

Buckeye Health Plan – MyCare Ohio (Medicare-Medicaid Plan) | 2022 *Provider and Pharmacy Directory*

Introduction

This *Provider and Pharmacy Directory* includes information about the provider and pharmacy types in Buckeye Health Plan – MyCare Ohio (Medicare-Medicaid Plan) (Buckeye) and listings of all the plan's providers and pharmacies as of the date of this Directory. The listings contain provider and pharmacy address and contact information as well as other details such as days and hours of operations, specialties, and skills. Key terms and their definitions appear in alphabetical order in the last chapter of the *Member Handbook*.



If you have questions, please call Buckeye 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 need to speak to your care manager, please call 1-866-549-8289 (TTY: 711), 24 hours a day, 7 days a week. These calls are free. **For more information**, visit mmp.buckeyehealthplan.com.

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A. Disclaimers

- ❖ Buckeye Health Plan – MyCare Ohio (Medicare-Medicaid Plan) (Buckeye) is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees.
- ❖ Out-of-network/non-contracted providers are under no obligation to treat Buckeye members, except in emergency situations. Please call our Member Services number or see your Member Handbook for more information, including the cost-sharing that applies to out-of-network services.
- ❖ If you would like a complete list of all providers for the Buckeye service area, please call Member Services at the phone number listed below.
- ❖ This Directory lists health care professionals (such as doctors, nurse practitioners, and psychologists), facilities (such as hospitals or clinics), and support providers (such as home health providers) that you may go to as a Buckeye member. We also list the pharmacies that you may use to get your prescription drugs.
- ❖ We will refer to these groups as “network providers” in this Directory. These providers signed a contract with us to provide you services. This is a list of Buckeye’s network providers for the West Central/Northeast/Northwest Region.

West Central

Clark			
New Carlisle	Springfield		
Greene			
Beavercreek	Bellbrook	Centerville	Dayton
Fairborn	Huber Heights	Kettering	Xenia
Montgomery			
Brookville	Centerville	Clayton	Dayton
Englewood	Germantown	Huber Heights	Kettering
Miamisburg	Moraine	Oakwood	Riverside
Springboro	Trotwood	Union	Vandalia
West Carrollton			



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Northeast Region

Geauga			
Chardon			
Lake			
Eastlake	Kirtland	Mentor	Mentor-on-the-Lake
Painesville	Wickliffe	Willoughby	Willoughby Hills
Willowick			
Lorain			
Amherst	Elyria	Oberlin	Avon
Lorain	Sheffield Lake	Avon Lake	North Ridgeville
Vermilion			
Medina			
Brunswick	Medina	Rittman	Wadsworth
Cuyahoga			
Bay Village	Beachwood	Bedford	Bedford Heights
Berea	Brecksville	Broadview Heights	Brooklyn
Cleveland	Cleveland Heights	East Cleveland	Euclid
Fairview Park	Garfield Heights	Highland Heights	Independence
Lakewood	Lyndhurst	Maple Heights	Mayfield Heights
Middleburg Heights	North Olmsted	North Royalton	Olmsted Falls
Parma	Parma Heights	Pepper Pike	Richmond Heights
Rocky River	Seven Hills	Shaker Heights	Solon
South Euclid	Strongsville	University Heights	Warrensville Heights
Westlake			

Northwest Region

Fulton			
Wauseon			
Lucas			
Maumee	Oregon	Sylvania	Toledo
Waterville			
Ottawa			
Port Clinton			
Wood			
Bowling Green	Fostoria	Northwood	Perrysburg
Rossford			



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- ❖ This Directory includes providers of both Medicare and Medicaid services.
- ❖ ATTENTION: If you speak English, language assistances services, free of charge, are available to you. Call Buckeye 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. The call is free.
- ❖ ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-549-8289 (TTY: 711) de 8 a. m. a 8 p. m., de lunes a viernes. Luego del horario de atención, los fines de semana y los días feriados, es posible que se le pida que deje un mensaje. Le devolveremos la llamada durante el próximo día hábil. La llamada es gratuita.
- ❖ You can get this document for free in other formats, such as large print, braille, or audio. Call 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. The call is free.
- ❖ Buckeye Health Plan – MyCare Ohio (Medicare-Medicaid Plan) wants to make sure you understand your health plan information. We can send future materials to you in Spanish or in alternate formats if you ask for it this way. This is called a “standing request.” We will document your choice.

Please call us if:

- You want to get your materials in Spanish or in an alternate format.
- or
- You want to change the language (English/Spanish) or format that we send you materials.

If you need help understanding your plan materials, please contact Buckeye Member Services 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.

- ❖ The list is up-to-date as of the day you do your search, but you need to know that:
 - Some Buckeye network providers may have been added or removed from our network after this Directory was published.
 - 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



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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, visit mmp.buckeyehealthplan.com or call Member Services at 1-866-549-8289 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. The call is free.

Doctors and other health care professionals in Buckeye's network are listed on pages in the Primary Care Provider and Specialty sections. Pharmacies in our network are listed on pages in the Pharmacy sections.



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B. Providers

B1. Key terms

This section explains key terms in our *Provider and Pharmacy Directory*.

- **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 (LTSS), 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 go to 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. They work with your care team to make sure you get the care you need.



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- 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 they can reduce any negative effects. Your PCP will always get your permission before sharing your medical information with other providers.



If you have questions, please call Buckeye 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 need to speak to your care manager, please call 1-866-549-8289 (TTY: 711) 24 hours a day, 7 days a week. These calls are free. **For more information**, visit mmp.buckeyehealthplan.com.

B2. 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, go to the list of providers 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 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. The call is free. Or, visit mmp.buckeyehealthplan.com.
- 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.



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B3. Long-term services and supports (LTSS)

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. LTSS gives 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 from 8 a.m. to 8 p.m., Monday through Friday. TTY users call 711.



If you have questions, please call Buckeye 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 need to speak to your care manager, please call 1-866-549-8289 (TTY: 711) 24 hours a day, 7 days a week. These calls are free. **For more information**, visit mmp.buckeyehealthplan.com.

B4. How to identify 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 go to 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 during the year. 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 go to a provider and are not sure if they offer the accommodations you need, Buckeye can help you. Talk to your care manager for assistance.



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B5. How to find Buckeye providers in your area

This provider directory is organized by provider type, then by the city. Look for the type of provider (for example, Primary Care Provider, Specialist, Hospital, etc.) then the city in which you live. You can also visit the website at mmp.buckeyehealthplan.com for the most current provider listing.



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B6. List of network providers

This Directory of 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**

Cultural competence training is additional instruction for our health care providers that helps them better understand your background, values, and beliefs to adapt services to meet your social, cultural, and language needs.

- **Support providers** (for example, home health agencies and home medical equipment providers).

Providers are listed in alphabetical order by last name. In addition to contact information, provider listings also include specialties and skills, for example, such as languages spoken or completion of cultural competence training.

Note: Due to State Law and Medicaid requirements, members must have a referral from their healthcare provider (physician, nurse practitioner, or physician assistant) before a pharmacist may provide drug therapy management services.



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Accessibility Information

Below is information used in the provider directory to indicate accessibility at a provider office or building site. This information is not a promise that every doctor will always have the access that you may need. If you have a disability, you should call the doctor’s office to talk about your access needs.



Accessibility Requirements:

All Criteria Met: if the provider meets all (49) Critical Elements (CE) for disability access in four (4) main areas:
 Parking, Exterior Building, Interior Building, and Programmatic Access.

Some Criteria Met: if the provider does not meet 1 or more of the CEs.

No Criteria Met: if provider reports having no disability access for all of the CEs.


Details Pending: if there is no data to support any of the 4 main areas.

Indicator	Definition	Criteria
P	Parking	Parking spaces and van-accessible space(s), are accessible. Curbs to on-site parking, public transportation, and the side walk at the site entrance have curb ramps.
EB	Exterior Building	There is an accessible ramp to the building. Curb ramps and other ramps to the building are wide enough for a wheelchair/scooter. There are handrails on both sides of the ramp. Doors are wide enough for wheelchair/scooter to enter and the doors have handles that are easily opened.

(This section is continued on the next page.)



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IB	Interior Building	Doors are wide enough for a wheelchair/scooter and have handles that are easily opened. There are interior ramps that have handrails. If an elevator is present, it must be free for public use. The elevator has easy-to-hear sounds and Braille buttons within reach. The elevator is large enough for a wheelchair/scooter to turn around. The restroom is accessible, has doors wide enough for wheelchair/scooter and are easy to open. Offices have accessible equipment and clear for space where the equipment is for side transfers by wheelchair or scooter users. Lift equipment exists when needed. If office has a chair lift, it can be used without help.
PA	Programmatic Access	Programmatic access includes, but is not limited to: accessible communication and materials in other formats given in a timely manner, staff help with follow-up visit planning, and other disability-related support (people with disabilities who cannot wait in waiting room are seen right away).
~	Rx	This pharmacy can provide an extended day supply.
+	New patients	Physician is currently accepting new patients.
#	Existing only	Physician is currently accepting existing patients only.
*	No patients	Physician is not currently accepting patients at this time.
	Bus route	Provider indicated this location is on bus route.

Buckeye Health Plan – MyCare Ohio cannot guarantee the accuracy of provider self-reported disability access information as it has not been verified by the health plan through an in-person Accessibility Site Review (ASR). Members are encouraged to contact the provider in advance to ask about disability access, and to contact the health plan immediately if the self-reported information is not accurate.



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C. Buckeye's network providers

Call Member Services at 1-866-549-8289 (TTY: 711) if you need information about a provider's other credentials and/or certifications, completion of cultural competence training, and/or areas of training and experience. 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.

C1. Primary Care Providers



If you have questions, please call Buckeye 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 need to speak to your care manager, please call 1-866-549-8289 (TTY: 711) 24 hours a day, 7 days a week. These calls are free. **For more information**, visit mmp.buckeyehealthplan.com.

C2. Federally Qualified Health Centers/Rural Health Centers (FQHCs/RHCs)

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 find providers from these facilities listed individually in other parts of this Directory.

You are entitled to access the services of any federally qualified health center (FQHC) or rural health center (RHC) providers. There are currently no FQHC or RHC providers in the West Central/Northeast/Northwest Region.



If you have questions, please call Buckeye 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 need to speak to your care manager, please call 1-866-549-8289 (TTY: 711) 24 hours a day, 7 days a week. These calls are free. **For more information**, visit mmp.buckeyehealthplan.com.

C3. Qualified Family Planning Providers (QFPPs)

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.

You are also entitled to self-refer to women's health specialists, including certified nurse midwives (CNMs), obstetricians and gynecologists. In addition, female members are allowed to self-refer to women's health specialists for routine and preventative health care services if their PCP is not a women's health specialist.

For more information about access to these services, please contact Member Services at Buckeye at 1-866-549-8289 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. The call is free.



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C4. Specialists



If you have questions, please call Buckeye 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 need to speak to your care manager, please call 1-866-549-8289 (TTY: 711) 24 hours a day, 7 days a week. These calls are free. **For more information**, visit mmp.buckeyehealthplan.com.

C5. Hospitals



If you have questions, please call Buckeye 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 need to speak to your care manager, please call 1-866-549-8289 (TTY: 711) 24 hours a day, 7 days a week. These calls are free. **For more information**, visit mmp.buckeyehealthplan.com.

C6. Other Facilities



If you have questions, please call Buckeye 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 need to speak to your care manager, please call 1-866-549-8289 (TTY: 711) 24 hours a day, 7 days a week. These calls are free. **For more information**, visit mmp.buckeyehealthplan.com.

C7. Support Services



If you have questions, please call Buckeye 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 need to speak to your care manager, please call 1-866-549-8289 (TTY: 711) 24 hours a day, 7 days a week. These calls are free. **For more information**, visit mmp.buckeyehealthplan.com.

C8. Behavioral Health



If you have questions, please call Buckeye 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 need to speak to your care manager, please call 1-866-549-8289 (TTY: 711) 24 hours a day, 7 days a week. These calls are free. **For more information**, visit mmp.buckeyehealthplan.com.

C9. Ancillary Providers



If you have questions, please call Buckeye 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 need to speak to your care manager, please call 1-866-549-8289 (TTY: 711) 24 hours a day, 7 days a week. These calls are free. **For more information**, visit mmp.buckeyehealthplan.com.

C10. Dental Providers



If you have questions, please call Buckeye 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 need to speak to your care manager, please call 1-866-549-8289 (TTY: 711) 24 hours a day, 7 days a week. These calls are free. **For more information**, visit mmp.buckeyehealthplan.com.

C11. Vision Providers



If you have questions, please call Buckeye 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 need to speak to your care manager, please call 1-866-549-8289 (TTY: 711) 24 hours a day, 7 days a week. These calls are free. **For more information**, visit mmp.buckeyehealthplan.com.

D. Pharmacies

This part of the Directory 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.

Buckeye members must use network pharmacies to get prescription drugs 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 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.

This Directory may not list all network pharmacies. We may have added or removed some network pharmacies from our plan after we published this Directory.

For up-to-date information about Buckeye network pharmacies in your area, please visit our web site at mmp.buckeyehealthplan.com or call Member Services at 1-866-549-8289 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. 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 mmp.buckeyehealthplan.com. Or you may contact Member Services at the number above to have one mailed to you.



If you have questions, please call Buckeye 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 need to speak to your care manager, please call 1-866-549-8289 (TTY: 711) 24 hours a day, 7 days a week. These calls are free. **For more information**, visit mmp.buckeyehealthplan.com.

D1. How to identify pharmacies in Buckeye's network

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

- Mail order pharmacies send covered prescription drugs to members through the mail or shipping companies.
- Home infusion pharmacies prepare prescription drugs that are given through a vein, within a muscle, or in another non-oral way by a trained provider in your home.
- Long-term care (LTC) pharmacies serve residents of long-term care facilities, such as nursing homes.
- Specialty pharmacies provide members with drugs used to treat complex or rare chronic conditions such as cancer, rheumatoid arthritis, hemophilia, and H.I.V.

You are not required to continue going to the same pharmacy to fill your prescriptions.



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D2. 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.**



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E. Buckeye's network pharmacies

This pharmacy directory is organized by pharmacy type, county, and city. Look for the type of pharmacy first (for example, retail, mail order, home infusion, etc.), then look for your county and city to find a pharmacy close to your home. You can also visit the website at mmp.buckeyehealthplan.com for the most current pharmacy listing. You can go to any of the pharmacies in our network unless otherwise noted in each section.



If you have questions, please call Buckeye 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 need to speak to your care manager, please call 1-866-549-8289 (TTY: 711) 24 hours a day, 7 days a week. These calls are free. **For more information**, visit mmp.buckeyehealthplan.com.

E1. Retail and chain pharmacies



If you have questions, please call Buckeye 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 need to speak to your care manager, please call 1-866-549-8289 (TTY: 711) 24 hours a day, 7 days a week. These calls are free. **For more information**, visit mmp.buckeyehealthplan.com.

E2. Mail order pharmacy

You can get prescription drugs shipped to your home through our network mail order delivery program. If the mail order pharmacy gets a prescription directly from a prescriber, they will call you first to confirm you want the drug(s). Please make sure to let the pharmacy know the best way to contact you.

You also have the choice to sign up for automated mail order delivery. Typically you should expect to get your prescription drugs within 10 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 (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. Or call your mail order pharmacy, CVS Caremark at 1-888-624-1139 (TTY: 711). To learn more about mail order pharmacies, refer to Chapter 5 of the *Member Handbook*.



If you have questions, please call Buckeye 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 need to speak to your care manager, please call 1-866-549-8289 (TTY: 711) 24 hours a day, 7 days a week. These calls are free. **For more information**, visit mmp.buckeyehealthplan.com.

E3. Home infusion pharmacies

To get information on Home Infusion Pharmacies, please 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 call 711. The call is free. For more information, visit mmp.buckeyehealthplan.com.



If you have questions, please call Buckeye 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 need to speak to your care manager, please call 1-866-549-8289 (TTY: 711) 24 hours a day, 7 days a week. These calls are free. **For more information**, visit mmp.buckeyehealthplan.com.

E4. 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. To learn more about drug coverage in special cases, refer to Chapter 5 of the *Member Handbook*.

Long-term care pharmacies are generally for residents of a long-term care facility and may not be available to all members. For more information, please call Buckeye 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 have questions, please call Buckeye 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 need to speak to your care manager, please call 1-866-549-8289 (TTY: 711) 24 hours a day, 7 days a week. These calls are free. **For more information**, visit mmp.buckeyehealthplan.com.

E5. Specialty Pharmacies

Specialty pharmacies provide members with drugs used to treat complex or rare chronic conditions such as cancer, rheumatoid arthritis, hemophilia, and H.I.V. For more information, please call Buckeye 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. The call is free.



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