

PrimePartners

for Case Managers

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PrimeWest Health: Who We Are

Sheila Radtke, Women & Children Care Coordinator, RN, MSN, PHN, CNE

Whether you are new to PrimeWest Health, have been with us for several years, or are somewhere in between, we're glad you're here! We'd like to start 2023 off with some background on PrimeWest Health, which we believe is a *greater* Minnesota health plan! We pride ourselves on being a unique and innovative health plan option for residents in our service area who are eligible to enroll in Minnesota's Families and Children, MinnesotaCare, Minnesota Senior Health Options (MSHO), Minnesota Senior Care Plus (MSC+), or Special Needs BasicCare (SNBC) programs.

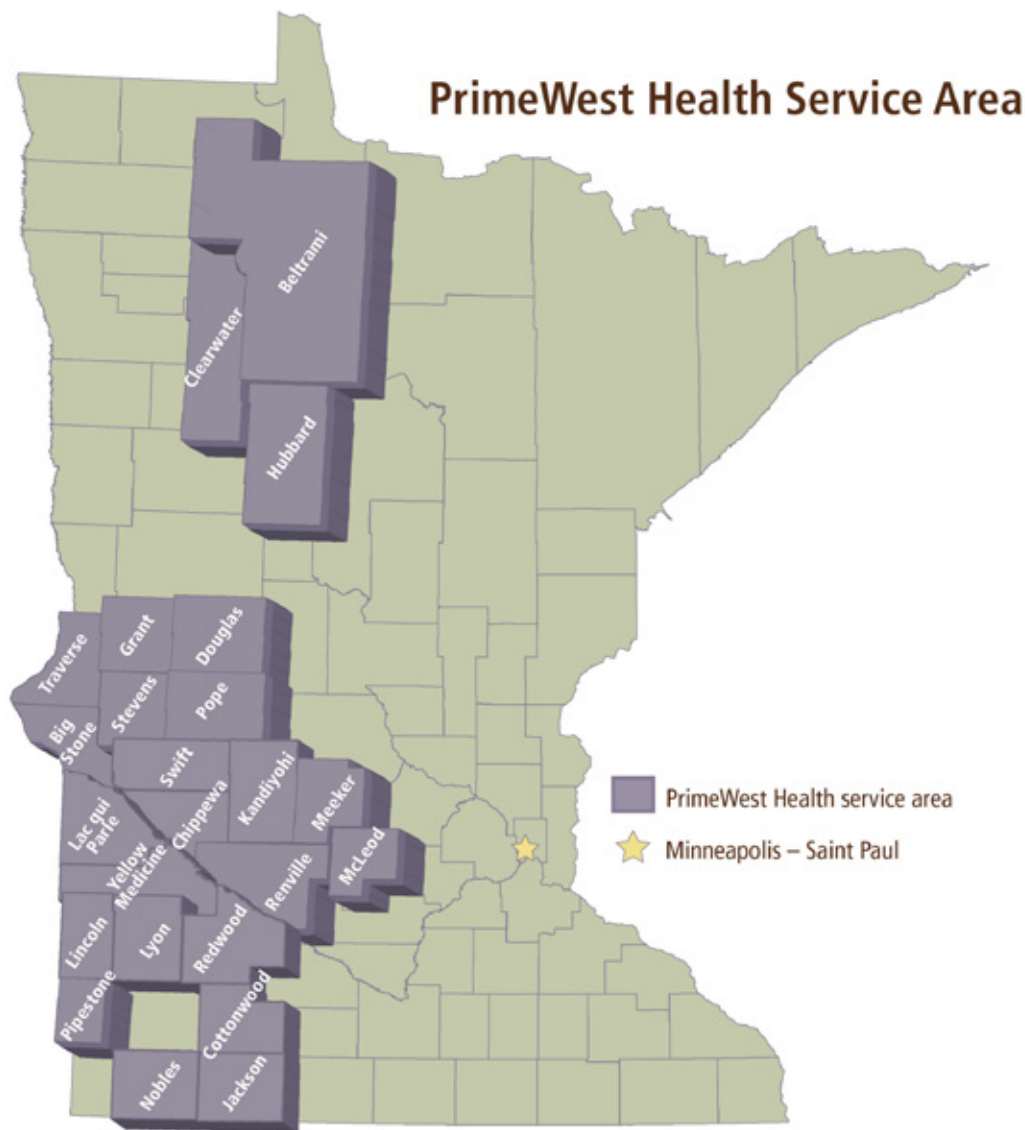
Mission

Helping our members achieve healthier, fuller lives by improving their health care experience and population health and advancing health equity through our unique county-based ability to coordinate the delivery of cost-effective health care, human services, and community resources.

History

Created in 1998, PrimeWest Health is a partnership of rural counties that have joined together to provide innovative health care coverage for their residents eligible for Minnesota Health Care Programs (MHCP). PrimeWest Health officially began health care operations in 2003 after several years of planning and collaboration among county commissioners, public health and social services officials, health care providers, and PrimeWest Health staff. Currently, PrimeWest Health provides health care coverage for about 60,000 MHCP members each month.

PrimeWest Health originally served Big Stone, Douglas, Grant, McLeod, Meeker, Pipestone, Pope, Renville, Stevens, and Traverse counties. In 2008, Beltrami, Clearwater, and Hubbard counties joined the partnership. On January 1, 2023, PrimeWest Health began serving 11 additional counties: Chippewa, Cottonwood, Jackson, Kandiyohi, Lac qui Parle, Lincoln, Lyon, Nobles, Redwood, Swift, and Yellow Medicine.



County-Based Purchasing (CBP)

The joint powers agreement that formed PrimeWest Health was made possible by a State law passed in 1997. This law is known as the County-Based Purchasing law or CBP. It lets counties directly pay for and manage the health care services for residents who are eligible for State and/or Federal assistance rather than relying on non-local Health Maintenance Organizations (HMOs). This allows counties themselves to make the best use of State, Federal, and local resources to optimally serve eligible residents.

Because PrimeWest Health is a county-owned health plan, residents of these counties are represented by their publicly elected officials who serve on our governing board—the PrimeWest Health Joint Powers Board of Directors. This local governance ensures PrimeWest Health remains closely in touch with and highly responsive to the needs of our members and the providers who care for them. Further, our local government ownership ensures that PrimeWest Health operations are publicly transparent and that we are directly accountable to the public for the resources we are entrusted with by the State and Federal governments. Also important is that the counties we serve are all rural. This means our operations are specifically designed to help our members overcome the barriers to optimal health and timely access to high quality care that are unique to rural areas.

Community reinvestment

Serving socially, economically, and medically vulnerable residents of rural Minnesota presents special challenges that PrimeWest Health is uniquely qualified to handle. One way we address these challenges is through our [Community Reinvestment Program](#) (CRP). Since our inception, we have awarded millions of dollars in CRP

grants to providers and community organizations for projects designed to improve our members' health and health care and advance health equity. The availability of grants is based on projected budget surpluses. When our budget allows, a formal Request for Proposals (RFP) will be released on [our website](#). Please contact Kathy Hungness, Director of Administrative Services, at k.hungness@primewest.org for more information. 

The PrimeWest Health County Case Management Manual

Aja Mayer, RN, Internal Quality Improvement Coordinator

We know that providing county case management for more than one health plan can be difficult, which is why we developed our [County Case Management Manual](#). This resource is your guide to providing case management services to members in our Special Needs BasicCare (SNBC), Prime Health Complete (HMO SNP), Minnesota Senior Care Plus (MSC+), and PrimeWest Senior Health Complete (HMO SNP) programs. It contains important regulatory information as well as information about PrimeWest Health programs, case management processes, policies and procedures, and more.

Here's a quick overview of what you can find in our *County Case Management Manual*.

- **Senior Care and SNBC/PHC Desktop Processes** – Step-by-step guides to daily case management procedures.
- **User Guides** for PrimeWest Health tools including the following:
 - [Electronic Care Plan](#)
 - [Skilled Nursing Facility \(SNF\) Comprehensive Assessment Tool](#)
 - [Secure Email](#)
- **Training Materials**
 - [On-Demand Trainings](#)
 - [Annual Model of Care Training](#)
- **Letters and Forms** you will use as a case manager including the following:
 - PrimeWest Health Person-Centered Health Risk Assessment
 - PrimeWest Health Safe Disposal of Medications Flyer
 - Unresponsive Member Outreach Letter
 - Notice of Action for Elderly Waiver (EW) Program
 - Interdisciplinary Care Team (ICT) Letter
- **Residential Services (RS) Tool Information** including PrimeWest Health's RS Tool review process
- **General Resources and Information**
 - [Frequently Asked Questions](#)
 - [New County Case Managers: Top 10 PrimeWest Health Topics to Review](#)
 - [Provider Contact Center Overview](#)
 - [Pharmacy](#) and [Dental](#) Tips and Tricks
 - [Service Authorizations](#)
 - [Direct Access Exceptions](#)

We hope the *County Case Management Manual* is useful for you. If you have questions, please email caremanagement@primewest.org. 

Meet the Care & Population Health Management Team

Nancy Euteneur, RN, Population Health & Community Development Manager

PrimeWest Health Care & Population Health Management staff help county case managers with member-related issues and questions regarding processes and policies. Team members are available via phone and email and, if they cannot assist you, they will connect you to someone at PrimeWest Health who can. We work every day to achieve our department mission: "Managing care for PrimeWest Health members across the continuum to improve health, enhance care experience, and reduce health care fragmentation, while empowering them to understand and access quality, cost-efficient health care."

We are rapidly growing to better support our members and county partners, so you will be seeing several new faces and names in the coming months. In the meantime, take some time to match names of our current team members with their faces and learn how we can help you. For additional details about each person's specific job duties and contact information, please see the [Care Management Contact List](#) in the *County Case Management Manual*.

Administration – Administrative team members keep the department running smoothly on a day-to-day basis.



Donna Meyer, RN,
MSN, MBA, Director



JoAnn Ressemann,
*Care Management Project
Coordinator*

Special Needs Plan Care Management – This unit provides care management services for members enrolled in our PrimeWest Senior Health Complete (HMO SNP), Minnesota Senior Care Plus (MSC+), Special Needs BasicCare (SNBC), and Prime Health Complete (HMO SNP) programs. They also provide support, education, and oversight for county case management teams that work directly with our members in these programs.



Crystal Holloway, RN, BSN, PHN,
*Special Needs Plan Care Coordination
Manager*



Tasha Jevnager, RN, Special
Needs Plan Care Coordinator



Rachel Rollie, RN, BSN,
*PHN, Special Needs Plan Care
Coordinator*



Skyler Schmidt, RN, Special Needs
Plan Care Coordinator



Amber Wajer, RN, Special Needs
Plan Care Coordinator



Kelly Anderson, RN, BSN, PHN,
Care Management Audit Coordinator



Jon Mattson, LSW, Social Worker
Care Coordinator



Shannon Kimball, Care &
*Population Health Management
Specialist*



Brenda Long, Care Management
Specialist

Families and Children Care Management – This unit provides telephonic and in-person care management services for members enrolled in our Families and Children and MinnesotaCare programs. Families and Children is our largest program and serves members from birth to age 64, while MinnesotaCare serves members of all ages. In addition to internal care coordination and community-based assistance, this unit provides support and oversight of catastrophic county case management services.



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



Dawn Hartman, RN, *Complex Care Management Lead Care Coordinator*



Sheila Radtke, RN, MSN, PHN, CNE, *Women & Children Care Coordinator*



Jennifer Klassen, LPN, *Population Health Specialist*



Aja Mayer, RN, *Internal Quality Improvement Coordinator*



Ben Cahill, *Community Health Worker*



Connie Norman, *Community Health Worker*

Behavioral Health – This unit provides care management services for members enrolled in any program who have a mental health condition and/or substance use disorder (SUD). They also serve as a resource for county case managers and our internal care coordinators regarding members' behavioral health needs and conduct many of the associated utilization management functions. In addition, the Behavioral Health unit works directly with our members enrolled in the Restricted Recipient Program (RRP).



Renea Weigel, LICSW, *Behavioral Health Manager*



Jesse Cebulla, RN, BSN, PHN, *Behavioral Health Care Coordinator*



Danielle Turner, LADC, *Behavioral Health Care Coordinator*



Jolee Berneking, LPN, *Behavioral Health Specialist*

Population Health & Community Development – This unit develops initiatives and interventions designed to improve the overall health and wellness of our member population. This unit also leads PrimeWest Health's health equity efforts. In addition, they meet our members and providers in the communities in which they live at various health and wellness events. Please let us know of any upcoming events in your region by emailing caremanagement@primewest.org, and we will do our best to be there.



Nancy Euteneuer, RN, Population Health & Community Development Manager



Leah Anderson, Dental Services Coordinator 

Referring Members to the Restricted Recipient Program (RRP)

Danielle Turner, LADC, Behavioral Health Care Coordinator

The Restricted Recipient Program (RRP) is for Minnesota Health Care Programs (MHCP) members who have used services at a frequency or amount that is not medically necessary and/or who have used health services in a way that resulted in unnecessary costs. People in this program are restricted to one primary care provider, clinic, pharmacy, and hospital. The primary care provider works closely with the MHCP member to ensure they receive appropriate care and authorizes any referrals to other providers the member needs.

If you have questions about the RRP or would like to refer a PrimeWest Health member to this program, please call the Provider Contact Center at **1-866-431-0802** (toll free) and ask to speak with a member of the RRP team. The RRP team will review the services the member has used and determine whether they meet criteria for placement in this program. You can also refer a member by contacting their care coordinator and explaining why you believe the member should be placed in the program. The care coordinator will pass the information along to the RRP team for review.

You can find more information about the RRP in our [RRP handout for providers](#). 

Community Health Workers and Referrals

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

Community health workers (CHWs) are embedded in the communities they serve. They meet members face-to-face, connect them with local community resources, and help them navigate the health care system. Their role at PrimeWest Health is to make sure members' needs related to social determinants of health (SDOH) are met, allowing members to achieve their best possible outcomes. To refer members with SDOH needs to a CHW, complete the [PrimeWest Health Community Health Worker \(CHW\) Referral Form](#). 

Important Email Addresses and Phone Numbers—And a Useful County Form

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

PrimeWest Health is here for you! Here's how to contact us if you have a question or need help.

Member Transportation Line: 1-888-814-6643 (toll free)

Call to arrange transportation for a member. PrimeWest Health asks for 72 hours' notice to arrange transportation; however, if a member has an immediate need or a same-day discharge, we will do our best to arrange a ride.

Member Services Contact Center: 1-866-431-0801 (toll free)

Call when you have questions about a member's coverage.

Provider Services Contact Center: 1-866-431-0802 (toll free)

Call when you need assistance with claim denials or have questions or concerns about the Appeals process.

Care Management Team: caremanagement@primewest.org

Send an email to the Care Management team if you'd like to make a referral for care coordination, you'd like to talk to a care coordinator, you need help with your password for secure email or the provider web portal, or if you have questions about the care plan or any other question related to county case management.

Pharmacy Department: primewestpharmacy@primewest.org

Send an email to our pharmacy team for assistance with questions about medication coverage.

County Staff Change Notification Form

Use [this notification form](#) when a county staff member is hired, changes position or name, or is no longer employed by your agency. ⓘ

Continuation of Dental Services for New Members

Leah Anderson, Dental Services Coordinator

Dental services, such as fabrication of dentures, periodontal scaling and root planing, and oral surgery, may take several months to complete and may be in progress when a member enrolls with PrimeWest Health. County case managers can help facilitate continuity of care for new members receiving dental services.

If a new PrimeWest Health member has received a Service Authorization from the Minnesota Department of Human Services (DHS) or another health plan for a dental service that they are currently receiving or will receive, PrimeWest Health may honor the Service Authorization. If you are working with a member in this situation, let the member's dental provider know they should submit a copy of the Service Authorization approval from DHS or the previous health plan, along with a dental claim form from the American Dental Association (ADA), to PrimeWest Health. These items should be sent by secure email to dental@primewest.org. PrimeWest Health will review these items and determine if we can honor the Service Authorization approval from DHS or the previous health plan.

If a provider has questions about this process, feel free to tell them to call the PrimeWest Health Provider Contact Center at **1-866-431-0802** (toll free). If you have questions about the above information, contact **Leah Anderson**. ⓘ

Mental Health Targeted Case Management: Service Authorization Change

Renea Weigel, LICSW, Behavioral Health Manager

PrimeWest Health has removed the Service Authorization requirement for Mental Health Targeted Case Management (MH-TCM) services effective January 1, 2023. You will still need to submit authorization requests for any MH-TCM services that started prior to January 1, 2023. ⓘ

Important Dates

✓ County case management supervisor meetings

Meetings are held the third Thursday of the month, and will take place remotely or in person depending on the size of the agenda. Watch your emails for additional information.

- March 16
- April 20
- May 18

Contact Information

Leah Anderson, Dental Services Coordinator

1-320-335-5272

leah.anderson@primewest.org

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