

PrimePartners

for Case Managers

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Welcome to Our New Care & Population Health Management Staff Member

Aja Mayer, RN, Quality Improvement Coordinator

We are excited to introduce you to Allie, who joined our team in November—get to know a little about her below.



Allie Stier, LPN, Engagement Specialist

Allie lives in Osakis with her husband, Pat; their three girls, Kenley (6), Kallyn (3), and Kamryn (1); and their two golden retrievers, Sadie and Luna. She enjoys spending time with her family and friends. You can usually find Allie and her daughters building forts, playing house, or reading. 📖

What Type of Care to Seek for Dental Concerns

Amanda Englund, Dental Services Coordinator

Knowing what kind of care to seek for a dental problem can be tricky. We encourage you to share the information in this article with members to help clarify when and where they should seek care. We have also included some tips about what members can do at home for certain dental concerns.

Emergency care

Dental emergencies are considered *life-threatening* issues that require immediate treatment at an emergency room (ER). Examples of dental emergencies provided by the American Dental Association (ADA) include the following:

- Uncontrolled bleeding
- Swelling that could compromise the airway
- Trauma involving facial bones that could compromise the airway

Members experiencing a dental emergency should go to the nearest ER. ER providers are equipped to help with true emergencies, but they cannot perform dental care services such as fillings, crowns, or extractions. Encourage members who need this type of restorative dental care to contact their dental provider.

Urgent care

Urgently needed dental services are not life-threatening, but they do require immediate care. Examples of concerns that the ADA notes may necessitate an urgent level of care include the following:

- Tooth fracture resulting in pain or tissue trauma
- Lost filling
- Trauma to the teeth causing them to move or fall out
- Severe dental pain

Members should contact their dental provider as soon as possible to determine if their concern requires urgent care.

Taking the following steps outlined by Cleveland Clinic provides the best chance to save a tooth that has fallen out:

- Pick up the tooth and hold it by the crown (top)—not the root (bottom).
- Do **not** scrub the tooth, wrap it in cloth, or put it in tap or bottled water.
- Keep the tooth moist at all times. If possible, gently put the tooth back in the socket. If this is not possible, place the tooth in a clean container with milk. For the best chance of tooth survival, take these steps within five minutes of losing the tooth. There continues to be a good survival rate for up to 60 minutes.
- Visit your dental provider right away.

Non-emergency/urgent care

The following are examples of issues that likely do not require emergency or urgent care. The member should contact their dental provider to find out how soon they should be seen for dental care.

- Dull/mild toothache
- Object stuck between teeth
- Small cut or sore
- Small chip or crack in tooth

As noted, mild toothaches do not usually require emergency or urgent care, but they are uncomfortable and may indicate a bigger concern. Members should call their dental provider to determine when to be seen. The following self-care tips from Mayo Clinic may help with pain:

- Rinse the mouth with warm water
- Floss to remove trapped food wedged between teeth
- Take an over-the-counter (OTC) pain reliever
- Apply a cold compress against the cheek to help with swelling and pain

Sources:

- American Dental Association (ADA), "What Constitutes a Dental Emergency?" March 30, 2021, www.ada.org/-/media/project/ada-organization/ada/ada-org/files/resources/coronavirus/covid-19-practice-resources/ada_covid19_dental_emergency_dds.pdf.
- Cleveland Clinic, "What to Do When You Knock Out a Tooth," August 28, 2023, <https://health.clevelandclinic.org/must-act-fast-tooth-gets-knocked>.
- Mayo Clinic, "Toothache: First Aid," June 7, 2024, www.mayoclinic.org/first-aid/first-aid-toothache/basics/art-20056628. 

Seasonal Affective Disorder (SAD) and Vitamin D

Ann Ehlert, PharmD, Director of Pharmacy Management

According to the Substance Abuse and Mental Health Services Administration (SAMHSA), "Seasonal Affective Disorder (SAD) is triggered by changes in season. This form of depression usually occurs during the fall and winter months when there is less sunlight, and the days get shorter. SAD usually lifts during the spring and summer months." Symptoms of SAD include the symptoms of depression, such as feeling sad, hopeless, and/or anxious most days; irritability; loss of interest in activities; fatigue; difficulty concentrating; and thoughts of suicide. People experiencing winter SAD may also have additional symptoms such as oversleeping, overeating, weight gain, and social withdrawal (VA).

If you work with a member who may be experiencing SAD, please encourage them to talk to their health care provider. There are several treatment options. One thing that may help is increasing the amount of vitamin D a person gets. Vitamin D supports mental health, and SAD has been associated with lower levels of vitamin D. Chemicals in the skin react to sunlight and create vitamin D and, in the colder months when the days are shorter, people typically spend less time outside and have less skin exposed to the sun (VA).

One way to increase levels of vitamin D is through diet. Fatty fish like salmon, trout, tuna, and mackerel are a good source. Many other foods may have vitamin D added to them such as vitamin D-fortified milk, orange juice, and breakfast cereal. A vitamin D supplement or a multivitamin that includes vitamin D is another option (Nebraska).

The recommended dietary allowance (RDA) for most people ages 1 – 70 is 600 IU of vitamin D per day. This is important to note as too much vitamin D in the form of supplements can be harmful. Taking more than 4,000 IU per day can lead to nausea, vomiting, constipation, confusion, problems with heart rhythm, kidney stones, and kidney damage (Mayo). Members should speak to their health care provider before starting a vitamin D supplement.

Sources

- Mayo Clinic, "Vitamin D," August 10, 2023, www.mayoclinic.org/drugs-supplements-vitamin-d/art-20363792.
- Nebraska Medicine, "9 Vitamin Deficiency Symptoms (and 11 High Vitamin D Foods)," July 19, 2022, www.nebraskamed.com/primary-care/9-vitamin-d-deficiency-symptoms-and-11-high-vitamin-d-foods.
- Substance Abuse and Mental Health Services Administration (SAMHSA), "Seasonal Affective Disorder (SAD)," April 24, 2023, www.samhsa.gov/mental-health/what-is-mental-health/conditions/seasonal-affective-disorder.
- U.S. Department of Veterans Affairs (VA), "Combating Seasonal Affective Disorder," accessed January 16, 2025, www.va.gov/washington-dc-health-care/stories/combating-seasonal-affective-disorder. 

Psychiatric Residential Treatment Facility (PRTF) Placement: Role of County Case Managers

Renea Weigel, LICSW, Behavioral Health Manager

Please **notify us as soon as possible** when you have a member with a pending Psychiatric Residential Treatment Facility (PRTF) placement. County case manager notification to PrimeWest Health is required. In addition, the member's mental health professional is required to submit a Service Authorization request, a process the county case manager can assist with.

1. Notification

County case managers must notify PrimeWest Health's Behavioral Health team of any pending member placements in a PRTF by sending an email to behavioralhealth@primewest.org.

- The email must include the member's name, PMI number, name of the provider(s) being considered for placement, and the placement date (if known).
- This notification does *not* serve as authorization for placement. The Behavioral Health team will send a reply email confirming receipt of notification only.

2. Authorization

The member's mental health professional must complete the [Psychiatric Residential Treatment Facility \(PRTF\) Eligibility for Admission](#) form and submit it along with other supporting documentation via the [PrimeWest Health provider web portal](#) to obtain Service Authorization. The member's county case manager can assist with this process. The name of the PRTF is not required when submitting the *PRTF Eligibility for Admission* form; however, if the facility name is known, it is helpful to include it.

More information

For more information regarding PRTF requirements and timelines, click *Psychiatric Residential Treatment Facility (PRTF)* in the [Mental Health Covered Services section](#) of the PrimeWest Health *Provider Manual*. 

Focused Wellness: Program Information and Referrals

Heather Keating, LPN, Population Health Specialist

PrimeWest Health's Focused Wellness programs aim to improve the health and well-being of members, while reducing disease-related complications and health care costs. We offer Focused Wellness programs for members with the following conditions:

- Anxiety, ages 18 and over
- Asthma, ages 1 – 21
- Chronic Obstructive Pulmonary Disease (COPD), ages 18 and over
- Depression, ages 18 and over
- Diabetes, all ages
- Heart disease, ages 18 and over

PrimeWest Health identifies members who may be eligible to participate in Focused Wellness based on claims, pharmacy, or utilization management data; health risk assessments; and care coordination activities. In addition, any member can self-refer to the program, and providers and caregivers can make referrals as well.

Program activities

Once eligible members are identified, they are mailed a letter that includes an explanation of the program and how they were identified as eligible, an introduction to the Focused Wellness nurse, and a returnable card the member can use to opt in or out of the program. Members are able to select their level of participation. They can either receive both phone calls and mailings from the Focused Wellness nurse, or they can choose to only receive the educational mailings.

Focused Wellness uses the COACH¹ model, developed by the Camden Coalition, to provide the tools and skills members need to effectively manage their disease by using self-chosen goals. The Focused Wellness nurse provides support and education, addressing social determinants of health (SDOH) and utilizing medication therapy management (MTM) as needed.

All members receive an issue of a health information newsletter called *Inform Yourself* when they enroll in the program and when they graduate. You can [read Inform Yourself on our website](#).

Summer camps information

Summer camps are available for kids with [asthma ages 7 – 16](#) and kids with [diabetes ages 5 – 16](#). You can find more information about these camps on our website, or you can contact our Focused Wellness nurse, Heather Keating.

Referrals and more information

If you would like to refer a member to Focused Wellness, please complete the [Focused Wellness Program Referral Form](#).

If you would like more information about the program, please contact:

Heather Keating, LPN

Population Health Specialist

1-320-759-4159

heather.keating@primewest.org

¹COACH stands for **C**reate a plan, **O**bserve the normal routine, **A**ssume a coaching style, **C**onnect tasks with vision and priorities, **H**ighlight effort with data 

Let's Connect!

Brenda Long, Community Health Worker

PrimeWest Health is on [LinkedIn](#), [Facebook](#), and [Instagram](#)! Visit us on social media to unlock a wealth of health information, discover local health events, and find out when our friendly staff will be in your area. That's right, we're not just active online—we're active in your communities, too! Community events that PrimeWest Health is planning to attend are also listed [on our website](#).



Check us out today and get to know PrimeWest Health better! 

MnCHOICES Help Desk Tickets and Access

Skyler VonWahlde, RN, BSN, PHN, Special Needs Plan Care Coordinator

As a reminder, the Minnesota Department of Human Services (DHS) would like only mentors to put in MnCHOICES help desk tickets. If you have questions about MnCHOICES, please contact your county mentor and/or the PrimeWest Health MnCHOICES lead, Skyler VonWahlde, at skyler.vonwahlde@primewest.org.

If you do not have access to MnCHOICES and need access to conduct work on behalf of PrimeWest Health, please complete the [County Staff Change Notification Form](#) found on our website, making sure to include your certified assessor credentials. Completed forms can be emailed to caremanagement@primewest.org. 

New County Case Manager Training

Skyler VonWahlde, RN, BSN, PHN, Special Needs Plan Care Coordinator

Training for new county case managers occurs every three months on the first Tuesday and Wednesday of the month from 1 to 4 p.m. Trainings are held virtually via Microsoft Teams.

The next training will be held on May 6 and 7. If you would like to attend or have staff who should attend, please have your supervisor complete the [New County Case Manager Orientation Training Registration form](#). Email completed forms to caremanagement@primewest.org at least one week prior to training. Those who sign up will receive the link to join the training one day prior to the event.

If you have any questions about training, please email us at caremanagement@primewest.org. 

Important Dates

County case management supervisor meetings

Meetings are held **quarterly** on the third Thursday of the month, from 10:30 a.m. to 1 p.m., at PrimeWest Health in Alexandria, unless otherwise noted. Lunch is provided for in-person attendees. Upcoming meeting dates:

- April 17, 2025
- July 17, 2025

County case manager meetings

Meetings are held **monthly** on the fourth Thursday of the month, from 10:30 a.m. to 1 p.m., via Microsoft Teams. You will receive an email containing the agenda along with a meeting link the week of the meeting. Upcoming meeting dates:

- February 27, 2025
- March 27, 2025
- April 24, 2025
- May 22, 2025
- June 26, 2025

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

Contact Information

Care Management is here to support you! Have a question? Please email us at caremanagement@primewest.org.



Your *greater* Minnesota health plan



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primewest.org