

PrimePartners

for Case Managers

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County Corner

Welcome to County Corner! This new section of *PrimePartners* spotlights current events within our counties. We invite you to send us information about staffing changes, accreditation updates, awards, etc., to caremanagement@primewest.org.

This look at Horizon Public Health was submitted by Betsy Hills.

On January 1, 2020, Horizon Public Health will be celebrating five years since its inception. We have seen many changes over the last five years; in 2019, our most significant change has been in staffing. This year we have interviewed and hired staff for 24 positions. This is due in large part to retirements, internal movement, and the addition of a new evidenced-based family home visiting program. At the end of November, Kathy Werk, Assistant Administrator of Programs and Services, was our final retiree for the year. Betsy Hills, the current Disability Case Management and SNBC/Catastrophic Program Supervisor, will assume Kathy's position and Kelly Irish will be moving from her role as Accreditation Coordinator to take over Betsy's position.

We are looking forward to 2020 and serving the people of our communities. Happy holidays to all of our partners! 

Referrals for Care Coordination

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

PrimeWest Health has five care coordination programs to help you as you work with members: Complex Care, Behavioral Health, Dental, Disease Management, and Women and Children's.

These programs work to improve member and population health, enhance the care experience, and empower members to understand and access quality, cost-effective care. The following [referral forms](#) are available on our website.

- [Referral for PrimeWest Health County Case Management or Care Coordination](#)
- [Disease Management/Chronic Care Improvement Program \(DM/CCIP\) Referral Form](#)

If you work with a member you think would benefit from care coordination, please make a referral by sending completed referral forms via secure email to caremanagement@primewest.org. 

Health Concerns about E-Cigarettes

Dawn Hartman, RN, Care Coordinator

There has been a lot of press lately about lung damage that may be caused by e-cigarettes (using an e-cigarette is usually called “vaping”). You may work with members who vape or who may have questions about what they have heard on the news. We hope the information below is useful to you as you field questions about these products.

What is an e-cigarette?

Also known as vapes, vape pens, e-cigs, and e-hookahs, e-cigarettes may resemble pens, USB sticks, or regular cigarettes or pipes. They also come in larger devices known as tank systems or mods.

When a person vapes, he/she uses the e-cigarette to heat liquid. The heated liquid becomes an aerosol that is then inhaled into the user’s lungs. Vaping liquid (e-juice) comes in many flavors and can contain nicotine and other substances including diacetyl (linked to bronchiolitis obliterans, otherwise known as popcorn lung), heavy metals (nickel, tin, and lead), cancer-causing chemicals, and ultrafine particles that can be inhaled deep into the lungs (CDC “About”).

Can e-cigarettes help people stop smoking?

E-cigarettes are not approved by the Food and Drug Administration (FDA) to help people quit smoking. While the Centers for Disease Control and Prevention (CDC) has stated that “e-cigarettes have the potential to benefit adult smokers who are not pregnant if used as a complete substitute for regular cigarettes and other smoked tobacco products,” it also notes that there is still a lot to learn about e-cigarette use, as studies are limited and have produced mixed results (CDC “About”).

What is EVALI?

EVALI stands for “e-cigarette or vaping product use associated lung injury,” and the CDC has recently announced a multi-state outbreak of EVALI. There were 2,290 cases of EVALI reported to the CDC as of November 20, 2019, with 47 deaths confirmed. Three of these deaths have been in Minnesota (CDC “Outbreak”).

Symptoms of EVALI include cough, shortness of breath, or chest pain; gastrointestinal symptoms such as nausea, vomiting, abdominal pain, or diarrhea; and fever, chills, or weight loss. Symptoms may develop over a few days or several weeks (CDC “Outbreak: For the Public”).

What is the role of vitamin E acetate and THC?

The CDC reports that it has “identified vitamin E acetate as a chemical of concern among people with EVALI.” Although vitamin E acetate is found and used safely in many foods, dietary supplements, and skin creams, it may interfere with lung function when inhaled.

In vaping products, “vitamin E acetate is used as an additive, most notably as a thickening agent, in THC [tetrahydrocannabinol]-containing e-cigarette, or vaping, products.” Testing of samples from 29 patients with EVALI from 10 states showed vitamin E acetate in all samples. Eighty-two percent of the samples contained THC. In light of this research and recent health concerns, the CDC is recommending that people avoid all THC-containing vaping products and vitamin E acetate additives (CDC “Outbreak”).

What are the next steps?

You can share the following CDC recommendations with members who use e-cigarettes:

- Do not use e-cigarettes or vaping products that contain THC
- Do not buy any type of e-cigarette or vaping product, especially those containing THC, from informal sources (friends, family, online dealers)

- Do not add vitamin E acetate or any other substance to any e-cigarette or vaping product
- Contact a health care provider right away if any of the symptoms of EVALI described above appear

Adults using e-cigarettes to quit smoking shouldn't go back to smoking, but should weigh the risks and benefits with a health care provider (CDC "Outbreak"). You can also discuss alternative cessation methods with these members. Let them know that PrimeWest Health members have access to tobacco cessation resources offered by QUITPLAN® Services. QUITPLAN offers free email and phone support, nicotine replacement therapy, a mobile app, and more. Members can call **1-888-354-PLAN (1-888-354-7526)**; toll free). TTY users should call **1-877-777-6534** (toll free). Or, members can sign up on the [QUITPLAN website](#).

Sources:

- CDC, "About Electronic Cigarettes (E-Cigarettes)," November 8, 2019, www.cdc.gov/tobacco/basic_information/e-cigarettes/about-e-cigarettes.html.
- CDC, "Outbreak of Lung Injury Associated with the Use of E-Cigarette, or Vaping, Products," November 21, 2019, www.cdc.gov/tobacco/basic_information/e-cigarettes/severe-lung-disease.html.
- CDC, "Outbreak of Lung Injury Associated with the Use of E-Cigarette, or Vaping, Products: For the Public," November 19, 2019, www.cdc.gov/tobacco/basic_information/e-cigarettes/severe-lung-disease/need-to-know/index.html#symptoms. 

Denture Coverage Guidelines: A Guide for County Case Managers

Leah Anderson, Dental Services Coordinator

PrimeWest Health has updated the [Dental Program](#) section of the *County Case Management Manual*. Additions include the following:

- A link to the dental provider search tool
- A section on denture coverage guidelines
- Dental frequently asked questions (FAQs)
- A link to a list of upcoming mobile dental outreach clinics

Please take a moment to review the section dedicated to denture coverage guidelines. This section details the process for requesting replacement of an existing prosthesis using the new [Denture Replacement Request Form](#). Text from the manual is included below for your convenience.

PrimeWest Health members are allowed one dental appliance, either a partial denture or full denture, per arch every six years. Partial dentures always require a Service Authorization. If a denture is lost, stolen, or damaged and irreparable, the appliance will only be replaced if the replacement is needed due to circumstances beyond the member's control. Service Authorization is always required for a replacement appliance. Per [MN Rules part 9505.0070, subp. 5](#), a third-party who is liable to pay all or part of the cost of a health service provided to a Medical Assistance (Medicaid) recipient must be the primary payer; Medical Assistance (Medicaid) is the payer of last resort. County case managers should be aware of these guidelines in order to help members navigate the denture replacement process.

If requesting replacement of existing prosthesis, dental providers are required to do the following:

- Include the specific reason for request
- Specify why existing full or partial denture cannot be relined, rebased, or repaired
- Submit a completed [Denture Replacement Request Form](#) if replacement is needed due to circumstances beyond member's control

The *Denture Replacement Request Form* was created to give clear guidance to providers about what information is required for PrimeWest Health to make accurate and timely decisions regarding the replacement of partial and full dentures. Providers completing the form may need your help checking with nursing homes or other facilities to determine replacement liability.

For more information on PrimeWest Health's Service Authorization request requirements for dental services, review the [Submitting Dental Service Authorization Requests](#) section of the PrimeWest Health *Provider Manual*.

Please continue to check the [Dental Program](#) section of the *County Case Management Manual* for new resources, training and webinar opportunities, and program updates. PrimeWest Health is happy to hear any feedback that you have regarding these updates, as well as ideas for additional resources and information you may find useful in assisting members with their oral health care. 

Request for Guest Authors

We know you're great case managers, and we bet you're great educators, too!

PrimeWest Health is extending an invitation to supervisors and county case managers to be guest authors for *PrimePartners*! If you know of topics relevant to case management that you would like to write a brief article about, please let us know by sending an email to caremanagement@primewest.org with "PrimePartners" in the subject line. We look forward to learning from you! 

Thank You for a Great Year!

PrimeWest Health extends our sincere thanks and appreciation for all the time, dedication, and hard work you put into helping PrimeWest Health members! We wish you a safe and happy holiday season and are looking forward to working with you in 2020! 

Important Dates

✓ County supervisor meetings: 2020

Meetings are held the third Thursday of the month, from 10 a.m. to 2 p.m., at PrimeWest Health in Alexandria, unless otherwise noted.

January 16

February 20

March 19

April 16

May 21

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