Preventive Health Care: Everyone Needs It!

**Women: Are you taking care of yourself?**

How many jobs do you have? Are you a wife? Mother? Housekeeper, cook, and dishwasher, too? Do you also work outside of the home? Too often, women get busy and let their own health care needs take a back seat. PrimeWest Health wants you to take time for yourself! Your health is our priority. Our job is to remind you about the checkups, screenings (like mammograms), and vaccines you should have. Your job is to make an appointment with your health care provider for a checkup. Don’t put it off any longer—schedule your well-woman checkup soon!

**Men: Are you avoiding the doctor’s office?**

“I don’t have time.” “There’s nothing wrong with me.” “I don’t want to talk about it.” Sound familiar? If you are an adult male, you’ve probably used one of these reasons for not going to the doctor. So does it really matter? YES! The best way to stay healthy is through preventive medicine. Men are no exception to this rule! You should get regular checkups so your health care provider can keep track of your health and look for problems before they get out of hand. Even if you are perfectly healthy, it will provide a baseline of your health so you will know if there are changes. Do yourself a favor: drop the excuses and make the time. Go see your health care provider!

**Kids: Are they getting the regular checkups they need?**

PrimeWest Health urges you to make your children’s health a priority. Some of us were raised to think that we should only go to the doctor when we’re sick. But studies have shown that if problems are identified early, chances for treatment and cure are better. Regular checkups may improve your children’s health and reduce the chances of illness, disease, disability, and accidents. Getting regular checkups is important for every member of your family—especially your children! Note: If you are age 18 or over and still seeing a pediatrician for your primary care needs, PrimeWest Health can help you find a new provider who specializes in caring for adults.
### Recommended Vaccines for Children from Birth – 18 Years

<table>
<thead>
<tr>
<th>VACCINE</th>
<th>AGE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hepatitis B (Hep B)</strong> – protects against a virus that attacks the liver</td>
<td>✓ Birth</td>
</tr>
<tr>
<td><strong>Diphtheria, tetanus, pertussis</strong> (whooping cough) (DTaP/Tdap)</td>
<td>✓ Birth</td>
</tr>
<tr>
<td><strong>Polio (IPV)</strong></td>
<td>✓ Birth</td>
</tr>
<tr>
<td><strong>Measles, mumps, rubella</strong> (MMR)</td>
<td>✓ Birth</td>
</tr>
<tr>
<td><strong>Haemophilus influenzae, type B</strong> (Hib)</td>
<td>✓ Birth</td>
</tr>
<tr>
<td><strong>Pneumococcal</strong> (PCV13) – protects against bacteria that cause meningitis</td>
<td>✓ Birth</td>
</tr>
<tr>
<td><strong>Hepatitis A (Hep A)</strong> – protects against a virus that attacks the liver</td>
<td>✓ Birth</td>
</tr>
<tr>
<td><strong>Rotavirus</strong> – protects against a virus that causes severe diarrhea in infants</td>
<td>✓ Birth</td>
</tr>
<tr>
<td><strong>Varicella</strong> (chickenpox)</td>
<td>✓ Birth</td>
</tr>
<tr>
<td><strong>Meningococcal conjugate</strong> – protects against some bacteria that cause meningitis</td>
<td>✓ Birth</td>
</tr>
<tr>
<td><strong>Human papillomavirus</strong> (HPV) – this series protects against genital warts and cervical, throat, penile, and anal cancers</td>
<td>✓ Birth</td>
</tr>
<tr>
<td><strong>Influenza</strong> (flu)</td>
<td>✓ Birth</td>
</tr>
</tbody>
</table>

1 This schedule may vary. It will depend on your specific health care provider and your child’s medical needs.
2 Depending on which vaccine is used, this may or may not be needed. Talk with your health care provider.

### Recommended Screenings for Children from 2 Weeks – 20 Years

<table>
<thead>
<tr>
<th>SCREENING</th>
<th>AGE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2 weeks</td>
</tr>
<tr>
<td>C&amp;TC¹</td>
<td>✓</td>
</tr>
<tr>
<td>Social-emotional/mental health</td>
<td>✓</td>
</tr>
<tr>
<td>Lead test</td>
<td>✓</td>
</tr>
<tr>
<td>Risk assessment and lab testing for sexually active teens</td>
<td></td>
</tr>
<tr>
<td>Dental checkup²</td>
<td>✓</td>
</tr>
</tbody>
</table>

¹C&TC = Child & Teen Checkup. This will include some or all of the following:
- A check of height, weight, blood pressure, vision, hearing, and developmental progress
- A general physical exam, any needed lab tests, and mental health screening
- A chance to talk with your health care provider about any health or developmental concerns you have

²The American Academy of Pediatric Dentists recommends the first dental exam should be when the first tooth comes in or no later than 12 months of age. Exams should be repeated every 6 months, or as directed by a dentist.

³PrimeWest Health encourages all members age 18 or over who are seeing a pediatrician to transition to a family practice provider. Call PrimeWest Health Member Services if you need help finding a provider.

Source: Minnesota Departments of Human Services (DHS) and Health, “Minnesota Child and Teen Checkups (C&TC) Schedule of Age-Related Screening Standards – Early and Periodic Screening, Diagnosis and Treatment (EPSDT)” (Mar 2018). [https://edocs.dhs.state.mn.us/lfserver/Public/DHS-3379-ENG](https://edocs.dhs.state.mn.us/lfserver/Public/DHS-3379-ENG).

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### Plan for a Healthy Pregnancy and Healthy Baby

Few things will affect a woman's life more than having a baby. And one of the most important things you can do to help ensure a healthy pregnancy is plan for it. If you’re thinking about becoming pregnant, do yourself and your baby a favor and visit your health care provider before you get pregnant to make sure you’re medically ready! The care and information you will get at an appointment can lower your risk and the baby’s risk of health problems during pregnancy and beyond. Once you are pregnant, follow your health care provider’s advice about regular checkups. Early and regular health care is the best way to have a healthy pregnancy and baby. **Take a prenatal education or childbirth education class—it’s on us!**

Call Member Services and ask to speak to the Women & Children Care Coordinator about PrimeWest Health’s pregnancy and postpartum programs. Tell your county or MinnesotaCare worker you are pregnant. Your worker will update your eligibility to show you are pregnant. This means you won’t have to pay copays while you’re pregnant. Planning—it’s a good idea for both you and your baby!

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### Your Teeth Need Checkups, Too!

At PrimeWest Health, we want to help you keep a healthy body *and* mouth. There are 2 kinds of dental care. Preventive care is to keep you healthy. Restorative care is to fix something that is wrong. We cover both kinds of care. You can get covered dental services from any dentist (either in or out of the PrimeWest Health network) who is willing to accept PrimeWest Health payment as payment in full. Look in your Member Handbook or Evidence of Coverage to find out exactly what dental services are covered. Don’t forget: a healthy mouth is important and will help the rest of your body stay healthy, too. So see your dentist regularly. It’s on us! If you need help finding a dentist, call Member Services.
<table>
<thead>
<tr>
<th>SCREENING</th>
<th>AGE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Physical exam</strong> – review overall health and Body Mass Index (BMI), perform a physical exam, perform lab and blood tests if indicated, and discuss health-related topics</td>
<td>18 – 39 years: As recommended by your health care provider, generally every 1 – 3 years</td>
</tr>
<tr>
<td></td>
<td>40 – 49 years: Yes, Ages 40 – 70, depending on BMI</td>
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<tr>
<td></td>
<td>50+ years: Every year</td>
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<tr>
<td><strong>Diabetes</strong></td>
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<tr>
<td><strong>Hepatitis C</strong></td>
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<tr>
<td><strong>Blood pressure</strong> – high blood pressure may not have symptoms, but can cause permanent damage to your organs</td>
<td>18 – 79 years: One-time screening, ages 18 – 79</td>
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<tr>
<td></td>
<td>50+ years: Every year</td>
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<tr>
<td><strong>Colorectal cancer screening</strong> – talk to your health care provider about screening options and when and how often you should be screened</td>
<td>50 – 75 years:</td>
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<tr>
<td></td>
<td></td>
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<tr>
<td><strong>Sexually transmitted infections (STIs)</strong> – sexually active adults should be screened for syphilis, chlamydia, HIV, and other STIs</td>
<td>50 – 75 years: Discuss your risk with your health care provider</td>
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<td></td>
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<tr>
<td><strong>Latent tuberculosis</strong></td>
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<tr>
<td><strong>Eye exam</strong> – if you have vision problems, you should have your eyes checked every year</td>
<td>20 – 40, every 2 – 4 years</td>
</tr>
<tr>
<td></td>
<td>40 – 54, every 2 – 4 years</td>
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<tr>
<td></td>
<td>55 – 64, every 1 – 3 years</td>
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<td></td>
<td>65 and over, every 1 – 2 years</td>
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<tr>
<td><strong>Dental (oral) exam</strong></td>
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<td></td>
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<tr>
<td><strong>Alcohol, tobacco, and unhealthy drug use</strong></td>
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<td></td>
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<tr>
<td><strong>Depression</strong></td>
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<tr>
<td><strong>Lung cancer CT screening</strong> – for people with a 30 pack-year smoking history</td>
<td>55 – 80 years:</td>
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<tr>
<td></td>
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<tr>
<td><strong>Intimate partner violence (women only)</strong></td>
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<td></td>
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<tr>
<td><strong>Bone health (women only)</strong> – bone mineral density test</td>
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<tr>
<td><strong>Mammography (women only)</strong> – X-ray of the breast</td>
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<td></td>
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<tr>
<td><strong>Reproductive health (women only)</strong> – Pap smear</td>
<td>3 – 5 years from age 21 – 65, or as recommended by your health care provider</td>
</tr>
</tbody>
</table>

1Always check with your health care provider to see when and how often you should have these screenings.


<table>
<thead>
<tr>
<th>VACCINE</th>
<th>AGE</th>
<th>18 – 49 years</th>
<th>50 – 64 years</th>
<th>65+ years</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Influenza (flu)</strong></td>
<td><strong>✓</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recommended every year for all adults</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td><strong>Pneumococcal (PCV13, PPSV23)</strong></td>
<td><strong>✓</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 – 2 doses if you have certain chronic medical conditions</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Tetanus, diphtheria (Td)</strong></td>
<td><strong>✓</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Tetanus, diphtheria, pertussis (Tdap)</strong></td>
<td><strong>✓</strong></td>
<td></td>
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<tr>
<td>1 dose of Tdap, and then a Td or Tdap booster every 10 years</td>
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<tr>
<td><strong>Haemophilus influenzae, type B (Hib)</strong></td>
<td><strong>✓</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>You may need 1 or 3 doses. Talk to your health care provider.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Hepatitis B (Hep B)</strong></td>
<td><strong>✓</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>You need 2 – 3 doses, depending on vaccine. Talk to your health care provider.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Hepatitis A (Hep A)</strong></td>
<td><strong>✓</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>You need 2 – 3 doses, depending on vaccine. Talk to your health care provider.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Human papillomavirus (HPV)</strong> – this series protects against genital warts and cervical, throat, penile, and anal cancers</td>
<td><strong>✓</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>This vaccine is covered for men and women up to age 45. Talk to your health care provider.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Varicella (chickenpox)</strong></td>
<td><strong>✓</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>If you’ve never had chickenpox or received only 1 dose of the vaccine, talk to your health care provider about whether you need this vaccine</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Measles, mumps, rubella (MMR)</strong></td>
<td><strong>✓</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>You may need to get 1 – 2 doses of this vaccine. Talk to your health care provider.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Meningococcal (MenACWY, MenB)</strong></td>
<td><strong>✓</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 – 3 doses depending on your level of risk¹</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Zoster recombinant (shingles)</strong></td>
<td><strong>✓</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>If you are age 50 or over, you should have 2 doses of this vaccine</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

¹Talk with your health care provider about your level of risk for infection and your need for this vaccine.

Whenever you go to see your health care provider—whether it’s for your annual preventive exam or because you are sick—remember that the appointment is your time to talk to your health care provider!

✓ Express any concerns you have about your health. Ask your provider questions.
✓ Make sure you understand the “whats”—what your health problem is, what you should do about it, and what steps to take next.
✓ Also ask your provider the “whys.” Sometimes understanding why you should do something will help motivate you to do it.
✓ Listen to your provider’s answers, but if you don’t understand something, speak up and ask your provider to tell you more or to explain it using different words.

Not sure what you should talk to your provider about? Here are a few suggestions for subjects that may be important for you, but are often overlooked:

- Exercise
- Preventing falls
- Pain management
- Smoking cessation
- How to improve mental health
- Health care directives
- Sexually transmitted infections
- Bladder control
- Non-medical concerns that may affect your health such as access to food, safe housing, personal safety

If you have questions after you leave your appointment, you can call your health care provider’s office. You can usually speak to a nurse or ask to leave a message with the provider you saw. He will call you back. Remember: good and open communication with your health care provider is key. Get your questions answered and take an active role in understanding your health. And, if you have questions, you can always call PrimeWest Health at 1-866-431-0801 and ask to speak to one of our care coordinators. TTY users call 1-800-627-3529 or 711. The call is free.

Source: Institute for Healthcare Improvement
Medication Therapy Management

If you take prescription drugs, it is important to make sure you are taking them correctly and that they are all safe to take together. PrimeWest Health has a service that can help you with this! Medication Therapy Management (MTM) is a service that allows people taking multiple drugs to meet one-on-one with a pharmacist. PrimeWest Health offers this service at no cost to members who qualify. To learn more about MTM, call Member Services. Our staff will help you decide if you qualify for the program and who in your area can provide this service.

Is your clinic closed?
Do you need to talk to a nurse?

Call our 24-hour nurse line, Nurse24℠, at 1-866-201-4601 (TTY 711). The call is free. It is available 7 days a week, 24 hours a day, every day of the year. Nurse24 gives you an opportunity to talk to a registered nurse when you have questions about your health. The nurses can help you decide if your condition is something you can take care of at home, if you need to make an appointment with your health care provider, or if you need to go to an emergency room.

FRAUD ALERT!

It is important to be aware of identity theft scams. One type of scam involves someone who calls pretending to be from your health plan. They ask for personal or health information, which they can then use to bill false medical claims.

Do not give personal or health information to anyone who calls asking for it, especially if you don’t know the caller. PrimeWest Health will never call to ask for this information—we already have it! If you do get a call like this or are billed for items or services you did not get or ask for, call Member Services or the Compliance Hotline. We’ll look into it for you! You can call the Compliance Hotline at 1-866-763-2958. TTY users call 1-800-627-3529 or 711. The call is free.

Is Your Health Care/Advance Directive Up to Date?

A Health Care/Advance Directive is a written document that tells others about your health care wishes. It is important to have one if something happens to you and you can’t make your own choices about health care. It will help those who care for you decide what to do. Having an up-to-date Health Care/Advance Directive in place can protect your wishes and make it easier for your family and friends to make important decisions on your behalf. You got a Health Care Directive form in your PrimeWest Health new member packet. To get another copy, or for more information, call Member Services. If the State ever makes changes to the laws about health care directives, PrimeWest Health will tell members as soon as possible, but no later than 90 days after the effective date of the change.
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.

Pleased to be of assistance.

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

Thov ua twb zoo yee. 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.

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

Hubachiisa. Dokumentiin kun tola akka siif hiikamu gargaarsa hoo feete, lakkoobsa gubbatti kenne am bilbili.

Внимание: если вам нужна бесплатная помощь в устном переводе данного документа, позвоните по указанному выше телефону.

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.