

We protect your privacy

We do all we can to guard your protected health information (PHI). By law, we must protect your health records.

You can read the complete Privacy Notice in your member handbook or on our website at [BuckeyeHealthPlan.com/privacy-policy.html](https://www.buckeyehealthplan.com/privacy-policy.html), or call Member Services at 1-866-246-4368 and request a copy of the Privacy Notice.

Keeping kids healthy

Children do not need to be sick to see a doctor. Your child should have a well-child checkup every year.

The doctor will make sure your child is healthy and up to date on immunizations. These are shots that help protect kids from diseases like polio and measles.

Young children may need to be checked for lead exposure. Lead exposure can cause learning and behavior problems.

Is your child a teenager? He or she will need an adolescent health check. This may include a screening for depression. The doctor may ask about risks teenagers may take, like using drugs.

Call Buckeye Health Plan (Buckeye) or go to [BuckeyeHealthPlan.com](https://www.buckeyehealthplan.com) to learn more about the vaccines your child needs.





How to file an appeal or grievance

Your voice is important to us. We want to help you with your concerns.

Buckeye will send you a letter if we decide to deny or stop a service. If you disagree with a decision about coverage, you may send an appeal. An appeal is a request to change a decision made by Buckeye. When you file an appeal, we will look at the decision again. You can request an appeal by phone, in person or in writing.

Do you have a complaint about the health plan, the care or a provider? You may file a grievance to let us know.

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

Do you know what's covered?

Do you have a question about whether a medical service is covered? Our Utilization Management (UM) Department can tell you. UM may look at your health records and talk with your doctor.

UM decisions are based on:

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

UM does not make choices based on financial reasons. We do not reward doctors or staff for saying no to care. We want you to get the care you need, when you need it. Call our UM team at **1-866-246-4356** if you have questions.

Do you speak a language other than English? We have translation services to help you. Do you have difficulty hearing? Call **1-800-750-0750** for telephone text help.

Visit our secure portal.

Visit **BuckeyeHealthPlan.com** to sign up for your free member online account today. You can access claims, change your PCP, reprint your member ID card and more!



E-cigarettes pose health risk

You probably know that cigarettes are bad for your health. Did you know that e-cigarettes are bad for you, too? The vapor from e-cigarettes has chemicals that can cause cancer. A recent study found that teens who used e-cigarettes had at least five potentially harmful toxins in their bodies.

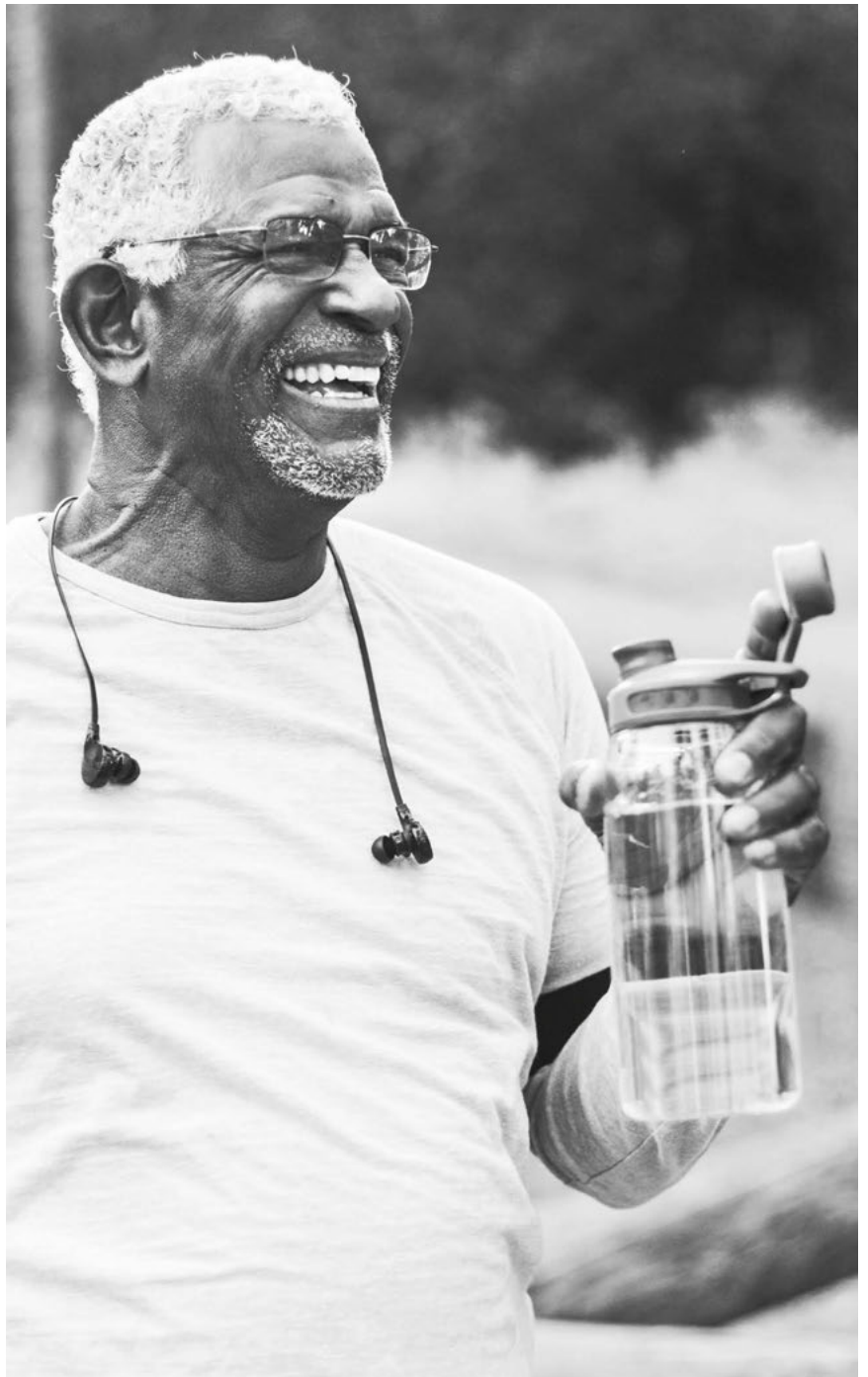
Smoking can cause lung cancer, heart disease and other diseases. It kills more than 480,000 people in the U.S. every year.

Do you smoke? Buckeye can help you quit. Call us at **1-866-246-4358**.

You can also find help online at **smokefree.gov**. The website offers:

- Free apps to help you quit
- A program that will send you text messages with encouragement, advice and tips
- Experts to talk to via chat or by phone

Call **1-800-QUIT-NOW** for more information.



Drink it up

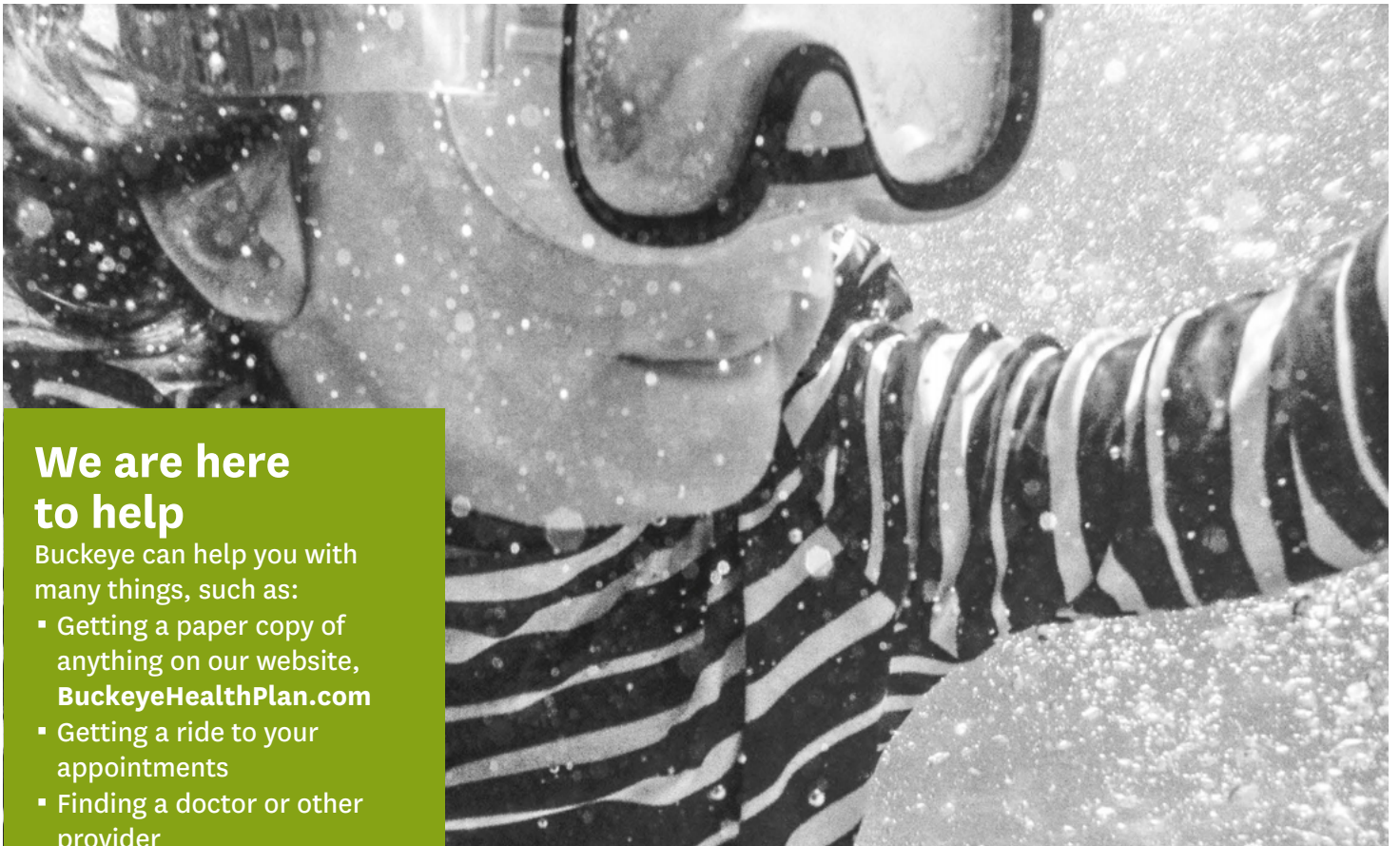
Are you drinking enough water? If you don't drink enough, you may get dehydrated. That can lead to problems like overheating, constipation or even kidney stones.

About 80 percent of the water we need comes from beverages. Drinking water is the healthiest way to stay hydrated. Sports drinks and juices contain sugar. They are often high in calories.

Most people get the water they need from drinking. You can also get water from eating fruits and other foods.

Experts say women should get about 11 cups of water every day. Men should get about 16 cups every day.





We are here to help

Buckeye can help you with many things, such as:

- Getting a paper copy of anything on our website, **BuckeyeHealthPlan.com**
- Getting a ride to your appointments
- Finding a doctor or other provider
- Getting language services if you don't speak English
- Getting a copy of your member handbook
- Getting information about your health

Call Member Services at **1-866-246-4358** to see how we can help you. You can also check our website for information.

Five tips for **water safety**

Want to beat the summer heat? Swimming is a great way to cool off. Here are five tips for staying safe in the water:

- 1.** Never swim alone.
- 2.** Don't leave young kids unsupervised.
- 3.** Make sure you and your kids know how to swim.
- 4.** Wear a life jacket when boating.
- 5.** Know what to do in an emergency.

The American Red Cross offers swim lessons at many locations. It also has water safety tip sheets at **redcross.org**.



BUCKEYE HEALTH PLAN, 4349 Easton Way, Suite 300, Columbus, OH 43219
1-866-246-4358 (TTY 1-800-750-0750) • 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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BHP-MM-082118



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



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) schwetszcht, 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).