

2017 Provider / Pharmacy Directory Information

Introduction

The **Find a Doctor or Pharmacy** search tool is updated daily.

Some Buckeye providers in our network may no longer be accepting new members. If you are having trouble finding a provider who will accept new members, call Member Services at 1-866-549-8289 (TTY: 711) and we will help you.

To get the most up-to-date information about Buckeye's network providers in your area, use the Find a Provider tool, or call Member Services at 1-866-549-8289. Hours are 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. TTY users should call 711 (Ohio State Relay). The call is free.

We will refer to these groups as "network providers" in this **Find a Doctor or Pharmacy** search tool. These providers signed a contract with us to provide you services. This is a list of Buckeye's network providers for the Cleveland, West Central, and Toledo service areas.

Getting started in Buckeye Health Plan – MyCare Ohio (Buckeye)

This section explains key terms you'll see in our **Find a Doctor or Pharmacy** search tool.

- **Providers** are health care professionals and support providers such as doctors, nurses, pharmacists, therapists, and other people who provide care and services. **Services** include medical care, long-term services and supports, supplies, prescription drugs, equipment and other services.
 - The term *providers* also includes facilities such as hospitals, clinics, and other places that provide medical services, medical equipment, and long-term services and supports.
 - Providers that are a part of our plan's network are called **network providers**.
- **Network providers** are the providers that have contracted with us to provide services to members in our plan. The providers in our network generally bill us directly for care they give you. When you see a network provider, you usually pay nothing for covered services.

- A **Primary Care Provider (PCP)** is a family practice physician, a general practitioner, a pediatrician, a primary care clinic, or an internal medicine physician who gives you routine health care. Your PCP will keep your medical records and get to know your health needs over time.
- **Specialists** are doctors who provide health care services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:
 - **Oncologists** care for patients with cancer.
 - **Cardiologists** care for patients with heart conditions.
 - **Orthopedists** care for patients with certain bone, joint, or muscle conditions.
- You also have access to a **care manager** and a **care team** that you choose. Your PCP will work closely with your care manager and care team.
 - Your care manager helps you manage all your providers and services. He or she works with your care team to make sure you get the care you need.
 - Your care team includes doctors, nurses, counselors, or other health professionals. Everyone on the care team works together to make sure your care is coordinated. This means that they make sure tests and labs are done once and the results are shared with the appropriate providers. It also means that your PCP should know all medicines you take so that he or she can reduce any negative effects. Your PCP will always get your permission before sharing your medical information with other providers.

Choosing a Primary Care Provider (PCP)

You can get services from any provider who is in our network and accepting new members.

First, you will need to choose a Primary Care Provider, or PCP. If you do not choose a PCP, we will assign one to you.

To choose a PCP, where it says “Select Provider Type” choose “Primary Care Provider” from the drop-down menu and:

- choose a provider that you use now, **or**
- choose a provider who has been recommended by someone you trust, **or**
- choose a provider whose offices are easy for you to get to.

→ If you want help in choosing a PCP, please call Member Services at 1-866-549-8289. Hours are from 8 a.m. to 8 p.m., Monday through Friday. TTY users should call 711. The call is

free. If you have questions about whether any service or care that you want or need is covered, talk to your care manager or call Member Services to ask **before** you get the service or care.

Getting long-term services and supports

You may be able to get long-term services and supports (LTSS) which are also called Medicaid “waiver services”, such as home health aide services and adult day care as a Buckeye member. Long-term services and supports give assistance to help you stay at home instead of going to a nursing home or hospital. To access LTSS, contact your care manager at 1-866-549-8289. Hours are from 8 a.m. to 8 p.m., Monday through Friday. TTY users call 711.

Identifying Providers in Buckeye’s Network

You must get all of your covered services from providers within our network. These providers have an agreement to work with us and provide you services. We call these providers “network providers.”

The exceptions to this rule are when you need long-term nursing home care, urgent or emergency care, or dialysis and cannot get to a provider in the plan, such as when you are away from home. Also, for a specific period of time after your enrollment with Buckeye, you can see your out-of-network physicians and other service providers, including nursing homes and assisted living providers, home health nurses, aides and LTSS or “waiver services” providers. You can also go outside the plan if Buckeye gives you permission first. Call Member Services to ask for the use of providers outside of our network, so we can make arrangements for you.

→ You may change providers within the network at any time. If you have been going to one network provider, you do not have to keep going to that same provider. To change your PCP, call Member Services at the number below.

→ Buckeye works with all the providers in our network to accommodate the needs of people with disabilities. As applicable, the list of network providers in this Directory includes information about the accommodations they provide. If you need to see a provider and are not sure if they offer the accommodations you need, Buckeye can help you. Talk to your care manager for assistance.

Finding Buckeye providers in your area

This **Find a Doctor or Pharmacy** search tool is organized by provider type, then by the city. Look for the type of provider (for example, PCP, cardiologist, etc.) then the city in which you live.

List of network providers

Buckeye's network providers contains:

- **Health care professionals** (for example, primary care physicians, specialists, mental health providers, Qualified Family Planning Providers (QFPPs), dentists, and vision care providers);
- **Facilities** (for example, hospitals, long-term care facilities and skilled nursing facilities for rehabilitation, mental health facilities, Federally Qualified Health Centers, and Rural Health Centers); and
- **Support providers** (for example, adult day services, assisted living, home-delivered meals, home health agencies, and home medical equipment providers).

Federally Qualified Health Centers (FQHC)/Rural Health Centers (RHC)

You are entitled to access the services of any federally qualified health center (FQHC) or rural health center (RHC) providers. The following is a list of the FQHC and RHC providers in your county. Those providers listed with an asterisk (*) are contracted providers with Buckeye. You might also see providers from these facilities listed individually in other parts of this Directory.

Qualified Family Planning Providers (QFPP)

You are entitled to self-refer to any of the following family planning providers. In addition, you may self-refer to certain family planning providers in other counties. For more information about access to these services, please contact Member Services at 1-866-549-8289. TTY users should call 711. The call is free.

Pharmacies

This provides a list of pharmacies in Buckeye's network. These network pharmacies are pharmacies that have agreed to provide prescription drugs to you as a member of the plan.

We also list pharmacies that are in our network but are outside of the service area in which you live. You may also fill your prescriptions at these pharmacies. Please contact Buckeye at 1-866-549-8289 for additional information. Hours are from 8 a.m. to 8 p.m., Monday through Friday, TTY users call 711..

→ Buckeye members must use network pharmacies to get prescription drugs.

- You must use network pharmacies except in emergency or urgent care situations. If you go to an out-of-network pharmacy for prescriptions when it is not an emergency or urgent care situation, including when you are out of the service area, call Buckeye's toll-free Member Services or 24-hour nurse advice line for assistance in getting your prescription filled.
- If you go to an out-of-network pharmacy for prescriptions when it is not an emergency, you will have to pay out of pocket for the service. Read the Buckeye Member Handbook for more information.

→ Some network pharmacies may not be listed in this Directory.

- Some network pharmacies may have been added or removed from our plan after this Directory was published.

For up-to-date information about Buckeye network pharmacies in your area, please call Member Services at 1-866-549-8289. Hours are from 8 a.m. to 8 p.m., Monday through Friday. TTY users should call 711. The call is free.

To get a complete description of your prescription coverage, including how to fill your prescriptions, please read the Member Handbook and Buckeye's *List of Covered Drugs*. The current List of Covered Drugs can be found on our web site at <http://mmp.buckeyehealthplan.com/home/prescription-drug-part-d-formulary-2/list-of-drugs-formulary-2/>. Or you may contact Member Services at the number above to have one mailed to you.

Identifying pharmacies in our network

Along with retail pharmacies, your plan's network of pharmacies includes:

- Mail-Order Pharmacies
- Home infusion pharmacies

- Long-term care (LTC) pharmacies

→ You are not required to continue going to the same pharmacy to fill your prescriptions. You can go to any of the pharmacies in our network.

Long-term supplies of prescriptions

- **Mail-Order Programs.** We offer a mail-order program that allows you to get up to a 90-day supply of your prescription drugs sent directly to your home. A 90-day supply has the same copay as a one-month supply.
- **90-Day Retail Pharmacy Programs.** Some retail pharmacies may also offer up to a 90-day supply of covered prescription drugs. A 90-day supply has the same copay as a one-month supply.

Mail Order Pharmacy(ies)

You can get prescription drugs shipped to your home through our network mail order delivery program. Typically, you should expect to get your prescription drugs within 16 days from the time that the mail order pharmacy gets the order. If you do not get your prescription drug(s) within this time, if you would like to cancel an automatic order, or if you need to ask for a refund for prescriptions you got that you did not want or need, please contact us at 1-866-549-8289. Hours are from 8 a.m. to 8 p.m., Monday through Friday. TTY users call 711.

Long-Term Care Pharmacies

Residents of a long-term care facility, such as a nursing home, may access their prescription drugs covered under Buckeye through the facility's pharmacy or another network pharmacy.

Buckeye Health Plan – MyCare Ohio is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees.

The List of Covered Drugs and/or pharmacy and provider networks may change throughout the year. We will send you a notice before we make a change that affects you.

Benefits may change on January 1 of each year.

*This **Find a Doctor or Pharmacy** search tool lists health care professionals (such as doctors, nurse practitioners, and psychologists), facilities (such as hospitals or clinics), and support*

providers (such as Adult Day Health and Home Health providers) that you may see as a Buckeye Health Plan (Buckeye) – MyCare Ohio member. We also list the pharmacies that you may use to get your prescription drugs.

*This **Find a Doctor or Pharmacy** search tool includes providers for both Medicare and Ohio Medicaid Services.*

You can get this information for free in other languages. Call 1-866-549-8289. Hours are 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. TTY users call 711. The call is free.

Puede obtener esta información en otros idiomas gratis. Llame al 1-866-549-8289. Hours are 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. Los usuarios de TTY deben llamar al 711. La llamada es gratuita.

You can get this information for free in other formats, such as large print, braille, or audio. Call 1-866-549-8289 from 8 a.m. to 8 p.m., Monday through Friday. TTY users call 711. The call is free.

If you would like this information in a format other than English or in an alternate format, please call 1-866-549-8289. Hours are 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. TTY users call 711. The call is free. You can also email OH_MMP_EmailRequests@centene.com.

Notice of Non-Discrimination. Buckeye Health Plan – MyCare Ohio (Medicare-Medicaid 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 and written information in other formats (large print, accessible electronic formats, other formats).
- 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).

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>.

Language Services

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-866-549-8289 (TTY: 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-549-8289 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-866-549-8289 (TTY: 711)。

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-866-549-8289 (TTY: 711).

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-866-549-8289 (رقم هاتف الصم والبكم: 711).

Wann du Deitsch (Pennsylvania German / Dutch) schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-866-549-8289 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-549-8289 (телетайп: 711).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-549-8289 (ATS : 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-866-549-8289 (TTY: 711).

XIYYEEFFANNA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-866-549-8289 (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-549-8289 (TTY: 711) 번으로 전화해 주십시오.

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-866-549-8289 (TTY: 711).

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。1-866-549-8289 (TTY: 711) まで、お電話にてご連絡ください。

AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel 1-866-549-8289 (TTY: 711).

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-866-549-8289 (телетайп: 711).

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-866-549-8289 (TTY: 711).

LA SOCO: Haddii aad ku hadasho Ingiriisi, adeegyada taageerada luqada, oo bilaash ah, ayaad heli kartaa, Wac 1-866-549-8289 (TTY: 711).

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-866-549-8289 (टिक्वाइ: 711) ।
