

PrimePartners

for Case Managers

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Welcome to Our New Special Needs Plan Care Coordinators!

Elizabeth Warfield, RN, BSN, PHN, Special Needs Plan Care Coordination Manager

We are excited to introduce you to the newest members of the Special Needs Plan team, Crystal Holloway and Aja Mayer! Get to know a little about each of them below.



Crystal Holloway

Crystal and her family live in Hoffman, MN. She enjoys shopping, crafting, camping, and attending her children's many activities. Crystal is a registered nurse (RN) and will serve as the Special Needs Plan Care Coordinator for Meeker, McLeod, and Renville counties.



Aja Mayer

Aja and her family live in Alexandria, MN. She enjoys camping, fishing, deer hunting, and attending her children's various sports and dance events. Aja is an RN and will serve as the Special Needs Plan Care Coordinator for Douglas, Grant, Pope, Stevens, and Traverse counties. 

State-Operated Dental Clinics: Dental Care for Members with Special Needs

Leah Anderson, Dental Services Coordinator

The Minnesota Department of Human Services (DHS) operates five dental clinics throughout Minnesota that specialize in providing a full array of dental services to patients with developmental and intellectual disabilities, severe and persistent mental illnesses, and brain injuries. Prior to scheduling a patient visit, staff at these dental clinics complete a phone interview to make sure the patient qualifies for services. This phone interview can take place with the patient, the patient's guardian, a care coordinator, a county case manager, a social worker, or another person familiar with the patient and their medical history and conditions.

To determine if a member you're working with is eligible for services at one of these clinics, review the [Direct Care and Treatment Dental Clinic Decision Tree](#).¹ If you have questions, or are unsure if the member you're working with meets the eligibility criteria, contact the clinic directly.

Dental clinic locations and contact information

Central Lakes Community Dental Clinic
501 W College Dr, Brainerd, MN 56401
Hours: Tuesday – Friday, 8 a.m. – 4 p.m.
Phone: **1-218-855-8272**

Southern Cities Community Clinic
400 4th St NW, Faribault, MN 55021
Hours: Monday – Thursday, 8 a.m. – 4 p.m.
Phone: **1-507-384-6830**

Fergus Falls Dental Group
327 Western Ave, Ste B, Fergus Falls, MN 56537
Hours: Monday – Thursday, 8 a.m. – 4 p.m.
Phone: **1-218-736-1890**

Willmar Dental Clinic
1801 Technology Dr, Willmar, MN 56201
Hours: Tuesday – Friday, 8 a.m. – 4 p.m.
Phone: **1-320-231-5315**

Health Source Dental Clinic
1425 E Rum River Dr S, Cambridge, MN 55008
Hours: Tuesday – Friday, 8 a.m. – 4 p.m.
Phone: **1-763-437-4399**

¹Document created by the Direct Care and Treatment Dental Clinics and Minnesota health plans serving Special Needs BasicCare (SNBC) enrollees. 

Benefits of PrimeWest Health's Integrated Medicare Programs

Leah Roell, RN, Lead Special Needs Plan Care Coordinator

If you work with a PrimeWest Health member who is currently enrolled in either Special Needs BasicCare (SNBC) or Minnesota Senior Care Plus (MSC+) and has Medicare coverage, we encourage you to let them know about the benefits of enrolling in one of our integrated Medicare programs. PrimeWest Senior Health Complete (HMO SNP) is for members age 65 or over who choose to have both their Medical Assistance (Medicaid) and Medicare through PrimeWest Health. Prime Health Complete (HMO SNP) is for members ages 18 – 64 who have a certified disability and choose to have both their Medical Assistance (Medicaid) and Medicare through PrimeWest Health.

The following are just a few of the benefits of enrolling in one of our integrated Medicare programs:

- One insurance card for all Medicare and Medical Assistance (Medicaid) coverage
- One drug plan with coverage for Medicare Part D and Medical Assistance (Medicaid) medication and no copays for Medical Assistance (Medicaid) drugs
- One Member Services phone number answered by a person, not a machine
- Decreased confusion about which plan will pay for services
- Fewer mailings and less paperwork

We have created brochures showing the full comparison of benefits. These brochures can be found on our website ([PrimeWest Senior Health Complete and MSC+](#) and [Prime Health Complete and SNBC](#)) and are also attached at the end of this issue. They can be provided to members who ask for help with decision-making.

If you work with a member who would like to enroll in either of our integrated Medicare programs, you can help them obtain an enrollment form through one of the following sources:

- Their county offices (PrimeWest Senior Health Complete only)
- PrimeWest Health's website
 - [PrimeWest Senior Health Complete](#)
 - [Prime Health Complete](#)
- PrimeWest Health Member Services. Members can call **1-800-366-2906** to have a form mailed to them. TTY users call **1-800-627-3529** or **711**. These calls are free. 

Fitness Plan Benefit for Prime Health Complete and PrimeWest Senior Health Complete Members

Leah Roell, RN, Lead Special Needs Plan Care Coordinator

Members enrolled in Prime Health Complete or PrimeWest Senior Health Complete in 2022 are eligible for a supplemental fitness plan benefit of up to \$20 a month for gym membership reimbursement. Please encourage members to take advantage of this benefit!

The following are instructions for helping members find a participating fitness center and enroll in the benefit program. Note: Members must already be enrolled with a fitness center before they can enroll in the benefit program.

1. Go to www.nihcarewards.org. This is the website of the National Independent Health Club Association (NIHCA).
2. Click *Club Finder* under the "Club Finder" tab.
3. Click *First Time Enrollment*. Select *PrimeWest Health* from the list of insurance companies, and enter the preferred search criteria.
4. Click *Enroll Online* next to the name of the member's fitness center. Members may also enroll in person at a participating fitness center.
 - If the member's fitness center isn't listed, they can [nominate it for inclusion](#) in the program.
5. To complete enrollment, either online or in person, members will need the following items:
 - PrimeWest Health member ID number
 - Routing and account number for their checking account. This information is located at the bottom of the check.
 - Their fitness center barcode. This is an ID that the fitness center has assigned to the member; members can ask the fitness center for this number.

NIHCA has developed two documents to help members navigate their online portal once they are enrolled.

- [Member Portal Instructions](#)
- [Member Portal "Already Enrolled" FAQs](#) 

Medicare Information and Resources

Megan Nelson, RN, BSN, PHN, Care Coordinator

Members may come to you with questions about Medicare, and you might have questions yourself from time to time. We hope this information will help you in both situations!

What's the difference between Medicaid and Medicare?

Medicaid "is a joint federal and state program that provides health coverage for some people with limited income and resources. Medicaid offers benefits, like nursing home care, personal care services, and assistance paying for Medicare premiums and other costs" (Medicare.gov "Parts of Medicare").

Medicare is Federal health insurance available to people age 65 and over and some people under age 65 with disabilities. There are different parts of Medicare coverage (Medicare.gov "Get Started with Medicare").

What do the individual parts of Medicare cover?

Medicare coverage is broken down into the following parts (Medicare.gov "Parts of Medicare").

Medicare Part A (Hospital Insurance): Helps cover inpatient care in hospitals, skilled nursing facility care, hospice care, and home health care.

Medicare Part B (Medical Insurance): Helps cover:

- Services from doctors and other health care providers
- Outpatient care
- Home health care
- Durable medical equipment (like wheelchairs, walkers, hospital beds, and other equipment)
- Many preventive services (like screenings, shots or vaccines, and yearly “Wellness” visits)

Medicare Part D (Drug coverage): Helps cover the cost of prescription drugs (including many recommended shots or vaccines). You join a Medicare drug plan in addition to Original Medicare, or you get it by joining a Medicare Advantage Plan with drug coverage. Plans that offer Medicare drug coverage are run by private insurance companies that follow rules set by Medicare.

When you first sign up for Medicare and during certain times of the year, you can choose which way to get your Medicare coverage. There are 2 main ways.

The two main ways of getting Medicare coverage are through Original Medicare and Medicare Advantage (also known as Part C). PrimeWest Health members with Medicare coverage elsewhere have Original Medicare. PrimeWest Health members in PrimeWest Senior Health Complete and Prime Health Complete have Medicare Advantage. The following table from the “Parts of Medicare” web page explains the differences.

Original Medicare	Medicare Advantage (also known as Part C)
• Original Medicare includes Part A and Part B. • You can join a separate Medicare drug plan to get Medicare drug coverage (Part D). • You can use any doctor or hospital that takes Medicare, anywhere in the U.S. • To help pay your out-of-pocket costs in Original Medicare (like your 20% coinsurance), you can also buy supplemental coverage, like Medicare Supplement Insurance (Medigap), or have coverage from a former employer or union, or Medicaid.	• Medicare Advantage is a Medicare-approved plan from a private company that offers an alternative to Original Medicare for your health and drug coverage. These “bundled” plans include Part A, Part B, and usually Part D. • In most cases, you’ll need to use doctors who are in the plan’s network. • Plans may have lower out-of-pocket costs than Original Medicare. • Plans may offer some extra benefits that Original Medicare doesn’t cover — like vision, hearing, and dental services.

How does drug coverage work with Medicare and PrimeWest Health?

Medicare follows Centers for Medicare & Medicaid Services (CMS) rules for which drugs are covered. If someone has Medicare coverage, for drugs to be covered they must either be enrolled in a Medicare Advantage Plan that includes Part D coverage or enroll in a separate Medicare Prescription Drug Plan (Part D), which is where they will get most of their prescription drug services. If a member has their Medicare coverage through a different plan or Original Medicare, PrimeWest Health will not pay for any Part D-eligible drugs. We will, however, pay for non-Part D-eligible, Medicaid-covered drugs for these members. These drugs that are covered under Medicaid but not Medicare include select barbiturates, over-the-counter items, vitamins, and cough and cold products.

You can find out if a drug is covered by PrimeWest Health by using our [online search feature](#). Select the member’s program and click *OK* to leave the PrimeWest Health site. Then, click *Drug Price Search* and enter the search parameters. Drugs listed are covered when the member has a prescription from a health care provider or pharmacist.

What are some Medicare resources to share with members?

The Medicare website, www.medicare.gov, is a great resource. Not only does it have a lot of general information, it also allows people with Medicare to create a secure account. A secure Medicare account allows the user to do the following:

- Add prescriptions to help better compare health and drug plans
- Find out who their Medicare plan provider is

- View Original Medicare claims as soon as they're processed
- Print a copy of their official Medicare card
- Review a list of preventive services they're eligible to get with Original Medicare
- Learn about Medicare premiums

If a member needs help setting up their secure account, let them know they will need their Medicare number. If they don't have a Medicare card, they can [log into their secure Social Security account](#) to get their Medicare number, or they can call Medicare at **1-800-MEDICARE (1-800-633-4227)** for help. TTY users can call **1-877-486-2048**. These calls are free.

The Senior LinkAge Line® is a good resource for finding out more about Medicare. The Senior LinkAge Line can be reached at www.mn.gov/senior-linkage-line or at **1-800-333-2433**. The call is free.

Sources:

- Medicare.gov, "Get Started with Medicare," accessed April 27, 2022, www.medicare.gov/basics/get-started-with-medicare.
- Medicare.gov, "Parts of Medicare," accessed April 27, 2022, www.medicare.gov/basics/get-started-with-medicare/medicare-basics/parts-of-medicare. 

Helping Members Address Health Literacy Needs

Elizabeth Warfield, RN, BSN, PHN, Special Needs Plan Care Coordination Manager

The problem

The Centers for Disease Control and Prevention (CDC) defines health literacy as "the degree to which individuals have the ability to find, understand, and use information and services to inform health-related decisions and actions for themselves and others." The members we work with every day come to us with varying levels of health literacy, which can be difficult to identify. Many people who say they understand the health care-related information presented to them actually struggle with it.

According to the Centers for Health Care Strategies, Inc. (CHCS), the potential effects of unresolved health literacy needs can be detrimental and may include the following:

- Medication errors
- Decreased treatment plan compliance, which can lead to inadequate self-care and ineffective management of health conditions
- Decreased use of preventive services
- Increased use of the emergency room
- Longer hospitalizations and increased risk of readmission
- Higher risk of mortality

Assessing health literacy

To make matters worse, most formal health risk assessments do not adequately assess for health literacy needs. You can supplement this information by asking simple questions such as the following:

- Are you comfortable filling out medical forms by yourself?
- A lot of people have trouble remembering health information. Is this ever a problem for you?
- Do you need someone to help you when you read information or instructions from your health care provider or pharmacy?

If a member receives information during an appointment or discharge instructions following an inpatient stay, you can review the information/instructions with them. After reviewing, ask questions to ensure the information was understood, tailoring the questions to the member's situation. Examples include the following:

- Now that we have reviewed the information together, what questions do you have?

- Tell me what you remember about your new instructions.
- Describe what you understand about your new diagnosis/treatment options/self-care needs/etc.

Tools for addressing health literacy

When it comes to talking about health literacy, the most important step is building trusting relationships with the members you serve. This opens the lines of communication and may help members feel comfortable telling you they struggle with health literacy. You can further encourage members to be open with you by letting them know how common health literacy issues are, especially given the complexity of the terms and information associated with health care.

County case managers often provide education and information to members. Using the “teach-back” method can help you confirm a member understands what you’ve been discussing. This evidence-based health literacy intervention involves providing education or information a little at a time (2 – 3 key points) in clear, plain language and then checking for understanding by asking the member to explain/teach it back to you. This helps identify the need for further education before moving on to other topics. More information about the “teach-back” method, including resources and supporting evidence, is available on the [Agency for Healthcare Research and Quality \(AHRQ\) website](#).

Ask Me 3® is a tool for members who need help making sure they understand the information they have been given. Developed by the Institute for Healthcare Improvement (IHI), this program encourages patients to ask questions during their health visits and helps prepare them to do so. Ask Me 3 encourages patients to ask their provider the following three questions at every visit to help ensure they understand their condition and what they need to do:

1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?

A [brochure detailing Ask Me 3 is available for download on the IHI's website](#) (after setting up a free account). It is available in English, French, Spanish, and Portuguese. Please feel free to provide members with a copy of this brochure and encourage them to bring it with them to appointments.

Sources:

- CDC, “What Is Health Literacy,” February 2, 2022, www.cdc.gov/healthliteracy/learn/index.html.
- CHCS, “Fact Sheet #1: What Is Health Literacy?” October 2013, www.chcs.org/media/What_is_Health_Literacy.pdf.
- IHI, “Ask Me 3: Good Questions for Your Good Health,” accessed April 27, 2022, www.ihl.org/resources/Pages/Tools/Ask-Me-3-Good-Questions-for-Your-Good-Health.aspx. 

Direct Access for Substance Use Disorder (SUD) Treatment

Danielle Turner, LADC, Behavioral Health Care Coordinator

Starting **July 1, 2022**, the only way an individual will be able to access substance use disorder (SUD) treatment is after completing a comprehensive assessment. Referrals to treatment made with the Rule 25 assessment tool will no longer be accepted.

The comprehensive assessment is part of a Direct Access approach that allows the individual to choose the location and the level at which they would like to access SUD treatment. They can choose the level of treatment recommended by the comprehensive assessment or any level of treatment lower than the recommendation.

A comprehensive assessment must be completed by a licensed alcohol and drug counselor (LADC). As is the current process, if an LADC with the member’s county of residence or Tribal nation completes the comprehensive

assessment, the member will enter treatment via Direct Access. The SUD treatment provider will submit the notification directly to PrimeWest Health.

If a PrimeWest Health member was admitted to SUD treatment prior to July 1, 2022, with a Rule 25 assessment used as a placing tool, the member's county of residence or Tribal nation will remain the placing authority. This means they will continue to submit the SUD notification to PrimeWest Health.

If you have questions, please contact **Danielle Turner**. 

Continuous Glucose Monitoring Systems

Katie Brand, PharmD, Pharmacy Manager

Continuous glucose monitor (CGM) coverage through PrimeWest Health varies depending on which plan the member is currently enrolled in.

Families and Children, MinnesotaCare, Minnesota Senior Care Plus (MSC+), and Special Needs BasicCare (SNBC)

Preferred CGM products that do not require prior authorization include the FreeStyle Libre system, the FreeStyle Libre 2 system, and the Dexcom G6™ system.

- FreeStyle Libre systems: Quantity limits are one reader per 365 days and two sensors per 28 days.
- Dexcom G6 system: Items should be billed separately. Quantity limits are one receiver per 365 days, three sensors per 30 days, and one transmitter per 90 days. **If these items are billed together as a kit, prior authorization is required.**

Note: PrimeWest Health does not cover CGM systems for MSC+ or SNBC – Non-Integrated members who have Medicare coverage through a source other than PrimeWest Health.

PrimeWest Senior Health Complete or Prime Health Complete

Prior authorization is required for any CGM system.

More information

If you have questions, please contact **Anna Showalter** or **Katie Brand**. 

NO|FALLS Minnesota: Classes to Help Prevent Falls

Elizabeth Warfield, RN, BSN, PHN, Special Needs Plan Care Coordination Manager

One in four adults over age 65 falls each year, and Minnesota ranks fourth in the country for deaths related to injury from falls (Trellis). The Minnesota Department of Human Services (DHS), the Minnesota Board on Aging, and other State agencies have partnered with Trellis, the designated Area Agency on Aging for the Twin Cities metro area, to address this problem. Juniper, a program of Trellis, is leading this multi-organizational collaboration through a campaign called NO | FALLS Minnesota.

Designed to help prevent falls and keep older Minnesotans strong and active, this campaign features free or low-cost evidence-based classes to help participants understand and minimize their risks and improve both strength and balance. Minnesotans who receive Elderly Waiver (EW), Alternative Care (AC), and Essential Community Supports (ECS) are eligible to register for the following classes (in-person and online class status current as of time of publication):

- A Matter of Balance (in-person classes)
- Stay Active and Independent for Life (in-person and online classes)
- Stepping On (in-person classes)
- Tai Jai Quan: Moving for Better Balance (beginner and advanced classes; in-person and online classes)

While the [Juniper NO|FALLS Minnesota web page](#) does list in-person classes in some Greater Minnesota locations, no in-person classes are scheduled in the PrimeWest Health service area as of the time of publication. Therefore, the online class options will likely be more accessible for members able to participate via Zoom.

Please encourage eligible members who you think would benefit to consider participating. More information about the NO|FALLS Minnesota program, including class descriptions and registration, can be found on the [Juniper NO|FALLS Minnesota web page](#).

Source: Trellis, "Juniper Launches Campaign to Help People Get Strong, Improve Balance and Feel Good," February 26, 2022, www.trellisconnects.org/juniper-launches-campaign-build-strength-improve-balance. 

Important Dates

✓ County case management supervisor meetings

Meetings are held the third Thursday of the month, and will take place remotely or in person depending on the size of the agenda. Watch your emails for additional information.

- June 16
- July 21
- August 18
- September 15
- October 20
- November 17

Contact Information

Katie Brand, PharmD, Pharmacy Manager

1-320-335-5246 or 1-888-588-4420 ext. 5246 (toll free)

katie.brand@primewest.org

Anna Showalter, PharmD, Pharmacy Manager

1-320-335-5286 or 1-888-588-4420 ext. 5286 (toll free)

anna.showalter@primewest.org

Danielle Turner, LADC, 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.



Which PrimeWest Health Senior Plan Is Right for You?

PrimeWest Senior Health Complete (HMO SNP) or
Minnesota Senior Care Plus (MSC+)

H2416_PW_04-21_1005R_09-21
CMS_Accepted_11/13/2021
DHS_Approved_11/05/2021





PrimeWest Senior Health Complete* is **easier to use and offers more complete coverage** than Minnesota Senior Care Plus (MSC+). If you are eligible for both Medical Assistance (Medicaid) and Medicare, you could be getting **all your coverage from one plan!** PrimeWest Senior Health Complete has all the benefits you get from MSC+ and more.

Convenience

	PrimeWest Senior Health Complete	Minnesota Senior Care Plus (MSC+)
One insurance card – For all Medicare and Medicaid coverage	✓	Multiple cards from different plans
One Member Services phone number – Always answered by a person, not a machine	✓	Multiple Member Service numbers for different plans
One drug plan – Combined Part D and Medicaid coverage	✓	Separate Part D and Medicaid drug plans
Mailings and paperwork from just one plan	✓	Mailing and paperwork from multiple plans

Health & Wellness

	PrimeWest Senior Health Complete	Minnesota Senior Care Plus (MSC+)
Fitness plan [†] – Reimbursement up to \$20/month	✓	Not included
Incentives [†] – Gift cards for some preventive services	✓	Not included
Health-related community education classes [†] – up to 3 per year	✓	Not included
Electronic pillbox dispensers [†]	✓	Not included
Lidocaine patch [†] for pain by prescription	✓	Not included

*PrimeWest Senior Health Complete is PrimeWest Health's Minnesota Senior Health Options (MSHO) plan

[†] May have eligibility criteria and limits and cannot also be covered by waivers

PrimeWest Senior Health Complete is a health plan that contracts with both Medicare and the Minnesota Medical Assistance (Medicaid) program to provide benefits of both programs to enrollees. Enrollment in PrimeWest Senior Health Complete depends on contract renewal.

Benefits

	PrimeWest Senior Health Complete	Minnesota Senior Care Plus (MSC+)
No copays for covered health care services	✓	May have copays
No copays for Medicaid drugs	✓	May have copays
Medication Therapy Management	✓	Not included
Expanded chiropractic services[†]	✓	Not included
Expanded acupuncture services[†]	✓	Not included
Home delivered meals[†] – After hospital stay for certain chronic conditions	✓	Not included
Transportation for health-related activities[†]	✓	Not included
Home and bathroom safety devices and modifications[†]	✓	Not included
Personal Emergency Response System (PERS)[†]	✓	Not included
Wigs for hair loss related to chemotherapy[†]	✓	Not included
Denture replacements and up to one crown per year[†]	✓	Not included
Traditional medicine/ceremony vouchers[†] – Up to \$100 per year for American Indian members	✓	Not included
Eyeglass lens coatings[†] – Up to \$100 per year	✓	Not included
FoodRx program[†] – For members with diabetes, up to 6 months per year	✓	Not included
Telemonitoring services[†] for heart failure and hypertension	✓	Not included
Expanded routine foot care[†] (podiatry services)	✓	Not included

Interested in simplifying your health coverage? You can **easily enroll** in PrimeWest Senior Health Complete by doing any of the following:

- **Contact your county** and tell them you would like to enroll in PrimeWest Senior Health Complete.
- **Visit www.primewest.org/pwshc** and complete the PrimeWest Senior Health Complete Enrollment Form. Instructions for submitting the form are included.
- **Call PrimeWest Health Member Services at 1-866-431-0801** and ask for a PrimeWest Senior Health Complete Enrollment Form. We are available Monday – Friday, 8 a.m. – 8 p.m. TTY users call **1-800-627-3529** or **711**. The calls are free. All calls during business hours are answered by a **person**, not a machine. We're here to help you!

1-866-431-0801 (toll free); TTY 1-800-627-3529 or 711

Attention. If you need free help interpreting this document, call the above number.

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ملاحظة: إذا أردت مساعدة مجانية لترجمة هذه الوثيقة، اتصل على الرقم أعلاه.

သတိ။ ဤတွဲရက်စာတမ်းအားအခမဲ့ဘာသာပြန်ပေးခြင်း အကူအညီလိုအပ်ပါက၊ အထက်ပါဖုန်းနံပါတ်ကိုခေါ်ဆိုပါ။

កំណត់សំគាល់ ។ បើអ្នកត្រូវការជំនួយក្នុងការបកប្រែឯកសារនេះដោយឥតគិតថ្លៃ សូមហៅទូរសព្ទតាមលេខខាងលើ ។

請注意，如果您需要免費協助傳譯這份文件，請撥打上面的電話號碼。

Attention. Si vous avez besoin d'une aide gratuite pour interpréter le présent document, veuillez appeler au numéro ci-dessus.

Thov ua twb zoo nyeem. Yog hais tias koj xav tau kev pab txhais lus rau tsab ntaub ntawv no pub dawb, ces hu rau tus najnpawb xov tooj saum toj no.

ဟ်သျှ်ဟ်သးဘၣ်တက့ၢ်. ဖဲနမ့ၢ်လိၣ်ဘၣ်တၢ်မၤစၤကလိလၢတၢ်ကကျိးထံဝဲဒၣ်လံာ် တီလံာ်မိတခါအံၤန့ၣ်,ကိးဘၣ် လိတဲစိနီၣ်ဂံၢ်လၢထးအံၤန့ၣ်တက့ၢ်.

알려드립니다. 이 문서에 대한 이해를 돕기 위해 무료로 제공되는 도움을 받으시려면 위의 전화번호로 연락하십시오.

ໂປຣດຊາບ. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ຟຣີ, ຈົ່ງ ໂທໂປໂຫຍາຍເລກຂ້າງເທິງນີ້.

Hubachiisa. Dokumentiin kun tola akka siif hiikamu gargaarsa hoo feete, lakkoobsa gubbatti kenname bilbili.

Внимание: если вам нужна бесплатная помощь в устном переводе данного документа, позвоните по указанному выше телефону.

Digniin. Haddii aad u baahantahay caawimaad lacag-la'aan ah ee tarjumaadda (afcelinta) qoraalkan, lambarka kore wac.

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

Chú ý. Nếu quý vị cần được giúp đỡ dịch tài liệu này miễn phí, xin gọi số bên trên.



Which PrimeWest Health Plan Is Right for You?

Prime Health Complete (HMO SNP) or
Special Needs BasicCare (SNBC)

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CMS_Accepted_11/13/2021
DHS_Approved_11/05/2021





Prime Health Complete* is **easier to use and offers more complete coverage** than Special Needs BasicCare (SNBC). If you are eligible for both Medical Assistance (Medicaid) and Medicare, you could be getting all your medical and pharmacy coverage from one plan! Prime Health Complete has all the benefits you get from our Medicaid-only SNBC plan and more.

Convenience

	Prime Health Complete	Special Needs BasicCare (SNBC)
One insurance card – For all Medicare and Medicaid medical and pharmacy coverage	✓	Multiple cards from different plans
One Member Services phone number – Always answered by a person, not a machine	✓	Multiple Member Service numbers for different plans
One drug plan – Combined Part D and Medicaid coverage	✓	Separate Part D and Medicaid drug plans
Mailings and paperwork from just one plan	✓	Mailing and paperwork from multiple plans

Health & Wellness

	Prime Health Complete	Special Needs BasicCare (SNBC)
Fitness plan [†] – Reimbursement up to \$20/month	✓	Not included
Incentives [†] – Gift cards for some preventive services	✓	Not included
Health-related community education classes [†] – up to 3 per year	✓	Not included
Electronic pillbox dispensers [†]	✓	Not included
Lidocaine patch [†] for pain by prescription	✓	Not included

*Prime Health Complete is PrimeWest Health's SNBC plan for members with both Medicaid and Medicare

[†] May have eligibility criteria and limits and cannot also be covered by waivers

Prime Health Complete is a health plan that contracts with both Medicare and the Minnesota Medical Assistance (Medicaid) program to provide benefits of both programs to enrollees. Enrollment in Prime Health Complete depends on contract renewal.

Benefits

	Prime Health Complete	Special Needs BasicCare (SNBC)
No copays for covered health care services	✓	✓
No copays for Medicaid drugs	✓	✓
Medication Therapy Management	✓	Not included
Expanded chiropractic services[†]	✓	Not included
Expanded acupuncture services[†]	✓	Not included
Home delivered meals[†] – After hospital stay for certain chronic conditions	✓	Not included
Transportation for health-related activities[†]	✓	Not included
Home and bathroom safety devices and modifications[†]	✓	Not included
Personal Emergency Response System (PERS)[†]	✓	Not included
Wigs for hair loss related to chemotherapy[†]	✓	Not included
Denture replacements and up to one crown per year[†]	✓	Not included
Traditional medicine/ceremony vouchers[†] – Up to \$100 per year for American Indian members	✓	Not included
Eyeglass lens coatings[†] – Up to \$100 per year	✓	Not included
FoodRx program[†] – For members with diabetes, up to 6 months per year	✓	Not included
Telemonitoring services[†] for heart failure and hypertension	✓	Not included
Expanded routine foot care[†] (podiatry services)	✓	Not included

Interested in simplifying your health coverage? You can **easily enroll** in one of our plans by doing any of the following:

- **For SNBC**, visit www.primewest.org/snbc and complete the SNBC Enrollment Form. Instructions for submitting the form are included.
- **For Prime Health Complete**, visit www.primewest.org/phc and complete the Prime Health Complete Enrollment Form. Instructions for submitting the form are included.
- **Call PrimeWest Health Member Services** at **1-866-431-0801**. We are available Monday – Friday, 8 a.m. – 8 p.m. TTY users call **1-800-627-3529** or **711**. The calls are free. All calls during business hours are answered by a **person**, not a machine. We're here to help you!

1-866-431-0801 (toll free); TTY 1-800-627-3529 or 711

Attention. If you need free help interpreting this document, call the above number.

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ملاحظة: إذا أردت مساعدة مجانية لترجمة هذه الوثيقة، اتصل على الرقم أعلاه.

သတိ။ ဤတွဲရက်စာတမ်းအားအခမဲ့ဘာသာပြန်ပေးခြင်း အကူအညီလိုအပ်ပါက၊ အထက်ပါဖုန်းနံပါတ်ကိုခေါ်ဆိုပါ။

កំណត់សំគាល់ ។ បើអ្នកត្រូវការជំនួយក្នុងការបកប្រែឯកសារនេះដោយឥតគិតថ្លៃ សូមហៅទូរសព្ទតាមលេខខាងលើ ។

請注意，如果您需要免費協助傳譯這份文件，請撥打上面的電話號碼。

Attention. Si vous avez besoin d'une aide gratuite pour interpréter le présent document, veuillez appeler au numéro ci-dessus.

Thov ua twb zoo nyeem. Yog hais tias koj xav tau kev pab txhais lus rau tsab ntaub ntawv no pub dawb, ces hu rau tus najnpawb xov tooj saum toj no.

ဟ်သုဉ်ဟ်သးဘဉ်တက့ၢ်. ဖဲနမ့ၢ်လိဉ်ဘဉ်တၢ်မၤစၤကလိလၢတၢ်ကကျိးထံဝဲဒၣ်လံာ် တီလံာ်မိတခါအံၤန့ၣ်,ကိးဘဉ် လိတဲစိနီၣ်ဂံၢ်လၢထးအံၤန့ၣ်တက့ၢ်.

알려드립니다. 이 문서에 대한 이해를 돕기 위해 무료로 제공되는 도움을 받으시려면 위의 전화번호로 연락하십시오.

ໂປຣດຊາບ. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ຟຣີ, ຈົ່ງ ໂທໂປໂຫຼ້າໝາຍເລກຂ້າງເທິງນີ້.

Hubachiisa. Dokumentiin kun tola akka siif hiikamu gargaarsa hoo feete, lakkoobsa gubbatti kenname bilbili.

Внимание: если вам нужна бесплатная помощь в устном переводе данного документа, позвоните по указанному выше телефону.

Digniin. Haddii aad u baahantahay caawimaad lacag-la'aan ah ee tarjumaadda (afcelinta) qoraalkan, lambarka kore wac.

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Chú ý. Nếu quý vị cần được giúp đỡ dịch tài liệu này miễn phí, xin gọi số bên trên.