

PrimePartners

for Case Managers

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PrimeWest Health Electronic Care Plan Questions and Answers

Elizabeth Warfield, RN, BSN, PHN, Care Coordinator

During the past few months, PrimeWest Health Care Management held three question-and-answer sessions via webinar with county case managers. Many great questions came out of these discussions. Some questions helped county case managers and Care Management staff better understand how the care plan should be used, while other questions led to ideas for enhancements that could make the care plan work better for all involved, including members.

We recently added some of these questions and their answers to the Frequently Asked Questions (FAQ) page of the **County Case Management Manual**, and more will be posted soon. We continue to welcome questions about the care plan. To submit your questions, call a member of our Care Management staff or email caremanagement@primewest.org. 

Changes to PrimeWest Health's Medicaid Formulary

Ann Ehlert, PharmD, Pharmacy Manager

Three changes have been made to PrimeWest Health's Medicaid formulary as a result of the February Pharmacy and Therapeutics (P&T) committee meeting.

Changes

1. A generic for Restasis® eye drops is now available. It is called *cyclosporine ophthalmic suspension*. By Minnesota law, pharmacies must dispense generic medications if available. Members will need to submit a formulary exception request to stay on the brand name drug.
2. The steroid inhaler Aerospan® was removed from the formulary. Arnuity® Ellipta® was added as a formulary replacement.
3. Lantus® insulin was removed from the formulary. Basaglar®, the first biosimilar for Lantus, was added to the formulary.

Effective dates

The effective dates of these changes are as follows:

- New members: Changes apply to members enrolled on or after **April 1, 2017**.
- Existing members: Changes will go into effect **July 1, 2017**. Members and their prescribers have been notified of these changes by mail.

Questions

Please contact **Ann Ehlert** if you have questions or would like additional information. 

Changes to Non-Emergency Medical Transportation (NEMT) Process

Jessica Rupert, Membership & Wellness Manager

PrimeWest Health has changed our process for approving and reimbursing Non-Emergency Medical Transportation (NEMT). The changes affect modes 4 – 7 NEMT services and are in accordance with guidance changes made by the State of Minnesota.

There are seven different modes of transportation covered under NEMT (see the list at the end of this article for more detail on each mode).

Transportation modes 1 – 3 (referred to as common carrier transportation) have been provided through the local county agencies. These modes will continue to be provided through the county.

Transportation modes 4 – 7 (referred to as special transportation) were previously provided to a member after the member had completed a Certificate of Need (CON) with his/her primary care provider documenting the need for special transportation. This process is changing.

Starting April 1, 2017, the requirement for members who need transportation modes 4 – 7 has changed from a CON to a Level of Needs Assessment (LONA). PrimeWest Health mailed members who have used modes 4 – 7 in the past a letter notifying them of the changes and directing them to contact PrimeWest Health to complete an LONA.

CONs will be honored through June 30, 2017. After this date, the CON will no longer be valid and an LONA will be required. Members who use modes 4 – 7 and have a CON should call PrimeWest Health Member Services at **1-866-431-0801** (toll free) to begin the LONA process before June 30 so they do not experience a gap in coverage for transportation services.

Eligibility information and questions

Using the PrimeWest Health provider portal, special transportation providers and county case managers will soon be able to check member eligibility and determine what mode of transportation (4, 5, 6, or 7) the member has been authorized for. For access and instructions on how to use the provider portal, please call the Provider Contact Center at **1-866-431-0802** (toll free).

PrimeWest Health has hired a transportation coordinator to help with NEMT modes 4 – 7. If you have questions about transportation, call Member Services at **1-866-431-0801** (toll free) and ask to speak to the Transportation Coordinator.

NEMT modes

1. **Member reimbursement** – Mileage reimbursement for members who have their own transportation. Family members or others may also be reimbursed for providing transportation for members.
2. **Volunteer transportation** – Transportation by volunteers using their own vehicle.
3. **Unassisted transportation** – Transportation by a taxi or public transit. If a taxi or public transit is not available, members can use other NEMT providers.
4. **Assisted transportation** – Transportation for members who need door-to-door or door-through-door help.
5. **Lift-equipped/ramp transportation (also known as wheelchair transport)** – Transportation for members who are dependent on a device and need a vehicle that has a lift or ramp.
6. **Protective transportation** – Transportation for members who need a protected vehicle that is not an ambulance or police car and that has safety locks, a video recorder, and a transparent thermoplastic partition between the passenger and the driver. The provider must be a certified protected transport provider.
7. **Stretcher transportation** – Transportation for a member who must be transported while lying down. 

Spread the Word about Free Summer Health Camps!

Jennifer Bundy, RN, MSN, PHN, CMCN, CCP, Complex Care and Disease Management Manager

PrimeWest Health covers all registration fees for qualified asthma and diabetes camps for children who meet camp eligibility requirements and are PrimeWest Health members when camp begins. (Members must have transportation to and from camp/bus stops.) These camps are a great chance for youth to have fun, learn how to take control of their conditions, and form a community of friends with similar issues.

Qualified camps are listed below. You can find complete information on the [asthma camps](#) and [diabetes camps](#) on the PrimeWest Health website. Please share this information with members and parents/guardians and encourage members to attend!

Asthma camps

- **Camp Superkids:** An overnight camp for youth ages 7 – 15 with moderate or severe asthma. It's held June 25 – 30 in Loretto, MN.
- **Camp We-No-Wheeze Central:** An overnight camp for youth ages 7 – 13 with asthma who use daily preventive asthma medication. It's held August 19 – 21 in Annandale, MN.

Diabetes camps

- **Camp Daypoint:** A day camp for kids ages 5 – 9. It's held August 14 – 18 from 9 a.m. to 3:30 p.m. each day in Hudson, WI. Buses pick up and return campers to Minneapolis and St. Paul locations.
- **Camp Needlepoint:** An overnight camp for youth ages 7 – 16. It's held August 13 – 19 or August 20 – 26 in Hudson, WI. There is also a two-week Leadership Development Program for 16-year-olds.
- **Camp Sioux:** An overnight camp for youth ages 8 – 15. It's held June 10 – 15 or June 17 – 22 in Park River, ND. There is also a three-day "camp sampler" program for kids ages 8 – 10.
- **Camp Sweet Life:** A day camp for kids ages 5 – 7 and an overnight camp for youth ages 8 – 15. It's held August 13 – 17 in Madison Lake, MN.

If you would like more information, please contact [Jennifer Bundy](#). 

Head Lice Treatment

Taylor Semler, PharmD Candidate, and Ann Ehlert, PharmD, Pharmacy Manager

Head lice are very small parasites that lay eggs (called nits) in hair. According to the Centers for Disease Control and Prevention (CDC), an estimated 6 to 12 million cases of head lice occur each year among children ages 3 – 11 in the United States. Lice spread mainly by person-to-person contact. The spread of lice has nothing to do with cleanliness (FDA 2016). Recently, it's been discovered that some lice are becoming resistant to certain medications, making it even more important to educate members about proper treatment and follow-up.

Medical treatment

There are many different treatments for head lice, including both over-the-counter (OTC) and prescription medications.

- **OTC medication and possible resistance:** OTC medications include Nix®, A-200, Pronto, R&C®, and Triple X. All are available in topical forms. In recent years, however, lice have been found to be resistant to some OTC medications. The American Chemical Society found that people in 25 states showed resistance to some of the more common head lice treatments. One of those states was Minnesota (ACS 2015). If an OTC product does not seem to work, resistance may be a concern and prescription lice treatment may be recommended. Advise the member to see a health care provider.
- **Prescription medication (after trial and failure of an OTC product):** Prescription medications include benzyl alcohol lotion, Sklice®, Ovide®, Natroba™, and Lindane shampoo. PrimeWest Health requires trial and failure of an OTC product before a prescription product will be approved due to the high cost of prescription lice treatments and a lack of evidence showing they are more effective than OTC products.

Additional treatment and prevention

In addition to letting members know about the medication options available, be sure to educate them about the non-medical steps they should take when lice are found. Clothing, bedding, hats, and scarves should be machine washed with hot water or should be sealed in a plastic bag for two weeks. Floors and furniture should be vacuumed to help get rid of lice that have fallen off someone who was infected. Children should be reminded not to share hats, scarves, hair brushes, ear buds, or other objects that come in contact with the head or neck (CDC 2016).

If you have questions or would like more information, contact **Ann Ehlert**.

Sources: American Chemical Society (ACS), "Lice in at Least 25 States Show Resistance to Common Treatments," August 8, 2015, www.acs.org/content/acs/en/pressroom/newsreleases/2015/august/lice.html.

CDC, "Head Lice Treatment," August 19, 2016, www.cdc.gov/parasites/lice/head/treatment.html.

U.S. Food & Drug Administration (FDA), "Treating Head Lice," September 6, 2016, www.fda.gov/ForConsumers/ConsumerUpdates/ucm171730.htm. 

PrimeWest Health Lunch & Learn: July 12

Elizabeth Warfield, RN, BSN, PHN, Care Coordinator

PrimeWest Health is hosting a Summer Lunch & Learn for county case managers on Wednesday, July 12, 2017, from 10 a.m. to 4 p.m. at the Broadway Ballroom Event Center in Alexandria, MN. Scott Nyegaard of Legacy Group will provide a session on motivational interviewing, and Maureen Melgaard-Schneider, PrimeWest Health Senior Services Manager, will present on a variety of topics related to Home and Community Based Services (HCBS). You should have received an email invitation with more information. If you did not receive an invitation and are interested in attending, please send an email to caremanagement@primewest.org. 

Training Opportunity: Facilitating Family Conversations

Elizabeth Warfield, RN, BSN, PHN, Care Coordinator

Land of the Dancing Sky Area Agency on Aging is hosting a training called "Inside the Family Circle: Mastering the Family Meeting" on May 16, 2017, from 9 a.m. to 4 p.m. in Park Rapids, MN. Case managers will learn about working with families and facilitating family conversations/meetings. If you have questions or want additional information, contact Land of the Dancing Sky staff members Amy at amy@nwrdc.org or Judi at judi@nwrdc.org.

Important Dates

✓ County supervisor meeting

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.

May 18	September 21
June 15	October 19
July 20	November 16
August 17	December 21

Contact Information

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