We Want to Hear From You!
Your feedback helps PrimeWest Health serve YOU. We encourage you to take a moment and share your thoughts based on your experiences as a PrimeWest Health member. Just go to www.primewest.org/members and click on the banner that says "We Want to Hear from Our Members!" Your feedback is anonymous, so if you have a specific issue and want a response, please call Member Services at 1-866-431-0801. TTY users call 1-800-627-3529 or 711. These calls are free.

As a new mom, you are juggling feedings, diaper changes, and sleepless nights. You’re taking your baby to medical appointments and making sure they’re healthy and happy. Your health and happiness may be the last thing on your mind, but it’s important to make sure your needs are being met, too.

Many new moms experience something called postpartum depression. More than just the “baby blues,” this is a long-term form of depression caused by changes in hormones during and after pregnancy. It can cause intense feelings of hopelessness, shame, or guilt; extreme anxiety; anger; insomnia; severe mood swings; and difficulty focusing. Feeling this way is scary and isolating. But it is common, it is normal, and it is treatable.

The first step to getting treated for postpartum depression is to get diagnosed. But, when you are caring for your baby and experiencing depression, making a health care appointment for yourself may feel overwhelming. That’s why we want you to know that you can be screened for postpartum depression during your baby’s well-child visits. You don’t have to make a separate appointment. At your child’s appointment, tell the provider that you would like to be screened for postpartum depression. The screening can be done during the same visit.

As long as your child is a PrimeWest Health member, you can be screened for postpartum depression during any of their well-baby visits until they are 24 months old. Once you are screened and diagnosed, healing can begin and you can start the journey back to feeling like yourself.
As your child gears up for a new year, be on the lookout for signs of anxiety and depression. Some of this is normal, and talking through concerns can help. Let your child know that you take their concerns seriously and that you will always love them. As your child settles into school, many of their fears may go away. If they don’t, it may be time to get help.

What are the signs of anxiety and depression in kids?
Anxiety and depression can have many of the same signs. Although the reasons behind them may be different, both can lead to increased irritability or anger, changes in eating and sleeping patterns, and withdrawal from activities. Both can cause restlessness and fatigue and can lead to trouble concentrating. Children who have a high level of anxiety may complain of stomachaches or headaches and may avoid certain situations or places. Depression can cause feelings of hopelessness, guilt, and poor self-esteem.

What should I do if I think something’s wrong?
If you notice a change in your child’s behavior, especially a change that lasts longer than 2 weeks, talk with your child’s health care provider or make an appointment with a mental health provider. You and your child can work with the provider to develop a treatment plan that may include therapy, medication, and lifestyle changes such as diet and exercise. Your child’s school can also be involved. Keep the lines of communication open and always be willing to listen. Anxiety and depression don’t go away on their own, but they are treatable.

Have You Had Your COVID-19 Vaccination?
What’s the best COVID-19 vaccine to get? The first one available to you! All currently recommended and authorized COVID-19 vaccines are safe, effective, and reduce your risk of severe illness. And the vaccines are free of charge for everyone. So, if you can, it’s a good idea to get vaccinated! If vaccines have been approved for your child’s age group, get them vaccinated, too! If you get a 2-dose vaccine, be sure to get your 2nd dose. You are considered fully vaccinated 2 weeks after your 2nd dose of a 2-dose series or 2 weeks after a single-dose vaccine.

If you’re not sure where to get a vaccine for you or your child, contact your health care provider, county Public Health agency, or local drug store or pharmacy. If you have any questions about COVID-19 vaccines, talk to your health care provider.

Anxiety and Depression in Kids: Back-to-School Woes or Something More?
Some kids might find going back to school this year a little harder than usual. The uncertainty of the past year wasn’t easy for anyone!

As your child gears up for a new year, be on the lookout for signs of anxiety and depression. Some of this is normal, and talking through concerns can help. Let your child know that you take their concerns seriously and that you will always love them. As your child settles into school, many of their fears may go away. If they don’t, it may be time to get help.

IMPORTANT RESOURCES
If your child expresses thoughts of harming themselves or others—whether the statements are made to you or you overhear them or see something on social media—take it seriously. The following services are available to you and your child 24 hours a day, 365 days a year.

• Crisis Text Line lets you text with a counselor. Text “MN” to 741741.
• The National Suicide Prevention Lifeline is a confidential number available 24 hours a day. Call 1-800-273-8255. TTY users call 1-800-799-4889. These calls are free.
• For help right away, call 911.

Sources: Centers for Disease Control and Prevention (CDC), Mental Health America (MHA)
Have a Health Problem and Not Sure What to Do?

If you are hurt or sick, you can call our 24-hour nurse line 7 days a week. When you call Nurse24℠, you’ll get advice about whether you can take care of your injury or illness at home, if you need to make an appointment with your health care provider, or even if you need to go to the emergency room.® Just call 1-866-201-4601 (TTY 711). These calls are free.

*In an emergency that needs treatment right away, call 911 or go to the nearest emergency room.
The start of the school year is a good time to take your child or teen in for a Child and Teen Checkup (C&TC). If your child plays sports and needs a “sports physical,” go ahead and schedule a C&TC (also known as a well-child visit). They are a bit more in-depth and are a covered benefit. Plus, when your child has a C&TC as an eligible member, you’ll be eligible to get a pre-paid MasterCard gift card as a reward! Call Member Services for more information at 1-866-431-0801. TTY users call 1-800-627-3529 or 711. These calls are free.

At the visit, you can ask about and discuss your child’s development, behavior, general health, and any concerns you may have. If your child hasn’t yet been vaccinated against COVID-19 but is in an eligible age group, this visit is a good time to have your questions answered and get your child vaccinated. And, since flu season is almost here, be sure to ask about getting your child a flu shot.

So, don’t wait! Schedule your child’s C&TC and get the year off to a healthy start!

Back to School Time for a Checkup

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The Same Protection with Fewer Injections!

Would you like the option of reducing the number of shots your child receives? A new vaccine, called VAXELIS, can help you do just that! VAXELIS is a vaccine given in a 3-dose series between 6 weeks and 4 years (before a child turns 5); typically at 2, 4, and 6 months of age.

The vaccine provides initial protection against the following 6 diseases:

☑ Diphtheria
☑ Polio
☑ Tetanus
☑ Hepatitis B
☑ Pertussis (whooping cough)
☑ Haemophilus influenza, type B (Hib)

Because VAXELIS combines vaccines, your child will need fewer shots. That means fewer trips to the provider’s office for you—which means less time away from work or other activities—and a healthier child! Sound good? Talk to your health care provider to see if the VAXELIS vaccine series is right for your child.

Sources: Food and Drug Administration (FDA)
Checkups for Older Adults

It’s easy to think of checkups as something that young people get. There’s even an article in this issue about that very thing! But the truth is, while your care needs change as you grow older, your need for care doesn’t change.

A preventive visit with your health care provider should be a standing annual appointment. Based on your age and health history, your provider may recommend vaccines to protect against things like shingles, pneumonia, the flu, and COVID-19. Your provider will perform or recommend different tests, exams, and screenings and you will have a chance to talk about your concerns.

Fall risk
One concern for older people is falling. Fall risk increases with age, so be sure to talk about this with your health care provider. To assess your risk, your provider will look at several things.

- **Physical fitness.** A drop in physical fitness can lead to muscle weakness and loss of balance, coordination, and flexibility.
- **Vision.** Not being able to see well can make it hard to judge distance and see objects you might trip over or run into.
- **Overall health.** Certain conditions can make you more likely to fall. These include heart disease, diabetes, and arthritis.
- **Medication.** Some medications have side effects that can lead to falls or make you less able to prevent them. The way different medications interact can also cause side effects.

Once your provider assesses your risk, they can come up with a plan to help you avoid falls. It might include exercise to build leg strength or a visit with an eye doctor. Your plan might also include things to make your home safer like getting rid of throw rugs or installing grab bars.

**Urinary incontinence**
Like falling, the risk of developing urinary incontinence (loss of bladder control) increases with age. As you get older, the muscles that control urination weaken. It can be embarrassing, but your provider can help—if you talk about it! And you **should** talk about it for 2 important reasons.

1. Loss of bladder control can cause you to limit your activities.
2. It can also be a sign of underlying health problems such as an infection, an enlarged prostate, or bladder or prostate cancer.

If you are diagnosed with urinary incontinence, your provider can recommend treatment. They may suggest behavioral techniques like bladder training and exercises to strengthen the muscles that control urination. Medication and surgery are other options.

**Show up and speak up!**
Make it a point to see your provider for preventive care and ask about issues that are affecting you or that you are concerned about.

Source: Mayo Clinic

Help Keep Your Information Secure!

If you have a change in your contact information, such as a new name, address, or phone number, let your county worker know. This is the best way to make sure you get all the communications from PrimeWest Health that are meant for you. It also helps keep your personal and health information from falling into someone else’s hands!

If you have any questions or need a county worker phone number, call Member Services at 1-866-431-0801. TTY users call 1-800-627-3529 or 711. These calls are free.

www.primewest.org
Prediabetes happens when a person’s blood sugar levels are higher than they should be, but they aren’t high enough for the person to be diagnosed with diabetes. People may think prediabetes isn’t a serious problem. After all, if you don’t actually have diabetes, there’s no need to worry, right? Wrong! People with prediabetes are at an increased risk of developing not only diabetes, but also heart disease and stroke. Prediabetes typically doesn’t have any specific symptoms and often goes unnoticed until serious health problems show up. That’s why it is important to know the risk factors for prediabetes. Talk about these risk factors with your health care provider, who can use a blood test to diagnose prediabetes:

- Being overweight
- Being age 45 or over
- Having a parent or sibling with type 2 diabetes
- Having had diabetes during pregnancy (gestational diabetes)
- Being physically inactive

Race and ethnicity also play a role: African Americans, Hispanic/Latinx, American Indians, Pacific Islanders, and some Asian Americans are at a higher risk.

The good news about prediabetes is that it doesn’t automatically turn into diabetes! Lifestyle changes can delay or even prevent the onset. Your provider can help you come up with a plan to reduce your risk of progressing from prediabetes to diabetes. Some of the changes will likely include the following:

- **Regular physical activity** – about 30 minutes of moderate-intensity exercise 5 days a week for a total of 150 minutes a week
- **Weight loss** – even losing a modest amount of weight can help
- **Healthy diet** – eat a diet low in fat and calories and high in fiber
- **Avoiding or quitting smoking or other recreational tobacco use**

If you are diagnosed with prediabetes, it’s important to make the recommended lifestyle changes and stick with them. Making changes now can save you a lot of trouble later.

Source: Centers for Disease Control and Prevention (CDC)
Smoking, Tobacco, and Oral Health

It’s no secret that smoking and chewing tobacco regularly are bad for your health, including your oral health. Smoking and chewing tobacco recreationally can lead to the following:

• Bad breath
• Discoloration or staining of your teeth and tongue
• Delayed healing after dental procedures
• Lower success rate of some dental procedures
• Gum disease, tooth decay, and tooth loss
• Oral cancer

Bad breath or tooth discoloration may not seem like big problems, but as you move down the list, the problems get more serious. Delayed healing and problems with dental procedures can be painful, as can gum disease and tooth decay. In addition, gum disease can lead to other health issues like stroke, diabetes, and heart disease. Oral cancer can be deadly.

How can you reduce your risk?
Stop smoking or chewing tobacco recreationally! That is easier said than done, of course, but you can do it! The following are some resources that can help.

• 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 members for this service.

Give yourself something to smile about. Make the decision to stop smoking or using tobacco today!

Why We Ask the Questions We Ask

Have you ever gotten a survey from PrimeWest Health and wondered why we ask some of the questions we do?

You might expect questions from us about how often you see your provider. But how does a question about the language you speak or your access to transportation relate to your health care or well-being? We really do have good reasons for asking—and that’s why we hope you’ll take the time to answer!

For example, being able to see a provider who speaks your language is important. When we know what languages our members speak, we can work to make sure we have network providers who also speak those languages.

When we ask questions about transportation, access to food, and housing, it helps us find out if you have other needs that may affect your health. Once we know those needs, we can help connect you with local and community agencies that can help with them.

It might not seem like it at first, but these questions are related to your health care and well-being! When you share your answers with us, you help us connect you with providers and offer services that can address your needs.
PrimeWest HEALTH
3905 Dakota St
Alexandria, MN 56308

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.
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. ข้อแนะนำการขอความช่วยเหลือในนามแปลเอกสารมีให้ จึงให้ใช้ฝ่ายแปลเอกสารได้.

Hubachiisa. Dokumentiin kun tola akka siif hiikamu gargaarsa hoo feete, lakkoobsa gubbatti kenneem 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.