

PrimePartners

for Case Managers

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Refill-Too-Soon Threshold

Ann Ehlert, PharmD, Pharmacy Manager

In 2014, Medical Assistance (Medicaid) members could refill any medication when they had used 75 percent of the days' supply. For example, a once-daily pill could be filled when 23 days had gone by after the last fill. The Minnesota Department of Human Services (DHS) Formulary Workgroup changed this rule for 2015 in an attempt to forestall those who may be using more than they should be or who are diverting medications.

Effective January 1, 2015, 85 percent of any pain medication must be used before it can be refilled. This means that it can be filled 26 days after the last fill date. PrimeWest Health is also including all controlled substances in the 85 percent refill-too-soon limit. This includes drugs such as attention deficit hyperactivity disorder (ADHD) medications, benzodiazepines (lorazepam, alprazolam), and sleep medicines like zolpidem.

If you have any questions about this or any other pharmacy-related concerns, please contact **Ann Ehlert**. 

Member Web Portal

Please let PrimeWest Health members know we now have a web portal just for them! A "web portal" is an area of the website where members can log in to view their benefits and member information. Members must log in to the web portal with a username and password, so other people cannot access their private information. The web portal also lets members do the following:

- Access and track their claims
- Read health and wellness information
- Access online tools to help keep them healthy
- Request a new member ID card or clinic change

If members have any questions, they can call PrimeWest Health Member Services at **1-866-431-0801** (toll free). 

Gym Memberships

Kristi Shamp, RN, BSN, PHN, CPHM, SNP SNF Senior Care Coordinator

PrimeWest Senior Health Complete (HMO SNP) and Minnesota Senior Care Plus (MSC+) members are now eligible to receive gym memberships at no cost.

Members must request a gym membership by calling PrimeWest Health Member Services at **1-800-366-2906** (toll free). PrimeWest Health will review member eligibility and the facility the member has chosen. Provider Relations staff will determine whether the facility is able to provide the membership. Once PrimeWest Health has reviewed the request, the member's assigned county case manager(s) will receive an email from PrimeWest Health's Senior Care Coordinator with a request to review and update the member's care plan with a goal corresponding to use of the gym membership.

If you have any questions, please contact **seniorcare@primewest.org** or **Kristi Shamp**. 

2015 Medicare Health Outcomes Survey (HOS)

Dawn Hartman, SNBC Care Coordinator

PrimeWest Health has contracted with DataStat to administer the 2015 Medicare Health Outcomes Survey (HOS) to our PrimeWest Senior Health Complete (HMO SNP) and Prime Health Complete (HMO SNP) members. The HOS collects feedback on Medicare recipients' physical and mental health. Recipients are first given a baseline survey and then a follow-up survey two years later to analyze declines or improvements in care. As a county case manager, you may need to help members fill out this survey. If you would like to see the survey, you can find it at www.hosonline.org/surveys/hos/download/HOS_2015_Survey.pdf.

The schedule for the Cohort 18 Baseline Survey administration and Cohort 16 Follow-Up Survey administration is as follows:

Cohort 18 Baseline Survey

Pre-notification letter mailing	Monday, March 30, 2015
First questionnaire mailing	Monday, April 6, 2015
Reminder/thank you postcard mailing	Monday, April 13, 2015
Second questionnaire mailing	Monday, May 11, 2015
Telephone interviewing starts	Monday, June 1, 2015
Field close	Monday, July 6, 2015

Cohort 16 Follow-Up Survey

Pre-notification letter mailing	Monday, April 27, 2015
First questionnaire mailing	Monday, May 4, 2015
Reminder/thank you postcard mailing	Monday, May 11, 2015
Second questionnaire mailing	Monday, June 8, 2015
Telephone interviewing starts	Monday, June 29, 2015
Field close	Monday, July 27, 2015

PrimeWest Health will provide member contact information to DataStat for use during telephone interviews. Thank you for assisting members with this survey! Please contact **Bethany Krafthefer** if you have any questions. 

Summer Camps for Kids

If you work with young members or parents of young members who have asthma or diabetes, or who may be overweight, we encourage you to tell them about qualified summer camps. These camps are an excellent opportunity for youth to have fun while learning how to take control of their conditions and form a community of friends with similar challenges. PrimeWest Health will cover all registration fees for qualified camps for youth who are PrimeWest Health members when camp begins.

The following are qualified asthma camps:

- **Camp Superkids** – An overnight camp for youth ages 7 – 15. Held June 28 – July 3 in Loretto, MN.
- **Camp We-No-Wheeze Central** – An overnight camp for youth ages 7 – 13. Held August 15 – 17 in Annandale, MN.

The following are qualified diabetes camps:

- **Camp Daypoint** – A day camp for kids ages 5 – 9. Held August 17 – 21, 9 a.m. – 3:30 p.m., in Hudson, WI.
- **Camp Needlepoint** – An overnight camp for youth ages 8 – 16. Held August 16 – 22 or August 23 – 29 in Hudson, WI.
- **Camp Sioux** – An overnight camp for youth ages 8 – 15. Held June 7 – 12 or June 14 – 19 in Park River, ND. There is also a “camp sampler” program for youth ages 8 – 10 held June 7 – 10. A day camp is also offered for kids ages 5 – 9 and their parents on June 16.
- **Camp Sweet Life** – A day camp for kids ages 5 – 7 and an overnight camp for youth ages 8 – 15. Held August 9 – 12 in Madison Lake, MN.

The following is a qualified weight management camp:

Camp Healthy U is an overnight camp for youth ages 10 – 14. It is held June 14 – 19 in Loretto, MN. This camp is specifically for youth who have a body mass index (BMI) higher than the 85th percentile for their age and gender.

If a member has a different camp in mind than those listed above, call PrimeWest Health at **1-866-431-0801** (toll free). We may be able to coordinate with the camp and cover the cost.

Please also let members know that PrimeWest Health will cover the cost of transportation to and from camp if transportation is arranged through the member's county Social/Human/Family Services office. PrimeWest Health cannot reimburse members directly for mileage.

If you want more information or would like to refer a PrimeWest Health member to a camp, please contact **Jennifer Bundy**. 

Entering County Case Manager Information in the Customized Living (CL) Tool

Kristi Shamp, RN, BSN, PHN, CPHM, SNP SNF Senior Care Coordinator

County case managers: When completing the Customized Living (CL) Tool, please enter your name exactly as it is shown in the Medicaid Management Information System (MMIS). This is necessary because the field is compared to the data in MMIS to validate your National Provider Identification (NPI). The NPI field in the CL Tool should contain your assigned NPI number for PrimeWest Health. Enter it as exactly 10 characters. The first character may be a letter; the last nine characters must be numbers. Please double-check to make sure you have entered it correctly.

Nursing Facility Level of Care (NF LOC) Criteria Changes and Essential Community Supports (ECS)

Kristi Shamp, RN, BSN, PHN, CPHM, SNP SNF Senior Care Manager

The revised nursing facility level of care (NF LOC) criteria were implemented January 1, 2015, for individuals age 21 and over, and may affect individuals participating in the Alternative Care (AC) program or receiving services through the Elderly Waiver (EW), Community Alternatives for Disabled Individuals (CADI) waiver, or Brain Injury-NF (BI-NF) waiver. Eligibility for and Medical Assistance (Medicaid) payment of NF services may also be affected by the criteria change.

Creation of the Essential Community Supports (ECS) program was authorized by the Minnesota Legislature to assist in providing transition support to individuals affected by the changes in NF LOC criteria and to provide support for individuals age 65 and over who have an emerging need for community support.

The following Minnesota Department of Human Services (DHS) bulletins provide information about the revised NF LOC criteria:

- #14-25-09 (www.dhs.state.mn.us/main/groups/publications/documents/pub/dhs16_189040.pdf)
- #14-25-10 (www.dhs.state.mn.us/main/groups/publications/documents/pub/dhs16_189380.pdf)
- #14-25-12 (www.dhs.state.mn.us/main/groups/publications/documents/pub/dhs16_191357.pdf)

Information about the ECS program can be found in the following DHS bulletins:

- #14-25-13 (www.dhs.state.mn.us/main/groups/publications/documents/pub/dhs16_191570.pdf)
- #14-25-13C (www.dhs.state.mn.us/main/groups/publications/documents/pub/dhs16_192209.pdf)

DHS bulletin #15-25-03 (www.dhs.state.mn.us/main/groups/publications/documents/pub/dhs16_193213.pdf) provides additional operational information related to the implementation of the revised NF LOC and ECS.

Important Dates

✓ County supervisor meeting

Meetings are held on the third Thursday of the month, 10 a.m. – 3 p.m., at PrimeWest Health in Alexandria, unless otherwise noted.

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

✓ County case management educational training

Trainings are held on the fourth Wednesday of the month via webinar from 10 a.m. – noon, unless otherwise noted.

April 22
May 27
June 24
July 22
August 26
September 23
October 28
November 25
December 23

Contact Information

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