**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.

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**Keep Shortness of Breath Short**

The key to preventing shortness of breath caused by COPD is managing your symptoms before shortness of breath occurs. Some ideas to reduce your symptoms include the following:

- Know how to properly use your inhalers
- Stay as active as possible. Talk to your provider about ways to incorporate exercise into your day.
- Eat a healthy diet rich in lean proteins, fish, fruits, and vegetables
- See your provider as directed
- Take your medication as prescribed
- Quit smoking (see page 3)
- Get vaccinated against the flu and pneumonia
- Have a good understanding of your treatment plan (see page 2)

Doing what you can each day to stay as healthy as possible can help you avoid worsening symptoms and shortness of breath. It takes commitment, but being able to breathe easier is worth it!

Source: MedlinePlus
Your Treatment Plan: The Lowdown on Slowing Down COPD

There is no cure for COPD, but you can take steps to help slow down its progression and prevent flare-ups. If you haven’t already, meet with your health care provider and work on a treatment plan together. Ask questions and make sure you understand the plan—and then follow it! It’s designed to help you manage your symptoms. Each time you visit your provider, give him an update on how well you think the plan is working. Your treatment plan will be tailored to you, but it will most likely include some—or all—of the items listed below.

What you can do

- **Quit smoking!** If you have COPD and smoke, the most important thing you can do is quit. Learn more about quitting on page 3.
- **Avoid exposure to lung irritants.** These include secondhand smoke, dust, strong fumes, and air pollution.
- **Get vaccinated.** Talk to your provider about getting an annual flu vaccine and a pneumonia vaccine. The flu and pneumonia are major concerns for people with COPD.
- **Be careful.** In addition to getting a flu vaccine, do your best to avoid getting sick. Be sure to wash your hands, get plenty of sleep, and drink enough water. Try to avoid crowds, especially during flu season, and ask people who are ill to postpone their visit until they are well. Ask your provider for information on coughing and deep breathing exercises that help keep your airways clear—and then do those exercises! If you do get sick, see your provider as soon as possible.
- **Exercise.** Regular exercise helps your heart and lungs stay strong. If you don’t take steps—literally!—to do this, your heart and lungs won’t work as well, which will lead to complications. Exercising for even 15 – 20 minutes a day can greatly improve your overall health. Talk to your provider before you start exercising. He can let you know which exercises are best for you. After you’ve talked to your provider, you can start exercising. Take it slowly at first and then work on building up your strength.
- **See your provider regularly.** You should check in with him even if you feel fine. Come prepared with 2 lists. One should be a list of your breathing symptoms and any activities that lead to shortness of breath. The other should be a list of all the medications you are taking.
- **Ask your provider about pulmonary (lung) rehab.** This type of program is designed to improve your strength and breathing so you can do your everyday activities. You may learn breathing techniques, get information about nutrition and exercise, and participate in group or individual counseling.

Exercising for even 15 – 20 minutes a day can greatly improve your overall health.

In addition to following your treatment plan, you can call PrimeWest Health and speak to a care coordinator. PrimeWest Health care coordinators focus on many different areas of physical and mental health. They are ready to help you get the information and care you need. They can even act as a health coach. You can read more about care coordination on page 1.

Sources: National Heart, Lung, and Blood Institute; NIH Senior Health
Avoid a Trip to the Hospital

When you’re in the hospital, you miss out on hobbies, work, and time with family and friends. Developing a plan to stay out of the hospital can help you avoid an unplanned admission. You can start by keeping yourself as healthy as possible. A big part of this is following your prescribed treatment plan (see the article on page 2). Another big part is building a relationship with your provider.

Building a relationship with your provider through regular appointments will help you feel comfortable with her. This makes talking to her about your symptoms, struggles, patterns, and changes easier. Listen to her advice and ask if you don’t understand something.

If you are prescribed medication or oxygen, take it as directed. Be proactive about refilling and getting your medications from your pharmacy. Skipping doses because you forgot to get a refill can affect your overall health and well-being.

If you do have to be admitted to the hospital, you will get education and training while you’re there. This should continue after you are discharged. You may get outpatient respiratory therapy following your stay in the hospital.

Do what you can to keep your COPD in check. Avoiding a trip to the hospital starts with you!

Smoke? Don’t.

Smoking is the #1 cause of preventable death and disease in the United States. It can lead to a lot of health problems like cancer, heart disease, and stroke. It can also make your COPD worse and cause flare-ups.

Avoiding these problems seems like a good reason to quit smoking. Here’s how to do it.

• Talk to your health care provider. Your provider can let you know about services such as individual or group counseling and over-the-counter (OTC) products to help you quit. OTC products include nicotine replacement patches, gum, and lozenges. Your health care provider or pharmacist can write you a prescription for these items.
• Call Quit Partner at 1-800-QUIT-NOW (1-800-784-8669). TTY users call 1-877-777-6534. These calls are free. Or, sign up on their website at www.QuitPartnerMN.com. Quit Partner offers text messaging, email, and phone support. There is no cost to PrimeWest Health members for this service; however, data and messaging rates from your cell phone provider may apply.
• Access WebMD resources through PrimeWest Health’s Secure Member Site. Go to www.primewest.org/secure-member-site and log in or create an account. Click Access Wellness from the “Quick Links” menu. Next click My Health>Edit and check the box for “Quitting Tobacco.” Click Save. (Your changes will be saved for the next time you log in to your account.) Then click Tobacco at the top of the screen.

Source: Centers for Disease Control and Prevention (CDC)

Is It Getting Worse?

Taking your medication as directed and following your treatment plan should help you manage your COPD symptoms. But, there are times when your symptoms will get worse. This is called an exacerbation or flare-up. It’s important to recognize when this happens. The following can be signs of a flare-up:

• Worsening cough
• Feeling shorter of breath than usual (shortness of breath is called “dyspnea”)
• Change in mucus/phlegm. This includes a change in color (from clear to yellow, green, or brown) and/or a change in its thickness. It also includes a change in the amount of mucus/phlegm you have. The amount you cough up may increase or decrease.

If you have any of these signs, contact your provider and talk about what to do next. If you are still struggling after following your provider’s instructions, call your provider again or go to the emergency room. Don’t try to fix the symptoms by taking more medication than you have been prescribed.

Source: Everyday Health
Health and wellness or prevention information

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.
1-866-431-0801 (toll free); TTY 1-800-627-3529 or 711

Attention. If you need free help interpreting this document, call the above number.

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

Attention. Si vous avez besoin d’une aide gratuite pour interpréter le présent document, veuillez appeler au numéro ci-dessus.

Thov ua twb zoo nyeem. Yog hais tias koj xav tau kev pab txhais lus rau tsab ntaub ntawv no pub dawb, ces hu rau tus najnpawb xov tooj saum toj no.

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

โปรดทราบ. คุณสามารถขอความช่วยเหลือในแบบฟอร์มข้อความสีเขียว ที่ใช้ในโทรศัพท์มือถือ.

Hubachiisa. Dokumentii kun tola akka siif hiikamu gargaarsa hoo feete, lakkoobsa gubbatti kennname bilbili.

Внимание: 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 (afeelinta) 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.