

PrimePartners

for Case Managers

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Welcome to Our New Care & Population Health Management Staff Members

Aja Mayer, RN, Quality Improvement Coordinator

We are excited to introduce you to two new staff members who have recently joined our team—get to know a little about each of them below.



Billie Brockshus, LSW, Social Worker Care Coordinator

Billie grew up near Des Moines, Iowa, and currently lives outside of Currie, Minnesota. She earned her associate of arts degree from Waldorf College and received her bachelor of social work degree from Southwest Minnesota State University. She has two adult children, a German shorthaired pointer, and two “grandpups.” Her hobbies include playing pool, watching her son play town baseball, enjoying a beautiful sunset, watching Iowa Hawkeye sports, reading, boating, and binge-watching true crime TV.



Kelly Gran, RN, BSN, PHN, Special Needs Plan Care Coordinator

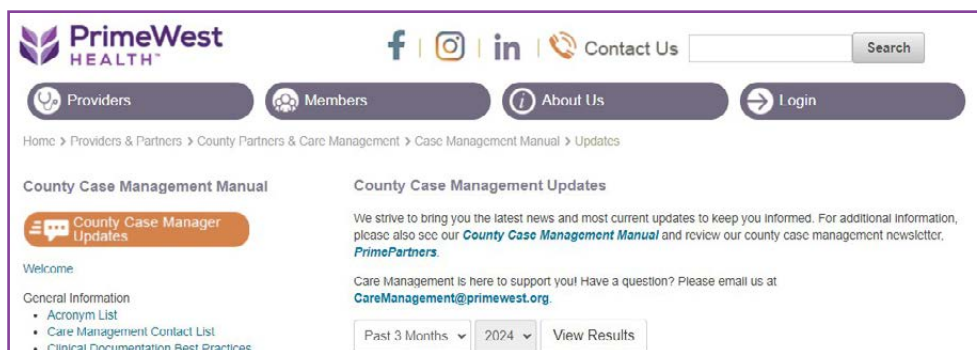
Kelly grew up in Denver, Colorado, and moved to Alexandria, Minnesota, when she was in high school. She earned her associate degree in nursing from Minnesota State Community and Technical College – Wadena and received her bachelor of science in nursing and public health nurse certification from Bemidji State University. She currently lives in Kensington, Minnesota, with her husband, son, two dogs, and a cat. In her free time, she likes to play golf and darts (she’s been a league player for both), sew (she mainly hand quilts baby blankets), and spend time with her family. 📖

County Case Management Updates

Crystal Holloway, RN, BSN, PHN, Special Needs Plan Manager

We are excited to announce that county case managers will soon be able to stay up to date on the latest from Care Management via our new [County Case Management Updates page](#) accessible through a link in our [County Case Management Manual](#). Each time an update is published, all county case managers will receive an email with a link to the County Case Manager Updates page. From here, you will be able to view the most recent update, as well as have access to past updates for your continued reference.

We are working to subscribe all county case managers and supervisors to the email notifications. Once this is complete, we'll send out our first update! 📧



Member Mobile Dental Outreach Clinics

Amanda Englund, Dental Services Coordinator

Mobile dental clinics offer a way for members to receive dental care at a location or time that may be more convenient for them. Preventive and some diagnostic services are provided during these clinics. Restorative services are either provided on site or referred to a local provider for completion in an office setting.

Children's Dental Services and Apple Tree Dental hold dental outreach clinics in and around the PrimeWest Health service area. General information about each provider can be found below, and more details are available on our website for both [providers](#) and [members](#) (text is being updated as of August 2024). We encourage you to share information about mobile dental clinics with members, and please make note of the new Children's Dental Services mobile sites available to serve members in the PrimeWest Health service area.

Children's Dental Services—New Locations Added

Children's Dental Services provides services to members of all ages and has recently added three new locations in PrimeWest Health counties.

- Beltrami County Health and Human Services Building: 616 America Ave NW, Bemidji, MN 56601
- Kandiyohi County Public Health Building: 2200 23rd St NE, Ste 1020, Willmar, MN 56201
- Big Stone County Family Services Building: 340 2nd St NW, Ortonville, MN 56278

Children's Dental Services sees patients at over 66 locations in Minnesota including Litchfield, Glencoe, Mahanomen, Detroit Lakes, Starbuck, Luverne, Worthington, Jackson, Twin Valley, and Crookston.

Contact: Members can call Children's Dental Services at **1-866-543-6009** (toll free) for a complete list of locations and dates of upcoming dental outreach clinics. Members can also call this number to schedule an appointment. This line makes appointments for all locations, so members should be sure to say which location they want to make the appointment at.

Upon request, Children's Dental Services can contact the member directly to schedule an appointment. To facilitate this, county case managers can email the member's request to Amanda Englund, PrimeWest Health's Dental Services Coordinator, at amanda.englund@primewest.org. Please be sure to include the member's first and last name, a current phone number, and the desired appointment location. Note that this email address should only be used by county case managers. Members should call the number listed above.

Apple Tree Dental

Apple Tree Dental provides dental services to youth ages 1 – 18 who belong to the school district where the clinic is being held. Parents/guardians will be notified if a dental outreach clinic will be held at their child's school or Head Start location.

Apple Tree Dental mainly holds dental outreach clinics in schools and at Head Start locations in the following communities: Breckenridge (Wilkin County), Detroit Lakes (Becker County), Elbow Lake (Grant County), and New York Mills (Otter Tail County).

Contact: Members can call Apple Tree Dental at **1-218-998-2218** to find out about upcoming dental outreach clinics in schools and Head Start locations in the communities listed above. Members can also call this number to make an appointment. This line makes appointments for all locations, so members should be sure to say which location they would like to make the appointment at. 

Medication Therapy Management (MTM) Services

Ann Ehlert, PharmD, Director of Pharmacy Management

PrimeWest Health offers Medication Therapy Management (MTM) programs to help members who take multiple medications to treat multiple chronic conditions and have very high drug costs. The goals of MTM are to optimize member drug therapy both therapeutically and cost effectively, as well as to help identify possible medication errors. MTM is provided at no cost to members, and we encourage you to refer members who could benefit. PrimeWest Health has two MTM programs. The program a member participates in is based on whether the member has Medicare through PrimeWest Health. Services received in each program are similar.

Members with Medicare through PrimeWest Health

Prime Health Complete (HMO SNP) and PrimeWest Senior Health Complete (HMO SNP) members receive MTM services through our pharmacy benefit manager, MedImpact. MedImpact utilizes Aspen RxHealth as its MTM vendor. Members are automatically enrolled if they meet the following criteria.

2024	2025
Three or more of the following chronic conditions: • Asthma • Chronic heart failure • Chronic Obstructive Pulmonary Disease (COPD) • Diabetes • Dyslipidemia • Hypertension	Three or more of the following chronic conditions: • Alzheimer’s disease • Bone disease-arthritis (including osteoporosis, osteoarthritis, and rheumatoid arthritis) • Chronic congestive heart failure • Diabetes • Dyslipidemia • End-stage renal disease (ESRD) • Human immunodeficiency virus/acquired immunodeficiency syndrome (HIV/AIDS) • Hypertension • Mental health conditions (including depression, schizophrenia, bipolar disorder, and other chronic/disabling conditions)
Eight or more covered Part D medications related to the chronic conditions listed above	Eight or more covered Part D medications related to the chronic conditions listed above
A total medication cost of more than \$5,330 per year. This cost is the total of what PrimeWest Health, Medicare, and the member pay for the medication.	A total medication cost of more than \$1,623 per year. This cost is the total of what PrimeWest Health and Medicare pay for the medication.

Members who meet the eligibility criteria are mailed a letter informing them of their eligibility. A time is scheduled for an MTM pharmacist or nurse to speak to the member over the phone. The conversation includes a review of the member’s medications (both prescription and over-the-counter [OTC]) and education about the member’s health conditions, how medications work, and side effects from medications. A Personal Medication Record that lists all the member’s medications is then mailed to the member, who is encouraged to share this list with their prescribers. If a medication concern requiring immediate attention is identified, the prescriber is contacted directly. Follow-up calls between the member and the MTM pharmacist or nurse are scheduled as needed. Members can opt out of the program when they receive their enrollment letter or at any time, if they choose.

Medical Assistance-only and MinnesotaCare members

Medical Assistance and MinnesotaCare members participate in an MTM program delivered by local pharmacists trained to provide MTM services. Members with one or more chronic conditions who take one or more prescriptions are eligible to participate in the program. There is no difference in eligibility requirements for 2024 and 2025. Unlike the Medicare program in which enrollment is automatic, Medical Assistance and MinnesotaCare members need to opt in or ask for the service. Although there are qualified MTM providers in most PrimeWest Health counties, not all pharmacists can provide this service. Members or their county case manager can call Member Services at **1-866-431-0801** (toll free) for information on which pharmacists provide this service.

Member referrals

MTM services are voluntary and free to members. Please consider discussing MTM with members and referring them for services, as appropriate. You or the member can call Member Services at **1-866-431-0801** (toll free). 

Juvenile Team Screenings: Notification to PrimeWest Health

Brooke Kolstad, LSW, Behavioral Health Care Coordinator

As stated in Article 6.1.32 (17)(b) of PrimeWest Health's Families and Children contract with the Minnesota Department of Human Services (DHS), when a member enters a children's residential treatment facility via a voluntary placement agreement, PrimeWest Health must participate on the Juvenile Screening Team. While the county is the payer for room and board, PrimeWest Health is the payer for services received while at the facility.

Please notify the PrimeWest Health Behavioral Health Care Team at **behavioralhealth@primewest.org** of a pre-placement team screening as soon as possible so we can arrange for a care coordinator to attend the screening.

You can contact any of the following PrimeWest Health behavioral health care coordinators with questions:

- Danielle Turner at **1-320-335-5348** or **danielle.turner@primewest.org**
- Gretchen Petterson at **1-320-762-5984** or **gretchen.petterson@primewest.org**
- Brooke Kolstad at **1-320-335-5369** or **brooke.kolstad@primewest.org** 

Healthy Foods Allowance Supplemental Benefit Update

Tasha Jevnager, RN, Special Needs Plan Care Coordinator

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

Members who are eligible for the Healthy Food Supplemental Benefit now have the option to order delivery from Mom's Meals with no shipping charges! If you work with members who are eligible for this benefit or who currently use it, please let them know about this new feature.

Members can follow four easy steps to order items for delivery from Mom's Meals:

1. Go to the Mom's Meals website at **www.momsmeals.com/login**.
2. In the purple Self-Pay box, either create a new self-pay account (first-time users) or log in to an existing self-pay account (returning users).
3. Pick food within the \$185 per month limit.
4. In the payment/checkout section, enter their Healthy Foods Card number. 

National Immunization Awareness Month

Tasha Jevnager, RN, Special Needs Plan Care Coordinator

August is National Immunization Awareness Month (NIAM). This is a month that emphasizes the importance of vaccination for people of all ages as a way of preventing serious—even deadly—diseases. We hope you'll mark this month by providing members with clear information about vaccinations and encouraging them to talk with their providers about vaccinations they may be missing.

A good way to provide members with clear information they can refer back to is by giving them a vaccine information statement (VIS). These information sheets, which are produced by the Centers for Disease Control and Prevention (CDC), explain the benefits and risks of a vaccine. You can help allay potential concerns by reviewing these sheets with members during discussions about vaccines. Allow the member time to absorb the information and offer to answer questions and talk about any concerns. Advocating for members and providing them with education and encouragement along the way can make all the difference!

You can find [current VISs](#) to view or print, as well as up-to-date immunization schedules for [children and adolescents \(birth – age 18\)](#) and [adults](#), on the CDC website. Many VISs are available in Spanish and other languages. 

Avoiding Hospital Readmissions

Dana Frovarp, MSN, RN, CARN, Population Health Coordinator

Hospital readmissions occur when a patient is discharged from the hospital but needs to be readmitted within a short period. Unplanned readmissions are linked to higher health care costs, increased mortality rates, higher risk of hospital-acquired infections, and negative psychological effects. Risk factors for readmission include memory issues, frequent falls, multiple chronic conditions, and multiple medications, and living alone (Eichenberger). In 2020, the top three diagnoses associated with readmissions in the United States were septicemia, heart failure, and diabetes mellitus with complications. Other top diagnoses included acute renal failure, schizophrenia spectrum and other psychotic disorders, and pneumonia (Jiang).

Hospital readmissions can be prevented by providing post-discharge care coordination, as well as education and support while the person works to manage their condition(s). County case managers can help members avoid hospital readmissions by ensuring members understand their conditions and medications, have a written discharge plan, and have a follow-up appointment scheduled (PBS News). Addressing needs related to social determinants of health (SDOH), such as transportation to appointments, access to healthy foods, interpreter services, and health literacy, is also crucial in preventing readmissions (CMS).

Regular preventive care is associated with decreased preventable hospital readmission rates. PrimeWest Health has adopted preventive and chronic disease practice guidelines for preconception, prenatal, and postpartum care; children; adolescents; young adults; and adults. These guidelines are reviewed annually, updated as appropriate, and can be [accessed on our website](#).

Sources

- Centers for Medicare & Medicaid Services (CMS), “Guide for Reducing Disparities in Readmission,” April 2024, www.cms.gov/about-cms/agency-information/omh/downloads/omh_readmissions_guide.pdf.
- Eichenberger, Lakelyn, “Securing Support for Those Who Are High Risk for Hospital Readmissions,” Home Instead and American Society on Aging, accessed July 16, 2024, https://pnmresources.s3.amazonaws.com/pID-852/topic-478609/07_10_2024_PPT.pdf.
- Jiang, H. Joanna and Marguerite L. Barrett, “Clinical Conditions with Frequent, Costly Hospital Readmissions by Payer, 2020, Healthcare Cost and Utilization Project (HCUP) Statistical Brief #307,” Agency for Healthcare Research and Quality (AHRQ), April 2024, <https://hcup-us.ahrq.gov/reports/statbriefs/sb307-readmissions-2020.jsp>.
- PBS News, “Seven Tips for Staying out of the Hospital after You Leave,” June 28, 2013, www.pbs.org/newshour/health/seven-tips-for-staying-out-of-the-hospital-after-you-leave. 

MnCHOICES: Phase 4 Expectations

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

As of July 1, 2024, the Minnesota Department of Human Services (DHS) has moved into Phase 4 of the MnCHOICES revision launch.

Phase 4 is the final transition phase, scheduled to run from July 1 to September 30, 2024. During this time, DHS expects lead agencies to do the following:

- Have 100 percent of staff members conducting all work in the MnCHOICES revision
- Finish all existing assessments and support plans that are in legacy systems by September 30, 2024. Any assessments and support plans not completed by September 30, 2024, will not migrate to the MnCHOICES revision. Effective October 1, 2024, legacy systems, including MnCHOICES 1.0, will no longer be available.

As a reminder, 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.

You can find out more about the phased launch schedule in the [June 7, 2023, DHS Aging and Adult Services and Disability Services Division \(AASD and DSD\) eList announcement](#).

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. 📄

Save the Date for Our Fall Conference!

PrimeWest Health's annual Providers & Partners Fall Conference will be held on Wednesday, October 30, at Arrowood Resort & Conference Center in Alexandria.

The day will be filled with speakers, workshops, networking, and learning. Please mark your calendars and [visit our website](#) for additional details.

Important Dates

✓ County case management supervisor meetings

Meetings are held 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.

- August 15
- September 19
- October 17
- November 21

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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