drugs may need to be approved before they are prescribed.

The Preferred Drug List (PDL) will tell you which drugs Buckeye covers. The list is updated regularly. You can find a copy online at <https://tinyurl.com/BuckeyePDL>. You can also call **1-866-246-4358** to find out if a drug is covered.

Your doctor or pharmacist can help you review the PDL, and he or she can help you understand your medications.

How can we help you?

Buckeye can help you with many things. Do you have questions about what is covered? Do you need health information? Look on our website or call Member Services at **1-866-246-4358**. You can also call us if you need:

- A paper copy of anything on our website, **BuckeyeHealthPlan.com**
- Help finding a doctor
- Help making health appointments
- A copy of your member handbook
- An interpreter to help you at appointments or when calling Buckeye





The reason for your sneezin’

Seasonal sneezing could mean allergies. Or it could be just another cold. How can you tell the difference? Here’s a handy chart:

Symptom	Common to colds?	Common to allergies?
Body aches	Yes	No
Cough	Yes	Yes
Fever	Yes	No
Mucus is yellow or green	Yes	No
Runny nose, congestion or sneezing	Yes	Yes

Safe use of painkillers

Pain is our body’s way of telling us something is wrong. Pain helps us know there is a problem so we can address it. When you have pain, you just want it to stop. Painkillers may help. But painkillers have side effects. It is important not to take too many. It is also important not to take them for too long.

The most common painkillers are available over the counter. Examples include:

- Acetaminophen (Tylenol)
- Ibuprofen (Motrin, Advil)
- Naproxen (Aleve)

These pills are good for mild to moderate pain. The most common side effects include upset stomach, ulcers and bleeding.

Other painkillers must be prescribed by a doctor. They include:

- Morphine
- Oxycodone (OxyContin, Percocet)
- Codeine
- Hydrocodone (Vicodin)

Your doctor may prescribe these pills after surgery or an injury. Side effects can include drowsiness, constipation and depressed breathing. Taking these pills for more than a few days can lead to addiction or overdose.

Do you have trouble managing your pain? Talk to your doctor. He or she can help you find the safest way to manage your pain.

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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Information regarding Buckeye's 2018 Quality Improvement Program Description is available for review upon request.

Help is just a phone call away!

Buckeye Health Plan wants you to have the answers you need when you need them. Our Nurse Advice Line is available 24 hours a day, seven days a week, 365 days a year, at **1-866-246-4358** (TDD/TTY **1-800-750-0750**). It is offered at no cost to you.

Our registered nurses are ready to help any time of the day or night, or when your doctor's office is closed. We can help with things such as:

- Symptoms you cannot or do not know how to manage
- Concerns about a sick family member
- Medication doses
- Questions about pregnancy

The nurse advice line can also help answer benefit questions, find providers, get a new ID card and more. Our nurses give helpful advice that is easy to follow. They can also help you decide if you need to visit your doctor or an urgent care center. (If you or a family member is having a life-threatening condition, of course, call **911** or go to the emergency room.)

To reach the nurse advice line, call **1-866-246-4358** (TDD/TTY **1-800-750-0750**) and select "nurse." We speak English and Spanish. For other languages, please ask for a translator.



photo by Getty Images



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) schwetzsch, 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).