Mission Statement

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
What Do We Do?

● Care Coordination
  – Disease Management
  – Behavioral Health
    o Mental Health
    o Substance Use Disorder
    o Restricted Recipient Program (RRP)
  – Dental Care
  – Women’s and Children’s Health
  – Disability and Senior Care
  – Complex Care

● Case Management Oversight
What Is the Difference between a Care Coordinator and Case Manager?

**Care Coordinator**
- Telephone-based support
- Population management
- Assist with claims issues

**Case Manager**
- Face-to-face support
- Member management
- Attends appointments
Who Do We Report To?

- Minnesota Department of Human Services (DHS)
  - Care Management
  - Disease Management
  - Clinical Practice Guidelines
- Minnesota Department of Health (MDH)
- Centers for Medicare & Medicaid Services (CMS)
  - Model of Care
    - PrimeWest Senior Health Complete
    - Prime Health Complete
Who Do We Report To? (continued)

- National Committee for Quality Assurance (NCQA)
  - Disease Management
  - Clinical Practice Guidelines
  - Complex Case Management