PrimeWest HEALTH
3905 Dakota St | Alexandria, MN 56308
Provider Contact Center 1-866-431-0802
www.primewest.org

Case Management PCP Letter

COUNTY CASE MANAGER (CCM) USE ONLY

Notification Reason *(check one)*
- ☐ Initial Notification
- ☐ Change in CCM

Optional Program *(if applicable)*
- ☐ Targeted Case Management
- ☐ Complex Case Management

PrimeWest Health Program *(check one)*
- ☐ Minnesota Senior Care Plus (MSC+)
- ☐ PrimeWest Senior Health Complete (HMO SNP)*
- ☐ Prime Health Complete (HMO SNP) ¥
- ☐ Special Needs BasicCare (SNBC)

Date _____

Primary care provider _____

Primary care provider address _____

City, State, Zip _____

PrimeWest Health delegates case management to our county partners to facilitate communication among all caregivers, families, and practitioners. Case management also helps coordinate all available services including human services, medical services, and adaptations for the many special needs of our members.

The person identified below is enrolled in a PrimeWest Health Case Management program and has been assigned a county case manager. The role of the county case manager is to act as the member's advocate through the health care system. County case managers help to coordinate the multiple services required by frail clients by assessing their needs, developing care plans, and arranging needed services. This is followed by monitoring, reassessment, evaluation of the care plan, and collaborative efforts with all providers.

If you need assistance coordinating care for this PrimeWest Health member, please contact his/her county case manager. Also, please be aware that the county case manager may accompany the member to some medical appointments to facilitate the member's understanding of his/her health care.

Patient/member name _____

Date of birth _____

County case manager name _____

Phone number _____

If you have any questions, please contact the county case manager at the phone number above.

Health care providers now have the opportunity to communicate with and receive updates from PrimeWest Health county case managers for all PrimeWest Health members via secure email. For further information and assistance, please email REPsecure@primewest.org with your requests.

**PrimeWest Health's name for the Minnesota Senior Health Options (MSHO) program*
¥PrimeWest Health's name for the Special Needs BasicCare (SNBC) program for members with Medicare