

PrimePartners

for Case Managers

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Importance of Attending Dental Appointments and New Dental Providers

Amanda Englund, Dental Services Coordinator

Importance of attending appointments

As longer wait times to schedule a dental visit are being reported, please remind members of the importance of attending the dental appointments they have scheduled. Help members understand that canceling an appointment at the last minute or not showing up not only causes them to miss needed care, it may also delay the care of someone else in need. When there is not enough time to schedule a different patient for that slot, the appointment time is essentially lost. This leads to longer wait times for everyone.

If a member *does* need to cancel an appointment, please encourage them to contact their provider as soon as possible. Even giving the provider 24 or 48 hours to fill the appointment slot can help keep patients moving through the office.

Long wait times are frustrating, but dental offices are doing the best that they can with the staff they have. Members can do their part by making sure they attend their scheduled appointments.

New dental providers

PrimeWest Health has recently contracted with the following dental clinics in McLeod County:

Luce Line Family Dental

131 Main Ave W
Winsted, MN 55395
1-320-485-4344

Luce Line Family Dental

612 8th Ave
Howard Lake, MN 55349
1-320-543-2233

Apple Tree Dental has a new prosthodontist at their Fairmont and Rochester Center locations. This type of dental provider specializes in restoring and replacing missing teeth. PrimeWest Health is excited about this addition as we haven't contracted with a prosthodontist before. Members must have a referral for treatment by a prosthodontist.

Apple Tree Dental Fairmont
800 Medical Center Dr, Ste 490
Fairmont, MN 56301
1-507-432-3199

Apple Tree Dental Rochester
973 Skyline Dr SW
Rochester, MN 55902
1-507-424-1040 

Continuous Glucose Monitor (CGM) Coverage

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 following:

- Dexcom G6 receiver, sensor, and transmitter
- Dexcom G7 receiver and sensor (no transmitter required)
- FreeStyle Libre reader and sensor
- FreeStyle Libre 2 reader and sensor
- FreeStyle Libre 3 reader and sensor
- FreeStyle Libre 3 Plus sensor (no reader required; used with a smartphone app)

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 (HMO SNP) and Prime Health Complete (HMO SNP)

Preferred CGM products that do not require prior authorization include the following:

- Dexcom G6 receiver, sensor, and transmitter
- Dexcom G7 receiver and sensor (no transmitter required)

Note: Routine glucose monitoring is not covered by PrimeWest Health for PrimeWest Senior Health Complete and Prime Health Complete members who reside in a Skilled Nursing Facility (SNF). This cost is the responsibility of the SNF provider as it is included in the facility's per diem rate. If you work with a member who has received a bill from an SNF for routine glucose monitoring, please reach out to the member's care coordinator.

Questions

If you have questions or would like more information, please contact:

Ann Ehlert

Director of Pharmacy Management

1-320-335-5207

ann.ehlert@primewest.org 

Follow-Up Visit After Mental Health Hospitalization: Aim for Seven Days

Danielle Turner, Behavioral Health Team Lead

Studies have shown that patients who start treatment soon after a mental health hospitalization are less likely to have negative health and social outcomes. PrimeWest Health continues to work to identify best practices for reducing disparities in follow-up appointments after a mental health hospitalization. We know that there are many barriers to follow-up care such as transportation, a shortage of mental health providers, and limited appointment availability.

PrimeWest Health's goal is to make sure all members have access to mental health services within seven days of an inpatient hospitalization. As a county case manager, you play a crucial role in coordinating follow-up care with the hospital discharge planner and stressing the importance of trying to get the member seen within seven days to ensure the best possible outcomes. You also play a big role in helping members overcome barriers to care they may face (e.g., transportation or child care).

Most follow-up visits are completed by a primary care physician, but in the case of mental health hospitalization, the following specialty providers can complete the follow-up visit. Utilizing these specialty providers may help a member be seen sooner.

- Addiction Medicine Provider
- Child/Adolescent Psychiatrist
- Child Psychiatrist
- Clinical Nurse Specialist
- Clinical Social Worker
- Developmental-Behavioral Pediatrician
- Forensic Psychiatrist
- Geriatric Psychiatrist
- Licensed Alcohol and Drug Counselor
- Licensed Independent Clinical Social Worker
- Licensed Marriage and Family Therapist
- Licensed Professional Clinical Counselor
- Licensed Professional Counselor
- Licensed Psychological Practitioner
- Licensed Social Worker
- Marriage and Family Therapist
- Master's Degree Psychologist
- Neuropsychiatrist
- Neuropsychologist
- Psychiatrist
- Psychiatrist/Neurologist
- Psychologist
- Psychotherapist
- Social Worker

Please also consider telehealth as a way to ensure members are seen within seven days. Many mental health clinics offer telehealth as an option. If you need help locating telehealth resources, please call the Provider Contact Center at **1-866-431-0802** (toll free).

If a member prefers to be seen in person and transportation is a barrier, they may qualify for transportation services. Call the PrimeWest Health Transportation Line at **1-888-814-6643** (toll free) to find out if the member qualifies for transportation and/or to assist them with scheduling transportation. 

Summer Food Resources

Skyler Jibben, CMA, Community Health Worker

Summer can be a relaxing time, but it can also be a stressful time for people facing food insecurity. Many families rely on school meals to help stretch their monthly budgets, and these resources are not available during the summer.

Please let members know about the following resources they can use to find free meals near them this summer:

- [Hunger Impact Partners – Summer Eats Minnesota](#) – Use the free app, Free Meals for Kids, to find sample menus and locations providing free meals for children.
- [Hunger Solutions](#) – Use the website's search function to find local food shelves as well as food resources for senior citizens.
- **No Kid Hungry Texting Hotline** – Text "FOOD" (English) or "COMIDA" (Spanish) to **304-304** to find locations offering free summer meals for children.

The U.S. Department of Agriculture (USDA) also offers a summer nutrition program for kids called SUN. This program has two components: SUN Meals, which are meals offered at schools, parks, and other locations, and SUN Meals To-Go, which are available in some rural communities where SUN Meals may be hard to access. Members can keep an eye on the [SUN web page](#) for upcoming information for summer 2025.

Please also remind members that SNAP/EBT can be used at many farmers markets.

If you work with a member who could use help meeting needs related to social determinants of health (SDOH) such as food insecurity, please consider referring them to our Community Health Worker (CHW) program. CHWs are available to assist members in person, connect them with community resources, and help them navigate ever-changing resources and needs. You can make a referral using the [PrimeWest Health Community Health Worker \(CHW\) Referral Form](#). 

Diabetes: Lifestyle Management and Recommended Screenings

Andria Shelley, LPN, Population Health Specialist

The American Diabetes Association (ADA) recently released its 2025 Standards of Care in Diabetes, continuing to emphasize the importance of lifestyle management, including nutrition and physical activity, and regular and appropriate screenings. Please discuss the topics below with members and encourage them to make and maintain lifestyle adjustments as needed and get recommended screenings. These proactive measures can prevent complications and lead to better health outcomes for people living with diabetes.

Lifestyle management

Nutrition

The ADA underscores the importance of medical nutrition therapy for people with diabetes. A balanced diet rich in whole grains, fiber, lean proteins, and healthy fats is recommended to maintain optimal blood glucose levels. Incorporating plant-based, fiber-rich foods and reducing saturated fat intake can enhance insulin sensitivity and aid in blood sugar control.

Physical activity

Regular physical activity is essential for effective diabetes management. The ADA advises both aerobic and resistance exercises to improve glycemic control, assist with weight management, and reduce cardiovascular risk. Even moderate activities, such as post-meal walks, can significantly aid digestion and stabilize blood sugar levels.

Weight management

Achieving and maintaining a healthy weight is crucial for people with type 2 diabetes. The ADA highlights that modest weight loss can improve glycemia and reduce the need for glucose-lowering medications. In some cases, significant weight loss may lead to sustained diabetes remission.

Regular screenings

Effective diabetes management requires consistent monitoring of key health indicators to prevent complications and maintain overall well-being. The ADA emphasizes the significance of regular screenings for blood pressure, eye health, and HbA1c levels.

Blood pressure

People with diabetes are at an increased risk for hypertension, which can lead to cardiovascular diseases. The ADA recommends regular blood pressure screening to ensure timely detection and management of hypertension. Maintaining blood pressure within the target range reduces the risk of heart disease and stroke.

Eye health

Diabetic retinopathy is a leading cause of blindness among adults. The ADA advises annual comprehensive eye exams to detect early signs of retinal damage. Early intervention can prevent progression and preserve vision.

HbA1c

HbA1c tests provide an average blood glucose level over the past two to three months, offering insight into long-term glycemic control. The ADA recommends HbA1c testing at least twice a year for people with diabetes who are meeting treatment goals and quarterly for those whose therapy has changed or who are not meeting glycemic targets. Maintaining HbA1c levels within the target range is crucial for reducing the risk of diabetes-related complications.

Source: American Diabetes Association Professional Practice Committee, "Standards of Care in Diabetes 2025," *Diabetes Care*, 48, no. S1 (2025), S6 – S343, https://diabetesjournals.org/care/issue/48/Supplement_1. 

Caregiver Support Program for Members with Alzheimer's Disease or Related Dementias and Their Caregivers

Leah Anderson, Population Health Manager

The Caregiver Support Program is a benefit offered by PrimeWest Health to members with Alzheimer's disease or related dementias and their caregivers. The program aims to promote the health and well-being of caregivers and members by providing support, coaching, education, and resources. The goal is for the caregiver to feel they can confidently provide care to the member.

The Caregiver Support Program provides the following:

- Individualized coaching and education for members and caregivers
- Educational materials to help members and their caregivers understand the member's condition
- Resources tailored to the needs of the member and their caregiver
- A binder and planner to help organize important information

The education and resources provided can help both the member and caregiver with the following:

- Planning for the future
- Finding resources or services
- Coping with progressive symptoms
- Improving communication
- Creating purposeful activities
- Improving home safety

If you would like to refer a member and their caregiver to this program, please complete the [*Caregiver Support Program Referral Form*](#).

If you have questions, contact:

Leah Anderson

Population Health Manager

1-320-335-5272

leah.anderson@primewest.org 

Reporting Suspected Maltreatment of Children and Vulnerable Adults

Christi Matt, RN, CCP, Manager of Families and Children Care Management

Minnesota Statute requires mandated reporters, including county case managers, to report all instances of suspected maltreatment of children and vulnerable adults. The following includes information on reporting as well as links to helpful resources and training.

Children

[MN Stat. sec 260E.06, subd.1](#) states that a mandatory reporter:

...who knows or has reason to believe a child is being maltreated...shall immediately report the information to the local welfare agency, agency responsible for assessing or investigating the report, police department, county sheriff, tribal social services agency, or tribal police department....

You can find the following resources on the Minnesota Department of Human Services (DHS) website:

- [Mandated reporter resources](#)
- [Overview of Minnesota's child protection system](#)
- A link to free, web-based training for mandated reporters through the [Minnesota Child Welfare Training Academy \(MNCWTA\)](#)

Vulnerable adults

[MN Stat. sec. 626.557, subd. 3](#) states that:

A mandated reporter who has reason to believe that a vulnerable adult is being or has been maltreated, or who has knowledge that a vulnerable adult has sustained a physical injury which is not reasonably explained shall immediately report the information to the common entry point.

The Minnesota Adult Abuse Reporting Center (MAARC) has been designated by DHS to be the single, statewide common entry point (CEP) for accepting reports of suspected maltreatment of vulnerable adults.

The DHS [Vulnerable Adult Protection and Elder Abuse web page](#) includes information about how to report abuse, who is considered a mandated reporter, and definitions of “vulnerable adult” and “maltreatment.” Mandated reporters can also take a [free, web-based training on reporting maltreatment of vulnerable](#) adults through DHS. 

Men's Health Spotlight

Tasha Jevnager, RN, Special Needs Plan Care Coordinator

Men's Health Month is observed yearly in June, with the goal of sharing education and increasing awareness about men's health issues (Men's Health). It's also an opportunity to encourage men to take charge of their health and see a health care provider for preventive care. This encouragement is important given the following results of a survey completed by Cleveland Clinic that asked men about how they approach their medical care:

- 72 percent of respondents said they would rather be doing household chores, like cleaning toilets, rather than going to the doctor.
- 65 percent of respondents said they avoid going to the doctor as long as possible.
- 20 percent admitted they aren't always honest with their doctors about their health.
- 37 percent said they had withheld information from their doctors in the past, specifically because they weren't ready to deal with the potential diagnosis that might result if they told the truth (Healthline).

Avoiding the doctor or not being honest about symptoms can mean a missed opportunity to detect early warning signs of a serious condition. This means the chance to treat the condition in its early stages is missed as well.

In addition to encouraging members to seek preventive care—and to be honest about their symptoms—county case managers can take the following steps to help members who are male feel supported and empowered when it comes to health care:

- Listen to fears and concerns and ask open-ended questions
- Provide education about the benefits of preventive care and the possible consequences of avoiding care
- Convey that you care about the member's well-being, and that their health matters
- Offer help finding providers and scheduling appointments

- Provide positive feedback
- Find out what matters to the member—determining what motivates someone can be an extremely powerful tool for promoting health management
- Enlist the support of one of the member's trusted friends or family members

Sources:

- Healthline, "Why So Many Men Avoid Going to the Doctor," accessed April 11, 2025, www.healthline.com/health-news/why-so-many-men-avoid-doctors.
- Men's Health Month, "Men's Health Month: Celebrated Every June," accessed April 11, 2025, <https://menshealthmonth.org>. 

MnCHOICES Help Desk Tickets and Access

Skyler VonWahlde, RN, BSN, PHN, Special Needs Plan Care Coordinator

As a reminder, the Minnesota Department of Human Services (DHS) would like only mentors to put in MnCHOICES help desk tickets. If you have questions about MnCHOICES, please contact your county mentor and/or the PrimeWest Health MnCHOICES lead, Skyler VonWahlde, at skyler.vonwahlde@primewest.org.

If you do not have access to MnCHOICES and need access to conduct work on behalf of PrimeWest Health, please complete the [County Staff Change Notification Form](#) found on our website, making sure to include your certified assessor credentials. Completed forms can be emailed to caremanagement@primewest.org. 

Important Dates

County case management supervisor meetings

Meetings are held **quarterly** on the third Thursday of the month, from 10:30 a.m. to 1 p.m., at PrimeWest Health in Alexandria, unless otherwise noted. Lunch is provided for in-person attendees. Upcoming meeting dates:

- July 17, 2025
- October 16, 2025

County case manager meetings

Meetings are held **monthly** on the fourth Thursday of the month, from 10:30 a.m. to 1 p.m., via Microsoft Teams. You will receive an email containing the agenda along with a meeting link the week of the meeting. Upcoming meeting dates:

- May 22, 2025
- June 26, 2025
- July 24, 2025
- August 28, 2025

Contact Information

Care Management is here to support you! Have a question? Please email us at caremanagement@primewest.org.

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



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