New County Case Managers: Top 10 PrimeWest Health Topics to Review

1. **PrimeWest Health brochure** and **program information**
   - An overview of PrimeWest Health and information on the programs we offer
2. **Care Management staff contact list**
   - Who to contact at PrimeWest Health; includes job title, responsibilities, contact information.
   
   *Note:* The generic Care Management email is **caremanagement@primewest.org**.
3. **Secure email user guide**
   - How to set up and use secure email
4. **Models of Care**
   - An overview of PrimeWest Health’s written processes
5. **Senior Care (Minnesota Senior Care Plus [MSC+] and PrimeWest Senior Health Complete desktop process** and **Special Needs BasicCare (SNBC) and Prime Health Complete desktop process**
   - Case management procedure and process guides
6. **Health Risk Assessment (HRA) process**
   - Overview of initial and annual HRA outreach
7. **Transition of Care workflow**
   - Process to follow when a member experiences a transition of care event
8. **Care plan** and **user guide**
   - Access to the PrimeWest Health care plan and user guidance
9. **Skilled Nursing Facility (SNF) Comprehensive Assessment Tool** and **user guide**
   - Access to the SNF Comprehensive Assessment Tool and user guidance
10. **Letters/Forms**
    - Easy access to letters and forms used and completed by county case managers

**Other resources**

- **Phone script: Initial call to member**
  - A script for calling and introducing yourself to new members
- **Acronym list**
  - Acronyms commonly used by PrimeWest Health
- **Medication reconciliation**
  - Explanation of the medication reconciliation process
- **Person-centered care**
  - Overview of, and resources related to, person-centered care
- **Policies and Procedures**
  - PrimeWest Health policies and procedures relevant to case management
- **Provider web portal**
  - Tool with features for searching member eligibility and searching for claims and Service Authorization information (and more!)
- **Residential Services (RS) Tools** (as applicable)
  - Tool for generating a rate for Elderly Waiver (EW)-covered services provided by customized living (CL) or adult foster care