

Spring 2008

# Primelines



## In this issue:

- Health Promotion Programs
- Getting the Most from Your Health Care Visits
- Recommended Vaccinations



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Dear Neighbor,

It may seem unusual to hear the word “neighbor” coming from your health plan. But at PrimeWest Health, we **are** your neighbors. We are located right here in rural Minnesota and we live and work in the same communities you do. In fact, PrimeWest Health is owned by the 13 rural counties we serve, including yours.

For those of us who work at PrimeWest Health, doing our jobs means being good neighbors, plain and simple. Being good neighbors means offering help when it’s needed, where it’s needed. We do this through our large health care provider network, which lets you get most of your health care services close to home. We have family practitioners, pediatricians, OB-GYNs, internists, and many other specialists located in your area. And if you do need care from a specialist who isn’t part of our network, we’ll work to make sure you get it.

We believe you deserve the highest quality of care. Our quality and care programs have standards that reflect our commitment. We regularly check to make sure our providers are following these standards. We also ask for your input about the quality of care you get—we want to hear from you and work with you to ensure you get the best possible care.

While making sure you have local access to quality health care when you need it is important, we don’t think it’s enough—not for our neighbors. That’s why we offer access to many services that go beyond treating illness. We want to help you maintain and improve the good health you have. For starters, read through this issue of *PrimeLines*—it’s loaded with ideas and recommendations for how to live your life to its healthiest. We also give information about our many programs for preventive care and wellness.

Finally, if you have questions or suggestions, don’t forget we’re right here in the neighborhood! PrimeWest Health has trained Member Services staff ready to talk with you and ensure that your ideas and concerns are heard and responded to in a timely and respectful manner.

From your health plan and neighbor...welcome to PrimeWest Health!

A handwritten signature in black ink, appearing to read 'J. Przybilla'.

Jim Przybilla, CEO  
PrimeWest Health

# In this Issue...



**Experience the PrimeWest Health Difference** 2  
Find out what makes PrimeWest Health different and meet some members of our local Member Services team.

**Getting the Most out of Your Health Care Visits** 3  
Do you leave your health care provider's office with more questions than answers? Tips to help you get the most out of your next visit.



**Your Well-Woman Checkup** 4  
Too often, women let their own health care needs take a back seat. Find out why—and how—you should take care of yourself. A chart of recommended screenings is included.

**Real Health for Real Men** 6  
Been a while since you've had a physical? Why men don't like to go the doctor—and why they should! Screening chart included.

**Recommended Vaccinations** 8  
Two handy vaccine charts: A complete list of recommended vaccines for everyone from newborns to seniors.

**Keep Your Children Healthy with Regular Checkups** 10



A complete rundown of recommended health care screenings for babies, toddlers, school-age children, and teens. Screening chart included.

**Wellness: To Be Well Is To Be in Good Health** 12  
Do you know what it means to be "well"? A look at the six dimensions of wellness and how your lifestyle choices can make a difference.

**Plan for a Healthy Pregnancy and Healthy Baby** 13  
Thinking about having a baby? What you should know about your health before, during, and after your pregnancy.



**PrimeWest Health Promotion Programs** 14  
Learn about the Health Promotion programs PrimeWest Health offers to help you and your family get healthy and stay healthy.

**Your PrimeWest Health Member ID Card** 15  
Don't leave home without it!



**Dental Health** 16  
Did you know that your mouth is a window into the health of your body? Why a healthy mouth is important and how to keep it that way.

**Plus...**  
**MSHO Member Mail** 15  
**Do You Have Other Insurance?** 17  
**Health Care Directives** 17  
**Circumcision Coverage** 17

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# Experience the PrimeWest Health Difference

*Matt Magnuson*



## What makes PrimeWest Health different?

### Pride in our customer service

Our Member Services Contact Center is located here in rural Minnesota and staffed by people from the community.

Our Contact Center specialists receive training throughout the year so they can give you the best possible service.

When you call our Contact Center, our specialists will work with you until you get the help you need.

We want to hear from you. We encourage all of our members to call the Contact Center when they have questions.



**Gisela, Alexandria, MN**  
*Hola, me llamo Gisela y hablo Español.*



**Julie, Elbow Lake, MN**



**Lisa, Litchfield, MN**



**Lydia, Bertha, MN**

### A focus on healthy lifestyles

We want to help you get healthy and stay healthy, now and in the future.

We encourage our members to schedule and attend regular checkups with their health care providers. This may seem a little unusual for a health plan, but we believe that seeing your health care provider on a regular basis will increase your chances for a long and healthy life.

### The voices of our members

PrimeWest Health holds monthly Member Advisory Committee (MAC) meetings.

MAC meetings are made up of PrimeWest Health members and/or their authorized representatives. MAC meetings give members a voice, helping PrimeWest Health set goals and focus our vision. **PW**

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**PrimeWest Health believes you deserve to get the care you need when you need it. We're here to help.**

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# Getting the Most Out of Your Health Care Visits

Sue Freng, RN, CCM

## Do you leave your health care provider's office with more questions than answers?

You're not alone. Medical terms and instructions are hard to understand. Here are some tips to help you make the most of your visits to your health care provider.

## Choose a health care provider you like

It's important to have one primary care provider who can get to know you and your medical history. You should feel comfortable talking to any health care provider about your health care needs.

## Plan for your visit before you go

- Write down your concerns and symptoms
- Write down your allergies to medication and food
- Make a list or bring along all of your pill bottles, no matter who ordered them, including your over-the-counter pills or supplements

## Bring along a family member, friend, or case manager

Another person may help you hear, remember, and/or understand your health care provider's instructions better than if you are alone.

## Make the most of your visit

- Be open about your concerns and complaints
- Describe all of your symptoms
- Tell your health care provider about the stress in your life

## Ask questions!


The Partnership for Clear Health Communication has set up the "Ask Me 3" program. This program suggests three simple but important questions people can ask their health care provider:

- What is my main problem?
- What do I need to do?
- Why is it important for me to do this?

Write notes to help you remember. Repeat instructions back to the health care provider to make sure you have them right.

## Before you leave, make sure you know what you're supposed to do next

- When are you due back?
- Are you supposed to call, or will someone call you with test results?
- What routine screenings are coming up next?

**Remember:** You and your health care provider are **partners** in your health care. 

*For more information about the "Ask Me 3" program, contact PrimeWest Health for a free brochure. You can also go to the Partnership for Clear Health Communication website at [www.askmethree.org](http://www.askmethree.org). It has information on the "Ask Me 3" program and a checklist to help you get ready for your next visit to your health care provider.*

Is your clinic closed?  
Do you need to talk to a nurse?

Call  
**HEALTH CONNECTION**  
1-888-668-4336

For life-threatening emergencies,  
call 911 immediately

# Your Well-Woman Checkup— Time to Take Care of Yourself

Kristin Wilson, RN, BSN, MSN

**H**ow many jobs do you have? Are you a wife? A mother? The housekeeper? The cook and dishwasher, too? Do you also work outside of the home? Too often, women let their own health care needs take a back seat to all of the other jobs they have. Women often feel like they are “too busy” to take time to schedule an appointment for a checkup with their health care provider. PrimeWest Health says, PLEASE TAKE THE TIME!

**Your good health is our priority**—we are your partners in helping you stay healthy. Our job is to remind you about the checkups, screenings, and vaccines you should have. Your job is to make an appointment with your health care provider for the checkup. Don't put it off any more—schedule your well-woman checkup soon!

## What is a well-woman checkup?

It is a checkup that includes several preventive tests, all of which are meant to check for problems early. Early detection is the best protection against serious illnesses. It is also a chance to review steps you can take to maintain your good health. Below are some examples of screenings to expect during your well-woman checkup. Your personal or family medical history may change the recommendations for some of your screening tests.

**Pap test**—A Pap test is a screening test for cancer of the cervix. Regular Pap tests are recommended to detect cervical changes early before they become cancerous. The Pap test is the best way to detect abnormal cells and start treatment early. Follow your health care provider's recommended schedule for Pap tests.

**Early detection is the best protection against serious illnesses**

**Chlamydia screening** – This test can be done at the same time as your Pap test. Chlamydia is a sexually transmitted bacterial infection that, if left untreated, can lead to serious health problems like pelvic inflammatory disease (PID) and even sterility. Women may have the disease and not have any symptoms. Many health care providers recommend screening for chlamydia every year. Sexually active women between the ages of 16 and 25 are most at risk for chlamydia.

**Mammogram** – A mammogram is a screening test for breast cancer. A mammogram may detect cancer often before any “lump” can be felt. Breast cancer has a higher cure rate if it is caught early. Women should have yearly mammograms starting at age 40. Your health care provider may recommend earlier screenings based on your cancer risk. Remember, for breast cancer, the BEST protection is early detection!

**Vaccinations** – Refer to the chart on page 8 for the recommended adult vaccinations. Tetanus/diphtheria boosters are recommended every 10 years. A flu shot is recommended each year during flu season for all adults—especially those with chronic illnesses.

**Obesity screening (weight loss options)** – All adults should have their height, weight, and body mass index (BMI) recorded every year. Ask your health care provider about weight loss options.

**Blood pressure screening** – All adults should have their blood pressure checked every year.

If you have questions about any of these screening tests, please discuss them with your health care provider. If you need help scheduling an appointment or finding a provider, please call Member Services at **1-866-431-0801** (toll free). **PW**



## Recommended Screenings for Women over 18\*

SCREENING	18 – 39 years	40 – 49 years	50+ years
<b>Physical exam:</b> Review overall health status, perform a thorough physical exam, perform lab and blood tests (e.g., blood sugar, cholesterol, etc.), and discuss health-related topics		✓ Every year	
<b>Blood pressure:</b> High blood pressure has no symptoms, but can cause permanent damage to body organs		✓ Every year	
<b>Clinical breast exam:</b> By health care provider		✓ Every year	
<b>Mammography:</b> X-ray of the breast		✓ Every year	
<b>Reproductive health:</b> Pap test and pelvic exam		✓ Every 1 – 3 years after 3 normal tests in a row. Discuss with your health care provider.	
<b>Colonoscopy</b>			✓ Every 10 years
<b>Self-exams:</b> <ul style="list-style-type: none"> <li>• Breast – to find abnormal lumps in their earliest stages</li> <li>• Skin – to look for signs of changing moles, freckles, or early skin cancer</li> <li>• Oral – to look for signs of cancerous lesions (sores) in the mouth</li> </ul>		✓ Monthly, by self	
<b>Bone health:</b> Bone mineral density test. Women who have gone through menopause should discuss this with their health care provider.			✓ After menopause
<b>Sexually Transmitted Diseases (STDs):</b> Sexually active adults who consider themselves at risk for STDs should be screened for syphilis, chlamydia, and other STDs		✓ Discuss with your health care provider	
<b>Eye exam:</b> If you have vision problems, you should have your eyes checked every year. Otherwise, follow the guidelines at right.	✓ 1 exam from ages 20 – 29  2 exams from ages 30 – 39	✓ Every 2 – 4 years	✓ Every 1 – 2 years
<b>Dental (oral) exam</b>		✓ Every 6 months	
<b>BMI:</b> Body Mass Index, a measurement that helps screen for obesity		✓ Every year	

\*Always check with your health care provider to see if you need any of these screenings sooner or more often than suggested here.

# Real Health for Real Men

Elizabeth Sim

*“I don’t have time.”  
“There’s nothing wrong with me.”  
“It’ll go away.”  
“I don’t want to talk about it.”*

Sound familiar? If you are a male between the ages of 18 and 40, chances are pretty good you’ve used one of these reasons for not going to the doctor. In general, once males reach puberty, they tend to stop going in for regular health care visits and don’t usually start again until around age 40.

Why?

- Some men say that they’re **too busy** with work and/or family to find the time.
- Others use the “if it’s not broken, don’t fix it” argument: there’s **nothing wrong with me**, so why should I **waste time** sitting in a doctor’s office?
- Other men admit that they feel **uncomfortable** seeing a health care provider or that they are **afraid** of finding out that something is wrong with them.
- Others report feeling **out of place** in offices staffed mainly by female receptionists and nurses and waiting rooms filled with women, children, and the elderly.

So does it really matter if men don’t visit their health care provider regularly? YES! The best way to keep people healthy for the long term is through **preventive** medicine, and men are no exception to this rule! This means you should get regular checkups so your health care provider can keep track of your health and look for any potential problems **before** they get out of hand.

Many conditions, like **high blood pressure**, **diabetes**, **high cholesterol**, and even **cancer** can go unnoticed for long periods if you don’t visit your health care provider. You may not have any symptoms until your condition is very serious. When this happens, illnesses can progress to stages that are difficult or impossible to treat. On the other hand, many, if caught early, can be very effectively treated.


Nothing wrong with you? Great! Your health care provider can help you **keep the good health you have**. He/she can do this by helping you understand your risk factors and make good lifestyle choices.

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**Drop the excuses and make  
the time to see your health  
care provider**

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For example, if others in your family have conditions like diabetes or heart disease, your provider may want you to pay special attention to diet and exercise to help keep you healthy. If you have a family history of cancer, your provider may want you to be screened earlier or more often for certain types of cancer.

So do yourself a favor: drop the excuses and make the time—even if you feel fine!—to **see your health care provider**. The chart at right shows the recommended schedule for screenings and checkups for adult men. Take it with you and make sure that you’re doing everything you can to get healthy and stay healthy. **Your body will thank you!** 













## Recommended Screenings for Men over 18\*

SCREENING	18 – 39 years	40 – 49 years	50+ years
<b>Physical exam:</b> Review overall health status, perform a thorough physical exam, perform lab and blood tests (e.g., blood sugar, cholesterol, etc.), and discuss health-related topics		✓ Every year	
<b>Blood pressure:</b> High blood pressure has no symptoms, but can cause permanent damage to body organs		✓ Every year	
<b>PSA blood test:</b> Prostate Specific Antigen is produced by the prostate. Levels rise when there is an abnormality such as an infection, enlargement, or cancer.		✓ Every year	
<b>Colonoscopy</b>			✓ Every 10 years
<b>Self-exams:</b> <ul style="list-style-type: none"> <li>• Testicles – to find lumps in their earliest stages</li> <li>• Skin – to look for signs of changing moles, freckles, or early skin cancer</li> <li>• Oral – to look for signs of cancerous lesions (sores) in the mouth</li> <li>• Breast – to find abnormal lumps in their earliest stages</li> </ul>		✓ Monthly, by self	
<b>Bone health:</b> Bone mineral density test. Discuss with your health care provider.			✓ At age 60
<b>Sexually Transmitted Diseases (STDs):</b> Sexually active adults who consider themselves at risk for STDs should be screened for syphilis, chlamydia, and other STDs		✓ Discuss with your health care provider	
<b>Eye exam:</b> If you have vision problems, you should have your eyes checked every year. Otherwise, follow the guidelines at right.	✓ 1 exam from ages 20 – 29  2 exams from ages 30 – 39	✓ Every 2 – 4 years	✓ Every 1 – 2 years
<b>Dental (oral) exam</b>		✓ Every 6 months	
<b>BMI:</b> Body Mass Index, a measurement that helps screen for obesity		✓ Every year	

\*Always check with your health care provider to see if you need any of these screenings sooner or more often than suggested here.

## Recommended Vaccines for Men and Women over 18

VACCINE	18 – 49 years	50 – 64 years	65 years & older
<b>Influenza</b> (flu)	 Recommended <b>every fall</b> particularly if you have a chronic health problem* or are over 65 years old		
<b>Pneumococcal</b> (PCV)	 1 – 2 doses if you have <b>certain chronic medical conditions</b> *		 1 dose at <b>age 65 (or older)</b> if you've never had this shot. You may also need a 2 <sup>nd</sup> dose.*
<b>Tetanus, diphtheria</b> (Td, Tdap)	 All adults need a booster shot <b>every 10 years</b>		
<b>Hepatitis B</b> (Hep B)	 You need this shot if you have a <b>specific risk factor for hepatitis B</b> virus infection* or if you simply wish to be protected from this disease		
<b>Hepatitis A</b> (Hep A)	 You need this shot if you have a <b>specific risk factor for hepatitis A</b> virus infection* or if you simply wish to be protected from this disease		
<b>Human Papillomavirus</b> (HPV)	 You need this vaccine if you are a <b>woman, age 26 years or younger</b>		
<b>Varicella</b> (chickenpox)	 If you've <b>never had chickenpox</b> , talk to your health care provider about whether you need this vaccine		
<b>Meningococcal conjugate</b> (MCV4)	 If you are a <b>young adult going to college</b> and plan to live in a dormitory, you need to be vaccinated against meningococcal disease. People with <b>certain medical conditions</b> should also receive this vaccine.*		
<b>Zoster</b> (shingles)			 If you are age <b>60 years or older</b> , you should get this vaccine now

\* Talk with your health care provider about your level of risk for infection and your need for this vaccine.

## Recommended Vaccines for Children from Birth – 18 Years

VACCINE	Birth	2 months	4 months	6 months	12 – 18 months	4 – 6 years	7 – 10 years	11 – 12 years	12 – 18 years
<b>Hepatitis B (Hep B)</b>	✓	✓ 1 – 2 months after first hepatitis B shot		✓		✓ If child did not get shots earlier			Check with your health care provider at each visit to be sure your child's vaccines are up-to-date
<b>Diphtheria, tetanus, pertussis (whooping cough) (DTP)</b>		✓	✓	✓	✓	✓		✓	
<b>Polio</b>		✓	✓	✓		✓			
<b>Measles, mumps, rubella (MMR)</b>					✓	✓			
<b>Haemophilus influenzae, type B (Hib)</b>		✓	✓	✓	✓				
<b>Pneumococcal (PCV)</b>		✓	✓	✓	✓				
<b>Hepatitis A (Hep A)</b>					✓				
<b>Rotavirus</b>		✓	✓	✓					
<b>Varicella (chickenpox)</b>					✓	✓	✓ If child did not get shots earlier or have disease		
<b>Meningococcal conjugate (MCV4)</b>								✓ If child did not get shot at 11 – 12 years, give at high school entry (15 years)	
<b>Human Papillomavirus (HPV)</b>								✓ Girls If child did not get shot at 11 – 12 years, give at 13 – 18 years	
<b>Influenza (flu)</b>						✓ Each fall*			

**This schedule may vary**, depending on your specific health care provider and your child's medical needs.

**\*Influenza:** All children age 6 months – 5 years should get a yearly flu vaccination. This is especially important for children 6 months and older who have risk factors like asthma and diabetes. Healthy children 5 years and older should also get the flu vaccine to protect themselves and others from the flu.

# Keep Your Children Healthy

*Kristin Wilson, RN, BSN, MSN*

## PrimeWest Health urges you to make your children's health—good health—a priority

Some of us were raised to think that we only go to the doctor when we're sick. This way of thinking is not considered healthy any more! Studies have shown that if problems are identified early, there is a better chance of fixing them. Getting regular checkups is important for every member of your family—especially your children who are growing every day!

## Child & Teen Checkups

We are all familiar with well-baby visits. The state of Minnesota calls them "C&TCs," which stands for Child & Teen Checkups. This program is a series of health care provider visits from birth through age 20 to monitor your child's health, diagnose problems, and treat those problems. The C&TC exam includes a physical exam, vision and hearing tests, screening for developmental and mental health concerns, and certain lab tests to detect problems that would require treatment. Anemia is one example of such a condition. Your health care provider will also check whether your child has had the recommended immunizations (vaccines or shots) at each visit. These are just some of the reasons why C&TC visits are important. The goal of regular C&TC visits is to keep children healthy—at all ages.

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**The goal of regular C&TC visits is to keep children healthy—at all ages**

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## Babies and Toddlers

The C&TC schedule includes eight visits during your child's first two years of life, and yearly checkups after that. At each visit, your health care provider will do the following:

- Check height, weight, and head growth
- Check development
- Give required vaccines—your child should be up-to-date by age two! \*
- Give advice about feeding, sleep, health, and safety issues
- Give you a chance to ask questions about **your** concerns

## School-Age Children

For the school-age child, yearly C&TCs are still important. As your child grows, your health care provider will continue to track physical growth. Vision

and hearing will be checked. Your provider will talk with you about promoting health and preventing injury, as well as the emotional and mental health of your child. For example, he/she may talk about the following issues:

- Vaccines \*
- Discipline
- Your own concerns about behavior
- Daycare
- School issues
- Sex education

The time spent on all of these subjects is important, whether it is about physical, mental, or emotional health.

## Teens

There are important concerns about health and safety issues at this age. There are also vaccines that are recommended during the teen years. This is why the C&TC program covers kids from birth all the way through 20 years of age.



# with Regular Checkups

Yearly checkups should continue even for teenagers. Your teen's checkup will include the following:

- A physical exam, including height, weight, and blood pressure
- Vaccine record review – tetanus, hepatitis B, HPV, and meningitis may be needed \*
- Sexual health counseling
- Safe behavior counseling – using seatbelts and bike helmets and avoiding alcohol, tobacco, and drugs
- Healthy nutrition and exercise counseling
- Depression screening

C&TCs will help improve your child or teen's health and can reduce the chances of illness, disease, disability, and accidents. Remember, PrimeWest Health wants your children to be healthy at all ages, so make sure to use this important benefit! **PW**

*\*See the vaccine chart on page 9 for recommendations.*

## Recommended Screenings for Children, 2 weeks – 20 years

SCREENING	2 weeks	2 months	4 months	6 months	9 months	12 months (1 year)	15 months	18 months	24 months (2 years)	3 – 20 years
<b>C&amp;TC *</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓ 1 x each year
<b>Lead test</b>						✓			✓	
<b>Dental checkup</b>										✓ every 6 months (2 x each year)

\*C&TC = Child and Teen Checkup. This will include some or all of the following:

- Checking height, weight, blood pressure, vision, hearing, and developmental progress
- Doing a general physical exam, any needed lab tests, and mental health screening
- Giving you a chance to talk with your health care provider about any health or developmental concerns you have



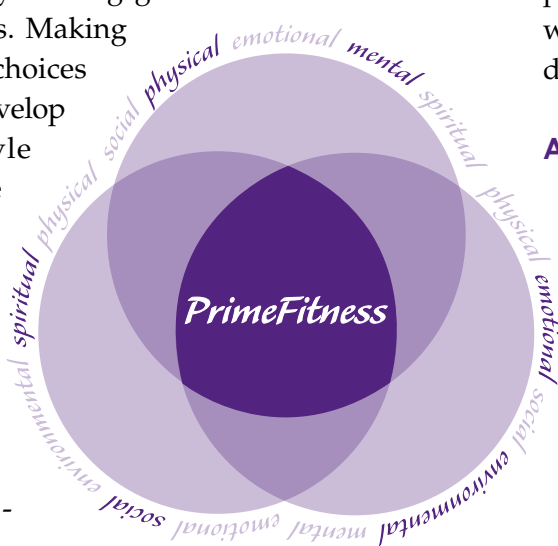
# Wellness: To be well is to be in good health

Mara Larum

**W**ellness. This is a word you may have seen or heard a lot about lately—on television, in magazines or newspapers, or from friends. But what does it really mean? Does it just mean not being sick? Or is it something more?

## You can choose to live a life of wellness.

Wellness means having lifestyle habits that increase your health and well-being. If you want to be well, you need to start by making good lifestyle choices. Making good lifestyle choices will help you develop healthy lifestyle habits. These will improve your overall quality of living, prolong your life, and help you move toward well-being.



Many times, people know they have some unhealthy habits, but don't really worry about it as long as they feel okay. Often, we don't think about the need for change until we have a major health problem. However, it is important to remember that your lifestyle habits and choices today will determine your health and well-being tomorrow.

## Our quality of life depends not only on a healthy body, but also on a healthy mind and spirit.

Getting regular exercise and being physically fit can lead to better health and lower chances of disease and illness. Some risk factors for disease and illness can be controlled, decreased, and possibly eliminated with exercise. But it has also become clear that being fit alone is not enough to protect us. It cannot always make up for the effects of other unhealthy lifestyle choices.

There are many dimensions (areas) of wellness besides the physical. The dimensions that are believed to be important for wellness are as follows:

- Physical
- Emotional
- Environmental
- Mental
- Social
- Spiritual

Becoming aware of all these areas of wellness and how each one affects you will help you develop a personal plan of fitness. PrimeWest Health has created a wellness program that can help you become fit in all dimensions. The program is called PrimeFitness.

## A wellness plan involves your whole lifestyle:

nutrition; physical fitness; stress management; use of alcohol, tobacco, and/or illicit drugs; weight control; sexuality; and spirituality. All of these things determine how well you are or can be. Poor lifestyle choices in any of these areas will keep you from being as well as you can be. So what do **good** lifestyle choices look like? Here are some examples:

- Eating the right amount and kinds of foods
- Getting regular exercise
- Moderate use of alcohol
- Avoiding tobacco and illicit drugs
- Getting enough sleep
- Avoiding unhealthy relationships or work environments
- Dealing effectively with stress

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*If you want to be well, you need to start by making good lifestyle choices*

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All the dimensions of wellness depend on and are affected by the others. You need to aim for balance between these dimensions to reach your highest level of wellness. PrimeWest Health wants to help you find your balance. Future issues of *PrimeLines* will include a series of articles on wellness, each one focusing on a different dimension. So keep reading! **PW**

# Plan for a Healthy Pregnancy and Healthy Baby

Charles McKinzie, MD

**F**ew things will affect a woman's life more than **having a baby**. That's why the most important thing you can do to help ensure a healthy pregnancy is to plan it. Planning allows you to choose when to start a family. No one can decide for you when the time is right—but certain times are better than others. Have you finished school? Did you just start a new job? Do you want to be a single parent? How old are your other children? These are all things to consider before you get pregnant.

**It is just as important to make sure you are ready from a health standpoint.**

So here's a new twist: a visit to your health care provider **before** you get pregnant is a good idea! It can lower your risk of problems during pregnancy. During a pre-pregnancy visit your health care provider will do the following:

- Check your overall health, including height, weight, cholesterol, and blood pressure. Your health care provider can make sure any health problems you may have—like diabetes, an infection, or high blood pressure—are identified and controlled **before** you get pregnant.
- Check your reproductive health, giving you a Pap test, breast exam, and pelvic exam

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**When you do become pregnant, make sure to let your county worker know right away**

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- Make sure your vaccines are up-to-date. Rubella (German measles) and varicella (chicken pox) can harm a developing baby.
- Talk about healthy eating and special vitamins (especially folic acid), which can help prevent birth defects
- Talk about how your decisions about food, exercise, alcohol, and tobacco can affect a pregnancy

PrimeWest Health encourages you to take advantage of your health care benefit by making planning and preparation a priority before your pregnancy.


**Once you are pregnant, follow your health care provider's advice about regular checkups.**

Early and regular health care is the best way to have a healthy pregnancy and baby. Most American women see their health care provider more than 12 times during their pregnancy. Each of these visits is important to let you and your health care provider know that your baby is developing normally.



**Take a prenatal education or childbirth education class.** This is another benefit you have through PrimeWest Health (see *PrimeWest Health Promotion Programs* on pages 14 – 15 for more information about this and other programs for pregnant women and children). The more you know about what happens to your body during pregnancy, labor, and delivery, the better you will be able to handle it.

**Don't forget about your own health after the baby is born.** Be sure to keep your post-partum appointment. It is important for your body to rest and recover before your next pregnancy. You and your health care provider can discuss what is best for your situation. You may want to discuss family planning methods that would be safe and comfortable for you and your partner.

**So take time to plan for a healthy pregnancy—and a healthy baby!** 

# PrimeWest Health Promotion Programs

Kristin Wilson, RN, BSN, MSN

**D**id you know that we have programs that reward you for the healthy choices you make in your everyday life? It's true! We want you to get healthy and stay healthy, so we have a variety of programs that either help you make good choices or offer a small thank you when you do. We hope you'll make use of some of the programs listed below.

*PMAP, GAMC, and MinnesotaCare members are eligible for all health promotion programs. SNBC members are eligible for all adult health promotion programs. MSC+ and MSHO members are eligible for the mammogram incentive and the smoking cessation program.*

- **Pregnancy & Childbirth Education**

The more you know about pregnancy, the better you'll be able to take care of yourself while you are pregnant. Pregnancy and childbirth education classes are a covered benefit for PrimeWest Health members.

- **Prenatal Program**

PrimeWest Health wants to make sure all of our pregnant members get the support they need to have a healthy pregnancy. We'll send each pregnant member a packet of information about healthy pregnancy. She will also be offered regular nurse visits during pregnancy.

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**PrimeWest Health wants you to get healthy and stay healthy!**

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- **Breast Pump Program**

Breast milk is your baby's perfect food! If you are breastfeeding and need to be away from your baby, PrimeWest Health will provide a breast pump for you free of charge. A health care provider's prescription is required.

- **Car Seat Program**

Make sure baby is safely buckled up! We will provide one convertible car seat for each child six months and under who is a member of PrimeWest Health. Any member who is pregnant can get the car seat during the last three months of her pregnancy.

- **Lead Screening Gift Card**

Your health care provider can perform a simple blood test to screen for lead poisoning in children.

Parents of PrimeWest Health child members can receive a \$20 Visa gift card for getting blood lead screenings for their children at age one. They can get another \$20 Visa gift card for having the screening again at age two.

- **Booster Seat Program**

PrimeWest Health will provide one car booster car seat to every four-year-old member who has his/her four-year Child & Teen Checkup (C&TC).

- **Bike Helmet**

PrimeWest Health will provide one bike helmet to every eight-year-old member who has his/her eight-year C&TC.

- **Mammogram**

All women age 40 and older should have a mammogram (breast X-ray) each year. Women 40 and older who are PrimeWest Health members can receive a \$20 Visa gift card after having their mammogram each year.

- **Smoking Cessation**


Take action to stop your addiction to tobacco! All PrimeWest Health members have access to the Mayo Clinic's *Tobacco Quitline*, a personalized program to help people stop using tobacco. Call 1-800-474-3186 (toll free) today!



# MSHO Members: Keep Your Eyes on the Mail

## Gift and Gift Card Programs

To get a Visa gift card through our health promotion programs, you must be a PrimeWest Health member on the date of the health service. Usually, PrimeWest Health sends vouchers for the health services directly to you. Your health care providers can also find vouchers for the lead, booster car seat, and bike helmet programs on the PrimeWest Health website at [www.primewest.org](http://www.primewest.org). Have your health care provider fill out and sign the PrimeWest Health voucher for your service. Then send it to PrimeWest Health to receive your \$20 Visa gift card.

Call Member Services at **1-866-431-0801** (toll free) for more information about these programs. 

*These programs are subject to change without notice.*

Each spring, PrimeWest Health MSHO members will be asked to complete a survey asking questions about their health. If you receive a survey, please complete it and return it by mail. You can use the pre-addressed, stamped envelope that comes with the survey.

PrimeWest Health staff will be available at **1-800-366-2906** (toll free) to answer your questions.



## Your PrimeWest Health Member ID Card: Don't Leave Home Without It!

**A**s a PrimeWest Health member, you are given a member ID card with your name and member number on it. This card allows you to get services at clinics, pharmacies, hospitals, specialists, and dentists.

**REMEMBER:** Bring your card with you every time you go to a health care provider. This will ensure that the provider can identify you as a member of PrimeWest Health and will bill us for the services you receive. If you do not have your member ID card, you may be charged the wrong copay or get a bill in error.

**TIP:** Some members keep their PrimeWest Health member ID card with other important cards such as driver's license and Minnesota Health Care Programs ID card. This ensures that they always have their PrimeWest Health member ID card when they need it.

If your PrimeWest Health member ID card is lost or stolen, call PrimeWest Health Member Services at **1-866-431-0801** (toll free), the Senior Line at **1-800-366-2906** (toll free), or the SNBC Line at **1-877-600-4913** (toll free) immediately. PrimeWest Health will send you a new card.



RxBIN: 610455 PCN:  
Issuer: PrimeWest Health  
ID #: \_\_\_\_\_  
Name: \_\_\_\_\_  
Care Type: \_\_\_\_\_  
Svc Type: \_\_\_\_\_  
OV \_\_\_\_\_  
ER \_\_\_\_\_  
RX \_\_\_\_\_  
Eyewear \_\_\_\_\_  
IP \_\_\_\_\_

Primary Care Clinic: \_\_\_\_\_

### For Members

Member Services: 1-866-431-0801

Medical Questions: 1-888-668-4336 (HealthConnection)

For life-threatening emergencies, call 911

Complaints: 1-866-431-0801

Ombudsman: 1-800-657-3729

Appeals: Dept. of Human Services, PO Box 14, St. Paul, MN 55156-0014

### For Providers

Provider Services: 1-866-431-0801

Pharmacy: 1-800-366-2906, extension 4 for pharmacy questions

Utilization: 1-866-431-0803

Submit claim forms to: Claims, PrimeWest Health, PO Box 369, Alexandria, MN 56308

Hospital admissions require PrimeWest Health notification. Notify PrimeWest Health within 48 hours if you are hospitalized in or out of the PrimeWest Health network.

# Dental Health

Sue Freng, RN, CCM

**Did you know that your mouth is a window into the health of your body?** Tooth decay (cavities or caries) and gum disease are linked with other health problems like heart disease, stroke, and pneumonia. If you are pregnant, tooth decay and gum disease can cause you to have your baby early or have a small baby.

**Did you know that you can have dental problems and not know it?** If you stay away from the dentist because your teeth feel fine, you might not notice if something is wrong until it gets serious.

**Did you know that if your child has tooth decay it can keep him/her from doing well in school?** Tooth decay is painful for kids and can make it hard to sleep at night. This makes it hard to focus on school during the day. Tooth decay can even make baby teeth fall out early!

**Did you know that early childhood tooth decay (cavities or caries) are caused by an infection in your child's mouth?** This infection is caused by germs that can be passed from one person to another. WIC, Public Health, or Head Start may offer fluoride varnish application to keep your child from getting cavities or stop ones that have already started.

**At PrimeWest Health, we want to help you keep a healthy mouth and body.** There are two kinds of dental care. Preventive care is to keep you healthy. Restorative care is to fix something that is wrong. We will pay for both kinds of care. You can see any dentist who is willing to accept PrimeWest Health payment as payment in full. Look in your *Certificate of Coverage* to find out exactly what dental services are covered and whether or not you have a copay.



## How to keep your mouth healthy

- Brush your teeth two times a day with fluoride toothpaste
- Use a new toothbrush every three to four months, or sooner if the bristles are frayed
- Floss your teeth once a day
- Eat a balanced diet and limit between-meal snacks
- See a dentist every six months

## How to keep your child's mouth healthy

- Never let your child go to bed with milk or juice in a bottle or sippy cup; only **water**
- Stop bottle feeding about age one
- Before your baby has teeth, clean his/her mouth and gums twice a day with a wet cloth
- As teeth appear, brush your child's teeth twice a day. Use a pea-sized amount of fluoride toothpaste when your child is able to spit, until he/she is four or five years old. Supervise brushing until he/she is about eight or nine.
- Do not let your child eat sugary snacks between meals
- Have a dentist or doctor check your child's mouth at age one to see if it is healthy

**Don't forget: a healthy mouth is important and will help the rest of your body stay healthy, too.**

So see your dentist every six months. It's on us! If you need help finding a dentist, call:

Member Services:

**1-866-431-0801**

Member Services Senior Line:

**1-800-366-2906**

Always show your PrimeWest Health member ID card when you go to the dentist. If you are not able to keep a dental appointment, call the dentist office as soon as possible to cancel it. If you need a ride to your dentist, call your county Human/Social/Family services department after you make an appointment. **PW**

# MA, GAMC, or MinnesotaCare Members: Do You Have Other Insurance?

PrimeWest Health members who also have other insurance should do the following:

- Always present **all** pharmacy cards when filling a prescription
- Never pay more than your PrimeWest Health copay of \$1 or \$3
- Call Member Services at **1-866-431-0801** (toll free) if you are asked to pay more or told that PrimeWest Health will not pay for a prescription

PrimeWest Health will contact members who have other insurance. We will send you a letter that explains the Coordination of Benefits (COB) process. It will also tell you what to do if you have problems when filling a prescription for this reason.

If you have questions about the COB process, call Member Services at **1-866-431-0801** (toll free).

## Is Your Health Care Directive Up-to-Date?

A *Health Care Directive* is a written document that tells others about your health care wishes. It is important to have one if something happens to you and you can't make your own choices about health care. It will help those who care for you decide what to do. Having a *Health Care Directive* in place and up-to-date can protect your wishes and make it easier for your family and friends to make important decisions on your behalf.

You received a *Health Care Directive* form in your PrimeWest Health new member packet. To get another copy or for more information, call Member Services at **1-866-431-0801** (toll free).

## Reminder! Circumcision Coverage

Effective January 1, 2008, PrimeWest Health will only cover circumcision if it is "medically necessary." This means that it is needed for health reasons. Your health care provider will need to ask for a Service Authorization. He/she must explain why the circumcision is needed. This will apply to all age groups. The Department of Human Services also sent notice of this legislative change to all Minnesota Health Care Programs recipients last summer.



# Member Services 1-866-431-0801

Attention. If you want free help translating this information, call the above number.

Atención. Si desea recibir asistencia gratuita para traducir esta información, llame al número que aparece más arriba.

Ogow. Haddii aad dooneyso in lagaa kaalmeeyo tarjama dda macluumaadkani oo lacag la'aan ah, wac lambarka kore.

ملاحظة: إذا أردت مساعدة مجانية في ترجمة هذه المعلومات، فاتصل على الرقم الموجود أعلاه.

កំណត់សំគាល់ បើអ្នកចង់បានជំនួយបកប្រែព័ត៌មាននេះដោយមិនគិតថ្លៃ សូមទូរស័ព្ទ ទៅលេខនៅខាងលើ។

Pažnja. Ako vam je potrebna besplatna pomoć za prevod ove informacije, nazovite gornji broj.

Ceeb toom. Yog koj xav tau kev pab txhais cov xov no dawb, thov hu rau tus xov tooj saud.

ໂປຼດຊາບ. ຖ້າຫາກທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການເປ່ ຂໍ້ຄວາມດັ່ງກ່າວນີ້ຟຣີ, ຈົ່ງໂທສາມາດໂທສທີ່ຢູ່ຂ້າງເທິງນີ້.

Hubaddhu. Yoo akka odeeffannoon kun sii hiikamu gargaarsa tolaa feeta ta'e, lakkoofsa armaa olii bilbili.

Внимание. Если вам нужна бесплатная помощь в переводе этой информации, позвоните по указанному выше телефону.

Chú Ý. Nếu quý vị cần dịch thông tin này miễn phí, xin gọi số nêu trên.

This information is available in other forms to people with disabilities. Call PrimeWest Health Member Services at 1-866-431-0801 (toll free), TTY 1-800-627-3529 or 711 (toll free), or through the Minnesota Relay Service at 1-877-0627-3848 (toll free speech-to-speech relay service).

## Know your rights!

### All PrimeWest Health members have the right to...

- Be treated with respect, dignity, and consideration for privacy
- Get the services you need 7 days a week, 24 hours a day
- Be told about your health problems
- Get information about treatments, your treatment choices, and how they will help or harm you
- Refuse treatment and get information about what might happen if you refuse treatment
- Refuse care from specific providers
- Know we will keep your records private according to law
- Request and receive a copy of your medical records
- File a Grievance or Appeal with PrimeWest Health
- Get help to identify services needed to help you stay in the least restrictive setting
- Give written instructions about your medical care
  - Be free of restraints or seclusion used as a means of coercion, discipline, convenience, or retaliation
  - Voluntarily disenroll from PrimeWest Health

For a complete list of your rights, see your *Certificate of Coverage*.



2209 Jefferson St, Ste 101  
Alexandria, MN 56308

