

Not All Plans are the Same.

Choose Buckeye for Extra Benefits and Rewards.

Managed Care Organization Membership

Buckeye Health Plan, a subsidiary of Centene Corporation, is a managed care plan that works with the Ohio Department of Medicaid (ODM) to coordinate your Medicaid health benefits and your healthcare. Once you are determined to be eligible for Ohio's Medicaid program, ODM will enroll you into a managed care plan right away. ODM will send you a letter to tell you which managed care plan you were assigned to. It is important that you read the letter and decide if you want to keep the managed care plan you were assigned to or if you want to change to another plan.



You can change to another plan for the following reasons only:

- It is still within the first three (3) months after enrollment,
- It is during annual open enrollment, or
- For just cause

Care Management



Buckeye's Care Management team offers extra support to manage and improve member care and avoid trips to the hospital and other challenges. Dedicated nurses or social workers called Care Managers serve as experts, advocates and supporters. Care Managers help members understand their health conditions, create individual care plans to meet their needs, get the care they need to achieve their health goals and more.

Start Smart for Your Baby®



Buckeye's award-winning Start Smart for Your Baby program provides special assistance for women before, during and after pregnancy to give their baby the best possible start to life.

Early and regular doctor visits are important to the health of the mother and baby. Nurses with special maternal health training help members find a doctor or hospital and set up doctor appointments, seek mental health support and services, get assistance with quitting smoking, alcohol or drugs and more.

Dental and Vision Benefits

Dental and vision care is important to members' overall health and wellbeing. **Buckeye members get:**

Dental

- Extractions and fillings
- Two oral exams and cleanings per year
- Partials, dentures, crowns (with prior authorization)
- Braces for members under the age of 21

Vision

- Annual eye exams
- Glasses and **\$50** toward the purchase of contact lenses, either annually or every two years, depending on the member's age

Note: Rewards do not apply to members within the Foster Care Program.



With Buckeye, You Get More

As a member of Buckeye, you can also get these additional benefits and rewards!








My Health Pays® Rewards Program



Through My Health Pays®, earning rewards is easy when you take good care of yourself. Earn rewards dollars when you complete healthy activities. Spend rewards on the things you need at Walmart® and Sam's Club® — as well as for rent, utilities and more!









Hundreds of rewards dollars can be earned for the entire family each year:

-  Moms and babies can get up to **\$300** for completing their Notice of Pregnancy, infant well care visits and postpartum visits
-  All members over three years old can earn **\$75** in rewards for their annual well visit
-  All members over 6 months old can earn **\$25** for flu shots
-  Children can earn **\$25** for immunizations, lead screenings and dental exams
-  Adults get **\$100** for staying up-to-date on their diabetes care and **\$75** for cancer screenings

You have the right to choose the Managed Care Plan that's right for you.

Do I have to be in a Managed Care Plan?

If you are an Ohio resident, you may be eligible for Medicaid benefits under any of the following groups:

-  Aged, Blind, or Disabled
-  Covered Families and Children (including Healthy Start and Healthy Families)
-  Children in Custody and Adopted Children
-  Breast and Cervical Cancer Project (BCCP) individuals
-  Medicaid eligible individuals enrolled in the Bureau of Children with Medical handicaps (BCMh) program
-  Adult extension



Most individuals on Medicaid must be in a managed care plan. Being in a managed care plan will not cause you to lose your Medicaid, WIC or other public assistance benefits. Choosing to be a member in a particular managed care plan is voluntary. **It is your choice.**



To learn more about Buckeye, call **1-866-246-4358** (TTY 1-800-750-0750) or on our website at **BuckeyeHealthPlan.com**.



Choose Buckeye Health Plan



For Medicaid Insurance Coverage



Get extra benefits at **NO COST TO YOU!**



 **buckeye health plan®**

Buckeye Health Plan is Your Guide to Better Health

At Buckeye Health Plan, your health is very important to us. We partner with our members to help you get healthy and stay healthy at no cost to you.

Medical Services

With Buckeye, you get access to a large network of doctors and specialists to meet your health needs. Buckeye covers a wide range of preventative and medical services such as:

- Screenings (cardiovascular, colorectal, diabetes, etc.)
- Skilled nursing facility care, home healthcare and outpatient care
- Urgent care and emergency care
- Immunizations (including flu)
- Labs, tests and x-rays
- Annual well visits

You must choose a primary care provider (PCP) from Buckeye’s network of providers. Your PCP is your personal doctor or advanced practice nurse and will direct most of your healthcare needs or send you to other doctors (specialists) if needed.

To find a network provider, call Buckeye’s Member Services Department at **1-866-246-4358** or visit BuckeyeHealthPlan.com. You can also contact the Ohio Medicaid Hotline at **1-800-324-8680** or TTY **1-800-292-3572** or visit the Medicaid Hotline website at www.ohiomh.com.

You can change your PCP to another Buckeye PCP at any time, on a monthly basis. To change your PCP, you must first call Buckeye’s Member Services Department at **1-866-246-4358** TTY:711 and ask for the change.

Prescription Drug Coverage

As a Buckeye member, all your pharmacy services are covered by Gainwell, Ohio Medicaid’s Single Pharmacy Benefit Manager (SPBM). Gainwell covers all Medicaid-covered, medically necessary prescription and over-the-counter (OTC) medications. You must use only Gainwell network pharmacies to get medications under the pharmacy benefit.

Emergency Services

Emergency services are services for a medical problem that you think is so serious that it must be treated right away. We cover emergency care in and outside of the county where you live. If you have an emergency, call 911 or go to the nearest emergency department (ED) or other appropriate setting.

If you are not sure if you have an emergency, call your PCP. Buckeye members can also call **Buckeye’s 24-hour Nurse Advice Line at 1-866-246-4358** (TTY: 711).

Transportation

Going to medical appointments can be a challenge for many members. Buckeye makes it easy with up to 30 round trips (or 60 one-way trips) every year to healthcare/dental appointments, WIC appointments, Job and Family Services, pharmacies and other places. Plus, members get unlimited trips to the doctor or other healthcare appointments more than 30 miles away from home, if local services are not available.

Mental Health and Behavioral Health

Buckeye provides individual, group and family counseling for mental and behavioral health, and substance abuse prevention and treatment.

Support To Put Your Health First

With all managed care plans, you get:

- All medically necessary Medicaid-covered services, including Healthchek services for individuals under age 21
- A Buckeye ID card that replaces your monthly Medicaid card
- A 24-hour medical advice line to help you with your questions and concerns
- A care team that includes you, your family, your doctor(s), your managed care plan and anyone else you want to help you make healthcare decisions

With Buckeye, You Are Covered

As a Buckeye member, you must use network providers, facilities and pharmacies to get covered services. The only time you can use an out-of-network provider is for:

- Emergency services
- Services at federally qualified health centers or rural health clinics
- Certified nurse midwives or certified nurse practitioners and any other services or provider types designated by ODM or Buckeye
- An out-of-network provider Buckeye has approved you to see

Get More Information About Your Coverage and Buckeye

Where can I get more information?

For more information about the managed care plans available and for help selecting a managed care plan, call the Ohio Medicaid Hotline at 1-800-324-8680 (TTY 1-800-292-3572) or visit www.ohiomh.com.

You may ask ODM to end your membership at any time for certain reasons. If ODM decides that you meet one of these reasons, it will end your membership. Also, if there is something special about the care you need or how you get the care and your managed care plan is not able to provide it, you can ask to end your membership. ODM will give you more information about this.

This brochure is only a summary of important information. Buckeye can provide you a list of network providers, share information on how we pay our providers, and answer any other questions. If you have any problem reading or understanding this or any other Buckeye information, please contact Buckeye Member Services at 1-866-246-4358 (TTY:711) for help at no cost to you. We can explain this information in English or in your primary language. The information in other languages is at no cost to you. You can also get this information for free in other formats, such as large print, braille or audio.

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).

Nepali: ध्यान दिनुहोस्: तपाईं नेपाली बोल्नुहुन्छ भने तपाईंलाई भाषा सहायता से वा दनः शुल्क उपलब्ध गराइन्छ । 1-866-246- 4358 (TTY: 711) मा कल गर्नुहोस्।

Arabic: قدع اسما لم تادخ ناف، ءىب رعا ءلل ا اءءءء ءنءا اءل: ءظوح لم مءرر (1- 4358-246-866 مءررل اب ل صرءا . اءا مءل اب كل رفاوءء ءىوعلل (711: مءلبل او مصلل فءاء

Somali: FIIRO GAAR AH: Hadii aad ku hadasho Soomaali, adeegyada kaalmada luuqada, oo bilaash ah ayaad heleysaa. La hadal 1-866-549-8289 (TTY: 711).

Russian: ВНИМАНИЕ: если вы говорите на русском языке, то вам доступны бесплатные услуги языковой помощи. Звоните по номеру 1-866-246-4358 (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: LƯU Ý: Nếu bạn nói tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi số 1-866- 246-4358 (TTY: 711).

Swahili: TANGAZO: Ikiwa unazungumza Kiswahili, huduma za msaada wa lugha, zinapatikana kwa ajili yako, bila malipo. Piga simu 1-866-246-4358 (TTY: 711).

Ukranian: УВАГА! Якщо ви володієте англійською мовою, для вас доступні безкоштовні послуги мовної підтримки. Телефонуйте за номером 1-866-246-4358 (TTY: 711).

Chinese Cantonese: 注意: 如果您說中文, 您可獲得免費的語言協助服務。請致電 1-866-549-8289 (TTY: 711)。

Kinyarwanda: ICYITONDERWA: Niba uvuga icyongereza, serivisi z’ubufasha bw’indimi, ziraboneka ku buntu. Hamagara 1-866-246-4358 (ku bafite ubumuga bwo kutumva: 711).

Chinese Mandarin: 注意: 如果您使用中文, 您可以免费获得语言援助服务。请致电 1-866-246-4358 (TTY: 711)。

Afghani: س.ي.رل نوبتش هراپل وسات، اىرو، هنبومءخ ىء سرم بى ر هزرلماپ هك وسات ىلكنل (1- 8289-549-866-1 :TTY ځ د، ءوكى برب هئ وو كنز هء 711)

Amharic: ትኩረት: ከማርሻ የሚናገሩ ነገሆን ከከርስዎ የሚሆኑ ነገሮች ነጻ የሚገኙ ነገህ ነገህኅኩቶ ነገሩ በ 1-866-246-4358 (TTY: 711) ይወጡ።

Gujarati: ધ્યાન આપો: જો તમે ગુજરાતી બોલો છો, તો તમારા માટે, ભાષા સહાય સે નન:શુલ્કપણે ઉપલબ્ધ છે. 1-866- 246-4358 (TTY: 711) પર કોલ કરો.

Notice of Non-Discrimination

Buckeye Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. Buckeye provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats). Buckeye provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, contact Buckeye Health Plan’s Member Services at 1-866-549-8289 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned within the next business day.

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 by calling the number above and telling them you need help filing a grievance; Buckeye Health Plan’s Member Services 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, (TDD: 1-800-537-7697).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.