

PrimePartners

for Case Managers

Volume 17, Issue 2
Spring 2023

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New Care & Population Health Management Staff and Staff in New Roles

We are excited to introduce you to two new staff members who have joined us over the past few months and tell you about a familiar face in a new role. Get to know a little about each of them below.



Olivia Niblett, LPN, Behavioral Health Specialist

Olivia is from Carlos, which is where she currently lives with her four fur babies (three cats and one dog). She serves on the Carlos Fire Department and First Responders Service with several of her family members. In her spare time, she loves to read, spend time outdoors, watch racing and hockey, and be with family and friends. Olivia is an LPN and works with the Behavioral Health team helping members with mental health or substance use concerns. She also works with members who are enrolled in the Restricted Recipient Program (RRP). Olivia joined our team on March 13.



Kellie Thomas, LPN, Complex Case Management Specialist

Kellie lives in Alexandria with her significant other. They share five children and six grandchildren—with another one on the way in June! She loves being outdoors, gardening, and camping. She has two spoiled, overweight cats and three chickens with attitudes. Kellie is an LPN and works with Families and Children and MinnesotaCare members as our Complex Case Management Specialist. Kellie joined our team on March 13.



Brenda Long, Community Health Worker

Brenda joined our team in 2021. In May, she moved into a new role as a PrimeWest Health Community Health Worker (CHW) serving members in Douglas, Grant, Stevens, Traverse, and Pope counties. In this new role, Brenda is excited to provide members with the unique tools they need to reach their full potential and live their life to the fullest. Brenda and her husband live on a hobby farm outside of Herman with goats, chickens, and any other animals her husband brings home! Her close-knit family includes three adult children.

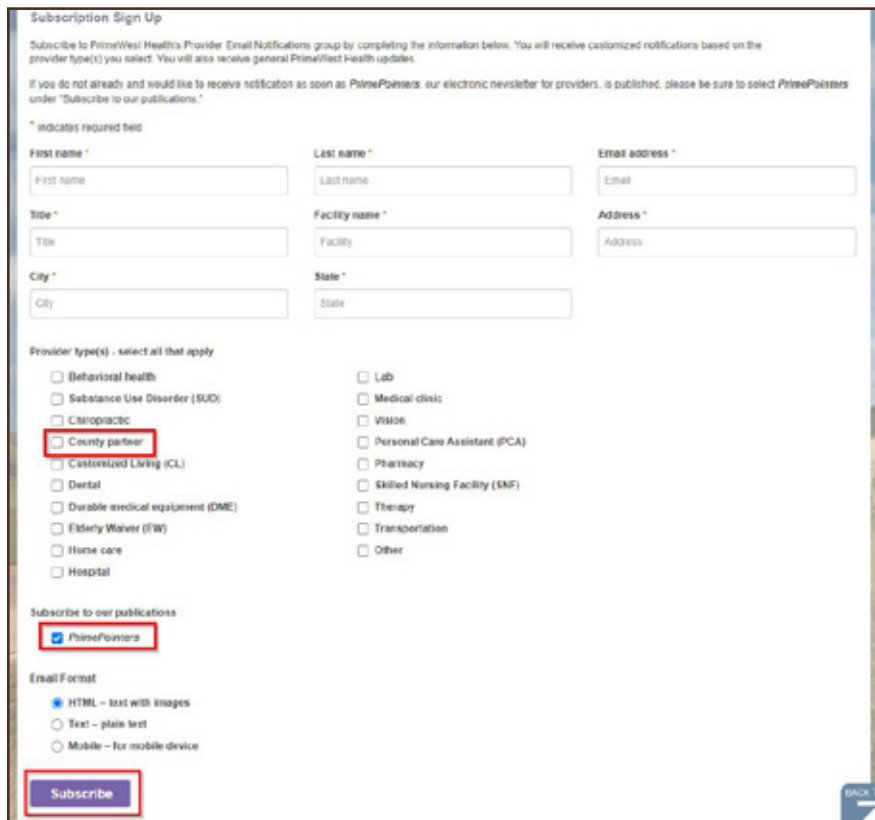
PrimeWest Health CHWs—like Brenda—are embedded in the communities they serve and have experience connecting people with health and social services to achieve the best possible outcomes. To learn how PrimeWest Health CHWs can assist members or to refer a member to a PrimeWest Health CHW, please see the [PrimeWest Health Community Health Workers page](#) on our website. 

Subscribe to Receive Provider Updates and PrimePointers

Renea Weigel, LICSW, Behavioral Health Manager

Want more information delivered to your inbox? You can sign up to receive Provider Updates from PrimeWest Health tailored to county case managers as well as **PrimePointers**, a quarterly electronic newsletter for all provider types. Both provide valuable information about upcoming changes, billing, coding, State and Federal requirements, and PrimeWest Health itself. If you have not already, you can subscribe to receive both in a few easy steps.

1. Go to PrimeWest Health's [Subscription Sign Up](#) web page
2. Fill out the form.
3. To subscribe to Provider Updates, select all provider types that apply. Make sure to include "county partner."
4. To subscribe to **PrimePointers**, make sure "PrimePointers" is checked under "Subscribe to our publications."
5. Click **Subscribe**. 



Member Transportation through Kaizen Health

Tasha Jevnager, RN, Special Needs Plan Care Coordinator

While the transportation phone number for PrimeWest Health isn't new, our transportation provider, Kaizen Health, is!

Effective April 1, 2023, all transportation covered by PrimeWest Health must be scheduled by calling the Member Transportation Line at **1-888-814-6643** (toll free). Calls will be routed to Kaizen Health, with whom PrimeWest Health has partnered to manage our transportation network.

Kaizen is available to help schedule rides during the following times:

- Monday – Friday, 7 a.m. – 9 p.m.
- Saturday, 9 a.m. – 7 p.m.

Please share the following tips with members:

- When scheduling the ride, have the destination address available, if possible.
- **All confirmation texts and calls will come from 1-337-243-0275.** Encourage members to add this as a contact number in their phones to help ensure they recognize texts or calls from Kaizen confirming their rides.

If you have questions, concerns, or would like more information, please call the Provider Contact Center at **1-866-431-0802** (toll free). 

Frequently Asked Questions about Pharmacy

Ann Ehlert, PharmD, Director of Pharmacy Management

How long does a pharmacy prior authorization take?

PrimeWest Health is required to turn around prior authorization requests for Medical Assistance (Medicaid) members within 24 hours of receiving a request that includes all necessary information (a complete request). We can delay a final decision by 1 – 3 days when additional information is needed. Medicare rules require a decision in 72 hours.

Does PrimeWest Health cover over-the-counter (OTC) items?

Yes. You can find the Over-the-Counter Drug List broken out by program on our [Formularies web page](#). Please note the following:

- We cover lidocaine 4% patches as a supplemental benefit.
- We do not cover probiotics, cranberry supplements, or glucosamine/chondroitin supplements.

Does PrimeWest Health cover Thick-It®?

Thick-It is covered as a medical item, not a pharmacy item. Coverage requires a Service Authorization.

Does PrimeWest Health cover Ensure®?

We cover a one-month supply of Ensure without authorization. After that, we require the member to meet the criteria for enteral nutrition found in the PrimeWest Health *Provider Manual* under [Medical, Dental & Pharmacy>Medical>Equipment and Supplies>Covered Services](#).

Can members get their pills packaged by dose time or day?

Yes. Thrifty White offers Healthy Pack Rx and Lewis Drug offers SmartPack. Members can sign up for these programs to have their pills presorted and packaged according to when the pills should be taken. There are also pharmacies like SortPak that mail presorted pills. Members can have their prescriptions filled at or sent to one of these pharmacies. Please note that Amazon PillPack is not in the PrimeWest Health pharmacy network.

Who do I contact when I have a pharmacy question?

We love questions! You can send us a fax at **1-320-762-5945** or contact any member of the Pharmacy Management team.

Troy Mills, Pharmacy Management Specialist

Phone: **1-320-335-5361**

Email: troy.mills@primewest.org

Ann Ehlert, PharmD, Director of Pharmacy Management

Phone: **1-320-759-4154**

Email: ann.ehlert@primewest.org 

Katie Brand, PharmD, Pharmacy Manager

Phone: **1-320-335-5246**

Email: katie.brand@primewest.org

Services and Resources for Members with Autism Spectrum Disorder and Related Conditions

Danielle Turner, Behavioral Health Care Coordinator

County case managers play a vital role in connecting parents and caregivers with services needed by children with autism spectrum disorder (ASD) and related conditions. We encourage you to share these resources and make use of them yourself, as applicable. If you have questions, please contact **Jesse Cebulla** or **Danielle Turner**.

Early Intensive Developmental and Behavioral Intervention (EIDBI) services

Early Intensive Developmental and Behavioral Intervention (EIDBI) services offer medically necessary treatment to PrimeWest Health members under age 21 with ASD or related conditions. EIDBI provides a range of individualized, intensive developmental and behavioral interventions that target the functional skills and core deficits of ASD and related conditions.

To determine if a member meets medical necessity criteria for EIDBI services, the member must obtain a Comprehensive Multi-Disciplinary Evaluation (CMDE). CMDE and EIDBI providers are listed in the [MHCP provider directory](#). Please note most EIDBI services require a Service Authorization from PrimeWest Health.

Resources to share with parents and caregivers

The [Minnesota Autism Resource Portal](#) contains a collection of resources and information related to ASD and EIDBI services. It is available to help parents and caregivers learn more about autism and learn what services are available to them.

Two online trainings are available through the Minnesota Autism Resource Portal that may be of particular interest.

- [EIDBI 101 for Families](#) provides basic information about EIDBI and resources for parents and caregivers.
- [Telehealth Early Intervention Services](#) provides information about using telehealth, including benefits and barriers, services offered, and what to expect during a telehealth session.

Included [at the end of this issue](#) is a handout produced by the Minnesota Department of Human Services (DHS). This is an excellent resource to share with parents and caregivers that gives information about the symptoms of ASD and how it is diagnosed, as well as pathways to services and supports for ASD. This handout, along with others, can be found on the Minnesota Autism Resource Portal's [Pathway to Services and Supports page](#). The handouts are available in multiple languages.

Resources for county case managers and providers

The Minnesota Autism Resource Portal also includes information and training for county case managers and providers. Of note are the two trainings listed below.

- [EIDBI 101: Overview of the Benefit](#) explains the EIDBI benefit and provider requirements.
- [Cultural Responsiveness in Autism Spectrum Disorder \(ASD\)](#) aims to bring awareness to culturally responsive practices when working with people with ASD or other related conditions.

To access these trainings, click on the hyperlink above and search for the name of the course you wish to take, either "EIDBI: Overview of the Benefit" or "Cultural Responsiveness in ASD Services." The instructions will tell you how to complete the training. 

Pneumonia: Not Just a Wintertime Worry

Donna Meyer, RN, MSN, MBA, Director of Care & Population Health Management

Pneumonia is a serious, potentially life-threatening lung infection that inflames the air sacs in one or both lungs causing cough, phlegm, fever, chills, and difficulty breathing (Mayo Clinic). It can be caused by viruses, bacteria, or even fungi that are transmitted from one person to another. While rates of the disease increase in fall and

winter months, it's important to understand that cold air doesn't cause pneumonia. People can become sick at any time of year (American Lung Association).

Pneumococcal pneumonia is the most common type of bacterial pneumonia, and can be especially serious for older adults: People age 65 and over have a risk of hospitalization 13 times greater than people ages 18 – 49. Those who are hospitalized have an average hospital stay of six days. People with certain chronic conditions such as diabetes, asthma, Chronic Obstructive Pulmonary Disease (COPD), or a suppressed immune system are also at an increased risk (American Lung Association), as are infants and young children (Mayo Clinic).

Most people who have had pneumonia continue to feel tired for about a month. People who have had pneumonia should to talk to their health care provider about when they can return to normal activities (NHLBI).

Symptoms

Symptoms can run the range from mild to serious. Mild symptoms are often similar to symptoms of a cold or flu, but they tend to last longer. According to the Mayo Clinic, mild symptoms may include the following:

- Chest pain when you breathe or cough
- Confusion or changes in mental awareness (in adults age 65 and older)
- Cough, which may produce phlegm
- Fatigue
- Fever, sweating and shaking chills
- Lower than normal body temperature (in adults older than age 65 and people with weak immune systems)
- Nausea, vomiting or diarrhea
- Shortness of breath

Children under 2 who have signs and symptoms should see a health care provider. In addition, people with difficulty breathing, chest pain, persistent fever of 102° F or higher, and/or persistent cough should see a health care provider. This is especially true for adults over age 65, people with an underlying health condition or weakened immune system, and people taking immunosuppressive medication or receiving chemotherapy (Mayo Clinic).

Vaccination and prevention

The Centers for Disease Control and Prevention (CDC) recommends that all adults age 65 or over and all children age 2 and under receive pneumococcal vaccination. Vaccination is also recommended for people who have chronic diseases, serious long-term health problems, or weak immune systems. This includes people who have cancer, HIV, asthma, sickle cell disease, or damaged/removed spleens. People who smoke should also be vaccinated (NHLBI).

Because influenza can cause pneumonia, a yearly flu vaccine in the fall can also help with prevention. People can also benefit from good hand washing, healthy eating, regular physical activity, and not smoking (NHLBI).

Aspiration pneumonia can occur when something other than air, such as food, liquid, or saliva, is inhaled into the respiratory tract (Cleveland Clinic). To prevent this, people who have problems swallowing can benefit from eating smaller meals of thickened food and sleeping with the head of their bed raised up (NHLBI).

Sources:

- American Lung Association, "Five Surprising Facts about Pneumococcal Pneumonia," accessed May 5, 2023, www.lung.org/top-stories/five-surprising-facts-about-pneumococcal-pneumonia.
- Cleveland Clinic, "Aspiration Pneumonia," accessed May 5, 2023, <https://my.clevelandclinic.org/health/diseases/21954-aspiration-pneumonia>.
- Mayo Clinic, "Pneumonia Symptoms & Causes," June 13, 2020, www.mayoclinic.org/diseases-conditions/pneumonia/symptoms-causes/syc-20354204.
- National Heart, Lung, and Blood Institute (NHLBI), "Pneumonia Prevention," March 24, 2022, www.nhlbi.nih.gov/health/pneumonia/prevention.
- NHLBI, "Pneumonia Recovery," March 24, 2022, www.nhlbi.nih.gov/health/pneumonia/recovery. 

Supplemental Benefit: Meals for Certain Members with Medicare

Tasha Jevnager, RN, Special Needs Plan Care Coordinator

PrimeWest Senior Health Complete (HMO SNP) and Prime Health Complete (HMO SNP) members with diabetes and members with certain chronic conditions who have recently been released from the hospital may qualify for a supplemental meal benefit that combines healthy food with education about the importance of diet in managing their chronic health conditions. Rising food prices combined with the end of Supplemental Nutrition Assistance Program (SNAP) emergency allotments put in place during the COVID-19 pandemic makes it more important than ever to help members understand and access this benefit. County case managers can refer qualifying members by [submitting the referral form](#) located in the *County Case Management Manual*.

Meals for PrimeWest Senior Health Complete and Prime Health Complete members with diabetes

This supplemental benefit is designed to provide nutritional counseling and meals tailored to meet the nutritional needs of people with diabetes. Members who choose to participate in this program receive 28 meals per month (14 meals delivered every two weeks) and one call per month with a registered dietician for six months (out of a rolling 12 months).

Members must have a diagnosis of diabetes and be living in the community to qualify. For full details about this benefit, please see [PrimeWest Senior Health Complete \(HMO SNP\)/Prime Health Complete \(HMO SNP\) Diabetic Meals Supplemental Benefit](#).

Meals for PrimeWest Senior Health Complete and Prime Health Complete members post-hospitalization

This supplemental benefit provides three meals each day for 14 days post-hospitalization for members who meet eligibility criteria. Members must be discharged back to home or a home-like setting and have a chronic condition such as dementia, end-stage renal disease requiring dialysis, major depressive disorder, chronic heart failure, or asthma. For a full list of diagnoses and other qualifying criteria, please see [PrimeWest Senior Health Complete \(PWHSC\)/Prime Health Complete \(PHC\) Post-Hospitalization Home-Delivered Meals Supplemental Benefit Process](#). 

Benefits of PrimeWest Health's Integrated Medicare Programs

Tasha Jevnager, RN, Special Needs Plan Care Coordinator

If you work with a PrimeWest Health member who is currently enrolled in either Special Needs BasicCare (SNBC) or Minnesota Senior Care Plus (MSC+) and has Medicare coverage elsewhere, we encourage you to let them know about the benefits of enrolling in one of our integrated Medicare programs.

- PrimeWest Senior Health Complete (HMO SNP) is for members age 65 or over who choose to have both their Medical Assistance (Medicaid) and Medicare through PrimeWest Health.
- Prime Health Complete (HMO SNP) is for members ages 18 – 64 who have a certified disability and choose to have both their Medical Assistance (Medicaid) and Medicare through PrimeWest Health.

The following are just a few of the ways members can benefit by enrolling in one of our integrated Medicare programs:

- One insurance card for all Medicare and Medical Assistance (Medicaid) coverage
- One drug plan with coverage for Medicare Part D and Medical Assistance (Medicaid) medication and no copays for Medical Assistance (Medicaid) drugs
- One Member Services phone number that is answered by a person, not a machine
- Decreased confusion about which plan will pay for which services
- Fewer mailings and less paperwork

We have created brochures showing a comparison of benefits. These brochures, as well as additional program information, are located on the web page for each program. The links and brochures can be provided to members who ask for help with decision-making.

- [PrimeWest Senior Health Complete](#)
- [MSC+](#)
- [Prime Health Complete](#)
- [SNBC](#)

If you work with a member who would like to enroll in either of our integrated Medicare programs, you can help them obtain an enrollment form through one of the following sources:

- Their county offices (PrimeWest Senior Health Complete only)
- PrimeWest Health's website
 - [PrimeWest Senior Health Complete](#)
 - [Prime Health Complete](#)
- PrimeWest Health Member Services. Members can call **1-800-366-2906** to have a form mailed to them. TTY users call **1-800-627-3529** or **711**. These calls are free. 

Dental Program Updates

Leah Anderson, Population Health & Community Development Manager

The following is a review of dental access changes, recent utilization data, and dental resources available for dental service coordination. We encourage county case managers to review and become familiar with this information.

Access

PrimeWest Health continues to work hard to increase access to dental services for our members. Dental providers throughout Minnesota currently have limited availability to take new patients or schedule treatment for current patients. We have talked with many dental providers across our service area and the struggles they reported are diverse and include operating without a fully staffed office, including lack of dental hygienists, dentists, and licensed dental assistants; an overall increase in people seeking dental care; and an increase in the oral health needs of patients of all ages. Nonetheless, dental providers are finding new and unique ways to combat these barriers and are doing their best to triage patient need.

To continue to add new dental providers to the PrimeWest Health network, we are reaching out to non-contracted dental providers throughout our service area and offering in-person or virtual meetings to discuss our organization, recent reimbursement changes, and the benefits of working with a health plan that is county-owned and embedded in the communities we serve. We are having conversations with a few potential new dental providers and will continue to provide updates on new dental provider options.

As a reminder, we do work with a few dental providers that offer mobile dental outreach clinics in various communities throughout the PrimeWest Health service area. As you work with PrimeWest Health members, we encourage you to keep these options in mind for those who may have dental care needs.

- **Apple Tree Dental Clinic** mainly holds dental outreach clinics in schools and at Head Start locations. Communities they serve are Breckenridge, Detroit Lakes, Elbow Lake, and New York Mills. Both preventive and restorative services are offered. Members can contact Apple Tree Dental Clinic at **1-218-998-2218** to find out about upcoming clinics.
- **Children's Dental Services** holds dental outreach clinics in schools, Head Start locations, Public Health and Human Services offices, and other locations within communities. Both preventive and restorative services are offered. Members of all ages can be seen at these clinics—not just children! Members can contact Children's Dental Services at **1-866-543-6009** to find out about upcoming clinics.

Utilization data

PrimeWest Health reviews dental service utilization by looking at the number and percentage of members with at least one dental visit during the year. Members must be enrolled for at least 11 out of 12 months of the year to be included in calculations.

Members with a dental visit for any reason in 2022

	Number of members with a dental visit	Total number of members	Percent of members with a dental visit
Families and Children and MinnesotaCare	16,476	41,555	39.65%
Special Needs BasicCare (SNBC) and Prime Health Complete	952	2,329	40.88%
Minnesota Senior Care Plus (MSC+) and PrimeWest Senior Health Complete	951	2,853	33.33%
Total (members enrolled at least 11 out of 12 months)	18,379	46,737	39.32%

PrimeWest Health, along with the other Medical Assistance (Medicaid) and MinnesotaCare health plans, is required by the Minnesota Department of Human Services (DHS) to increase the percentage of child and adult members who have at least one dental visit to at least 55 percent for each calendar year from 2022 to 2024. Our rate for 2022 was well below this requirement.

Resources

The [Dental Program section](#) of the PrimeWest Health *County Case Management Manual* is a great resource that county case managers can utilize when working with members in need of dental care. The manual includes information on how to find dental providers, dental benefit summary sheets for various member programs, oral health tip sheets, dental care coordination guides, details on denture coverage guidelines, health literacy resources, detailed information for navigating State-Operated Dental Clinics, and answers to frequently asked questions about dental benefits.

Contact information

If you have questions or comments, please contact **Leah Anderson**. 

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.

- June 15
- July 20
- August 17

Contact Information

Leah Anderson, Population Health & Community Development Manager

1-320-335-5272

leah.anderson@primewest.org

Jesse Cebulla, Behavioral Health Care Coordinator

1-320-759-4159

jesse.cebulla@primewest.org

Danielle Turner, Behavioral Health Care Coordinator

1-320-335-5348

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

Pathway to Services and Supports for Autism Spectrum Disorder (ASD)

If you've noticed that a child you work with is exhibiting signs of autism or has been diagnosed with autism, there are a variety of services and benefits their family might be able to access. Below, you can see the types of support services different state agencies can connect you with. Support services should be person-centered; each child's needs will be different, and the services they use should be tailored to best fit their needs.

Healthcare



A healthcare provider or clinic may help with:

- Developmental screening
- Well-child checkups
- Medical diagnosis, including:
 - Initial history, exam, and labs
 - Referral to psychology, developmental pediatrics, or other specialist for diagnostic assessment
- Care or referral for:
 - Nutrition or digestion
 - Seizures
 - Sleep problems
- Referrals for:
 - Occupational therapy (OT)
 - Physical therapy (PT)
 - Speech and language pathology (SLP)
- Medications



Education



Services could include, but are not limited to:

- Assistive technology
- Child care services
- Early Childhood Family Education (ECFE) program
- Educational/developmental interventions
- Head Start program
- Hearing and vision screenings
- Home visits
- IEP
- OT, PT, and SLP
- Preschool
- Service coordination and community referrals
- Special education

These services are free to all qualified students.

Visit [HelpMeGrowMN.org](https://www.helpmegrowmn.org), call 1-866-693-GROW (4769), or contact your local school district for an education evaluation

Services and supports



- Case management
- Children's Therapeutic Services and Supports (CTSS)
- Early Intensive Developmental and Behavioral Intervention (EIDBI)
- Family Support Grant
- OT, PT, and SLP

Contact your local county or tribal human service agency to request financial assistance or a MnCHOICES assessment. This can give you access to waiver services. Services could include, but are not limited to:

- Consumer Support Grant (CSG)
- Personal Care Assistance (PCA)
- Consumer directed community supports (CDCS) services
- Referrals
- Waiver services:
 - Case management
 - Employment
 - Equipment and supplies
 - Transportation
 - Housing
 - Other supports



Transition and long-term services & supports



- Behavioral health services
- Employment services
- Home care nursing
- Independent living
- Home health aide
- OT, PT, and SLP
- Postsecondary education
- Case management



Note: not all services are available in all areas. Contact your local service providers or other contacts mentioned on this page to determine service availability.

For more information, visit mn.gov/autism or contact ASD.DHS@state.mn.us. Call the Disability Hub MN™ at 1-866-333-2466 or visit disabilityhubmn.org to get connected to resources and services.

People who have autism spectrum disorder (ASD) may experience a range of characteristics and symptoms. Some people may have noticeable characteristics, others may not. Autism may be diagnosed as early as 18 to 24 months, but can be diagnosed at any age. The earlier treatment and intervention begins, the more effective the outcomes. Here are some of the signs and symptoms.



- Differences in interacting with other people and making or maintaining relationships
- Differences with back-and-forth conversation
- Differences using eye contact, gestures, facial expressions, and body language
- Differences reading social cues.

- Limited demonstration of emotions, eye contact, or gestures like waving or pointing
- No or inconsistent response to name
- Limited interest in sharing or playing with others
- Loss of speech
- Delayed speech and/or no social babbling.



- Differences in speech patterns (ex: saying the same things over and over in exactly the same way)
- Repeating behaviors like hand-flapping, rocking, jumping, or twirling
- Insistence on specific routines/strong resistance to minor changes
- Sensitivity to light, touch, and sound
- Strong interests in certain areas or objects
- Unusual interest in looking closely at objects, touching, smelling, or tasting objects.



A child with an educational determination of autism spectrum disorder (ASD) can access resources through the school, like an Individualized Education Plan (IEP). However, that does not mean they have received a medical diagnosis of ASD.

A medical diagnosis of ASD:

- Determines a person's condition and helps the family decide what services and supports are needed
- Does not automatically mean that a child meets the educational criteria for a special education services
- Is needed to access more services or financial support through Medical Assistance (MA) or Social Security.

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feete, lakkoobsa qubbatti kenname bilbili.

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