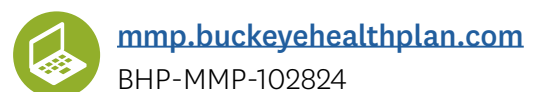


For Members Enrolled in
the MyCare Ohio Home
and Community-Based
Services Waiver



HOME- & COMMUNITY-BASED SERVICES

WAIVER MEMBER HANDBOOK 2025



Welcome

Welcome! This handbook was prepared to give you an overview of the MyCare Ohio Home and Community-Based Services (HCBS) Waiver (Waiver) with Buckeye Health Plan-MyCare Ohio. It is a supplement to your Member Handbook, intended to provide you with basic information about the Waiver. Please refer to your Member Handbook for other important information.

As a member of Buckeye Health Plan-MyCare Ohio, you will receive care management, which is extra help to coordinate your care and make sure you get the services you need. Your care manager will be assigned by Buckeye Health Plan-MyCare Ohio to work with you and a team of professionals to ensure you get what you need.

Now that you are enrolled in the Waiver, you will also have a waiver service coordinator to help you with potential issues that may arise while enrolled. This may be the same person or someone different than your care manager.

The team of professionals mentioned above is called your care team and will be led by your care manager. Members of the care team may consist of you, your primary care provider, your waiver service coordinator, medical specialists, and others as requested by you, such as family members, other caregivers, and supports. Let your care manager or waiver service coordinator know if there is anyone specific you want to include on your care team.

Your waiver service coordinator will review the content in this handbook every year during your annual reassessment. Please refer to it often for information or answers to questions. If you do not find clarity here, do not hesitate to ask your waiver service coordinator. He or she is always available to assist you.

My care manager: _____

Phone number: _____

Please refer to your Member Handbook for how to contact your care manager during non-business hours. In your Member Handbook, you can also find other important numbers that are available 24/7.

My waiver services coordinator: _____

Phone number: _____

Support available:

The below services are available to you to support any additional needs you may have:

- Oral interpretation.
- Translation services.
- Auxiliary aids and services.
- Written information in alternative formats including braille and large print.


Introduction

MyCare Ohio Waiver services provided through Buckeye Health Plan-MyCare Ohio are designed to meet the needs of members who are 18 years or older, eligible for both Medicare and Medicaid, enrolled in a MyCare Ohio Plan, and determined to meet an intermediate or skilled level of care. These services help individuals to live at home independently and safely. Your waiver services have not changed, only the name of the program they are delivered through has changed.

The following Waiver services are available, as applicable to your needs:

- Adult day health services.
- Alternative meals service*.
- Assisted living services.
- Choices home care attendant*.
- Community integration.
- Community transition.
- Emergency response services.
- Enhanced community living services.
- Home care attendant.*
- Home-delivered meals.
- Home maintenance and chore services*.
- Home medical equipment and supplemental adaptive and assistive devices*.
- Home modification*.
- Homemaker services.
- Nutritional consultation.
- Out-of-home respite services.
- Personal care services*.
- Self-directed goods and services*.
- Social work counseling.
- Waiver nursing services.*
- Waiver transportation.

*Self-direction is available with this service. Self-direction is described further starting on page 14.

 **If you have questions**, please call Buckeye Health Plan-MyCare Ohio Member Services 1-866-549-8289 (TTY: 711) 8:00 am to 8:00 pm. The call is free. **For more information**, visit mmp.buckeyehealthplan.com. A waiver service coordinator or a care manager can be contacted at any time at 1-866-549-8289.

Rights and responsibilities

Rights

As a member enrolled in the MyCare Ohio Waiver, you have the right to:

- Be fully informed of all your rights and responsibilities.
- Be treated with dignity and respect.
- Have your waiver service coordinator explain what it means to be on the MyCare Ohio Waiver and work with you to plan the services you will receive.
- Receive assistance from your waiver service coordinator or care manager when you need it.
- Have a private meeting with your waiver service coordinator or care manager.
- Be protected from abuse, neglect, and mistreatment.
- Be kept informed and receive information that is accurate and easy to understand.
- Control how your services are delivered.
- Speak in confidence and know that your healthcare information is kept confidential.
- Participate in developing your person-centered services plan and receive a copy of it.
- Address problems, concerns, and issues about your services, care team, and providers, and the ability to suggest changes without fear.
- See files or records related to your healthcare and the right to amend a record.
- Challenge decisions about your care with which you do not agree.
Please review your Member Handbook for details regarding grievances, appeals, and state hearings.
- Be fully informed about how to contact the Ohio Department of Medicaid (ODM) Medicaid Consumer Hotline with concerns, issues, or inquiries:
1-800-324-8680.



If you have questions, please call Buckeye Health Plan-MyCare Ohio Member Services 1-866-549-8289 (TTY: 711) 8:00 am to 8:00 pm. The call is free. **For more information**, visit mmp.buckeyehealthplan.com. A waiver service coordinator or a care manager can be contacted at any time at 1-866-549-8289.

- Be fully informed about how to contact the Office of the State Long-Term Care Ombudsman: 1-800-282-1206.
- Request a different waiver service coordination entity. Ask your care manager or contact Member Services if you have questions about how to do so.
- Choose from available home- and community-based services determined necessary to meet your needs.
- Choose from available waiver service providers who will provide safe, appropriate, and high-quality services necessary to meet your needs.
- Choose to receive waiver home- and community-based services in lieu of institutional services (e.g., nursing facility).




If you have questions, please call Buckeye Health Plan-MyCare Ohio Member Services 1-866-549-8289 (TTY: 711) 8:00 am to 8:00 pm. The call is free. **For more information**, visit mmp.buckeyehealthplan.com. A waiver service coordinator or a care manager can be contacted at any time at 1-866-549-8289.

Responsibilities

You are the key player in ensuring you get the waiver services you need. As a member, you have many important responsibilities. You can appoint an authorized representative to help with many aspects of your waiver service planning and delivery. Specifically, you and your authorized representative, if you choose to appoint one, are responsible for:

- Communicating openly and honestly with your care team.
- Providing accurate and complete information, including your medical history, regardless of who is paying for your medical services.
- Actively participating in the process to develop and implement your person-centered service plan.
- Providing your signature on the person-centered service plan or other document requested by your waiver service coordinator, indicating your agreement with the plan.
- Keeping scheduled appointments.
- Reporting problems, concerns, or changes to your waiver service coordinator.
- Informing your waiver service coordinator if you want or need to change services or providers.
- Working respectfully with your service providers.
- Working cooperatively with your waiver service coordinator, care manager, and care team to resolve problems or concerns.
- Refusing to participate in dishonest or illegal activities involving your service providers and other caregivers.
- Telling your waiver service coordinator or care manager about any changes in your condition or situation that you feel are significant, such as death of a caregiver, planning a change of residence, someone mistreating you, etc.

 **If you have questions**, please call Buckeye Health Plan-MyCare Ohio Member Services 1-866-549-8289 (TTY: 711) 8:00 am to 8:00 pm. The call is free. **For more information**, visit mmp.buckeyehealthplan.com. A waiver service coordinator or a care manager can be contacted at any time at 1-866-549-8289.

Waiver person-centered service plan development

Service planning and care coordination help to address changes you may encounter with your personal circumstances and/or medical conditions over time. The service planning process must be tailored and revised as often as necessary to best address your needs.

The person-centered service plan is a written outline of your waiver services necessary to keep you safely in the community. It identifies goals, objectives, and outcomes related to your health, as well as the treatments and services you receive.

As a member enrolled in the MyCare Ohio Waiver, you have choice and control over the provision of waiver services you receive by actively participating in the service planning process. You decide who should participate in the service planning process.

Your waiver service coordinator is responsible for ensuring all your identified needs are included and addressed in your person-centered service plan. That includes helping you explore all services available to meet your specific needs. You will have the opportunity to identify how you want the services noted at the introduction of this handbook to be delivered, including finding the setting that best meets your needs.

The waiver service coordinator will also help you decide what types of providers you want rendering your services, based on how involved you want to be in managing their services. The MyCare Ohio Waiver has the following available providers:

- Self-directed: You hire and manage the provider or the service budget.
- Provider-managed: An agency provider identifies and manages staff.
- Non-agency: Independent providers who manage themselves.

All providers must be enrolled with ODM and contracted with your MyCare plan. If you find a provider who is not enrolled or contracted, the MyCare plan can assist the provider with the enrollment and contracting process.



If you have questions, please call Buckeye Health Plan-MyCare Ohio Member Services 1-866-549-8289 (TTY: 711) 8:00 am to 8:00 pm. The call is free. **For more information**, visit mmp.buckeyehealthplan.com. A waiver service coordinator or a care manager can be contacted at any time at 1-866-549-8289.

You and the service providers identified on your person-centered service plan must sign the service plan, or other document requested by your care manager or waiver service coordinator, to indicate agreement with the plan.

After your plan is developed and approved, your waiver service coordinator will continue to help by arranging the start of services and making sure services are delivered to meet your needs, according to the plan.

Person-centered service plan contents

During the service planning process, you will identify all the services and supports you receive from any sources other than the MyCare Ohio Waiver that help meet your needs so they can be considered in the development of the plan.

Service planning includes identifying and arranging for waiver services that support but do not replace help from people such as neighbors, friends, family, etc. Person-centered service plans are updated at least once each year or as your needs change.

Your person-centered service plan documents how your needs will be met and where you choose to receive services. It must address all the following:

- Your strengths, goals, and desired outcomes.
- Your medical, behavioral health, and personal care needs and how those will be met.
- Services that may be needed to keep your environment clean and safe, including any adaptations necessary to meet your needs.
- Services that may be needed to help you maintain participation in school, work, or other activities.
- Medical and personal care supplies you need and how you will receive those, including medications and equipment.
- Back-up plan for when a paid provider is unavailable for services.
- Services or safety measures to mitigate any risks for you, including accommodations or modifications needed in the setting where you receive services.



If you have questions, please call Buckeye Health Plan-MyCare Ohio Member Services 1-866-549-8289 (TTY: 711) 8:00 am to 8:00 pm. The call is free. **For more information**, visit mmp.buckeyehealthplan.com. A waiver service coordinator or a care manager can be contacted at any time at 1-866-549-8289.

Your person-centered service plan identifies the specific tasks and activities your service provider(s) will deliver to meet your needs. It will also specify how much, how often, and how long you will receive the services. The person-centered service plan is necessary for your service providers to be paid and to help your waiver service coordinator ensure you are getting the services you need.



If you have questions, please call Buckeye Health Plan-MyCare Ohio Member Services 1-866-549-8289 (TTY: 711) 8:00 am to 8:00 pm. The call is free. **For more information**, visit mmp.buckeyehealthplan.com. A waiver service coordinator or a care manager can be contacted at any time at 1-866-549-8289.

Waiver service coordination

All members enrolled with Buckeye Health Plan-MyCare Ohio in the MyCare Ohio Waiver receive assistance with coordinating their waiver services.

One of the roles of the waiver service coordinator is to make sure you receive the waiver services you need. You will be contacted by your waiver service coordinator or care manager and receive an in-person visit to review your care needs no more than 75 days after you are enrolled in the MyCare Ohio Waiver, or sooner upon request, and at least every six months as agreed upon in your person-centered service plan.

Waiver service coordination includes, but is not limited to, the following:

- Monitoring your health and welfare.
- Assessing your needs, goals, and objectives at least annually.
- Scheduling, coordinating, and facilitating meetings with you and your care team.
- Working with you and your care team to develop your person-centered service plan.
- Authorizing waiver services in the amount, scope, and duration to meet your needs.
- Assisting you in finding needed service providers, including when a provider has given notice to leave or becomes unavailable.
- Monitoring the delivery of all waiver services identified in your person-centered service plan.
- Ensuring adjustments are made as appropriate in the event you encounter significant changes, including but not limited to life milestones like entering or exiting school, work, etc.
- Identifying and reporting incidents, as well as prevention planning to reduce the risk of reoccurrence. Incidents are described further starting on page 16.



If you have questions, please call Buckeye Health Plan-MyCare Ohio Member Services 1-866-549-8289 (TTY: 711) 8:00 am to 8:00 pm. The call is free. **For more information**, visit mmp.buckeyehealthplan.com. A waiver service coordinator or a care manager can be contacted at any time at 1-866-549-8289.

- Assisting you in the development of a meaningful backup plan if there is an interruption or delay in services provided by your person-centered plan. This may include identifying persons who are able to meet your needs and respond quickly if your regular provider is unable to deliver services.

When should you call your waiver service coordinator?

Call your waiver service coordinator any time one of the following occurs:

- Your services are not meeting your needs.
- You are unhappy with a provider or service.
- You want to change your provider or service.
- Your home situation changes.
- Your health changes.
- You have an accident, fall, or go to the emergency room.
- You are admitted to a hospital or nursing home.
- You have any concern or problem with the care you are receiving.
- You believe the current person-centered service plan is no longer meeting your needs.
- You believe you need more services to stay safely in your home.
- To report an “incident.” Incidents are described further starting on page 16.
- If a service provider does not show or cancels a service.

If you can't reach your waiver service coordinator, you can contact your care manager at 1-866-549-8259 option 3; available 24 hours a day, 7 days a week. You can also call Member Services at 1-866-549-8289 (TTY: 711) with any concerns or problems.



If you have questions, please call Buckeye Health Plan-MyCare Ohio Member Services 1-866-549-8289 (TTY: 711) 8:00 am to 8:00 pm. The call is free. **For more information**, visit mmp.buckeyehealthplan.com. A waiver service coordinator or a care manager can be contacted at any time at 1-866-549-8289.

Transition period

Transition to the MyCare Ohio Waiver

If you were enrolled in PASSPORT, Assisted Living, or Ohio Home Care Medicaid Waiver immediately prior to enrolling in the MyCare Ohio Waiver, the MyCare plan will continue your services to minimize service disruptions.

Your existing services and providers will be maintained for a period of time, depending upon the type of service. Your services and service providers will remain in place, except in the following situations:

- You request a change.
- There is a significant change in your health, your condition, or your needs.
- Your provider gives notice of their intent to discontinue services.
- Issues are identified that affect your health and welfare.

So long as none of the above exceptions apply, your existing service levels and providers will be maintained while you are enrolled on the MyCare Ohio Waiver as follows:


Direct Care services:

Personal care, waiver nursing, home care attendant, Choices home care attendant, out-of-home respite, enhanced community living, adult day health services, social work counseling, community integration.

If you were receiving any of these direct care services, you can continue to receive these services at the same authorized level and with the same service provider(s) for at least 365 days from the date you enrolled in the MyCare Ohio Waiver.

Assisted Living services:

If you were receiving Assisted Living services, you can continue to receive the same authorized service from the same provider while you are enrolled in the MyCare Ohio Waiver.

 **If you have questions**, please call Buckeye Health Plan-MyCare Ohio Member Services 1-866-549-8289 (TTY: 711) 8:00 am to 8:00 pm. The call is free. **For more information**, visit mmp.buckeyehealthplan.com. A waiver service coordinator or a care manager can be contacted at any time at 1-866-549-8289.

Self-directed services:

If you were already self-directing your services through a Medicaid waiver, you may keep your current provider for at least 365 days with the same service amount at the same rate, unless your waiver service coordinator determines:

- You no longer need these services.
- You and your authorized representative can no longer be the employer.

All other waiver services:

For all other waiver services that you were receiving while enrolled on one of the Medicaid waivers immediately prior to enrolling in the MyCare Ohio waiver, those services can be maintained at the same authorized level for at least 365 days after enrollment in the MyCare Ohio waiver. The same service provider(s) can be maintained for at least 90 days.

End of transition period:

Before any services or providers are changed, your waiver service coordinator will meet with you to review your person-centered service plan and discuss any needed changes. If a change in provider is required for any reason, you will be provided with information regarding other available providers.

Transitions from the MyCare Ohio Waiver:

Similar to when you begin services with the MyCare Ohio Waiver, your waiver service coordinator and care manager will work with you to safely transition your services if you leave the MyCare Ohio Waiver. At any point, if you are disenrolled from MyCare for reasons such as moving out of a MyCare county or losing Medicare eligibility, your MyCare waiver service coordinator will work with your new waiver entity to ensure a smooth transition, allowing you to continue to receive necessary care and remain independent in your community.



If you have questions, please call Buckeye Health Plan-MyCare Ohio Member Services 1-866-549-8289 (TTY: 711) 8:00 am to 8:00 pm. The call is free. **For more information**, visit mmp.buckeyehealthplan.com. A waiver service coordinator or a care manager can be contacted at any time at 1-866-549-8289.

Self-direction

You can manage your waiver services, using self-direction.

Self-directing includes employer authority and budget authority. You can choose a representative to help you self-direct.

Employer authority means you are your caregiver's employer. You can recruit, hire, train, schedule, manage, and even dismiss caregivers. These services can be managed with employer authority:

- Choices home care attendant;
- Home care attendant;
- Personal care aid; or
- Waiver nursing.

Budget authority means you manage available your waiver budget to best meet your needs. This includes setting your caregivers' wages. The services listed above and these services can be self-directed with budget authority:

- Alternative meals;
- Home maintenance and chore.
- Home medical equipment and supplemental adaptive and assistive devices;
- Home modifications;
- Self-directed goods and services.

Self-directed services are paid for by Financial Management Services (FMS) vendor. They pay for your caregiver with your approval. The FMS also pays invoices for other services listed above. They will issue a pay card to purchase self-directed goods and services when authorized.

Your waiver service coordinator or care manager will talk to you about self-direction so you can decide if it is right for you. They have many more resources ready to support you with self-direction.



If you have questions, please call Buckeye Health Plan-MyCare Ohio Member Services 1-866-549-8289 (TTY: 711) 8:00 am to 8:00 pm. The call is free. **For more information**, visit mmp.buckeyehealthplan.com. A waiver service coordinator or a care manager can be contacted at any time at 1-866-549-8289.

Reporting incidents

Incident investigation and reporting

Buckeye Health Plan-MyCare Ohio and the State of Ohio's contractor are required to perform incident investigation activities to ensure you are protected and safe from harm. These activities include:

- Taking immediate steps to ensure your health and welfare, and if appropriate, ensure medical attention is sought.
- Looking into incidents to ensure your health and safety and prevent incidents from happening again.
- Looking for patterns to see if you or your providers could benefit from education in a particular area.
- Making sure providers know how to keep you safe and cause no harm to you.
- Informing you of the findings from the investigation of a critical incident and potentially developing a prevention plan to lessen the risk of the incident happening again.

What are incidents?

An "incident" is an alleged, suspected, or actual event that is inconsistent with your routine care and/or service delivery. Critical incidents include any of the following:

- Abuse: the injury, confinement, control, intimidation, or punishment of an individual, that has resulted in physical harm, pain, fear, or mental anguish. Abuse includes physical, emotional, verbal, and/or sexual abuse, the use of restraint, seclusion, or restrictive intervention without authorization.
- Neglect: when it is a duty to do so, failing to provide treatment, care, goods, or services necessary to maintain your health and welfare, including self-neglect.
- Exploitation: the unlawful or improper act of using a member or a member's resources using manipulation, intimidation, threats, deception, or coercion for monetary or personal benefit, profit, or gain.



If you have questions, please call Buckeye Health Plan-MyCare Ohio Member Services 1-866-549-8289 (TTY: 711) 8:00 am to 8:00 pm. The call is free. **For more information**, visit mmp.buckeyehealthplan.com. A waiver service coordinator or a care manager can be contacted at any time at 1-866-549-8289.

- Misappropriation: depriving, defrauding or otherwise obtaining money or real or personal property (including prescribed medication) belonging to you by any means prohibited by law that could impact your health and welfare.
- Unnatural or accidental death.
- Self-harm or suicide attempt.
- Being lost or missing, putting your health and welfare at risk.
- Any of the following prescribed medication issues:
 - Provider error.
 - Issue resulting in emergency medical services (EMS) response, emergency room visit, or hospitalization.
- Other reportable incidents reviewed by the care manager but not investigated include:
 - Natural death.
 - Member or family member behavior, action, or inaction resulting in the creation of or adjustment to, a health and safety action plan.
 - Health and welfare at risk due to any of the following:
 - Loss of a paid or unpaid caregiver.
 - Prescribed medication issues not resulting in EMS response, emergency room visit, or hospitalization.
 - Eviction from your place of residence.
 - Suicide attempt that does not result in emergency room treatment, in-patient observation, or hospital admission.



If you have questions, please call Buckeye Health Plan-MyCare Ohio Member Services 1-866-549-8289 (TTY: 711) 8:00 am to 8:00 pm. The call is free. **For more information**, visit mmp.buckeyehealthplan.com. A waiver service coordinator or a care manager can be contacted at any time at 1-866-549-8289.

What to do if any of these things happen?

How to report an incident: You and/or your authorized representative or legal guardian should report incidents to your waiver service coordinator or your care manager. If the incident is serious in nature and you believe your health and welfare is in jeopardy, you should also notify the appropriate authorities. If you are unsure who to contact, ask your waiver service coordinator. The appropriate authority is dependent upon the nature of the incident. Examples of serious incidents include but are not limited to the following:

Medical emergency: If you have a medical emergency, call your doctor or 911. Situations causing you concern should be communicated to your waiver service coordinator. It is best to bring these concerns to them before they become an emergency.

Abuse, neglect, or exploitation of an adult over 60: If the incident involves the abuse, exploitation, or neglect of an adult age 60 or older, contact Adult Protective Services (APS) in the county where the individual resides or where the incident occurred. During non-business hours, contact local law enforcement. To find the number for your local APS agency, click or visit https://jfs.ohio.gov/county/County_Directory.pdf.

Criminal activity: If the incident involves conduct you believe may be criminal, call your local law enforcement.

Medicaid fraud: If you suspect the incident involves Medicaid fraud, file a complaint with the Ohio Attorney General. To contact them, click or visit <http://www.ohioattorneygeneral.gov/About-AG/Contact>.

Legal guardian: If the incident involves a legal guardian, you can contact your local probate court. To find your local court, click or visit <https://www.supremecourt.ohio.gov/courts/judicial-system/ohio-trial-courts/>



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Advocacy agencies

Organizations that can educate you and advocate for your interests.

Concerns about Buckeye Health Plan-MyCare Ohio: If you have concerns about Buckeye Health Plan-MyCare Ohio, contact your care manager or Member Services. If you feel that Buckeye Health Plan-MyCare Ohio does not address your concerns, you may seek assistance from ODM by contacting the Medicaid Consumer Hotline. Click or visit <http://www.ohiomh.com/> or call 800-324-8680.

Ombudsman: The Ohio Long-term Care Ombudsmen voice member needs and concerns regarding long-term care services to nursing homes, home health agencies, and other providers. They will work with the Buckeye Health Plan-MyCare Ohio, long-term care provider, and you, your family, or other representatives to resolve problems and concerns you may have about the quality of services you receive. Regional long-term care ombudsman programs help safeguard individuals. Call the state office at 800-282-1206 or email OhioOmbudsman@age.ohio.gov for assistance.

Ohio Association of Centers for Independent Living (CIL): CILs help ensure people with disabilities have complete access to the communities in which they wish to live as well as opportunities to make decisions that affect one's life, being able to pursue activities of one's own choosing. For more information, click or go to <http://www.ohiosilc.org/>.

Legal Aid: Provides legal assistance to protect and enforce the legal rights of low-income Ohioans. Call 866-LAW-OHIO.

Disability Rights Ohio: Advocates for the human, civil, and legal rights of people with disabilities in Ohio. For more information, click or go to <http://www.disabilityrightsohio.org/> or call 614-466-7264 or 800-282-9181.



If you have questions, please call Buckeye Health Plan-MyCare Ohio Member Services 1-866-549-8289 (TTY: 711) 8:00 am to 8:00 pm. The call is free. **For more information**, visit mmp.buckeyehealthplan.com. A waiver service coordinator or a care manager can be contacted at any time at 1-866-549-8289.

MyCare Waiver Consumer Handbook Acknowledgement

I have received the Buckeye Health Plan-MyCare Ohio HCBS Waiver Member Handbook. It includes information about my rights and protections, and how to report alleged incidents.

I understand I have the option to receive institutional care (e.g., nursing facility) or waiver services in the community.

I am freely choosing to receive MyCare Ohio home- and community-based waiver services rather than services in an institution.

Member Signature: _____ Date: _____

(Or Authorized Representative)

(MyCare Ohio Plan must maintain a copy of this signed and dated page for their records and for auditing purposes)



If you have questions, please call Buckeye Health Plan-MyCare Ohio Member Services 1-866-549-8289 (TTY: 711) 8:00 am to 8:00 pm. The call is free. **For more information**, visit mmp.buckeyehealthplan.com. A waiver service coordinator or a care manager can be contacted at any time at 1-866-549-8289.

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, audio, 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) 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>.



If you have questions, please call Buckeye Health Plan-MyCare Ohio Member Services 1-866-549-8289 (TTY: 711) 8:00 am to 8:00 pm. The call is free. **For more information**, visit mmp.buckeyehealthplan.com. A waiver service coordinator or a care manager can be contacted at any time at 1-866-549-8289.

Multi-Language Insert

Multi-Language Interpreter Services

English: We have free interpreter services to answer any questions that you may have about our health or drug plan. To get an interpreter, just call us at **1-866-549-8289** (TTY: **711**). 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. Someone who speaks English/Language can help you. This is a free service.

Spanish: Contamos con los servicios gratuitos de un intérprete para responder las preguntas que tenga sobre nuestro plan de salud o de medicamentos. Para solicitar un intérprete, simplemente llámenos al **1-866-549-8289** (TTY: **711**), de lunes a viernes, de 8 a.m. a 8 p.m. Después del horario de atención, los fines de semana y los días festivos, es posible que se le pida que deje un mensaje. Se le devolverá la llamada al siguiente día hábil. Alguien que hable español puede ayudarlo. Este es un servicio gratuito.

Chinese (Cantonese): 我們提供免費的口譯服務，可解答您對我們的健康或藥物計劃可能有的任何疑問。如需口譯員服務，您僅需於週一至週五上午 8 點至晚上 8 點致電 **1-866-549-8289** (TTY: **711**) 與我們聯絡。非營業時間、週末及假日，可能會要求您留言。我們將在下一個工作日內回電給您。會說中文的人員可以幫助您。此為免費服務。

Chinese (Mandarin): 我们提供免费口译服务，可解答您对我们的健康或药物计划的有关疑问。要获得口译服务，请于周一至周五上午 8 点至晚上 8 点致电 **1-866-549-8289** (TTY: **711**)。下班后、周末和节假日，您可能需要留言。您的来电将在下一个工作日内得到回复。您将获得中文普通话口译员的帮助，而且这是一项免费服务。

Tagalog: May mga libre kaming serbisyo ng interpreter para sagutin ang anumang posible ninyong tanong tungkol sa aming planong pangkalusugan o plano sa gamot. Upang makakuha ng interpreter, tumawag lang sa amin sa **1-866-549-8289** (TTY: **711**) mula 8 a.m. hanggang 8 p.m., Lunes hanggang Biyernes. Para sa mga oras pagkatapos ng trabaho, Sabado at Linggo, at pista opisyal, maaaring magpaiwan sa inyo ng mensahe. May tatawag sa inyo sa susunod na araw na may pasok. May makakatulong sa inyo na nagsasalita ng Tagalog. Isa itong libreng serbisyo.

French: Nous proposons des services d'interprètes gratuits pour répondre à toutes vos questions sur notre régime de santé ou de médicaments. Pour obtenir les services d'un interprète, appelez-nous au **1-866-549-8289** (TTY : **711**) du lundi au vendredi, de 8 h à 20 h. Si vous appelez en dehors des heures d'ouverture, ou pendant les week-ends et jours fériés, vous devrez peut-être laisser un message. Nous prendrons alors votre appel en compte le jour ouvrable suivant. Quelqu'un parlant français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có dịch vụ thông dịch miễn phí để trả lời bất kỳ câu hỏi nào về chương trình sức khỏe hoặc chương trình thuốc của chúng tôi. Để nhận thông dịch viên, chỉ cần gọi cho chúng tôi theo số **1-866-549-8289** (TTY: **711**). Giờ làm việc của chúng tôi là từ 8 a.m. đến 8 p.m., thứ Hai đến thứ Sáu. Ngoài giờ làm việc, vào cuối tuần và ngày lễ, quý vị có thể được yêu cầu để lại tin nhắn. Sẽ có người phản hồi cuộc gọi của quý vị vào ngày làm việc tiếp theo. Một nhân viên nói tiếng Việt có thể giúp quý vị. Dịch vụ này được miễn phí.

German: Wir bieten Ihnen einen kostenlosen Dolmetschservice, wenn Sie Fragen zu unseren Gesundheits- oder Medikamentenplänen haben. Um einen Dolmetscher in Anspruch zu nehmen, rufen Sie uns von Montag bis Freitag zwischen 8 und 20 Uhr unter folgender Telefonnummer an: **1-866-549-8289** (TTY: **711**). Außerhalb der Geschäftszeiten, an Wochenenden und an Feiertagen werden Sie möglicherweise aufgefordert, eine Nachricht zu hinterlassen. Wir rufen Sie am nächsten Werktag zurück. Ein deutschsprachiger Mitarbeiter wird Ihnen behilflich sein. Dieser Service ist kostenlos.

Korean: 당사의 건강 또는 의약품 플랜과 관련해서 물어볼 수 있는 모든 질문에 답변하기 위한 무료 통역 서비스가 있습니다. 통역사가 필요한 경우 월요일~금요일, 오전 8시부터 오후 8시까지 **1-866-549-8289**(TTY: **711**)번으로 당사에 연락해 주십시오. 근무시간 이후나 주말 및 공휴일에는 메시지를 남겨 주시면 됩니다. 그러면 다음 영업일에 전화드리겠습니다. 한국어를 구사하는 통역사가 도움을 드릴 수 있습니다. 통역 서비스는 무료로 제공됩니다.

Russian: Если у вас возникли какие-либо вопросы о нашем плане медицинского страхования или плане с покрытием лекарственных препаратов, вам доступны бесплатные услуги переводчика. Если вам нужен переводчик, просто позвоните нам по номеру **1-866-549-8289** (TTY: **711**). Часы работы: с 8 a.m. до 8 p.m. с понедельника по пятницу. В нерабочее время, в выходные и праздничные дни вас могут попросить оставить сообщение. Вам перезвонят на следующий рабочий день. Вам окажет помощь сотрудник, говорящий на русском языке. Данная услуга бесплатна.

Arabic: نوّقر خدمات ترجمة فورية مجانية للإجابة على أي أسئلة قد تكون لديك حول خطة الصحة أو الدواء الخاصة بنا. للحصول على مترجم فوري، يرجى الاتصال بنا على الرقم **1-866-549-8289** (TTY: **711**) من الساعة 8 صباحًا لغاية الساعة 8 مساءً، من الاثنين إلى الجمعة. قد يُطلب منك ترك رسالة بعد انتهاء ساعات العمل وفي عطلات نهاية الأسبوع والإجازات. وسنعاود الاتصال بك خلال يوم العمل التالي. يمكن أن يساعدك شخص يتحدث العربية. وتتوفر هذه الخدمة بشكل مجاني.

Italian: Sono disponibili servizi di interpretariato gratuiti per rispondere a qualsiasi domanda possa avere in merito al nostro piano farmacologico o sanitario. Per usufruire di un interprete, è sufficiente contattare il numero **1-866-549-8289** (TTY: **711**) dalle 8:00 alle 20:00, dal lunedì al venerdì. Al di fuori di questi orari, nei fine settimana e nei giorni festivi potrebbe essere necessario lasciare un messaggio. La ricontatteremo entro il giorno lavorativo successivo. Qualcuno la assisterà in lingua italiana. È un servizio gratuito.

Portuguese: Temos serviços de intérprete gratuitos para responder a quaisquer dúvidas que possa ter sobre o nosso plano de saúde ou medicação. Para obter um intérprete, contacte-nos através do número **1-866-549-8289** (TTY: **711**). O serviço está disponível das 8:00 às 20:00, de segunda-feira a sexta-feira. Se ligar fora deste horário, ao fim de semana ou num feriado, poderá ter de deixar mensagem. A sua chamada será devolvida no próximo dia útil. Um falante de português poderá ajudá-lo. Este serviço é gratuito.

French Creole: Nou gen sèvis entèprèt gratis pou reponn nenpòt kesyon ou ka genyen sou plan sante oswa plan medikaman nou an. Pou jwenn yon entèprèt, senpleman rele nou nan **1-866-549-8289** (TTY: **711**). Lè biwo yo se soti 8è a.m. rive 8è p.m., Lendi rive Vandredi. Aprè lè biwo yo fèmen, nan wikenn ak pandan jou ferye, yo gendwa mande w pou ou kite yon mesaj. Yo pral rele w pwochen jou biwo yo louvri a. Yon moun ki pale Kreyòl Ayisyen kapab ede w. Se yon sèvis gratis.

Polish: Oferujemy bezpłatną usługę tłumaczenia ustnego, która pomoże Państwu uzyskać odpowiedzi na ewentualne pytania dotyczące naszego planu leczenia lub planu refundacji leków. Aby skorzystać z usługi tłumaczenia ustnego, wystarczy zadzwonić pod numer **1-866-549-8289** (TTY: **711**) w godzinach od 8:00 do 20:00, od poniedziałku do piątku. Po godzinach pracy, w weekendy i święta konieczne może być pozostawienie wiadomości. Oddzwonimy w następnym dniu roboczym. Zapewni to Państwu pomoc osoby mówiącej po polsku. Usługa ta jest bezpłatna.

Hindi: हमारे स्वास्थ्य या ड्रग प्लान के बारे में आपके किसी भी सवाल का जवाब देने के लिए, हम मुफ्त में दुभाषिया सेवाएं देते हैं। दुभाषिया सेवा पाने के लिए बस हमें **1-866-549-8289** (TTY: **711**) पर कॉल करें। कॉल करने का समय है, सोमवार से शुक्रवार सुबह 8 बजे से रात 8 बजे तक। कार्य समय के बाद, सप्ताहांत और छुट्टियों पर, आपसे एक संदेश छोड़ने के लिए कहा जा सकता है। अगले कार्य दिवस पर आपके कॉल का जवाब दिया जाएगा। हिंदी बोलने वाला कोई भी व्यक्ति आपकी मदद कर सकता है। यह एक निःशुल्क सेवा है।

Japanese: 弊社の健康や薬剤計画についてご質問がある場合は、無料の通訳サービスをご利用いただけます。通訳を利用するには、月曜日～金曜日の午前8時～午後8時に、**1-866-549-8289** (TTY: **711**)までお電話ください。営業時間外、週末、祝日は、留守番電話にメッセージを残す必要がある場合があります。その場合は、折り返しお電話いたします。日本語の通訳担当者が対応します。これは無料のサービスです。“

Nepali: हामी स्वास्थ्य वा औषधि योजनाको बारेमा तपाईंसँग हुन सक्ने कुनै पनि प्रश्नको जवाफ दिन हामीसँग निःशुल्क दोभासे सेवाहरू छन्। एक दोभासे प्राप्त गर्नका लागि सोमबारदेखि शुक्रबारसम्म बिहान 8 बजेदेखि बेलुकी 8 बजेसम्म हामीलाई **1-866-549-8289** (TTY: **711**) मा कल मात्र गरे पुग्छ। कामको बेलाबाहेक, सप्ताहान्तका दिनमा र बिदाका दिनमा हामी तपाईंलाई सन्देश छोड्न भन्न सक्छौं। व्यवसाय खुल्ने अर्को दिनभित्रमा तपाईंलाई फिर्ता कल गरिनेछ। नेपाली बोल्ने कुनै व्यक्तिले तपाईंलाई मद्दत गर्न सक्नुहुन्छ। यो एक निःशुल्क सेवा हो।

Somali: Waxa aanu haynaa adeegyada turjubaada oo bilaash ah si lagaaga jawaabo wixii su'aalo ah ee ay dhici karto inaad ka qabto caymiskeena caafimaadka ama dawooyinka. Si aad u hesho turjubaan kaliya lasoo hadal **1-866-549-8289** (TTY: **711**) laga bilaabo 8 subaxnimo ilaa 8 habeenimo, Isniin ilaa Jimce. Saacadaha shaqada kadib, maalmaha fasaxa todobaadkii iyo maalmaha ciida, waxa aad noo reebi kartaa fariin. Taleefanka waxaa lagugu soo celin doonaa maalinta shaqo ee xigta . Qof ku hadla Somali ayaa ku caawin kara. Kani waa adeeg bilaash ah.

Swahili: Tuna huduma za ukalimani za bila malipo za kujibu maswali yoyote unayoweza kuwa nayo kuhusu mpango wetu wa afya au dawa. Ili kupata mkalimani tupigie simu tu kwa nambari **1-866-549-8289** (TTY: **711**). Saa za kazi ni saa 8 asubuhi hadi saa 8 usiku, Jumatatu hadi Ijumaa. Baada ya saa za kazi, wikendi na likizo, unaweza kuombwa uache ujumbe. Utapigiwa simu ndani ya siku ifuatayo ya kazi. Mtu ambaye anazungumza Kiswahili anaweza kukusaidia. Hii ni huduma ya bila malipo.

Ukrainian: Ми безкоштовно надаємо послуги перекладачів, щоб ви могли отримати відповіді на будь-які запитання щодо нашого плану медичного обслуговування чи забезпечення лікарськими засобами. Щоб отримати допомогу перекладача, просто зателефонуйте нам за номером **1-866-549-8289** (TTY: **711**) з 8:00 до 20:00 з понеділка по п'ятницю. У неробочі години, вихідні та святкові дні вас можуть попросити залишити повідомлення. Вам передзвонять протягом наступного робочого дня. Спеціаліст, який володіє українською, допоможе вам. Ця послуга безкоштовна.

Burundi: Dufise serevise z'ubuhinduzi ku buntu zokwishura ikibazo cose woba ufise kuri porogaramu yacu y'amagara canke imiti. Kugira uronke umuhinduzi duterere akamo gusa kuri **1-866-549-8289** (TTY: **711**) gutangura 8 z'igitondo gushika 8 z'umuhingamo, Kuwa Mbere gushika Kuwa Gatanu. Hama y'amasaha y'akazi, mu mpera z'indwi n'imisi mikuru, urashobora gusabwa gusiga ubutumwa. Tuzoguterera akamo umusi w'akazi ukurikirako. Umuntu avuga Ikirundi yogufasha. Iyi serevise ni ku buntu.

Afghani: ما خدمات ترجمان رایگان داریم تا به هر سوال که ممکن است شما در مورد پلان صحتی یا دوا خود داشته باشید پاسخ دهیم. برای دریافت ترجمان کافی است با شماره **1-866-549-8289** (TTY: **711**) از ساعت 8 صبح الی 8 شام از دوشنبه تا جمعه با ما تماس بگیرید. پس از ساعات ها، در رخصتی های آخر هفته و در روزهای رخصتی، ممکن است از شما خواسته شود که یک پیام بگذارید. در روز بعد کاری با شما تماس گرفته خواهد شد. کسی که دری صحبت می کند می تواند به شما کمک کند. این خدمات رایگان است.

Amharic: ስለ እኛ የጤና ወይም የመድኃኒት ዕቅዶችን ያለዎትን ማንኛውንም ጥያቄ ለመመለስ ነፃ የአስተርጓሚ አገልግሎት አለን። አስተርጓሚ ለማግኘት ከሰኞ እስከ አርብ ከ8 a.m. እስከ 8 p.m. በ **1-866-549-8289** (TTY: **711**) ይደውሉልን። በእላፊ ሰዓት፣ ቅዳሜ እና እሁድ እና በበዓል ቀናት መልእክት እንዲተው ሊጠየቁ ይችላሉ። ጥሪዎ በሚቀጥለው የሰራ ቀን ውስጥ ይመለሳል። አማርኛ የሚናገር ሰው ሊረዱዎት ይችላል። ይህ ነፃ አገልግሎት ነው።

Gujarati: અમારી આરોગ્ય અથવા દવા સંબંધી યોજના વિશે તમને હોઈ શકે તેવા કોઈપણ પ્રશ્નોના જવાબ આપવા માટે અમારી પાસે દુભાષિયાની મફત સેવાઓ છે. દુભાષિયો મેળવવા માટે, અમને બસ **1-866-549-8289** (TTY: **711**) પર કોલ કરો. અમારા કામકાજનો સમય સોમવારથી શુક્રવાર સુધી સવારે 8 વાગ્યાથી રાતના 8 વાગ્યા સુધીનો છે. કામકાજના સમય સિવાયના સમયે, વીકેન્ડ પર અથવા રજાઓના દિવસે, તમને એક મેસેજ મૂકવા માટે કહેવામાં આવી શકે છે. તમારા કોલના જવાબમાં વળતો કોલ કામકાજના આગલા દિવસની અંદર કરવામાં આવશે. ગુજરાતી બોલતી કોઈ વ્યક્તિ તમારી મદદ કરી શકે છે. આ એક મફત સેવા છે.



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