

PrimePartners

for Case Managers

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Member Services Contact Center

Jessica Rupert, Membership & Wellness Manager

At PrimeWest Health, our Member Services Contact Center specialists pride themselves on being advocates for our members. Did you know we are also available as a resource for our county case managers? Contact Center specialists answer many calls from our county partners every day and can do the following:

- Change a member's primary care clinic and order new ID cards
- Research bills and statements received by members
- Explain member benefits
- Help find providers in our network
- Clarify correspondence sent by PrimeWest Health

You can reach the Member Services Contact Center by calling the numbers below, and one of our specialists will be happy to assist you.

- If you are calling about members in the Prepaid Medical Assistance Program (PMAP), Minnesota Senior Care Plus (MSC+), Special Needs BasicCare (SNBC), or MinnesotaCare programs, call **1-866-431-0801** (toll free). Hours of operation are Monday – Friday, 8 a.m. – 8 p.m.
- If you are calling about members in PrimeWest Senior Health Complete (HMO SNP), call **1-800-366-2906** (toll free). Hours of operation are February 15 – September 30: Monday – Friday, 8 a.m. – 8 p.m.; October 1 – February 14: 7 days a week, 8 a.m. – 8 p.m.
- If you are calling about members in Prime Health Complete (HMO SNP), call **1-877-600-4913** (toll free). Hours of operation are February 15 – September 30: Monday – Friday, 8 a.m. – 8 p.m.; October 1 – February 14: 7 days a week, 8 a.m. – 8 p.m.

You can leave a message at any time. We will call you back no later than the next business day. 

A Reminder on the Importance of Documentation

Dawn Hartman, RN, SNBC Care Coordinator

Clear and accurate documentation in member records helps ensure that members get the best possible care. If you are working with member records, develop and maintain good documentation skills so you can supply the information that members of the care team need to do the following:

- Provide necessary follow-up care
- Identify additional needs
- Access a complete medical history and fully understand the member's needs
- Clearly communicate with one another and ensure care is coordinated

It is important to remember that a member's record is a legal document that may be used in courtroom proceedings. Records may also be reviewed during audits and Grievance proceedings or for reimbursement for services and quality assurance. Your documentation should depict an accurate picture of the services provided, be easily understood by others, and include all pertinent information. When documentation is not complete, is

missing, or has gaps, readers may assume that a service has not been provided, a conversation has not taken place, or that providers have been negligent, leading to doubt about the quality of care a member is receiving.

PrimeWest Health strives to ensure best practice standards are followed at all times. Please take a moment to review the basic documentation guidelines from the South Carolina Department of Disabilities and Special Needs listed below.

1. Date and time each entry.
2. Indicate both the time the entry is made into the record and the time the observation or activity took place.
3. All entries in the individual's record should be written or printed legibly in permanent black ink.
4. Do not leave blank lines between entries. Draw a line through unused spaces before and after your signature.
5. Use only abbreviations and symbols approved in agency policies.
6. All entries in the individual's record should be written objectively and without bias, personal opinion, or value judgment.
7. The use of slang, cliches, or labels should be avoided unless used in the context of a direct quote.
8. Interpretations of data should be supported by descriptions of specific observations.
9. Documentation should be clear, concise, and specific.
 - a. Don't use vague terms.
 - b. Generalizations such as "good", "fair", "moderate", and "normal" should be avoided.
 - c. Findings should be as descriptive as possible including specific information about the appearance or findings related to size, shape, and amount.
10. Correcting errors:
 - a. Draw one straight line through the incorrect entry,
 - b. Write "error" above it,
 - c. Initial and date the correction.
 - d. Never use white-out, erase, or obliterate an entry in the individual's record.
11. Late entries: If you forget to chart something, it may be entered into the record at a later time but you must clearly state the date and time the entry is being made and the date and time the care or observations actually occurred. The entry should begin with the words "Late entry".
12. All entries in the nursing notes should be signed. The signature should include the first initial, last name and title (e.g., S. Jones, RN).
13. A record of initials and signatures should be maintained according to facility policy so that the person using the initials and signatures used in documentation can be identified.

If you have any questions, please contact **Dawn Hartman**. 

Laundry in Customized Living (CL)

Kristi Shamp, RN, BSN, PHN, CPHM, SNP Senior Care/UM Care Coordinator

Laundry in Customized Living (CL) settings is divided into two component service areas: personal laundry and laundry of personal linens. Personal laundry includes cleaning of personal items and clothing, excluding personal linens. Laundry of personal linens includes sheets and blankets.

Typical tasks in both service areas include gathering, sorting, washing and drying, folding, and putting clean items away. Linen included in the same load as personal laundry is not covered separately. Laundry of personal linens is covered by Elderly Waiver (EW) even for members also receiving Group Residential Housing (GRH) funding. GRH is the payer of last resort. Case managers should ensure the following:

- There is a documented need for all laundry services
- The service is authorized based on member need
- The time allotted is reasonable
- The service is not duplicated within other component service areas

If you have questions, please contact **Kristi Shamp**. 

Suicide Prevention and De-Escalation

Mental health concerns are of paramount importance and should always be taken seriously. PrimeWest Health wants you to be well prepared if you are working with a member who is experiencing suicidal thoughts or is extremely upset. At the end of this issue, you'll find Suicide Prevention and De-Escalation Tip Sheets. We encourage you to print them off. They're small enough that you can cut them out and stick them on your monitor for quick access.

If you have any questions about working with members with mental health concerns, please contact **Ann Tesch**. 

Minnesota Adult Abuse Reporting Center (MAARC)

Kristi Shamp, RN, BSN, PHN, CPHM, SNP Senior Care/UM Care Coordinator

Minnesota is launching a new central system for reporting suspected maltreatment of vulnerable adults. Beginning July 1, 2015, the Minnesota Adult Abuse Reporting Center (MAARC) will provide a single toll-free number for the general public and a web-based system for mandated reporters to use for reporting. This reporting system will be open 24 hours a day, 7 days a week, 365 days a year.

For more information, go to <http://mn.gov/dhs/adult-protection>. 

Changes to MinnesotaHelp.info

Elizabeth Warfield, RN, BSN, Senior Care Coordinator

MinnesotaHelp.info is an online resource used to identify health and human services available in Minnesota. Specifically, it has information on services for seniors, youth, veterans, people with disabilities, people living in poverty, and caregivers.

This helpful resource is being revamped to make it more user-friendly. Changes include simplifying descriptions and search methods. Users will be able to customize their searches using specific search fields called "finders." These will help users narrow down potential providers by selecting specific features they are looking for. Users will also have the capability to narrow the potential provider list not only by city, but by a specific radius. Most of the planned changes will take effect on July 1, 2015.

Possible future changes include access to real-time information regarding provider openings and waiting lists as well as user reviews of providers. 

Important Dates

✓ County supervisor meeting

Meetings are held on the third Thursday of the month, 10 a.m. – 3 p.m., at PrimeWest Health in Alexandria, unless otherwise noted.

July 16
August 20
September 17
October 15
November 19
December 17

✓ County case management educational training

Trainings are held on the fourth Wednesday of the month via webinar from 10 a.m. – noon, unless otherwise noted.

July 22
August 26
September 23
October 28
November 25
December 23

Contact Information

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Dawn Hartman, RN, SNBC Care Coordinator

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Kristi Shamp, RN, BSN, PHN, CPHM, SNP Senior Care Coordinator/UM Care Coordinator

1-320-335-5377 or 1-888-588-4420 ext. 5377

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Ann Tesch, RN, BSN, Complex Care Coordinator

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You can find a PDF copy of *PrimePartners* by going to our website. Go to www.primewest.org/primepartners.



De-Escalation Tip Sheet

1. Take a deep breath.
2. Sound calm – be aware of your tone.
3. Do not be defensive.
4. Be respectful.
5. Use active listening.
6. Be empathetic to feelings.
7. Do not argue or raise your voice.
8. Repeat what the person has told you to ensure understanding.



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Suicide Prevention Tip Sheet

1. Listen and be sympathetic.
2. Ask the question: Are you having thoughts of suicide?
3. Ask about the plan, means, and time.
4. If the person has ingested anything, find out what, how much, and when.
5. Alert another staff member to call **911** if you deem necessary.
6. National Suicide Prevention Lifeline: **1-800-273-TALK (8255)** (toll free).
7. Call local law enforcement to conduct a well-person check if needed.

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Cut along the dotted line and tape to your monitor for quick access.