

HEALTHY moves



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Renew your Medicaid benefits!

Remember to renew your Medicaid benefits with your local Department of Job and Family Services (JFS). You will continue to get your benefits through Buckeye Health Plan when you renew. If you do not renew, you will lose Medicaid and Buckeye health coverage.

HERE IS HOW TO RENEW:

1. The Ohio Department of Medicaid will send you a form when it is time to renew Medicaid coverage.
2. Then, choose one of these options:
 - ▶ **Online:** This is the fastest way! If you applied for Medicaid online, go to benefits.ohio.gov and click "Renew my benefits" to get started.

- ▶ **In person:** Visit your Jobs and Family Services County Office. Find it here: jfs.ohio.gov/county/county_directory.pdf. Buckeye can help you with transportation to the county office. Call **1-866-531-0615** two business days before you need a ride to your appointment.
- ▶ **By mail:** Fill out the form you get from the Ohio Department of Medicaid and mail it right away to your county Jobs and Family

Service office. Find the address here: jfs.ohio.gov/county/county_directory.pdf.

Do you have questions? Visit your local Job and Family Services office. Or go online for answers at www.benefits.ohio.gov. Or call **1-800-324-8680**.

Buckeye wants to give you the quality care you need to stay healthy. Please don't forget to renew!

¿Habla usted español? Ingrese a www.buckeyehealthplan.com para ver este boletín en su idioma. Ingrese a www.buckeyehealthplan.com. Seleccione "Members" (Miembros), luego haga clic en "Member Newsletters" (Boletín para miembros) en la parte inferior derecha de la página.

We care about quality

Buckeye Health Plan (Buckeye) wants to improve the health of all members. To help us do this, we have a Quality Improvement Program (QI Program).

The QI Program is run by Buckeye's medical director, the vice president of Medical Management and the Quality Improvement Committee.

This program looks at the quality and safety of our services. We review the care we give to members. This includes medical, behavioral health, dental and vision care. It also includes services like these:

- ▶ Preventive care
- ▶ Emergency care
- ▶ Primary care

- ▶ Specialty care
- ▶ Acute care
- ▶ Short-term care
- ▶ Ancillary services

You can learn more and see how we're doing. Call **1-866-246-4358** to ask for a paper about the QI Program.

Sad or depressed?

Depression is a serious illness. Like other illnesses, it can be treated. These are common signs of depression:

- ▶ Weight loss
- ▶ Feeling tired
- ▶ Anxiety
- ▶ Trouble concentrating
- ▶ Headaches
- ▶ Stomach problems
- ▶ Heart racing
- ▶ Sleep troubles

Talk with your doctor if you have these symptoms. There are many ways to treat depression. And the only way to start feeling better is to start talking about it.

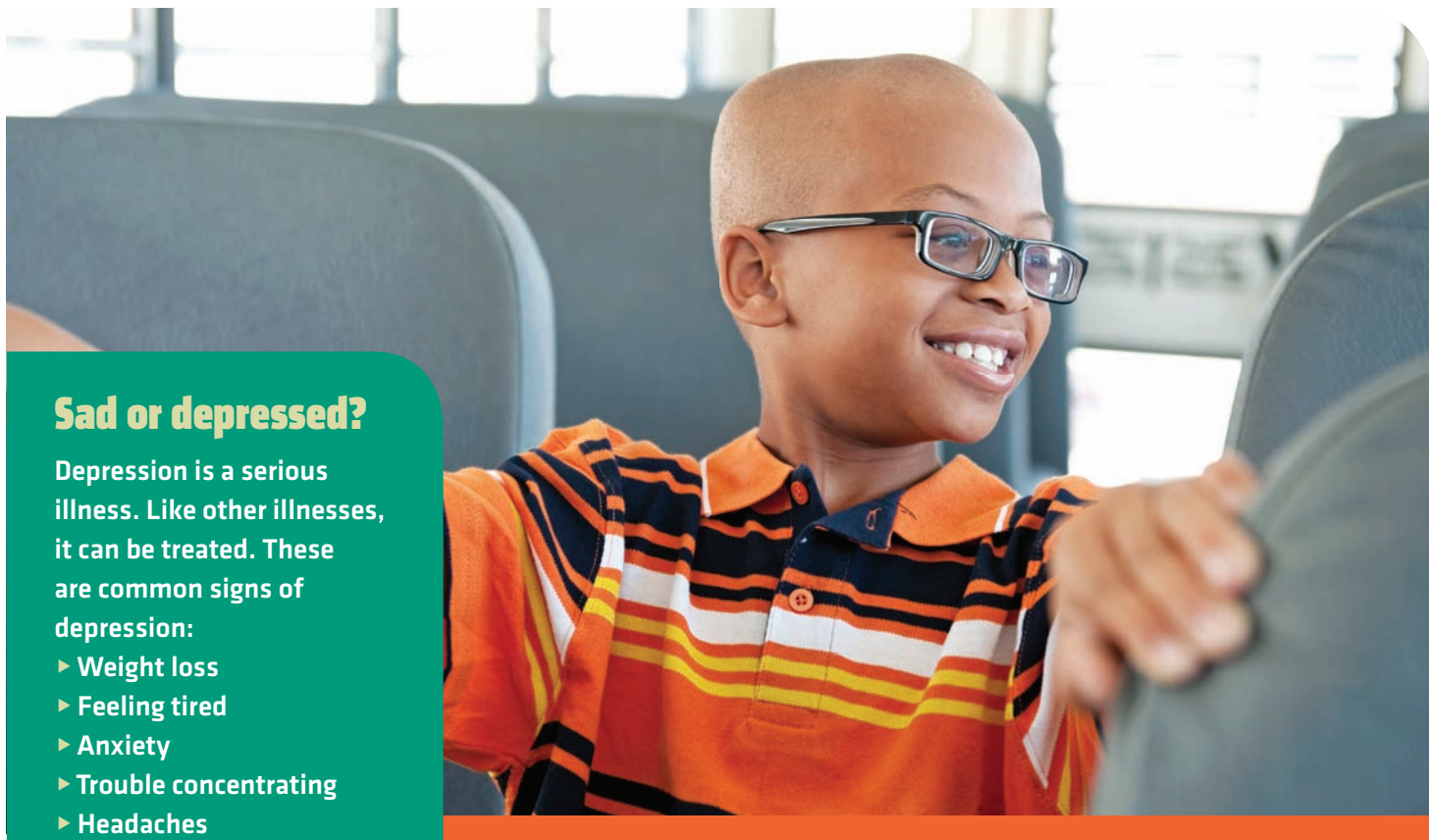
Call **1-866-246-4358** if you need help finding a doctor or if you need someone to talk to.

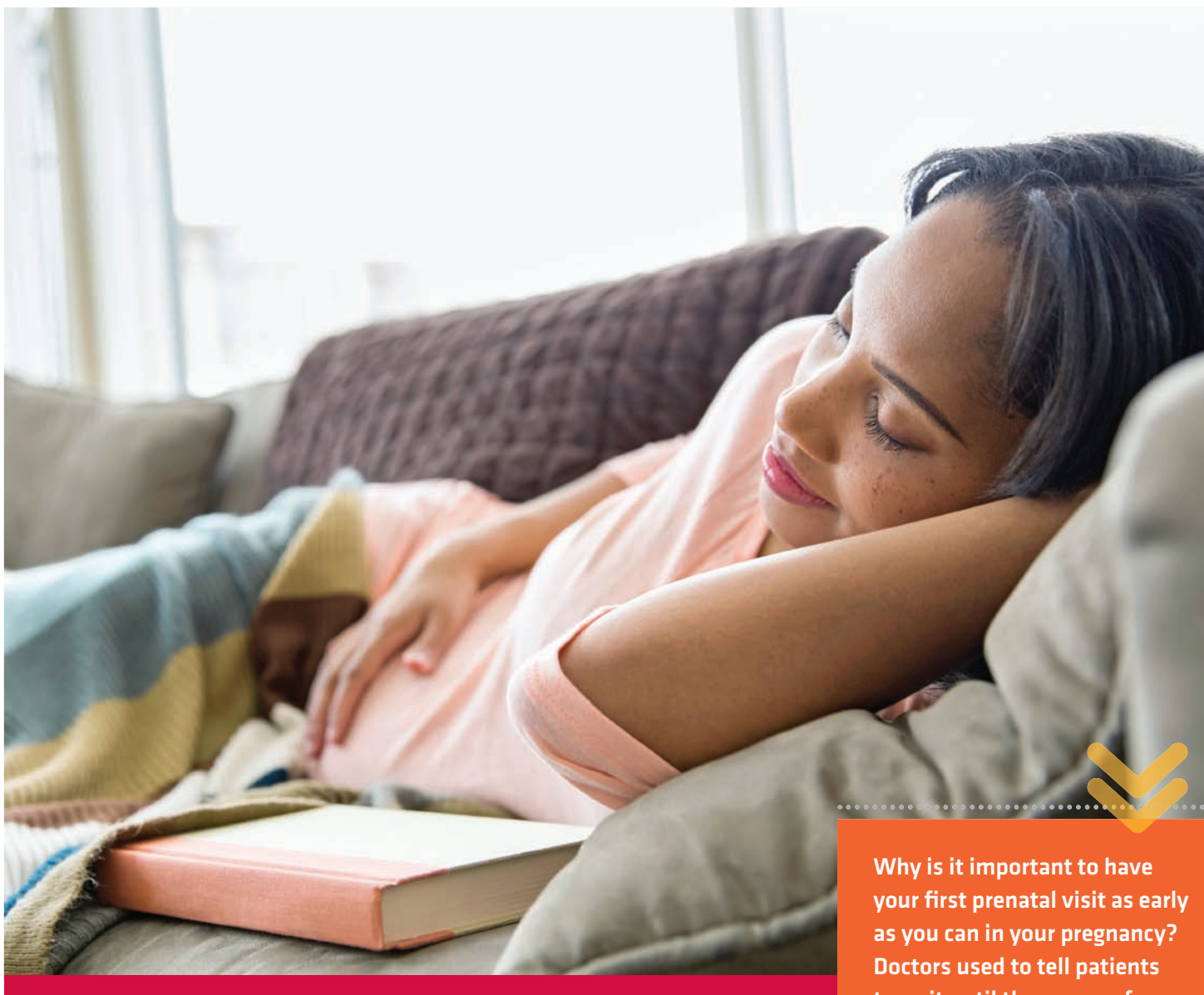
Caring for kids with **ADHD**

Having ADHD means taking medicine and following up with the doctor. The doctor may need to change the medication if your child's symptoms or weight change. Follow your doctor's plan for treatment. Make sure to see the doctor regularly to check for side effects.

There are also other ways you can help your child cope with ADHD. Try these tips at home:

- 1. Follow a schedule.** Do the same things every day. Write out the schedule so your child knows what to expect.
- 2. Limit the number of smartphones, computers and TVs at home.** Keep electronics off in the evening.
- 3. Help your child focus on one task at a time.** For example: Do homework in one location every day in a quiet area in your home.





Pregnant? Tell your doctor!

Call your doctor as soon as you think you are pregnant. Call even if you already took a home test. And even if you already have children.

Your doctor will help you have the healthiest pregnancy possible. You will learn about vitamins, eating well and what to do if you notice problems. Your doctor can also tell you about local support.

Prenatal care is good for you and your baby. Plus, it will not cost you anything.

Our Start Smart for Your Baby® program can help you. Start Smart

for Your Baby is a program for women who are pregnant or just had a baby. We can help make this important time less stressful. We offer:

- ▶ Help finding a doctor and setting up appointments
- ▶ Professional nursing staff
- ▶ 24-hour nurse advice line
- ▶ Support with breastfeeding
- ▶ Help finding community resources

This program is part of your benefits and is no cost to you. Call us today to learn more about Start Smart for Your Baby.

Why is it important to have your first prenatal visit as early as you can in your pregnancy? Doctors used to tell patients to wait until they were a few months into their pregnancy to begin prenatal care if they were not having problems. We do not do this anymore.

There are many important things that need to be checked early in pregnancy. Your baby's most critical development happens during the first half of your pregnancy. This is the time to be under your doctor's careful eyes. Make an appointment to see your doctor as early as possible. It is very important that this happens in the first 10 to 12 weeks of pregnancy.



Is your child seeing the **right doctor?**

As your children grow, make sure they are seeing the right doctor.

Your child's needs may change as he or she grows. If your child is seeing a pediatrician now, it may be time to change to an adult doctor.

Talk with your child's current

doctor, who can help you decide if your child needs a new doctor. He or she can help make sure there are no breaks in your child's care. Buckeye can also help members find the right doctor for their care.

It is important for kids to see the

doctor at least once a year. If you need help finding a doctor or making an appointment, call our Member Services at **1-866-246-4358**.

We are here to help you with your child's health needs.

You have rights and responsibilities

There are things you can expect from your health plan. There are also things your health plan expects from you. These are called rights and responsibilities. They cover your treatment, privacy and access to information.

You can read all the rights and responsibilities in your member handbook.

Here are some of your rights as a member:

- ▶ Having access to all services that we provide.
- ▶ Being treated with respect.
- ▶ Knowing that your medical information will be kept private.
- ▶ Being able to get a copy of your medical record.
- ▶ Being able to ask that your record be corrected if needed.

- ▶ Being able to file an appeal, a complaint or state hearing.

Some of your responsibilities include:

- ▶ Asking questions if you don't understand your rights.
- ▶ Keeping your scheduled appointments.
- ▶ Having your ID card with you at your appointments.
- ▶ Getting in touch with your primary care provider (PCP) first if you have a medical need that is not an emergency.
- ▶ Telling your PCP if you had care in an emergency room.

Check your member handbook or visit www.buckeyehealthplan.com for the full list. Call Member Services at **1-866-246-4358** if you need a paper copy of the member handbook.

WHAT IS DISEASE MANAGEMENT?

It is just one of the ways we can help you live healthier. It can help you manage a long-term illness like diabetes or asthma. Call **1-866-246-4358** or talk to your doctor about this help.

We can help you feel better

Do you live with many illnesses? Maybe you have diabetes and high blood pressure? Do you have a complex condition such as cancer or a chronic lung disease?

Our case management team can help. The team is made up of nurses and social workers. They can help you understand how to better take care of yourself and where to get the best care possible.

Use case management to:

- ▶ Help you find doctors and other providers including mental health doctors and specialists.
- ▶ Help you get services that are covered by your plan, such as medical equipment or home health.
- ▶ Work with your doctor to help you stay healthy.
- ▶ Show you resources in your community.

If you are interested in case management, you or your doctor may ask for it. Just call **1-866-246-4358**.



Pharmacy facts

- 1** The formulary is the list of drugs that Buckeye covers. It is also called a "Preferred Drug List" (PDL).
- 2** You can find the latest formulary at www.buckeyehealthplan.com. You can also call **1-866-246-4358** to find out if a drug is covered.
- 3** Your doctor or pharmacist can help you review the formulary. They can find a medication for you that is covered.

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www.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
2015 Quality Improvement
Program Description is available
for review upon request.

INSIDE: What is
disease management?

How can we help you?

Buckeye can help you with many things. Just call Member Services at **1-866-246-4358** if you need:

- ▶ A paper copy of anything on our website, **www.buckeyehealthplan.com**.
- ▶ Help finding a doctor.
- ▶ Help making health appointments.
- ▶ A ride to your appointments. (Please remember to call at least 48 hours before your appointment.)
- ▶ Help connecting with a care manager.