



BUCKEYE FOR LIFE

2024
COMMUNITY
IMPACT
REPORT



Denise, Joined Buckeye in 2014

PURPOSE:

Transforming the health of the communities we serve, one person at a time.

OUR LEADING WITH HEART VALUES:

- Compassion
- Connection
- Authenticity
- Accountability



**buckeye
health plan.**

Your Guide to Better Health.™

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OUR MEMBERS. OUR MISSION.

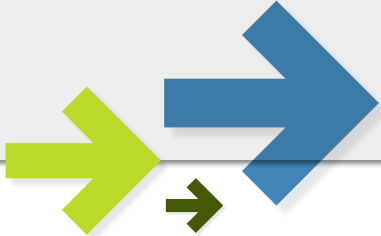
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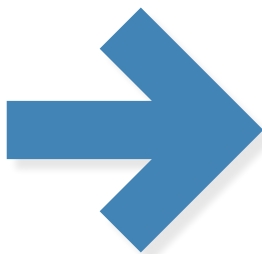
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Shanice, Joined Buckeye in 2005



Peyton, Joined Buckeye in 2017



Jacqueline, Joined Buckeye in 2014



David, Joined Buckeye in 2024

MESSAGE FROM THE CEO

BUCKEYE FRIENDS,

For more than 20 years, Ohio has trusted Team Buckeye to improve the health of its residents at every age and stage of life. Buckeye’s Medicaid, Medicare, MyCare (combined Medicaid and Medicare) and Marketplace plans go beyond physical health by supporting emotional and mental health as well as social needs.

As a managed care leader, Buckeye brings quality care and services to hundreds of thousands of lives. We provide flexible, personalized services such as care management, wellness plans and support programs to address individual health challenges. Whether managing chronic conditions, navigating complex health systems or offering expert advice, we are here to guide and support our members.

Our partnerships with community-based programs, such as Buckeye Fresh! events, school hygiene closets and anti-bullying initiatives, reflect our commitment to transforming the health of the communities we serve, one person at a time.

We also emphasize prevention and proactive health education, encouraging annual wellness exams, vaccinations and other preventive services to empower our members to take charge of their health. And when health issues arise, we ensure seamless care coordination, working with our large network of healthcare providers and specialists to deliver timely, appropriate and focused care for the best possible outcomes.

Team Buckeye is privileged to do rewarding work every day as part of what helps Ohio be healthy and stay healthy. Thank you for your interest in Buckeye’s ongoing work to make a lasting positive impact on the people and communities we are honored to serve.

Respectfully,



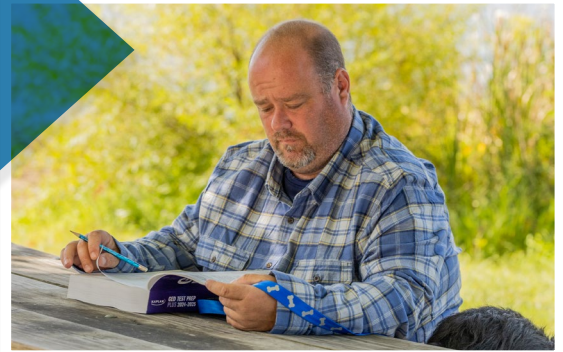
Steve Province, FACHE
Buckeye Health Plan President and CEO



WHAT'S NEXT IN OHIO HEALTHCARE

Most of my challenges have been with my diabetes and mental health — keeping track of my medications while managing severe depression and anxiety. I'm doing a lot better since working with my Buckeye Care Guide. She's there for me. Buckeye has helped me get my health in order.

Buckeye Medicaid Member, Jody



Scan the QR code to hear Jody's full story.
bit.ly/BHP24-CIR-Jody-Mission-Moment



ONE PLAN. ALWAYS COVERED.

Buckeye is committed to helping our members be healthy and stay healthy. Buckeye members have peace of mind knowing that access to quality healthcare, services and resources is available for themselves and their loved ones. Buckeye’s health insurance plans include:

- Medicaid
- Medicare
- MyCare Ohio (Medicaid-Medicare)
- Health Insurance Marketplace

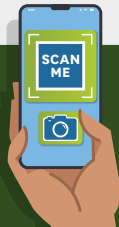
MyCareOhio
Connecting Medicare + Medicaid



FROM buckeye health plan

buckeye health plan.

wellcare By **allwell™**



Not all plans are the same. Learn more about each and find the plan that fits your needs. For more information, scan the QR code or visit bit.ly/BHP24-CIR-How-to-Get-Health-Insurance



Rose, Joined Buckeye in 2020, and Dr. Kambelos, Buckeye Medical Director



Angel, Joined Buckeye in 2005

BUCKEYE MEMBERS GET ACCESS TO:



Medical care



Extra benefits like rewards and transportation



Behavioral health services



Referrals to community resources



Pharmacy benefits



And so much more!



Dental and vision coverage



HEALTHCARE FOR EVERY STAGE OF LIFE

BUCKEYE HAS PLANS TO SERVE ALL OHIOANS

Buckeye is committed to helping our members get and stay healthy. That's why we offer Ohio health insurance plans that cover every stage in life, including medical, behavioral health, pharmacy, dental, vision and so much more. Plus, we help with social needs that can impact health and well-being. Whether you're looking for quality healthcare, services and resources for yourself or a loved one, Buckeye has you covered.

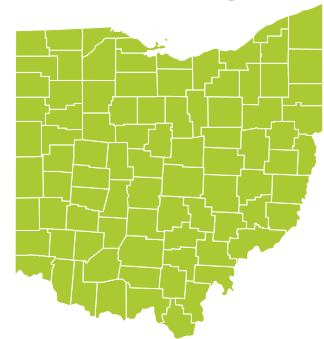


MEDICAID

- Product launched in 2004

Buckeye Medicaid provides coverage to qualified adults and children, eligible-aged blind and disabled persons and children within the foster care program.

 buckeye health plan.



Visit bit.ly/BHP24-CIR-Medicaid-Map or scan the QR code to the right for more information.

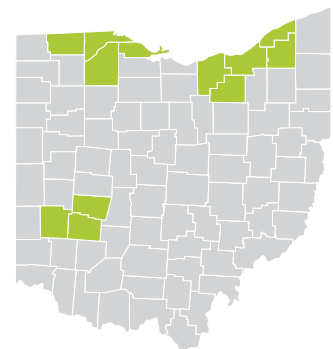


INTEGRATED MEDICAID + MEDICARE (MYCARE OHIO)

- Product launched in 2014

MyCare Ohio is a dual-eligible program that offers both Medicare and Ohio Medicaid in 12 counties. Qualified enrollees of the Medicare-Medicaid Plan receive healthcare benefits of both programs from a single health plan.

 MyCareOhio
Connecting Medicare + Medicaid



Visit bit.ly/BHP24-CIR-MyCare-Map or scan the QR code to the right for more information.



WELLCARE BY ALLWELL (MEDICARE)

- Launched as a Medicare product in 2008 and has evolved into WellCare by Allwell, which launched in 2020

Our Medicare Advantage plan gives members access to caring case managers, friendly, helpful member service representatives and a 24-hour nurse line for medical advice. Wellcare is an HMO, PPO, PFFS, PDP plan with a Medicare contract and is an approved Part D Sponsor. Our D-SNP plans have a contract with Ohio Medicaid.



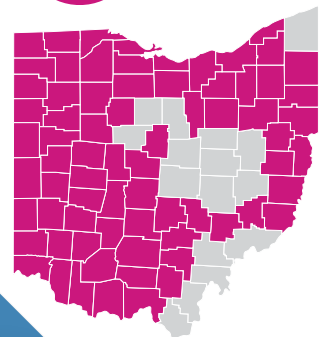
Visit bit.ly/BHP24-CIR-Wellcare-Map or scan the QR code to the right for more information or to explore plans by zip code.



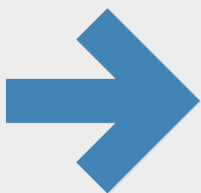
AMBETTER (MARKETPLACE)

- Product launched in 2014

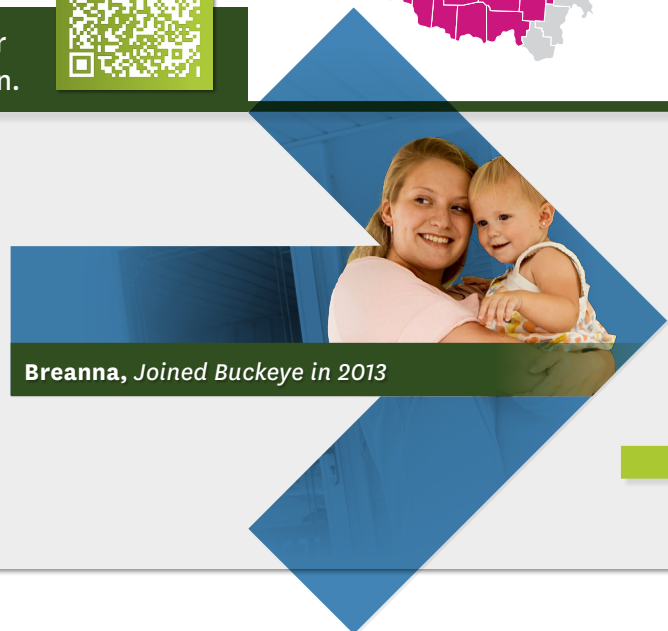
Ambetter is a qualified health plan on the Ohio Health Insurance Marketplace Exchange, available in 72 counties. Member plan options and costs vary based on premium payments versus out-of-pocket expenses. Subsidies are dependent on income level.



Visit bit.ly/BHP24-CIR-Ambetter-Map or scan the QR code to the right for more information.



Asia, Joined Buckeye in 2017



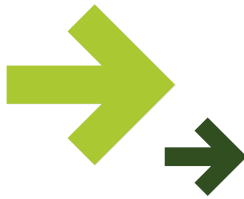
Breanna, Joined Buckeye in 2013



DELIVERING ON NEXT GENERATION MEDICAID

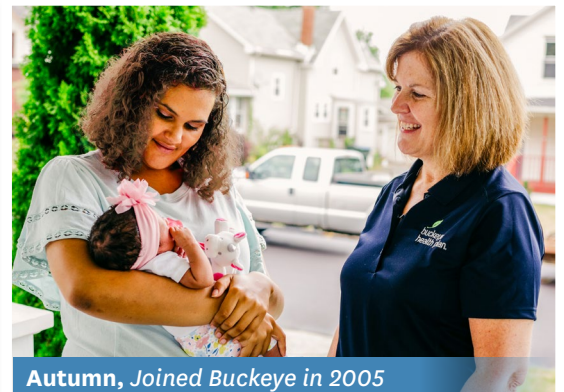
We're proud to partner with the Ohio Department of Medicaid to deliver Next Generation managed care that enhances quality care and support for our Medicaid members while improving the provider experience.

NEXT GENERATION PROGRAM HIGHLIGHTS:



CARE COORDINATION

Buckeye's care coordination team connects members to healthcare, local social services and behavioral health resources to treat the whole person and meet the individual needs of our members.



Autumn, Joined Buckeye in 2005



While our Care Managers coordinate care for members with chronic health conditions, our Care Guides assist members with other needs such as:



Helping members get medication and durable medical equipment



Finding housing assistance



Arranging transportation to medical appointments



Following up after a recent visit to the emergency room or hospital stay



Connecting members with community partners for social assistance



To learn more about care coordination services, scan the QR code or visit bit.ly/BHP24-CIR-Care-Coordination

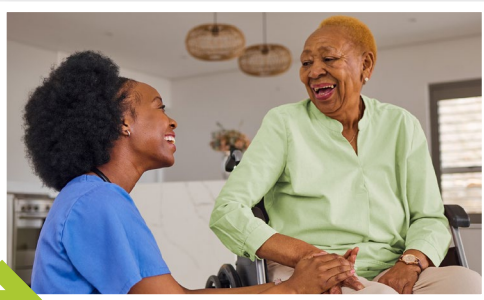


PLANNING FOR NEXT GENERATION MYCARE



Buckeye is honored to be among four managed care plans recently selected by the Ohio Department of Medicaid to provide Medicare-Medicaid eligible members with the new Next Generation MyCare Ohio program starting January 2026.

Through MyCare Ohio, Buckeye will offer members comprehensive medical, behavioral health and long-term services through a single plan. The new contract enables Buckeye to expand MyCare services statewide when the program grows in 2027. Buckeye will also help MyCare Ohio members overcome social barriers to health and remain as independent as possible in their own home and community.



BUCKEYE IN ACTION

HIBLER'S STORY

Buckeye MyCare Ohio member Hibler was temporarily living in a long-term care facility and was ready to transition back to her daughter's home. However, the house couldn't accommodate her mobility and medical needs. Her Buckeye Care Manager was there to coordinate the installation of a wheelchair ramp, arrange for necessary medical equipment and secure additional waiver and skilled services, including physical and occupational therapy, medication education and home healthcare.

HELPING MEMBERS MANAGE THEIR CARE FROM ANYWHERE



Some MyCare members have serious health challenges requiring them to seek professional healthcare services at the hospital or a skilled nursing facility. When members return home, Buckeye connects them with the resources and services they need to recover and remain independent. In 2024, Buckeye launched new partnerships to support the transition of care for members:



ACTUALMEDS' team of pharmacists reaches out to members following their discharge to review medications, answer questions and assist with medication refills.



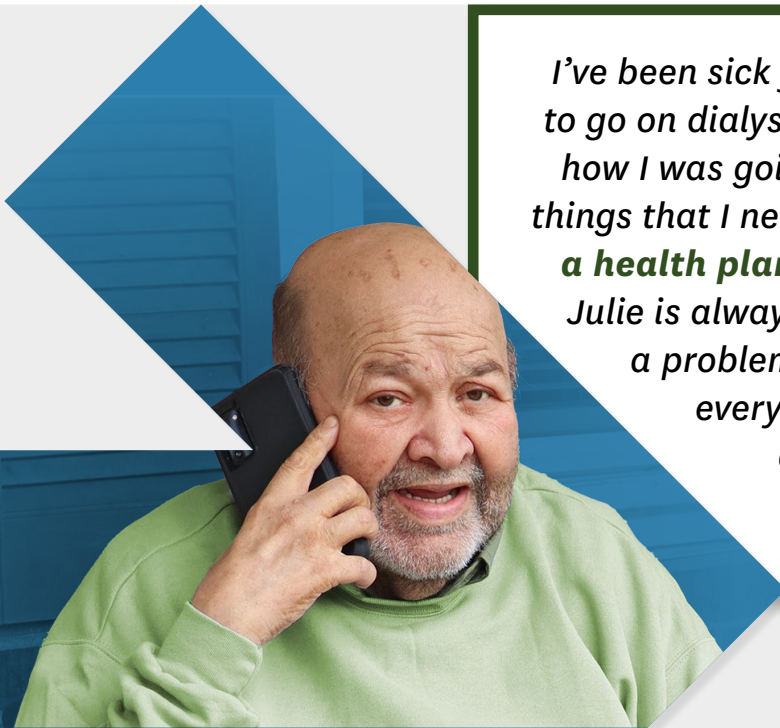
VESTA'S concierge service reduces hospital admissions by providing personalized, home-based care like home health aides, patient monitoring and medication reconciliation. Vesta also offers urgent and coordinated reactive care like 24-hour access to doctors and nurses, virtual urgent care and access to medical supplies like blood pressure cuffs, shower chairs and more.



BRAVE HEALTH supports members with behavioral health needs by offering telehealth counseling and psychiatric services scheduled within 7 days of discharge.

OUR MEMBERS. OUR MISSION.

At Buckeye, we're committed to Leading with Heart and pouring compassion, connection, authenticity and accountability into everything we do for our members. We go beyond meeting medical needs and also address social, emotional and behavioral health — ensuring our members have resources and support to live healthier, more fulfilling lives.



*I've been sick for five years with diabetes and then had to go on dialysis. I was really stressed out. I didn't know how I was going to take care of myself or get the right things that I needed. **Now that I'm with Buckeye, I have a health plan on my side.** My Buckeye Care Manager Julie is always there to help and give me advice. She's a problem solver and usually comes through with everything. I've never had a friend like Julie, and I'm so happy to be with Buckeye.*

Buckeye MyCare Member, David



Scan the QR code to hear David's full story.
bit.ly/BHP24-CIR-David-Mission-Moment



ENSURING BASIC HYGIENE FOR STUDENTS

Buckeye launched the Hygiene Closet initiative in partnership with at-risk schools in Northeast Ohio to provide personal care items and health education to students who may struggle with access to basic hygiene essentials.

Initiatives like this make a true difference inside and outside of the classroom. Studies show that when these basic needs are met, schools see improvement in student attendance, behavior and grades. Hygiene products can also reduce the risk for some diseases and health conditions, including skin infections, lice, tooth decay, urinary tract infections and more.

2024 PARTICIPATING SCHOOLS:

- Andrew J. Rickoff Elementary School
- Schumacher Community Learning Center
- Crenshaw Middle School
- Buchtel Community Learning Center
- Helen Arnold Community Learning Center



2,669 STUDENTS SERVED
\$6,765 INVESTMENT

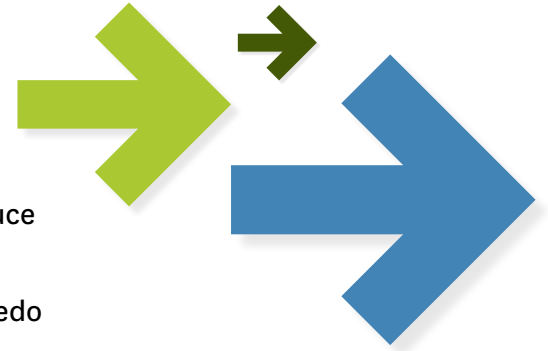


ADDRESSING BULLYING IN SCHOOLS

No One Eats Alone is a national anti-bullying program from Beyond Differences that brings educational in-school assemblies and lunchtime events to help students make friends at school, combat social isolation and improve mental health.

Buckeye arranged for **53 OHIO SCHOOLS** to participate in No One Eats Alone in 2024 and received national recognition for our outstanding participation and support of this important program.

INCREASING ACCESS TO HEALTHY FOOD




For the seventh year, Buckeye increased access to fresh, healthy produce through Buckeye Fresh! farmers' market events in:

- Athens
- Cleveland
- Columbus
- Kent
- Toledo



BUCKEYE MEMBERS ATTENDING THE EVENTS RECEIVED:

-  **\$15 worth of vouchers** to purchase fresh fruits and vegetables
-  **\$1 Buckeye Buck** for each child of a member to spend on a healthy snack
-  Entertainment and giveaways, including a chance to win a **\$75 gift card** to the market, along with nutritional and health education information
-  Access to Produce Perks' **\$1 for \$1 match up to \$25 for SNAP/EBT shoppers**
-  **Fruit and Vegetable Coupon booklets worth \$140** for eligible families

2024 BY THE NUMBERS

- **2,249 Buckeye members + 862 children** attended Buckeye Fresh! events
- **\$30,502** redeemed for fresh produce (a record high!)
- **614 families** enrolled in the TANF Fruit and Vegetable program, distributing a total of **\$85,960**

Since 2018, Buckeye members have purchased **\$77,041** in healthy produce through Buckeye Fresh! events.







To learn more, scan the QR code to the left or visit bit.ly/BHP24-CIR-Buckeye-Fresh

SUPPORTING MOMS AND BABIES

Buckeye is committed to providing high-quality, personalized care before, during and after pregnancy to improve member outcomes and reduce disparities.

WE PROVIDE ACCESS TO:

- Prenatal and postpartum education and medical appointments 
- Breastfeeding resources and supplies 
- Nurse home visits 
- Doula services 
- Treatment for infants and parents affected by substance use
- My Health Pays® rewards through Buckeye's Start Smart for Your Baby® program
- Local programs like group centering programs
- Community resource connections for cribs and other supplies



Jessica, Joined Buckeye in 2007

Nearly **75 percent of members' children** completed their well visits from birth to 30 months.

BUCKEYE IN ACTION

VANESSA'S STORY

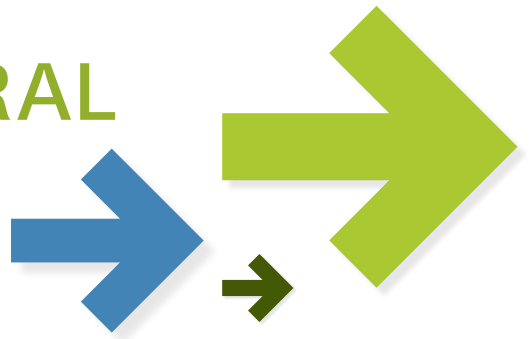
A young mother turned to Buckeye for help finding special daycare before and after school for her four-year-old son living with autism. He needed emotional regulation and assistance with daily tasks. Although a cousin was available to help, the formal process to become a paid respite worker was too slow. Buckeye secured OhioRISE flex funding to pay the cousin to care for our member's son. This solution not only allowed the mother to keep her job, but also ensured her child received the necessary care he needed.



Autumn, Joined Buckeye in 2005

In 2024, **84 percent of pregnant members** filed a Notification of Pregnancy with Buckeye, ensuring they received extra assistance and resources to support a full term birth.

ADDRESSING BEHAVIORAL HEALTH NEEDS



We connect members to behavioral health specialists and provide services and programs to best support their needs, including:

- Access to a large network of providers, hospitals, mental health and substance abuse programs:
 - Individual, group and family counseling
 - Substance use disorder residential treatment
- 24/7 Nurse Advice Line
- Care Managers and Care Guides who coordinate treatment and assist with social support
- Mental health and substance abuse programs
- A free online support tool



THRIVE PEER RECOVERY SERVICES

Buckeye has partnered with Thrive Peer Recovery Services and three psychiatric hospitals to offer on-site peer support programs. We match members who have mental health and substance use disorders with Peer Support Specialists who help them maintain recovery as they transition back into the community.


SUCCESS MEASURES:


- Connected more than **620 BUCKEYE MEMBERS** to a Peer Support Specialist
- Achieved **19% REDUCTION** in hospital readmissions since program start




CITYBLOCK

Buckeye also partners with CityBlock to provide additional support for members' physical, behavioral and social needs. This includes access to medical care along with social services to support everyday needs like finding childcare and getting groceries.

- **7,200 members** received outreach in 2024.
- More than **40% of members** got help navigating discharge from the hospital. 
- **1,500 assessments completed** to support members with housing, transportation and food needs.



It's confusing getting out of the hospital. I had so many messages and phone calls. But my phone call with Buckeye was absolutely awesome and actually made me feel like I was going to be able to get on top of my healthcare. - Buckeye Member 

ASSISTING MEMBERS LIVING WITH CHRONIC DISEASE

GOOD FOOD PRESCRIPTION PROGRAM






The Good Food Prescription program is a Buckeye partner that addresses diet-related health conditions with home delivery of food and personalized nutrition plans for conditions like maternal health, diabetes, hypertension, kidney disease, cancer and mental well-being. Licensed clinical coaches, including dietitians and diabetes specialists, guide members toward healthier food choices to improve health outcomes and support healthier, more fulfilling lives.



Buckeye Care Managers enrolled about **200 MEMBERS** into the Good Food Prescription program

HEALTHY HOMES

Buckeye launched an asthma management and education program to decrease asthma-related emergencies and improve asthma outcomes by:

-  Addressing housing concerns
-  Removing asthma triggers
-  Providing equipment
-  Offering peer-to-peer coaching
-  Making referrals to resources

We piloted the program in 2024 with Summit County Public Health and Akron Summit Community Action Pathway Hub and plan to expand into Franklin and Lucas counties to make an even greater impact.

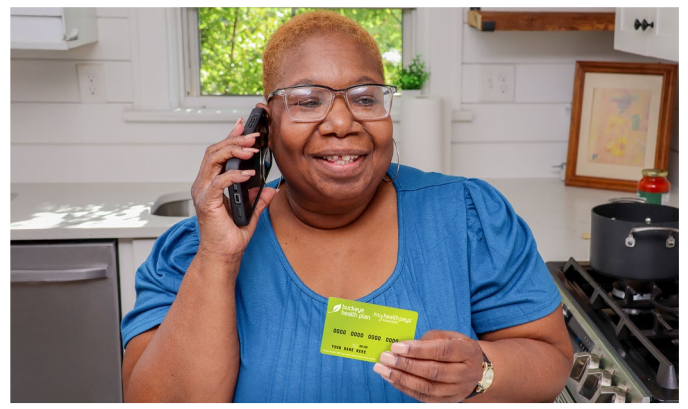


BE HEALTHY, STAY HEALTHY WITH BUCKEYE



*I face asthma, bronchitis, COPD, arthritis and type 2 diabetes. Buckeye looks out for their members. You're just not another number in their books. Because of **Buckeye**, I can afford my medication. I can afford to go back and forth to my doctor appointments, dental appointments and eye exams. They answer all my questions. I really feel like they take their time with me. **For Buckeye, I'm very grateful.***

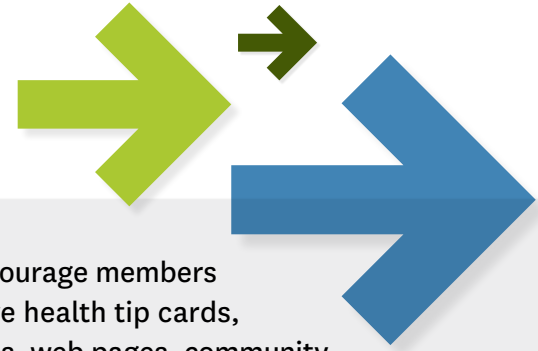
Buckeye Medicaid Member, Rose



Scan the QR code to hear Rose's full story.
bit.ly/BHP24-CIR-Rose-Mission-Moment



EDUCATING MEMBERS ON PREVENTIVE HEALTH



This year, we launched more than **130 health education campaigns** to encourage members and the community to get well, be well and stay well. Through informative health tip cards, an annual wellness calendar, recipe cards, media interviews, text messages, web pages, community events, conversations with care coordinators and other outreach, Buckeye educated members and the broader community about how to prevent illness and disease.

BUCKEYE IN THE NEWS

Buckeye medical directors served as experts on a wide range of health topics in **16 television interviews in 2024**. Topics spanned mental health awareness, heart health, men's health and minority health, colorectal and breast cancer screenings, and more.

Buckeye also delivered educational materials to our members, encouraging them to schedule important preventive screenings, immunizations and annual well visit appointments. Buckeye Care Managers also supported these campaigns through phone outreach, leading to:

- **40 scheduled cervical cancer screenings**
- **60 scheduled breast cancer screenings**
- **2,346 Medicare members** reminded to schedule colorectal and breast cancer screenings along with diabetes tests



3 in 4 Buckeye members within the recommended breast cancer screening age received a mammogram in 2024

Our pharmacy team also works to close care gaps through member outreach and medication management. **Some outcomes in 2024 include:**



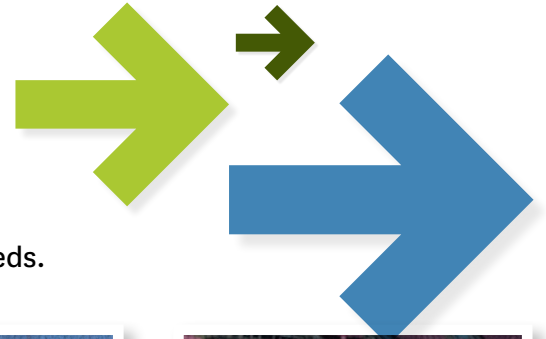
- ↓ **Decreased the rate of members taking high dose opioids by about 13%** — this also decreased the risk of potential overdose.
- ↑ **Increased the number of members with cardiovascular disease taking a statin for heart protection by over 15%.**

BUCKEYE IN ACTION

Buckeye regularly reminds members to get their preventive health screenings. When one Buckeye member received our text about an overdue Pap test, she made an appointment with her doctor. The Pap test came back irregular. Her Buckeye Care Manager helped her schedule an advanced screening and arrange transportation to the appointment. Advanced cervical cancer was discovered and our member underwent surgery and cancer treatment. Thanks to Buckeye's care and outreach, she received the treatment she needed.

OUR COMMUNITIES. OUR COMMITMENT.

Buckeye partners with hundreds of community-based organizations around Ohio to identify and support their programs and meet local needs.



IN 2024, BUCKEYE'S COMMUNITY RELATIONS TEAM CONDUCTED:

- **407** community events
- **56** community presentations
- **166** coalition committee meetings



TEAM BUCKEYE ALSO HOSTED AN ANNUAL STAFF VOLUNTEER MONTH TO DONATE HOURS BACK TO THE COMMUNITIES WE SERVE.



93 Buckeye staff members volunteered in partnership with 10 community organizations



300 hours were donated to help the community





BUCKEYE COMMUNITY CONNECT

Is a free searchable database of 40,000+ community partners statewide to address social needs, including access to food, affordable housing, job training, transportation, legal assistance and more. Healthcare providers, social workers and care managers also use the tool to quickly and easily find local resources available to help their patients.

**IN 2024, NEARLY
30,000 SEARCHES
OCCURRED ACROSS
THE PLATFORM.**




To learn more, scan the QR code to the right or visit bit.ly/BHP24-CIR-Buckeye-Community-Connect



PROGRAM SPOTLIGHTS

Buckeye's HealthConnect Mobile Unit brings quality care, resources and services directly to communities in need.

THE MOBILE UNIT:

- Completed **118 care gap screenings**
- Participated in **6 provider events** and **13 community events**



COMMUNITY PARTNER RECOGNITION AWARD LUNCHEONS

As part of our 20th Anniversary Celebration, Buckeye hosted five **Community Partner Recognition Award Luncheons**. We gathered **275 community organizations** across the state to celebrate our partners' extraordinary contributions to improving health outcomes and fostering health equity across Ohio communities.

BUCKEYE HONORED 15 EXCEPTIONAL LEADERS AND ORGANIZATIONS STATEWIDE ACROSS THREE AWARD CATEGORIES:

UNSUNG HERO AWARD

- My Brother's Keeper
- H.O.P.E. Coalition
- Mid-Ohio Foodbank
- The Foodbank Inc.
- The Believe Center and El Corazon De Mexico

LONGSTANDING PARTNER AWARD

- Health Care Access Now
- Neighborhood Leadership Institute
- Stowe Mission
- Dakota Center
- Connecting Kids to Meals

SOCIAL DETERMINANTS OF HEALTH AWARD

- All-In Cincinnati
- Haymaker Farmers' Market
- Franklin County Public Health, Community Health Action Teams
- Rocking Horse Center
- Toledo Farmers Market





HIGHLIGHTS OF SOME OF OUR COMMUNITY-BASED WORK IN 2024



Seeing organizations like Buckeye step up and support not only us but other partners shows a deep commitment to our community. By helping kids develop healthy eating habits early, we can foster a healthier future. **Thank you for supporting the over 2,000 children we serve daily.**

Connect2Kids Meals



It's wonderful to have a personal relationship with Buckeye. I can always reach out for support with someone struggling, and the team is quick to respond. **Buckeye brings that personal touch, which is so valuable.**

Cleveland Community Partner



Buckeye has been a **key partner for over 10 years**. Buckeye is always in tune with our community's needs, asking insightful questions to help us serve better.

Cleveland Community Partner



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