



Know **your numbers**

Do you know your blood pressure numbers? That is the first step in fighting high blood pressure. High blood pressure can increase the risk of heart disease and stroke. It can lead to heart attacks and kidney disease. Here are three ways to control your blood pressure.

- 1. Eat a healthy diet.** This means less fat, salt and sugar and more whole grains and vegetables. Limit alcohol and sugary drinks.
- 2. Stay active.** Regular exercise will make your heart stronger. It can also keep your weight down.
- 3. Take your medication.** Has your doctor prescribed medication to control your blood pressure? Take it exactly as prescribed.

Buckeye Health Plan can help you manage your blood pressure. We have disease management and care management programs for members with certain conditions. Call **1-866-246-4358**.

Taking care of your teeth

Healthy teeth mean more than just a good-looking smile. Good dental care adds to your overall health. Children and adults should see a dentist at least once a year.

Call us at **1-866-246-4358** if you need help finding a dentist. We can tell you what dental services are covered.



Make the most of your health plan

Buckeye Health Plan wants to help you get the most out of your health plan. Let us know if you need:

- A ride to the doctor
- Help finding a doctor
- Help making an appointment
- A paper copy of anything you see on our website, BuckeyeHealthPlan.com

Call Buckeye Health Plan Member Services at **1-866-246-4358**.

Our website has lots of helpful information. You can find a copy of your member handbook and look for a provider. You can also order a new member ID card through the secure member portal. Find the member portal at BuckeyeHealthPlan.com/login.html.

Know your benefits

Do you know your benefits? You can find out more about your benefits in the member handbook. If you don't have a copy, just call us at **1-866-246-4358**.

You can also call us with questions about your benefits. We can help you file a complaint. We can also tell you how to appeal a decision.

We offer free interpreter services to members. An interpreter can help you find out more about your benefits. An interpreter can also help you during medical appointments. Call Buckeye Health Plan Member Services at **1-866-246-4358**.

Checkups for teens

Teens don't need checkups as often as young kids do, but they should still see a primary care doctor at least once a year. Regular visits will keep teenagers up to date on vaccines. The doctor can also talk to teens about:

- Safe sex
- Drug and alcohol use
- Depression

As teens get older, they should stop seeing a pediatrician and start seeing an adult primary care provider. This is particularly important for teens with chronic health issues. If a teen has a condition such as diabetes, he or she should not miss any visits.

Growing up also means teens will need to start managing their own care. They can make their own appointments. They will need to talk to doctors about their care. You can learn more about helping teens transition to an adult care provider at gottransition.org. Buckeye Health Plan can help teens find an adult care provider. Call Member Services at **1-866-246-4358**.





Your diabetes plan

If you have diabetes, tests can help you take care of your health. You should know about these tests:

- **HbA1c:** This blood test shows your average blood sugar level over the past few months. Most people aim for an A1c lower than 7 or 8 percent.
- **Eye exam:** A vision test will check for signs that diabetes is damaging your eyes.
- **Foot exam:** Your doctor will look for blisters, sores or a loss of feeling.
- **Blood pressure:** High blood pressure can make the health problems caused by diabetes worse.
- **Cholesterol:** People with diabetes are more likely to have high cholesterol. This can cause heart disease.
- **Urine screening:** This test makes sure your kidneys are working well.

If you have diabetes, you should see your doctor every three to six months. Talk to your doctor about what tests you need and how often.

Buckeye Health Plan can help you manage your diabetes. Call **1-866-246-4358**.

What are your wishes?

It can be hard to talk about end-of-life care. But it's important to talk about it now. That way, your loved ones will know what your wishes are if you become unable to speak for yourself.

An advance directive is a document that says what treatments you do and do not want. Once you have a directive, there's still more to do. Make sure your doctor puts a copy in your file. Make sure your loved ones know where to find a copy.

You can find more information on advance directives at caringinfo.org.



Pain medication safety

In 2015, 3,050 people in Ohio died of accidental drug overdoses. Most of these deaths were because of opioids.

Opioid drugs can be addicting. Do you take an opioid for pain? Remember these safety tips:

- Always take the medication as prescribed. Never take more than you need.
- If the medication does not seem to be working, talk with your doctor.
- Check with a doctor or pharmacist before also taking acetaminophen, ibuprofen, or medications for sleep or anxiety.
- Get rid of any pain medication you do not need. Ask a doctor or pharmacist how to do so safely.

Ohio wants to help people use opioid medications safely. Changes have been made in how drugs can be prescribed:

- For short-term use, the first prescription can be for no more than a 7-day supply.
- For continuing prescriptions, patients can only get a 14-day supply every 45 days.

Do you already take a daily opioid medication for long-term use? These changes would not affect you. Questions? Talk to your doctor or pharmacist.



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-033018

Winter risks for heart disease

You probably know that winter is a risky time for falls. But did you know you're also more at risk of a heart attack in the winter? That's because cold weather makes blood vessels smaller. This can lead to higher blood pressure and higher cholesterol levels, which can cause heart disease. Here are some tips for staying healthy in the colder months.

- **Wrap up:** Dress in layers to stay warm. Be sure to wear a hat and gloves.
- **Build up to it:** If you plan to work or play outside, warm up with light exercise first.
- **Take care of your health:** Talk to your doctor about your blood pressure. Get your cholesterol checked.



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



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, kansch 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).