

PrimePartners

for Case Managers

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COVID-19 and Meeting Change

During these challenging times, the health and well-being of every person connected to PrimeWest Health is our top priority. To help provide guidance, we have posted information about COVID-19 on our website for our [county partners](#) as well as for other [providers](#) and [members](#). We hope you will find this information useful.

Until further notice, scheduled meetings will take place remotely. Watch your email for additional information. As always, PrimeWest Health [care coordination staff members are available by email and phone](#).

We hope you are doing well. 

Preventing the Spread of Illness

Kelly Anderson, RN, Care Coordinator

It's important that you and the communities you live and work in stay as healthy as possible. Here are a few reminders about preventing the spread of illness.

Hand hygiene

Practicing proper hand hygiene is more important than ever. An effective way to prevent illness, all you need is water, soap, and 20 seconds. The Centers for Disease Control and Prevention (CDC) breaks the process down into five easy steps.

1. **Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. **Lather** your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. **Scrub** your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
4. **Rinse** your hands well under clean, running water.
5. **Dry** your hands using a clean towel or air dry them.

Follow these five steps every time you wash your hands, and encourage everyone you can to do the same. You should wash your hands after you have been in a public area, and after coughing, sneezing, or blowing your nose.

If soap and water aren't available, the next best way to clean your hands is by using hand sanitizer with at least 60 percent alcohol. Hand sanitizer does not get rid of all germs, but it does reduce the number of them.

Sanitizing surfaces

At your workplace, as well as at home, it's important to disinfect surfaces, especially frequently touched surfaces. These include light switches, keyboards, door handles/knobs, refrigerator doors, faucets, tables, and desks. Make sure your cleaning solution has a disinfectant, and follow the label instructions for sanitizing surfaces. Common areas, such as waiting rooms, if still open, should also be disinfected frequently.

Other reminders

- Cough or sneeze into the inside of your elbow or a tissue
- Throw used tissues into the garbage
- Avoid touching your eyes, nose, and mouth
- Avoid contact with people who are sick
- Stay home if you are sick, except to get medical care

The CDC provides a wealth of knowledge about hand hygiene and infection control. The following is just some of the information you can find on the site:

- [When and How to Wash Your Hands](#)
- [Infection Control](#)
- [Standard Precautions for All Patient Care](#)

Help prevent the spread and stay healthy

Help prevent the spread of illness in our communities and keep yourself healthy by following these guidelines and reminding others about them, too!

Source:

- CDC, "When and How to Wash Your Hands," April 2, 2020, www.cdc.gov/handwashing/when-how-handwashing.html. 

Minnesota Oral Health Coalition (MOHC)

Nancy Franke Wilson, Executive Director, Minnesota Oral Health Coalition

About the organization and membership

The Minnesota Oral Health Coalition (MOHC) is a statewide outreach organization dedicated to improving the oral health of Minnesotans by broadening and developing stakeholder engagement and collaboration. The MOHC works to raise oral health to its rightful place as an integral part of overall health while addressing oral health problems affecting all Minnesotans. PrimeWest Health has been an active member of the MOHC since its inception and encourages county case managers with an interest in oral health to join the coalition.

Membership is free, and your level of involvement is your choice. You can join just to receive the MOHC newsletter, or you can become more involved by attending regional meetings and statewide conferences. Members can also view MOHC webinars ("Infomars") on a variety of subjects and can join the MOHC's Outreach Committee and/or Policy & Learning Committee.

You can also follow the MOHC on social media:

- **Facebook:** Search [@joinmohc](#)
- **Twitter:** [@MNOraHealthCo](#)
- **Instagram:** [mnoralhealthcoalition](#)

The organization also has a [YouTube channel](#) where you can find all the sessions from MOHC's statewide conferences. You can also view their [fluoride varnish training video](#) and share the accompanying parent/guardian video that explains what fluoride varnish is and how it is applied. The parent/guardian video has been translated into seven languages.

About oral health

Oral health is essential to general health at every stage of life. The mouth serves as a “window” to the rest of the body, providing signals of general health disorders. In the same way, oral health can affect physical health conditions. In addition, a healthy mouth enables the proper intake of nutrients, enhances social interaction, and promotes self-esteem and feelings of well-being.

More information

The MOHC welcomes and encourages all those interested in the oral health of Minnesotans to join. Please visit the [MOHC website](#) for more information. 

Autism Services and Resources

Danielle Turner, Behavioral Health Care Coordinator

Autism spectrum disorder (ASD) is not a one-size-fits-all diagnosis; there are many different signs and symptoms and they are different for everyone. Understanding ASD can be confusing for parents and caregivers who may not know what to do or where to start after a diagnosis. As a county case manager, you can help parents and caregivers get services and find resources that will help both them and the children they care for.

Services

Early Intensive Developmental and Behavioral Intervention (EIDBI) services offer medically necessary treatment to PrimeWest Health members under age 21 with ASD or related conditions. EIDBI provides a range of individualized, intensive developmental and behavioral interventions that target the functional skills and core deficits of ASD and related conditions.

To determine if a member meets medical necessity criteria for EIDBI services, the member must obtain a Comprehensive Multi-Disciplinary Evaluation (CMDE). CMDE and EIDBI providers are listed in the [MHCP provider directory](#). Please note all EIDBI services require Service Authorization from PrimeWest Health.

Resources to share with parents and caregivers

The [Minnesota Autism Resource Portal](#) contains a collection of resources and information related to ASD. It is available to help parents and caregivers learn more about autism and learn what services are available to them.

One resource available through the Autism Resource Portal is an online training called [EIDBI 101 for Families](#). This training provides basic information about EIDBI and resources for parents and caregivers.

Included at the end of this issue is a handout produced by the Minnesota Department of Human Services (DHS). This is an excellent resource to share with parents and caregivers that gives information about the symptoms of ASD and how it is diagnosed, as well as pathways to services and supports for ASD.

Resources for county case managers and providers

The Autism Resource Portal also includes information and training for county case managers and providers. Of note are two new trainings:

- [EIDBI 101 for Providers](#) explains the EIDBI benefit and provider requirements
- [Cultural Responsiveness in Autism Spectrum Disorder \(ASD\)](#) aims to bring awareness to culturally responsive practices when working with people with ASD or other related conditions
 - Click on the hyperlink above and search the “Individual EIDBI Provider Trainings” web page for “Cultural Responsiveness in ASD Services.” The instructions will tell you how to access this training.

County case managers play a vital role in connecting parents and caregivers with services that children with ASD need. We encourage you to share these resources and make use of them yourself, as applicable.

If you have questions, please contact **Ann Challes** or **Danielle Turner**. 

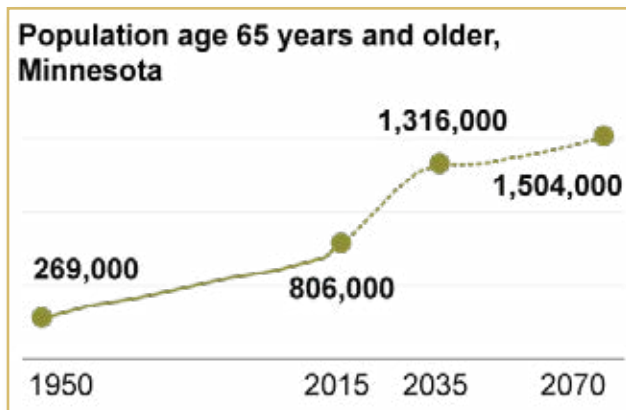
Facing the Challenge of a Growing Aging Population and Decline in Family Caregivers

Maureen Melgaard-Schneider, Senior Services Manager

Minnesota is in for a major demographic shift in coming years. According to Minnesota Compass (Overview):

Between 2010 and 2030, the number of adults age 65+ is expected to nearly double, while the number of younger residents will increase only modestly. Around 2020, Minnesota's age 65+ population is projected to surpass the 5-17 school-age population for the first time.

The population shift noted above is shown in the following graph from Minnesota Compass (Population). This growing number of seniors will affect all sectors of life in Minnesota, including health care.



Long-Term Services and Supports (LTSS)

Minnesota's system of Long-Term Services and Supports (LTSS) for elderly and disabled populations encompasses both institutional services (those delivered in skilled care and other facilities) and Home and Community Based Services (HCBS) (services delivered in home or community settings). Nearly two decades ago, Minnesota passed legislation intended to reduce reliance on nursing homes, thereby shifting the balance from an institutional system to an HCBS system. Today's landscape includes a wide range of supports and services designed to help individuals live full lives in the community. Nationally, however, demand for HCBS exceeds supply, and LTSS delivered through a managed care or County-Based Purchasing model such as PrimeWest Health have seen expenditures steadily increase from around \$5 billion in fiscal year (FY) 2008 to about \$39 billion in FY 2016.

Challenges of growing numbers of Minnesota elders

Society as a whole benefits from the experience and wisdom of older adults in many ways. Society benefits directly through their volunteerism—this population ranks second nationally in volunteerism rates—and through their willingness to work beyond the traditional retirement age. Many also serve as family caregivers. However, their value notwithstanding, meeting the caregiving needs of this growing senior population clearly presents some serious challenges to providers, families, communities, State and Federal budgets, and the elders themselves. More than 87 percent of older adults report wanting to live in their own homes, rather than an institutional setting, for as long as possible. Family caregivers who help make this possible often lack preparation, training, or support (Snyder).

To compound the challenge, research shows that for every 1 percent decline in family caregiving in Minnesota, the public sector will need to spend an additional \$30 million each year. With nearly 60 percent of Minnesota's caregivers already working, they themselves often need providers of eldercare services to be productive at work and continue their caregiving (DHS et al).

A recent American Association of Retired Persons (AARP) Public Policy Institute (PPI) report placed the value of unpaid family caregiving in the U.S. in 2017 at \$470 billion. This breaks down to about 41 million family caregivers in the U.S. providing an estimated 34 billion hours of care to an adult with limitations in daily activities (AARP).

Some have called this situation a tsunami, others a perfect storm. However we choose to characterize it, it is clear that with rural Minnesota providers already facing critical worker shortages, exponential growth in numbers of seniors needing care, rising costs of LTSS, and our current reliance on potentially dwindling numbers of unpaid family caregivers, solutions will require cooperation, innovation, and patience. County case managers can help meet these challenges through awareness, advocacy, and teamwork among members, families, and other providers. PrimeWest Health values and appreciates our county partners and stands ready to work collaboratively moving forward.

Sources:

- Minnesota Compass (n.d.), "Overview," www.mncompass.org/aging/overview.
- Minnesota Compass (n.d.), "Population Age 65 Years and Older, Minnesota, 1950 – 2070," www.mncompass.org/trends/insights/2017-05-30-older-adults.
- Minnesota Department of Human Services (DHS), Minnesota Department of Health (MDH), and Minnesota Board on Aging, "A Blueprint for 2010 Preparing Minnesota for the Age Wave: Report on Transform 2010," June 2007, <https://edocs.dhs.state.mn.us/lfsrserver/Legacy/DHS-5059-ENG>.
- Reinhard, Susan, Lynn Friss Feinberg, Ari Houser, Rita Choula, and Molly Evans, "Valuing the Invaluable 2019 Update: Charting a Path Forward," AARP Public Policy Institute, November 2019, www.aarp.org/ppi/info-2015/valuing-the-invaluable-2015-update.html.
- Snyder, Rani, "States Need Pragmatic Policy Solutions to Better Support Family Caregivers," John A. Hartford Foundation, November 2018, www.johnahartford.org/blog/view/states-need-pragmatic-policy-solutions-to-better-support-family-caregivers. 

Pharmacy Tidbits Added to On-Demand Trainings

Ann Ehlert, PharmD, Pharmacy Manager

The "[Pharmacy Tidbits](#)" PowerPoint presentation is now available in the [On-Demand Trainings](#) section of the *County Case Management Manual*. This PowerPoint was shown during the 2020 County Case Management Winter Webinar on February 18 and has been posted by popular demand! If you have questions, please contact **Ann Ehlert**. 

Important Dates

✓ County supervisor meetings

Meetings are held the third Thursday of the month, from 10 a.m. to 2 p.m. **Meetings will take place remotely until further notice. Watch your email for additional information.**

April 16	July 16	October 15
May 21	August 20	November 19
June 18	September 17	December 17

Contact Information

Ann Ehlert, PharmD, Pharmacy Manager

1-320-335-5207 or 1-888-588-4420 ext. 5207 (toll free)
ann.ehlert@primewest.org

Ann Challes, RN, BSN, PHN, CMCN, Behavioral Health Coordinator

1-320-335-5394 or 1-888-588-4420 ext. 5394 (toll free)
ann.challes@primewest.org

Danielle Turner, Behavioral Health Care Coordinator

1-320-335-5348 or 1-888-588-4420 ext. 5348 (toll free)
danielle.turner@primewest.org

You can find current and past issues of *PrimePartners* at www.primewest.org/primepartners.

Pathway to Services and Supports for Autism Spectrum Disorder (ASD)

If you've noticed that a child you work with is exhibiting signs of autism or has been diagnosed with autism, there are a variety of services and benefits their family might be able to access. Below, you can see the types of support services different state agencies can connect you with. Support services should be person-centered; each child's needs will be different, and the services they use should be tailored to best fit their needs.

Healthcare



A healthcare provider or clinic may help with:

- Developmental screening
- Well-child checkups
- Medical diagnosis, including:
 - Initial history, exam, and labs
 - Referral to psychology, developmental pediatrics, or other specialist for diagnostic assessment
- Care or referral for:
 - Nutrition or digestion
 - Seizures
 - Sleep problems
- Referrals for:
 - Occupational therapy (OT)
 - Physical therapy (PT)
 - Speech and language pathology (SLP)
- Medications



Education



Services could include, but are not limited to:

- Assistive technology
- Child care services
- Early Childhood Family Education (ECFE) program
- Educational/developmental interventions
- Head Start program
- Hearing and vision screenings
- Home visits
- IEP
- OT, PT, and SLP
- Preschool
- Service coordination and community referrals
- Special education

These services are free to all qualified students.

Visit [HelpMeGrowMN.org](https://www.helpmegrowmn.org), call 1-866-693-GROW (4769), or contact your local school district for an education evaluation

Services and supports



- Case management
- Children's Therapeutic Services and Supports (CTSS)
- Early Intensive Developmental and Behavioral Intervention (EIDBI)
- Family Support Grant
- OT, PT, and SLP

Contact your local county or tribal human service agency to request financial assistance or a MnCHOICES assessment. This can give you access to waiver services. Services could include, but are not limited to:

- Consumer Support Grant (CSG)
- Personal Care Assistance (PCA)
- Consumer directed community supports (CDCS) services
- Referrals
- Waiver services:
 - Case management
 - Employment
 - Equipment and supplies
 - Transportation
 - Housing
 - Other supports



Transition and long-term services & supports



- Behavioral health services
- Employment services
- Home care nursing
- Independent living
- Home health aide
- OT, PT, and SLP
- Postsecondary education
- Case management



Note: not all services are available in all areas. Contact your local service providers or other contacts mentioned on this page to determine service availability.

For more information, visit mn.gov/autism or contact ASD.DHS@state.mn.us. Call the Disability Hub MN™ at 1-866-333-2466 or visit disabilityhubmn.org to get connected to resources and services.

People who have autism spectrum disorder (ASD) may experience a range of characteristics and symptoms. Some people may have noticeable characteristics, others may not. Autism may be diagnosed as early as 18 to 24 months, but can be diagnosed at any age. The earlier treatment and intervention begins, the more effective the outcomes. Here are some of the signs and symptoms.



- Differences in interacting with other people and making or maintaining relationships
- Differences with back-and-forth conversation
- Differences using eye contact, gestures, facial expressions, and body language
- Differences reading social cues.

- Limited demonstration of emotions, eye contact, or gestures like waving or pointing
- No or inconsistent response to name
- Limited interest in sharing or playing with others
- Loss of speech
- Delayed speech and/or no social babbling.



- Differences in speech patterns (ex: saying the same things over and over in exactly the same way)
- Repeating behaviors like hand-flapping, rocking, jumping, or twirling
- Insistence on specific routines/strong resistance to minor changes
- Sensitivity to light, touch, and sound
- Strong interests in certain areas or objects
- Unusual interest in looking closely at objects, touching, smelling, or tasting objects.



A child with an educational determination of autism spectrum disorder (ASD) can access resources through the school, like an Individualized Education Plan (IEP). However, that does not mean they have received a medical diagnosis of ASD.

Contact a medical or mental health provider for a diagnostic assessment, or locate a provider on [Minnesotahelp.info](https://www.minnesotahelp.info)

A medical diagnosis of ASD:

- Determines a person's condition and helps the family decide what services and supports are needed
- Does not automatically mean that a child meets the educational criteria for a special education services
- Is needed to access more services or financial support through Medical Assistance (MA) or Social Security.

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위해 무료로 제공되는 도움을 받으시려면 위의
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Внимание: если вам нужна бесплатная помощь в устном переводе данного документа, позвоните по указанному выше телефону.

Digniini. Haddii aad u baahantahay caawimaad lacag-la'aan ah ee tarjumaadda qoraalkan, lambarka kore wac.

Atención. Si desea recibir asistencia gratuita para interpretar este documento, llame al número indicado arriba.

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