

PrimePartners

for Case Managers

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Welcome to Our New Care & Population Health Management Staff Members

Aja Mayer, RN, Quality Improvement Coordinator

We are excited to introduce you to two new staff members who recently joined our team—get to know a little about them below.



Rachel Mead, RN, Population Health Coordinator

Rachel may be familiar to some of you—she previously worked at PrimeWest Health for 13 years in Care & Utilization Management and recently joined the Care & Population Health Management team! Rachel lives in Glenwood with her husband, Jeremy, and two sons, Maks and Ezra. She enjoys volunteering at her boys' school and watching cooking shows. She likes laughing with others and is happy to be back at PrimeWest Health.



Angie McIntire, Care & Population Health Specialist

Angie lives in Carlos Township with her husband, Dan, and has an adult son, Tanner. She and Dan share their home with one dog and seven cats (thanks to strays and their kittens)! Angie loves to read, hike, travel (she's been to 47 states), check out craft breweries and wineries, hang out with friends and family, and plan all kinds of events. She also has two part-time jobs—one as a bookkeeper for a construction company and the other as part of the Carlos Creek Winery and 22 Northmen Brewing teams. 🍷

Care & Population Health Management Contact List

Natasha Jevnager, RN, Special Needs Plan Care Coordinator

PrimeWest Health Care & Population Health Management team members help county case managers with member-related issues and questions regarding processes and policies. They are available via telephone and email and, if they cannot assist you, they will connect you to someone at PrimeWest Health who can.

The [Care & Population Health Management Contact List](#), which is located in the *County Case Management Manual*, contains Care & Population Health Management staff members' names, titles, emails, and direct contact numbers. Internal care coordinator county assignment information is also included, as applicable.



If you are not sure who to contact, please reach out to us at caremanagement@primewest.org and we will route your inquiry as needed. 🍀

2025 Community Event Highlights

Brenda Long, Community Health Worker

In 2025, PrimeWest Health hit the road with a purpose—and we loved every mile of it! We traveled **over 5,000 miles** and attended over **45 events** across our service area, all with one goal in mind: **connecting with our amazing members and communities**.

Every handshake, every smile, and every story reminded us why we do what we do. We also loved having the opportunity to introduce new friends to who we are as *Your Greater Minnesota Health Plan*.

Here's to a year of connection—and to even more opportunities in 2026!



Left to right: Red Lake Community Baby Shower; Stingers MVP Mindset Night in Willmar; National Night Out in Alexandria; Evansville Community Baby Shower; Community Night Out in Morris 🍀

Dental Benefit Administration

Amanda Englund, Dental Services Coordinator

As a reminder, PrimeWest Health continues to administer dental benefits for our PrimeWest Health members. Because many other Medical Assistance health plans are now using a single, third-party dental benefits administrator, PrimeWest Health wants to ensure county case managers are aware of PrimeWest Health's role in dental benefit administration and know who to contact for assistance.

If you or a member you are working with has a question about dental benefits or services or needs help finding an in-network dental provider, call Member Services at **1-866-431-0801** (toll free). If additional assistance is needed, Member Services will transfer the call to Amanda, Dental Services Coordinator. 🍀

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 seasons. 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 or hopeless most days, 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 vitamin D. Vitamin D supports mental health, and SAD has been associated with lower levels of vitamin D. Skin absorbs vitamin D through sunlight 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 daily amount 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, 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,” March 21, 2025, 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,” January 31, 2023, www.va.gov/washington-dc-health-care/stories/combating-seasonal-affective-disorder. 

New Tobacco Cessation Program

Rachel Mead, RN, Population Health Coordinator

PrimeWest Health is offering a new **Tobacco Cessation program** designed to support **members ages 18 and over** who want to **cut back or quit using tobacco products**. The program is offered at no cost to members.

The program is delivered **over the phone** by a **Certified Tobacco Treatment Specialist (CTTS)-trained nurse** and includes the following:

- Weekly phone calls
- Individualized tobacco cessation counseling
- Education managing cravings and triggers
- Help with stress management, relapse prevention, and identifying support systems

During the calls, the CTTS nurse can also talk about medications and products that can help the member quit or cut back on tobacco. These may be covered with a prescription from the member’s health care provider.

Whether a member’s goal is to quit completely or simply reduce tobacco use, PrimeWest Health is here to support them on their wellness journey. If you work with a member who may be interested in this program, please email caremanagement@primewest.org or contact Andria Shelley, LPN Community Health Specialist, at 1-320-762-5986. 

2026 Supplemental Benefits for PrimeWest Senior Health Complete (HMO SNP) and Prime Health Complete (HMO SNP) Members

Natasha Jevnager, RN, Special Needs Plan Care Coordinator

There are several advantages for eligible members to enroll in our PrimeWest Senior Health Complete or Prime Health Complete programs. Each combines the health care and support services normally offered by separate programs into one seamless package, including one insurance card, one Member Services number, one drug plan, and only getting mail from one plan. Members in these programs also receive additional supplemental benefits at no cost to them. The following supplemental benefits are available in 2026:

- **Fitness plan**
 - \$30 per month is automatically reimbursed to members who participate through [My Fitness Rewards by the National Independent Health Club Association \(NIHCA\)](#)
 - There is no attendance requirement associated with this benefit; members may access the gym as they choose
 - This benefit is also available to members in Minnesota Senior Care Plus (MSC+) and Special Needs BasicCare (SNBC)
- **Over-the-counter (OTC) items**
 - Up to \$25 per month for items like mouthwash, sunscreen, aloe, first aid supplies, and vitamins
- **Healthy food allowance**
 - Eligible PrimeWest Senior Health Complete members receive \$187 per month
 - Eligible Prime Health Complete members receive \$65 per month
 - To receive this benefit, members must have a qualifying chronic condition such as dementia, diabetes, chronic kidney disease, stroke, neurological disorder, or a chronic or disabling mental health condition
- **Animatronic pets**
 - Available only for members in PrimeWest Senior Health Complete
 - Eligible members can pick either a cat or dog, limited to one pet per year
 - Members must have a qualifying diagnosis of Alzheimer's disease or a related dementia
- **Expanded dental coverage**
 - Available only for members in PrimeWest Senior Health Complete
 - Replacement dentures: One additional arch every three years
 - Available for members in PrimeWest Senior Health Complete and Prime Health Complete
 - Crowns: One per calendar year up to \$1,500
- **Expanded eyeglass coverage**
 - Antireflective coating, polarization, tint/photochromatic lenses, scratch-resistant coating, in any combination up to \$150 per calendar year
 - Progressive lenses up to \$300 per calendar year
- **Post-surgery/discharge home-delivered meals**
 - 14 days (42 total) of meals; count starts on the day of discharge and is approved for three meals per day

You can find more information about the [2026 supplemental benefits](#) for PrimeWest Senior Health Complete and Prime Health Complete members, including member eligibility details, procedure codes, and any special instructions, on our website. If you have questions or would like additional details, please email caremanagement@primewest.org. 

Member Incentives: Preventive Services

Leah Anderson, Population Health Manager

PrimeWest Health wants our members to be healthy. Because preventive services are an important part of staying healthy, PrimeWest Health offers incentive gift cards to members for having these services completed.

To receive the incentive, the member must complete the service and then let PrimeWest Health know by either returning a voucher to PrimeWest Health or submitting an online form. Some incentives have eligibility limitations. PrimeWest Health must be the member's primary insurer on the date of service to qualify.

Incentives are available to eligible members who get the following preventive services:

- **Colorectal Cancer Screening** – Members ages 45 – 75 years
 - Limit one gift card per member per screening. Screening frequency is based on provider recommendations.
- **Dental Exam** – Families and Children, MinnesotaCare, and Special Needs BasicCare (SNBC) Medical Assistance-only members ages 1 – 20 years
 - Limit one gift card per year per member for this service.
- **Mammogram** – Members who are female ages 50 – 74 years
 - Limit one gift card every two years for this service.
- **Postpartum Visit** – Families and Children, MinnesotaCare, and SNBC Medical Assistance-only members who have a postpartum visit on or between 7 and 84 days after delivery
 - Limit one gift card per member per pregnancy.
- **Retinal or Dilated Eye Exam** – Members with diabetes ages 18 – 75 years
 - Limit one gift card per year per member for this service.
- **Childhood Vaccines** – Members up to date on all vaccines before age 2 years
- **Well-Child Visits** – Members ages birth – 15 months
 - Limit six gift cards per child for this service during this age range.
- **Well-Child Visits** – Members ages 15 – 30 months
 - Limit two gift cards per child for this service during this age range.
- **Well-Child Visits** – Members ages 3 – 11 years
 - Limit one gift card per child per year for this service.
- **Well-Child Visits** – Members ages 12 – 17 years
 - Limit one gift card per child per year for this service.
- **Wellness Visits for Young Adults** – Families and Children, MinnesotaCare, and SNBC Medical Assistance-only members ages 18 – 21 years
 - Limit one gift card per year per member for this service.

You can find [more information about these incentives](#) on our website, as well as links to both print vouchers and the online form members can submit to get the incentive gift card. If you have questions about our incentive program, please call the Provider Contact Center at 1-866-431-0802 (toll free). 

Palliative Care Versus Hospice Care: What Is the Difference?

Rachel Mead, RN, Population Health Coordinator

It might appear that palliative care and hospice care are the same type of care. However, while there are some similarities, there are also important differences between them.

General similarities and differences

Both palliative care and hospice care are designed for patients who have a serious or terminal illness, such as cancer, dementia, chronic kidney disease, cirrhosis, or Parkinson's disease. Both focus on keeping the patient comfortable and can include help with pain management. Palliative care and hospice care differ in terms of when a person can get the service, what other treatment they can receive at the same time, and where they can receive the service.

Palliative care

According to the National Institute on Aging:

Palliative care is focused on improving quality of life for people with serious illnesses and their care partners. It is available to people of any age who need it.... The major elements of palliative care include managing a person's symptoms effectively and ensuring that their care is coordinated....Palliative care can start as early as a person's diagnosis or not until later in their illness, and it can occur alongside other types of treatment for the disease.

Patients may receive palliative care at any point during the course of their condition and may continue to get curative treatments. This is not true for hospice care. Palliative care can be provided in a variety of settings including clinics, hospitals, and where the patient lives. Palliative care can also be offered at an outpatient palliative care clinic.

Hospice care

According to the National Institute on Aging, “Hospice care focuses on the care, comfort, and quality of life of a person with a serious illness who is approaching the end of life.” Patients might consider hospice care when their condition does not have a cure or is not responding to curative treatments.

Patients need to be certified by their doctor as having six months or less to live before they can receive hospice care. Patients receiving hospice care no longer get curative treatment for their condition; the focus is on symptom management at end of life. Hospice care can be provided in the same settings as palliative care, with the exception that it cannot be provided in a palliative care clinic.

If a patient’s condition improves and they are no longer eligible for hospice, they can discharge from care. If a patient decides to pursue curative therapies or treatments, the patient will need to withdraw from hospice. Patients may also choose to leave hospice care at any time.

More information

If you work with a member who has questions about whether palliative care or hospice care is right for them, please encourage them to talk with their trusted primary care provider.

PrimeWest Health-specific information can be found as follows:

- Information about hospice benefits
 - *Member Handbooks*, which are available online at www.primewest.org/programs. Choose the applicable program.
- Information about network hospice and palliative care providers
 - *Provider and Pharmacy Directories*, which are available online at www.primewest.org/programs. Choose the applicable program.

This information is also available by calling Member Services at 1-866-431-0801 (toll free).

Health Care Directives

Discussions about palliative care and hospice care may lead to discussions about advance care planning. Please take advantage of the opportunity to discuss Health Care Directive with members. PrimeWest Health has a [brochure for members](#) that includes useful information as well as a Health Care Directive form they can fill out.

Source: National Institute on Aging, “What Are Palliative Care and Hospice Care?” May 14, 2021, www.nia.nih.gov/health/hospice-and-palliative-care/what-are-palliative-care-and-hospice-care.

PrimeWest Health’s Car Seat Program

Sheila Radtke, RN, MSN, PHN, Women & Children Care Coordinator

Infant, convertible, and booster car seats are available at no cost to certain PrimeWest Health members! Members who are at least 6 months pregnant or who had a baby in the last 6 months are eligible, as are child members ages 9 and under.

You or the member can contact the county Public Health office to find out how to get a car seat. Public Health will make sure the car seat is installed correctly. Members can also call PrimeWest Health Member Services at 1-866-431-0801 (toll free).

More [details about the Car Seat program](#) are available on our website.

Mental Health County Case Manager Desktop Process

Danielle Turner, LADC, Behavioral Health Team Lead

PrimeWest Health recently developed the [Mental Health County Case Manager \(CCM\) Desktop Process](#) as a tool for mental health county case managers. This desktop process includes PrimeWest Health processes and contact information for the following:

- Psychiatric Residential Treatment Facility (PRTF) placement
- Civil commitment
- Juvenile screening
- Mental Health Targeted Case Management (MH-TCM)
- Children's MH-TCM transition plan
- Transportation
- Restricted Recipient Program (RRP)

The *Mental Health County Case Manager (CCM) Desktop Process* can be found in the [County Case Management Manual](#). It is listed in the left navigation menu as "Mental Health Desktop Process" under "Additional PrimeWest Health Programs."

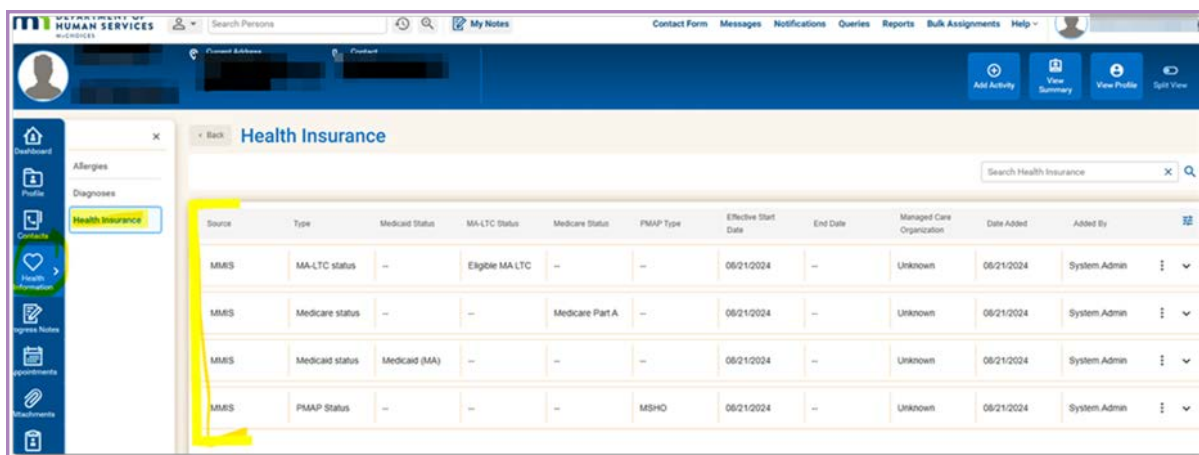
MnCHOICES Duplicate Charts/Person Records

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

There has been an uptick in reported duplicate charts/person records in MnCHOICES recently. If you come across this issue, you can determine which chart/person record is correct based on whether it includes health insurance information.

When you search for a member in MnCHOICES, the first step is to check if a chart/person record exists for the member. If you come across more than one chart/person record for the member, open one and review the "Health Information" tab to verify if anything has been loaded in the "Health Insurance" section (image below). If nothing is loaded, open the other chart/person record and repeat the review for health insurance.

The chart/person record that includes health insurance information is correct, and you should only document in this chart/person record. If you document in the wrong one, be sure to move all applicable documentation to the correct one.



The screenshot shows the MnCHOICES interface with the 'Health Insurance' tab selected. A table lists health insurance records for a member. The table has columns for Source, Type, Medicaid Status, MA-LTC Status, Medicare Status, PMAP Type, Effective Start Date, End Date, Managed Care Organization, Date Added, and Added By. A yellow box highlights the first four columns of the table.

Source	Type	Medicaid Status	MA-LTC Status	Medicare Status	PMAP Type	Effective Start Date	End Date	Managed Care Organization	Date Added	Added By
MMS	MA-LTC status	--	Eligible MA-LTC	--	--	06/21/2024	--	Unknown	06/21/2024	System Admin
MMS	Medicare status	--	--	Medicare Part A	--	06/21/2024	--	Unknown	06/21/2024	System Admin
MMS	Medicaid status	Medicaid (MA)	--	--	--	06/21/2024	--	Unknown	06/21/2024	System Admin
MMS	PMAP Status	--	--	--	MSHO	06/21/2024	--	Unknown	06/21/2024	System Admin

If you come across a duplicate chart/person record, have your county mentor submit a ticket to the Minnesota Department of Human Services (DHS) with the ID number of the chart/person record *with* health insurance information (“keeper person”) and the ID number of the chart/person record *without* health insurance information (“bad person”) so DHS can add the ID number to their list for future merging or deletion. If your county mentor is unable to submit a ticket or needs assistance, please email PrimeWest Health’s Special Needs Plan MnCHOICES Lead, Skyler VonWahlde, at skyler.vonwahlde@primewest.org.

2026 Managed Care Key Dates

Natasha Jevnager, RN, Special Needs Plan Care Coordinator

The 2026 Managed Care Key Dates document, pictured below, can be found [on our website](#) as well as the [Minnesota Department of Human Services’ \(DHS\) Health Plan Systems Workgroup Information web page](#). This document is made available annually by DHS to managed care organization staff and their delegates to use as a guide for determining enrollment eligibility timelines.

2026 Managed Care Key Dates ¹					
Enrollment Month:	Enrollment Cut-Off Date	1 st Capitation Date	2 nd Capitation (Reinstatement) Date	1 st Capitation Warrant Date	2 nd Capitation (Reinstatement) Warrant Date
January 2026	12/19/25	12/23/25	12/31/25	12/30/25	01/13/26
February 2026	01/21/26	01/23/26	01/30/26	01/27/26 ⁴	02/10/26
March 2026	02/18/26	02/20/26	02/27/26	02/24/26 ⁴	03/10/26
April 2026	03/20/26	03/24/26	03/31/26	04/07/26	04/07/26
May 2026	04/21/26	04/23/26	04/30/26	05/05/26 ²	05/05/26 ²
June 2026	05/19/26	05/21/26	05/29/26	07/14/26 ³	07/14/26 ³
July 2026	06/18/26	06/23/26	06/30/26	07/14/26 ³	07/14/26
August 2026	07/22/26	07/24/26	07/31/26	07/28/26 ⁴	08/11/26
September 2026	08/20/26	08/24/26	08/31/26	09/09/26	09/09/26
October 2026	09/21/26	09/23/26	09/30/26	10/06/26	10/06/26
November 2026	10/21/26	10/23/26	10/30/26	11/03/26	11/03/26
December 2026	11/17/26	11/19/26	11/30/26	12/01/26	12/15/26
January 2027	12/21/26	12/23/26	12/31/26	12/29/26	01/12/27

¹ Tentative dates are subject to change.
² Capitation payments for SNBC products for dates of service of May are delayed for payment until July.
³ Capitation payments for all products for dates of service of June and July are delayed for payment until July.
⁴ Capitation payments may be split over two warrant dates if the capitation cycle date immediately precedes the warrant cycle date.

Explanations for each date are as follows:

- **Enrollment Month:** Indicates the month of eligibility in question
- **Enrollment Cut-Off Date:** Used to determine eligibility dates for new members or existing members making enrollment changes
- **1st Capitation Date and 2nd Capitation (Reinstatement) Date:** Related to PrimeWest Health’s incoming capitation file from DHS based on the member’s current program enrollment. These are the cut-off dates for when a member needs to be included on a capitation file to be eligible for enrollment or reinstatement.
- **2nd Capitation (Reinstatement) Date:** Only for members who were terminated but regained eligibility before the end of the month. If this date isn’t met, the member will be on the following month’s 1st capitation file.
- **1st Capitation Warrant Date and 2nd Capitation (Reinstatement) Warrant Date:** Indicate when those capitation files are sent to the member’s applicable plan.

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. Remote participation via Microsoft Teams is also available. Lunch is

provided for in-person attendees. Supervisors will receive an email containing the agenda along with a meeting link the week of the meeting. Upcoming meeting dates:

- April 16, 2026
- July 16, 2026

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. County case managers will receive an email containing the agenda along with a meeting link the week of the meeting. Upcoming meeting dates:

- February 26, 2026
- March 26, 2026
- April 23, 2026

New county case manager training

Meetings are held in February, May, August, and November at PrimeWest Health in Alexandria, unless otherwise noted. A light breakfast and lunch are provided for attendees. The target audience of this training is new county case managers; however, all county case managers who would like a refresher or who may be working with PrimeWest Health members in the future are welcome to attend.

Please work with your supervisor if you need or want to attend a training; they are provided with training dates and times the month prior. For any additional questions, please reach out to us at caremanagement@primewest.org.

Contact Information

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

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



Your *greater* Minnesota health plan



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