

PrimePartners

for Case Managers

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Health Awareness Months

- **November** – American Diabetes Month
- **December** – National Impaired Driving Prevention Month



Importance of Yearly Mammograms

Christi Matt, RN, CCP, Complex Care Management Care Coordinator

October is the month dedicated to breast cancer awareness, but the importance of mammograms should be stressed all year. Next to skin cancer, breast cancer is the most common cancer in American women. Mammograms are the best way to find breast cancer early, and the earlier it is detected, the easier it is to treat. So, please, no matter what month it is, remind members to set aside time each year to get a mammogram!

Source: Centers for Disease Control and Prevention (CDC). "Breast Cancer Awareness." September 20, 2021. www.cdc.gov/cancer/dcpc/resources/features/breastcancerawareness/index.htm. 

Domestic Violence Awareness and Resources

Jill Andrist, LPN, Care Management Specialist

Domestic violence can affect anyone, regardless of culture, race, religion, or socioeconomic status, and it can take the form of emotional, psychological, sexual, or physical abuse. It is responsible for over 1,500 deaths in the United States each year, and the cost of related medical and mental health care services is estimated to be over \$8 billion annually (Huecker). Even when or if people are able to get out of an abusive situation and the immediate danger is gone, lifelong effects remain. According to the Centers for Disease Control and Prevention (CDC), "Experiencing violence has a profound impact on lifelong health, opportunity, and well-being. Individuals exposed to violence are often at higher risk of developing physical and mental health conditions, experiencing other forms of violence, and experiencing educational or job challenges."

Resources you can provide to members include the following:

- The National Domestic Violence Hotline: www.thehotline.org – Free and confidential support 24 hours a day, 7 days a week via chat, text, or call
- Hope Recovery: www.hope4-recovery.org/group.html – Online support groups (Zoom)

County case managers may also find the [Domestic Violence Resource Network \(DVRN\)](#) helpful. It "includes two national resource centers, four special issue resource centers, three culturally-specific resource centers, the National Domestic Violence Hotline, and the National LGBTQ DV Capacity Building Learning Center" (Family).

Sources:

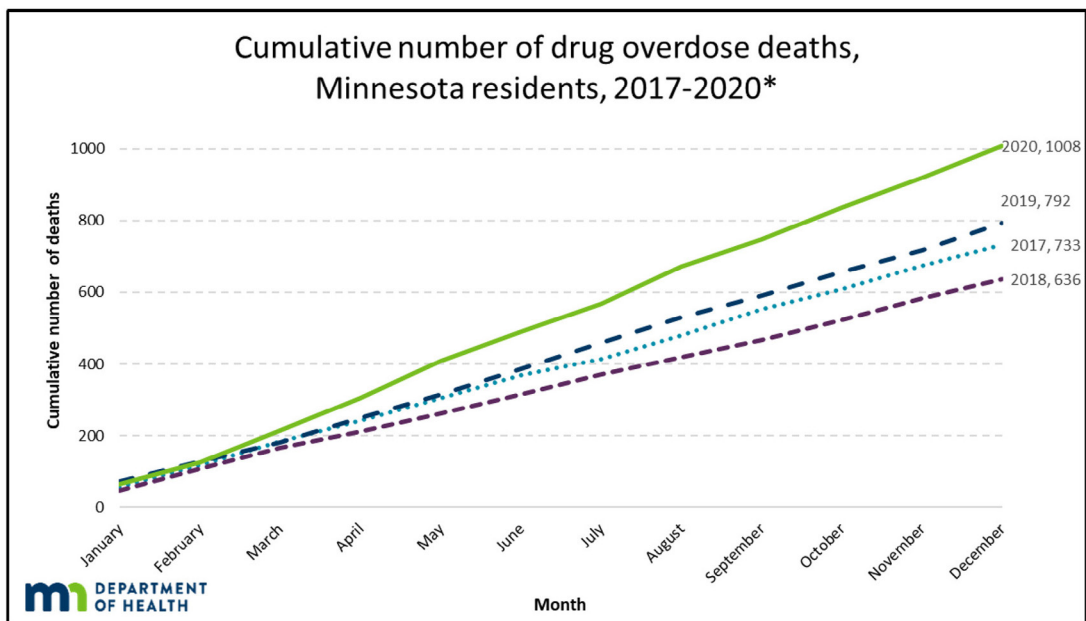
- CDC. "The Division of Violence Prevention's Strategic Vision." January 28, 2021. www.cdc.gov/violenceprevention/about/strategicvision.html.
- Family and Youth Services Bureau. "Resource Centers." Accessed November 1, 2021, www.acf.hhs.gov/fysb/fv-centers.
- Huecker, Martin R., Kevin C. King, Gary A. Jordan, and William Smock, "Domestic Violence," in *StatPearls* (Treasure Island, FL: StatPearls Publishing, 2021). Available at www.ncbi.nlm.nih.gov/books/NBK499891. 

COVID-19 and Substance Use

Danielle Turner, LADC, Behavioral Health Care Coordinator

The past year and a half has been stressful for everyone, and many people have turned to unhealthy ways of coping with this stress. According to the Centers for Disease Control and Prevention (CDC), "as of June 2020, 13% of Americans reported starting or increasing substance use as a way of coping with stress or emotions related to COVID-19." This increase in substance use has also led to an increase in overdoses and overdose deaths. During the first few months of the pandemic in 2020, there was an 18 percent increase in overdoses nationwide. In December 2020, the American Medical Association reported an increase in opioid-related deaths in more than 40 states (Abramson).

In Minnesota, there were more than 14,000 non-fatal overdoses in 2020, which is an 18 percent increase compared to 2019 (MDH "Nonfatal"). Overdose deaths increased 27 percent in 2020, with a total of 1,008 cases, and preliminary data shows that overdose deaths involving opioids and non-opioids both increased: opioid-involved deaths increased by 59 percent; deaths involving psychostimulants increased 44 percent; deaths involving benzodiazepines increased 70 percent; and deaths involving cocaine increased 41 percent (MDH "Preventable").



SOURCE: Minnesota death certificates, Injury and Violence Prevention Section, Minnesota Department of Health, 2017-2020

*NOTE: 2020 data are preliminary and likely to change when finalized.

In addition to stress, isolation may be involved in the increase in substance use, overdoses, and related deaths. Limited social interaction during the pandemic may have led to difficulties coping, as well as an increase in the number of people using substances alone. And people are more likely to die when using substances alone because no one is available to call 911 or administer naloxone (Abramson).

What can county case managers do?

- Remind members that PrimeWest Health covers naloxone with a prescription from their provider.
- Let members know about the Crisis Text Line. It is available 24 hours a day, 7 days a week. They can text "MN" to **741741** to text with a counselor.
- Provide education about medication-assisted treatment. You can help members find a buprenorphine provider by using the [Buprenorphine Practitioner Locator](#). **Note: Not all providers shown are in the PrimeWest Health network. Prior authorization may be required.**

Sources:

- Abramson, Ashely. "Substance Use During the Pandemic." *Monitor on Psychology* 52, no. 2 (March 1, 2021). American Psychological Association (APA). www.apa.org/monitor/2021/03/substance-use-pandemic.
- Minnesota Department of Health (MDH). "Preventable Deaths by Overdose Increase Dramatically during COVID-19 Pandemic." May 3, 2021. www.health.state.mn.us/news/pressrel/2021/overdose050321.html.
- MDH. "Nonfatal Drug Overdoses Increased during COVID-19 Pandemic." September 30, 2021. www.health.state.mn.us/news/pressrel/2021/overdose093021.html. 

Legislative Dental Changes

Leah Anderson, Dental Services Coordinator

The Omnibus Health and Human Services Finance Bill passed during Minnesota's 2021 legislative special session includes changes to dental benefits, creates performance benchmarks for dental access, and increases dental reimbursement. Please take a moment to familiarize yourself with the provisions of the bill.

Dental benefits

Changes to dental benefits include the reinstatement of periodontal maintenance procedures and periodontal scaling and root planing services for non-pregnant adults. The reinstatement of these benefits is currently awaiting Federal approval, at which point an effective date will be announced. PrimeWest Health currently covers periodontal scaling and root planing for non-pregnant adults under certain circumstances with an approved Service Authorization. Federal approval will likely make more members eligible for these services, but a Service Authorization will still be required. We will provide more information when it becomes available.

Performance benchmarks

The new performance benchmarks call for health plans to increase member utilization of dental services over the next five years to meet the goal of 55 percent utilization across all member programs. PrimeWest Health will keep county staff apprised as we implement new dental strategies to achieve this goal.

Reimbursement

Effective January 1, 2022, reimbursement to dental providers will increase. PrimeWest Health is hopeful the additional funds will help providers with expansion efforts and staffing. In addition, we hope it will be helpful in recruiting new dental providers to the PrimeWest Health network.

More information

PrimeWest Health is currently working with the Minnesota Department of Human Services (DHS) to implement these changes. We will provide additional details as they become available, so stay tuned for more information! You can also watch for the latest revisions to the [Minnesota Health Care Programs \(MHCP\) Provider Manual](#).

Source: MN Legislature, H.R. HF 33, 92nd Legislature, 1st Special Session (2021) 

Avoiding Unplanned Hospital Admissions

Dawn Hartman, RN, Care Coordinator

An unplanned hospital admission is one that was not planned in advance or for which a patient was not on a waiting list for admission. In 2020, the top three unplanned hospital admission diagnoses for PrimeWest Senior Health Complete (HMO SNP) members were septicemia, pneumonia, and hypertension. The top three diagnoses for Prime Health Complete (HMO SNP) members were bacterial infections, diabetes, and Chronic Obstructive Pulmonary Disease (COPD).

Three of these diagnoses—diabetes, hypertension, and COPD—can also be underlying conditions that make other illnesses, such as COVID-19, worse and increase the risk of unplanned hospitalizations (CDC). As noted, infections can also lead to unplanned hospital admissions. Secondary infections resulting from treatment for another infection or by changes to the body's immune system are a common cause (e.g., pneumonia caused by bacteria after having a respiratory infection from a virus such as a cold) (MedlinePlus "Secondary"). Septicemia, also known as blood poisoning, is another concern. Septicemia is a bacterial infection that has entered the bloodstream and can progress to sepsis if left untreated, causing tissue damage, organ failure, and death (MedlinePlus "Sepsis").

County case managers can help members prevent unplanned admissions by encouraging them to take good care of their health by following a nutritious diet, staying hydrated, getting plenty of rest, keeping up to date on recommended vaccines, practicing good infection control (washing hands, covering mouth and nose when sneezing and coughing), and staying home when sick. It is also important to remind members to take care of their chronic medical conditions by taking medications as directed, attending scheduled medical appointments, and learning more about their condition.

County case managers can also refer members to PrimeWest Health's Focused Wellness programs. We have five programs, including programs for COPD, diabetes, and high blood pressure (heart disease), aimed at improving individual health while reducing disease-related complications and avoidable health care utilization. You can refer a member via the [Focused Wellness Program Referral Form](#).

PrimeWest Health has adopted preventive and chronic disease practice guidelines appropriate for preconception, prenatal, and postpartum care; children; adolescents; young adults; and adults. These guidelines are aimed at helping members stay healthy and avoid complications that can land them in the hospital. County case managers can [access these guidelines on our website](#).

Sources:

- Centers for Disease Control and Prevention (CDC). "Underlying Medical Conditions Associated with Higher Risk for Severe COVID-19: Information for Healthcare Providers." October 14, 2021. www.cdc.gov/coronavirus/2019-ncov/hcp/clinical-care/underlyingconditions.html.
- MedlinePlus. "Secondary Infections." October 8, 2021. <https://medlineplus.gov/ency/article/002300.htm>.
- MedlinePlus. "Sepsis." June 20, 2021. <https://medlineplus.gov/sepsis.html>. 

Thank You!

Elizabeth Warfield, RN, BSN, PHN, Special Needs Plan Care Manager

PrimeWest Health extends our sincere thanks and appreciation for all of the time, dedication, and hard work you put into serving PrimeWest Health members! While the COVID-19 pandemic does not appear to be done wreaking havoc, your ability to adapt and support members through it all is nothing short of amazing. County case managers are the heart of PrimeWest Health's Care Management program, and we are so thankful for each and every one of you. We hope the holiday season brings with it the peace and joy that you all deserve.

Important Dates

✓ County supervisor meetings

Meetings are held the third Thursday of the month, and will take place remotely until further notice. Watch your emails for additional information.

- November 18
- December 16

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