Take Care of Yourself!

Your physical health and your mental health are equally important, and you need to take care of both. Some of the things you do to take care of yourself physically can also improve your mental health. Some examples are eating right, getting exercise, and getting enough sleep. These 3 things can help you stay focused and energized. It can be challenging to fit these things into your daily schedule, but it’s important to make the time.

Another key part of taking care of yourself is taking your medications as prescribed and seeing your provider regularly. Establishing a relationship with your provider helps him get to know you better. And, it helps you feel more comfortable talking about things with him. Plus, keeping a regular schedule of appointments and checking in with your provider can help you avoid a crisis situation down the road. If you do feel like your depression is getting worse or that your medication isn’t working, see your provider. If you have an appointment scheduled but it isn’t for a while, call and schedule one sooner!

And, remember, if you need to talk to someone right away, you can call the National Suicide Prevention Lifeline at 1-800-273-8255 (TTY 711). These calls are free. You can call 24 hours a day, any day of the week. In an emergency, call 911.

If you need to find a mental health provider, PrimeWest Health can help. We have care coordinators who specialize in behavioral health, including substance use disorder (SUD). They are ready to help you get the care you need! Call Member Services at 1-866-431-0801 and ask to speak with your care coordinator. TTY users call 1-800-627-3529 or 711. These calls are free.

You can read more about care coordination on page 3.
When you are depressed or down, it can be hard to connect with your friends, coworkers, or family. Getting out and taking part in social activities you used to enjoy might not seem meaningful—or even fun—anymore. When you are depressed, you can feel numb or “flat.” Feeling this way makes it hard to put in the effort to connect with people. But, making that effort and connecting with people can go a long way in helping you feel better. Staying social and having meaningful relationships with others can help your overall well-being. Everyone needs to feel like they belong. Try the following strategies to help you get and stay connected.

Tell others how you feel
Finding your way back to wanting to connect with your community might start with talking to your provider about how you are feeling. Your provider may prescribe medication to help with your depression. Make sure to follow the instructions for how to take the medication and ask any questions you have about it. Another step might be working with your primary care provider or a specialist on ways to increase your overall satisfaction with your life and your sense of meaning or purpose.

Talk to the people in your life about how you are feeling. There’s no shame in depression. Tell them that you are struggling and could use a friend. Let them know that being social takes a lot of effort but that you still value them. Ask them to call you or come by. Having a regular check-in can help you feel less isolated.

Participate in activities
Getting out there and “doing” may also help. Making connections with others through a shared interest, sport, or hobby can help open up the lines of communication. Volunteering or participating in church activities are other good social outlets that also provide a sense of purpose and meaning.

Use social media carefully
Social media is a popular outlet for connecting with friends and family. It can be helpful. But, be careful to limit your time on social media. Spending too much time on your computer or phone can work against you by increasing the time you spend by yourself and limiting face-to-face contact with other people.

Also be on the lookout for another “trap” of social media: comparing yourself to others. When you see pictures of other people having fun or looking picture perfect, it can make you feel like other people have better lives than yours. Keep in mind that people put their best selves forward on social media. For every glamorous picture a person posts, there could very likely be 100 “outtakes” that weren’t posted. And remember that people don’t always post about the difficult parts of life. Most of that takes place in real life—meaning outside of social media. In a nutshell, there is more to life than what shows up on social media. Don’t get too wrapped up in what you see on the screen.

Keep at it!
Part of being healthy is maintaining healthy relationships with others. Doing this takes time and effort, but you will likely find it’s worth it.

Source: Everyday Health
Seeing a Specialist
Do you have a mental health provider or behavioral health specialist you meet with regularly? (You might call this person a counselor or a therapist.) If you don’t, this may be something to think about. A big part of coping with depression is having a support system and people to talk to. Mental health providers and behavioral health specialists fit the bill! They listen to your concerns and fears and provide feedback. They can give you suggestions and teach you techniques to address the issues that concern you. They also can work with your primary care provider to make sure your behavioral health care needs are met.

Once you have found someone you are comfortable with, schedule and attend regular appointments. They are an important part of reaching your behavioral health goals and treating your depression. If you need help finding a provider in your area, call PrimeWest Health Member Services at 1-866-431-0801. TTY users call 1-800-627-3529 or 711. These calls are free.

Care Coordination and Case Management: We’re Here for You
PrimeWest Health provides Care Coordination and Case Management programs to help keep members healthy. These programs let us work with you and your health care providers to make sure you get the services you need.

Your care coordinator/case manager can do the following:
• Help you when you have questions about your health care or prescriptions.
  - Find answers to your questions about what your medications are for, why you are taking them, and how to take them safely. Get help finding a new health care provider or specialist such as a behavioral health specialist or dentist in your area.
• Schedule medical appointments as needed.
  - It’s important to see your provider as recommended. But sometimes it’s hard to make an appointment. Your care coordinator or case manager can help with that!
• Help you learn good health practices that may prevent problems.
  - Get information on a wide range of health topics and work on a step-by-step action plan to reach your personal health goals.
• Help arrange services you need to stay safe and healthy at home.
  - Make sure you are getting the services you need. Get your care needs assessed and get help setting up assistive services.

PrimeWest Health encourages you to take advantage of these programs. Let your care coordinator or case manager know when and how she can help you get the care and services you need. If you do not know who your care coordinator or case manager is, call one of the following:
• Jennifer at 1-888-588-4420 ext. 5342
• Member Services at 1-866-431-0801
• TTY users call 1-800-627-3529 or 711

These calls are free.
Note: The information in this magazine is not professional medical advice. It is not a substitute for diagnosis or treatment. Do not ignore your health care provider’s advice or wait to ask for it because of something you read here. Links to other websites are provided as a resource only. PrimeWest Health does not endorse, recommend, or pay for products or services offered by such sites.
Attention. If you need free help interpreting this document, call the above number.

Malaysia: 0866-431-0801 (toll free); TTY 0800-627-3529 or 711

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

주소: 1866-431-0801 (무료); TTY 1800-627-3529 또는 711

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

Местоположение: 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.
Civil Rights Notice

Discrimination is against the law. PrimeWest Health does not discriminate on the basis of any of the following:

- race
- color
- national origin
- creed
- religion
- sexual orientation
- public assistance status
- age
- disability (including physical or mental impairment)
- sex (including sex stereotypes and gender identity)
- marital status
- political beliefs
- medical condition
- health status
- receipt of health care services
- claims experience
- medical history
- genetic information

Auxiliary Aids and Services: PrimeWest Health provides auxiliary aids and services, like qualified interpreters or information in accessible formats, free of charge and in a timely manner to ensure an equal opportunity to participate in our health care programs. Contact PrimeWest Health at memberservices@primewest.org, or call Member Services at 1-866-431-0801 (toll free) or TTY 1-800-627-3529 or 711.

Language Assistance Services: PrimeWest Health provides translated documents and spoken language interpreting, free of charge and in a timely manner, when language assistance services are necessary to ensure limited English speakers have meaningful access to our information and services. Contact PrimeWest Health at memberservices@primewest.org, or call Member Services at 1-866-431-0801 (toll free) or TTY 1-800-627-3529 or 711.

Civil Rights Complaints

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by PrimeWest Health. You may contact any of the following four agencies directly to file a discrimination complaint.

U.S. Department of Health and Human Services’ Office for Civil Rights (OCR)
You have the right to file a complaint with the OCR, a federal agency, if you believe you have been discriminated against because of any of the following:

- race
- color
- national origin
- age
- disability
- sex
- religion (in some cases)
Contact the **OCR** directly to file a complaint:
Director  
U.S. Department of Health and Human Services’ Office for Civil Rights  
200 Independence Avenue SW  
Room 515F  
HHH Building  
Washington, DC 20201  
Customer Response Center: Toll-free: 800-368-1019  
TDD 800-537-7697  
Email: ocrmail@hhs.gov

**Minnesota Department of Human Rights (MDHR)**
In Minnesota, you have the right to file a complaint with the MDHR if you believe you have been discriminated against because of any of the following:
- race  
- color  
- national origin  
- religion  
- creed  
- sex  
- sexual orientation  
- marital status  
- public assistance status  
- disability

Contact the **MDHR** directly to file a complaint:
Minnesota Department of Human Rights  
540 Fairview Avenue North  
Suite 201  
St. Paul, MN 55104  
651-539-1100 (voice)  
800-657-3704 (toll free)  
711 or 800-627-3529 (MN Relay)  
651-296-9042 (fax)  
Info.MDHR@state.mn.us (email)

**Minnesota Department of Human Services (DHS)**
You have the right to file a complaint with DHS if you believe you have been discriminated against in our health care programs because of any of the following:
- race  
- color  
- national origin  
- creed  
- religion  
- sexual orientation  
- public assistance status  
- age  
- disability (including physical or mental impairment)  
- sex (including sex stereotypes and gender identity)  
- marital status  
- political beliefs  
- medical condition  
- health status  
- receipt of health care services  
- claims experience  
- medical history  
- genetic information

Complaints must be in writing and filed within 180 days of the date you discovered the alleged discrimination. The complaint must contain your name and address and describe the discrimination you are complaining about. After we get your complaint, we will review it and notify you in writing about whether we have authority to investigate. If we do, we will investigate the complaint.
DHS will notify you in writing of the investigation’s outcome. You have the right to appeal the outcome if you disagree with the decision. To appeal, you must send a written request to have DHS review the investigation outcome. Be brief and state why you disagree with the decision. Include additional information you think is important.

If you file a complaint in this way, the people who work for the agency named in the complaint cannot retaliate against you. This means they cannot punish you in any way for filing a complaint. Filing a complaint in this way does not stop you from seeking out other legal or administrative actions.

Contact DHS directly to file a discrimination complaint:

Civil Rights Coordinator
Minnesota Department of Human Services
Equal Opportunity and Access Division
P.O. Box 64997
St. Paul, MN 55164-0997
651-431-3040 (voice) or use your preferred relay service

PrimeWest Health Complaint Notice
You have the right to file a complaint with PrimeWest Health if you believe you have been discriminated against because of any of the following:

- medical condition
- health status
- receipt of health care services
- claims experience
- medical history
- genetic information
- disability (including mental or physical impairment)
- marital status
- age
- sex (including sex stereotypes and gender identity)
- sexual orientation
- national origin
- race
- color
- religion
- creed
- public assistance status
- political beliefs

You can file a complaint and ask for help in filing a complaint in person or by mail, phone, fax, or email at:

Rebecca Fuller
Civil Rights Coordinator
PrimeWest Health
3905 Dakota St
Alexandria, MN 56308
Toll Free: 1-866-431-0801
TTY: 1-800-627-3529 or 711
Fax: 1-320-762-8750
Email: rebecca.fuller@primewest.org

American Indian Health Statement
American Indians can continue or begin to use tribal and Indian Health Services (IHS) clinics. We will not require prior approval or impose any conditions for you to get services at these clinics. For elders age 65 years and older this includes Elderly Waiver (EW) services accessed through the tribe. If a doctor or other provider in a tribal or IHS clinic refers you to a provider in our network, we will not require you to see your primary care provider prior to the referral.