

PrimePartners

for Case Managers

Volume 9, Issue 5
May 2015

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MnCHOICES Launch Postponed

Kristi Shamp, RN, BSN, PHN, CPHM, SNP Senior Care/UM Care Coordinator

A May 19, 2015, memo from the Minnesota Department of Human Services (DHS) announced that the launch of MnCHOICES for managed care organizations (MCOs) will be postponed. Plans for the launch are progressing slower than expected due to technical issues. DHS anticipates that MnCHOICES will not be available for MCO use before January 2016. DHS plans to provide an update on launch plans in August 2015.

If you have any questions, please visit the DHS MnCHOICES web page at www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=hs16_180264. 

Car Seat Order Reminder

Public Health nurses are reminded to turn in your car seat orders to **Jennifer Bundy** as soon as possible. 

Summer Camps for Kids—There's Still Time to Register

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** – 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 there is a question about whether the child qualifies, call Camp Healthy U at **1-866-937-9622** (toll free).

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**. 

May Is Mental Health Month

Ann Challes, RN, CMCN, Complex Care Coordinator

The purpose of Mental Health Month is to raise awareness about mental illness in the United States. Mental illness is of paramount concern. One in five people live with a mental health condition, with 50 percent of mental health conditions beginning by age 14, and 75 percent of conditions developing by age 24. Early engagement and support are critical to improving outcomes and increasing the likelihood of recovery. Each year, organizations such as the Substance Abuse and Mental Health Services Administration (SAMHSA) and the National Alliance on Mental Illness (NAMI) work to fight stigma, provide support, educate the public, and advocate for equal care. By becoming more aware of mental health issues, you can make a difference.

Mental illness can affect an individual's thinking, feeling or mood, and ability to relate to others. Not all people diagnosed with the same mental illness will be affected in the same way, and mental illness isn't always the result of one event. Research suggests that there may be several causes, such as genetics, environment, and lifestyle, that influence the development of a mental health condition.

According to NAMI:

- Approximately 1 in 25 adults in the U.S.—13.6 million, or 4.1%—experiences a serious mental illness in a given year that substantially interferes with or limits one or more major life activities.
- Approximately 1 in 5 youth aged 13–18 (21.4%) experiences a severe mental disorder in a given year. For children aged 8–15, the estimate is 13%.
- 1.1% of adults in the U.S. live with schizophrenia.
- 2.6% of adults in the U.S. live with bipolar disorder.
- 6.9% of adults in the U.S.—16 million—had at least one major depressive episode in the past year.
- 18.1% of adults in the U.S. experienced an anxiety disorder such as posttraumatic stress disorder, obsessive-compulsive disorder and specific phobias.
- Among the 20.7 million adults in the U.S. who experienced a substance use disorder, 40.7%—8.4 million adults—had a co-occurring mental illness.

What can you do to help?

- Take the pledge to fight stigma by signing up on NAMI's website at www.nami.org.
- Learn about mental health and what it means to live with a mental illness.
- Teach others about mental illness.
- Work with local businesses and leaders in your community.
- Check out NAMI Minnesota's website at www.namihelps.org for additional information on how to fight stigma, raise awareness, and provide support to those who live with mental illness or have a loved one who does.

Source: NAMI. "Mental Health by the Numbers." www.nami.org/Learn-More/Mental-Health-By-the-Numbers. Accessed May 20, 2015. 

Housekeeping in Customized Living (CL)

Kristi Shamp, RN, BSN, PHN, CPHM, SNP Senior Care/UM Care Coordinator

Light and heavy housekeeping are two component services covered within Customized Living (CL) settings. Light housekeeping consists of tasks that are usually done daily or weekly and take little time to complete. Typical tasks include sweeping, dusting, vacuuming, washing dishes, and straightening up a member's living

space. Heavy housekeeping includes tasks such as cleaning the tub, shower, and toilet; flipping mattresses; moving furniture; and deep cleaning. Maintenance or housekeeping required of the facility by license or law are non-covered services. Case managers should ensure there is a documented need for all housekeeping services, that a reasonable person would define the task as housekeeping, and there is no duplication between light and heavy housekeeping in the CL tool.

If you have questions, please contact **Kristi Shamp**. 

Encourage Members to Check Out the Summer 2015 Issue of *PrimeLines*

PrimeWest Health's member magazine, *PrimeLines*, is a great source of information for our members, and we encourage you to share and discuss the articles with members. In the Summer 2015 issue, you can find articles on many topics, including the following:

- **Lake itch** – What it is, the symptoms, the treatment, and how to avoid it
- **Bug bites** – How to avoid bites and stings, relieve the pain, and treat a serious reaction. Features a special inset about the dangers of tick bites, including information on how to recognize a tick bite and how to get rid of ticks.
- **Kids and hot cars** – The dangers of leaving babies and kids in hot cars, even for a few minutes. Includes tips on how to remember to make sure a child in your care is out of the car before you leave it.
- **Putting your baby on a routine** – Tips on how to get your baby to follow a routine
- **Dental sealants** – Explains the importance of dental sealants for children

You can find a link to the Summer 2015 issue of *PrimeLines* on our website at www.primewest.org/primelines. A PDF of the issue is also included at the end of this issue. 

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.

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

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

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You can find a PDF copy of *PrimePartners* by going to our website. Go to www.primewest.org/primepartners.

IMPORTANT NOTE: The information in this magazine is not professional medical advice. It is not a substitute for diagnosis or treatment. Do not ignore your health care provider's advice or wait to ask for it because of something you read here.

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Summer 2015

PrimeLines

A complimentary publication from PrimeWest Health

Does Your Baby Need a Routine?

There are a lot of parts to your daily routine. If you counted them all up, you'd probably have at least 50 things you do each and every day. Babies, on the other hand, seem to have 4 main parts to their days: sleep, eat, poop, and cry. That's just 4 things, but, as any parent knows, those 4 things can consume your whole day, too. Establishing a routine for your baby can make life easier for both of you.

A good place to start is by teaching your baby the difference between night and day. It may seem obvious, but babies sometimes get these mixed up—they want to party all night and sleep all day. To try to prevent this, keep your house bright during the day and keep it dark and quiet at night. When your baby wakes up for nighttime feedings, keep the lights dim and limit talking too much to him/her.

Getting your baby on a schedule can be a process—it won't happen overnight (although many new moms and dads wish it would!). Track when your baby eats, sleeps, and is alert. You should see patterns start to develop, and this can help you learn your baby's cues.

As you start to place your baby on a schedule, make it a priority. Make sure you follow through with the routine. Keep naptime around the same time every day. If your baby usually eats at 5 p.m., don't wait until too long after 5 p.m.—otherwise he/she will likely get cranky! And that can make everyone else in the house cranky, too!

After your baby's routine is somewhat established, don't be surprised if it suddenly changes. As babies hit their milestones, their needs may change. For example, they may need more sleep or more food. Don't worry too much. Your baby may go back to his/her normal routine, or you may need to make slight adjustments.

Giving your baby a routine can make life less stressful for both you and your baby. Plan for some bumps along the way and remember that your baby's schedule likely won't run on time, all the time—that would be too easy!

Source: BabyCenter

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BUG BITES



Insects like mosquitos, biting flies, bees, wasps, hornets, yellow jackets, and ticks can be a nuisance when you are trying to enjoy time outside. If you're like most people, you want to avoid getting stung or bitten!

Avoid bites and stings

- Apply an approved insect repellent. Products containing DEET are the most effective. (*Note:* Read the label before applying. Some products may not be suitable for babies or small children.)
- Wear light-colored clothes that cover your body. Tuck your pant legs into your boots or shoes.
- Avoid wearing perfumes or other scented items.

What if in spite of your best efforts, you've been bit or stung? It might help to know that most stings and bites will hurt, but they aren't serious. The main thing you'll want to do is to make the pain go away!

Relieve the pain

- If you've been stung and the stinger is still in the skin, remove it as quickly as possible. You can use your fingernail or something like a credit card to scrape it out.
- Whether it's a sting or a bite, you'll want to wash the area with soap and water.
- You can apply a cold pack to help relieve some of the pain, itching, and swelling.
- You can also try over-the-counter hydrocortisone or calamine lotion.

No matter how tempting it may be, don't scratch the area of the bite or sting! This can make the swelling worse and cause infection.

Treat a serious reaction

Some people have a severe reaction to bites or stings. Although this is uncommon, it can be life-threatening. People experiencing a severe reaction will require emergency treatment. Signs and symptoms include the following:

- Coughing, wheezing, or trouble breathing
- Swelling of the lips, tongue, ears, eyelids, or palms of hands
- Lightheadedness and/or confusion
- Nausea, diarrhea, and stomach cramps
- Raised and itchy welts on the skin (these are called hives)

If you or someone else is having a reaction with these symptoms, you should call **911** right away.

TICK BITES

Tick bites can be especially dangerous because a certain kind of tick called a deer tick carries something called Lyme disease. Early symptoms may include flu-like symptoms, neck stiffness, swollen lymph glands, or jaw pain. About 50 percent of the time, a "bulls-eye" rash will appear around the tick bite. If left untreated, Lyme disease can cause serious complications such as heart disease, neurological problems, and arthritis-like joint problems. Don't ignore the symptoms if you have them!



Getting rid of a tick

1. Remove the tick from your skin as soon as you notice it. Use fine-tipped tweezers and grasp it close to your skin. Pull the tick's body straight up, away from your skin.
2. Clean the area with soap and warm water.
3. Throw the tick away.



Lake Itch

You may have heard it called “lake itch” or “swimmer’s itch.” Either way, it *itches*!

So, what is it?

Lake itch is caused by an allergic reaction to certain microscopic parasites found in both fresh and salt water. If the parasite meets a swimmer, it will burrow into the skin. This causes an allergic reaction, usually indicated by a rash. This all sounds rather... unpleasant...so it’s important to know that the rash is **not** a sign the parasite is living in your skin (it dies soon after it burrows its way in). The rash and itching are the signs of an allergic reaction.

What are the symptoms?

Symptoms of lake itch include the following:

- Itchy or tingly skin
- Small reddish pimples
- Small blisters

These symptoms can show up minutes after contamination or they may take a few days. If you swim in contaminated water a lot, it’s likely your symptoms will develop sooner and be more severe.

What’s the treatment?

The good news is that, although it is uncomfortable, lake itch isn’t dangerous and usually doesn’t require the care of a health care provider. The following are remedies for lake itch that you can try at home:

- Use corticosteroid or some other anti-itch cream, gel, or spray
- Apply a cold pack
- Take a bath with baking soda or oatmeal (grind oatmeal in a blender, food processor, or coffee grinder until it is a fine powder)
- Apply a baking soda paste (stir water into baking soda until it becomes a paste)
- Take an antihistamine

The most important form of treatment may be something you don’t do: don’t scratch! Scratching can cause the rash to become infected.



How can I avoid it?

Lake itch isn’t entirely preventable, but there are some things you can do to prevent the risk.

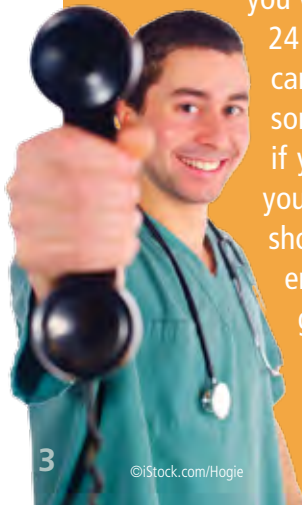
- Don’t swim in areas where lake itch is known to be a problem. You also should not swim in areas where signs have been posted that warn of unsafe water.
- Don’t swim near or wade in marshy areas where snails are commonly found. (The snails are the guilty ones that release the parasites.)
- Before you go swimming, rub mineral oil on your skin. This forms a barrier between you and the parasites.
- Towel dry or shower immediately after leaving the water.

So, while lake itch isn’t fun to think about—or to have!—it’s treatable. Knowing how to avoid it and how to treat it can help you have a fun, itch-less summer!

Source: Centers for Disease Control and Prevention (CDC); Minnesota Department of Natural Resources (DNR)

Wondering what to do?

Summer can mean bug bites, sunburns, and other “ouches!” suffered by kids who play hard and have fun. If you’re ever wondering how to treat these ailments, you can always call **Ask Mayo Clinic** at 1-888-688-4336 (toll free). You can call **Ask Mayo Clinic** any time you want to talk to a nurse—7 days a week, 24 hours a day, 365 days a year. The nurses can help you decide if the condition is something you can take care of at home, if you need to make an appointment with your health care provider, or even if you should go to the emergency room. We encourage you to take advantage of this great resource. It can save you a lot of worry and get you and your family the treatment you need.



Kids and Hot Cars: A Fatal Combination

Every year you hear stories on the news about caretakers who accidentally left a child in the car. Sometimes these events have fatal consequences. The two most important things to remember to prevent these accidents from happening?



1. Leaving a baby or a child alone in the car is *never* a good idea.
2. Make sure your child is out of the car before you leave the car.

Sometimes it can be tempting to leave your child in the car while you run in to the store to grab something. “I’ll only be a minute,” you might think. But, think again. Errands often take longer than you expect—and heatstroke can happen faster than you think. In 10 minutes, a car’s temperature can rise over 20 degrees. Children overheat up to 5 times faster than adults, and heatstroke can happen on cloudy days when temperatures aren’t what you would normally think of as “hot.” In fact, even if the outside temperature is 60 degrees, the temperature inside your car can reach 110 degrees. Cracking or opening your windows is not enough to combat heatstroke.

Kids sometimes get left in cars when driving the child isn’t in the driver’s normal routine. For example, maybe Dad usually drives the kids to daycare, but he has to go into work early, so a neighbor takes the kids. Because it’s not something she usually does, she may forget to actually drop off the kids. For this reason, it’s important to *always* check the back seat of your car before you leave it. It’s a good idea to put something you will need during your day in the backseat with your child. For example, leave your work badge, your cell phone, or your purse

or backpack next to your child’s car seat. You’ll likely remember those items because you can’t get through your day without them. When you go to get these items from the backseat, it serves as a way to double-check that you have, in fact, dropped off your kids.

When you’re not following your normal routine, another good idea is to call and check to make sure your child arrived at his/her destination safely. In this situation, Dad can call the neighbor or daycare to check to see if his kids made it okay.

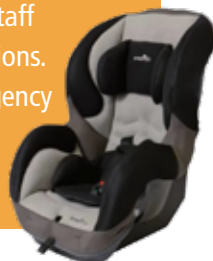
The thought of anything happening to a child in your care is scary. The best way to prevent a child from suffering heatstroke in the car is by arming yourself with knowledge and preparing a prevention plan to make sure it never happens.

Source: Safecar.gov

CAR SEATS

As you just read, car safety is extremely important for children. Another way to help keep them safe is by *always* using a car seat. When it comes to car seats, a great resource is your local Public Health agency.

- Car seats are provided by Public Health agencies.
- Your local Public Health agency can check to make sure you’ve installed your car seat correctly. The staff there can help you make any needed corrections.
- If you need the number of a Public Health agency near you, call PrimeWest Health Member Services at **1-866-431-0801** (toll free).



Seal Up Your Teeth!

Have you ever heard of painting your teeth? In a sense, that's what getting sealants put on your teeth is. Sealants are thin, plastic coatings that are painted on the chewing surfaces of your molars (your back teeth). The sealants are literally "painted" on as a liquid. Then they harden to form a protective seal over your teeth. This helps prevent tooth decay.

Why just put sealants on your back teeth? The reason is that back teeth are extra prone to decay. Back teeth are rough and uneven with pits and grooves where food and germs can get stuck. Your front teeth have smooth surfaces, which makes this less of a problem.

Dentists recommend children get sealants on their permanent molars as soon as those teeth come in. Most children will start getting their permanent molars around ages 6 – 9.

Talk with your child's dental provider about getting sealants. They are a great way to keep his/her teeth healthy. Plus, if your child gets sealants between the ages of 6 and 9, PrimeWest Health will send him/her an oral health kit. Each kit contains a toothbrush, fluoride toothpaste, floss picks, a tooth brushing timer, and oral health educational tips.

Keep in mind, however, that just because your child has sealants doesn't mean he/she can stop brushing! Regular brushing with fluoride toothpaste also helps prevent tooth decay, especially on teeth's smooth surfaces.

So, please, don't delay! Talk with your dental provider today about how sealants can help prevent tooth decay!

Source: National Institute of Dental and Craniofacial Research

Pregnant?

If you are pregnant, you likely have a lot on your "to-do" list right now. That's why we want to remind you of 3 important things that should be on that list!

1. Tell your county or MinnesotaCare worker right away. He/she will update your file to show you are pregnant. Once your file has been updated, you won't have to pay copays while you are pregnant.
2. See your health care provider for a checkup within the first 8 – 12 weeks of pregnancy. Your health care provider will set up a schedule of appointments for you during and after your pregnancy.
3. Sign up for text4baby to get tips and advice about pregnancy and the first year of your child's life. Go to www.text4baby.com to learn more.



Tell Us About It

This is your chance to provide valuable feedback to PrimeWest Health. We recently mailed out surveys to some of our members. You may have received these surveys depending on what programs you participate in. You may be asked to provide feedback on disease management services, care management services, and PrimeWest Health overall. We encourage you to take advantage of this opportunity to let us know how we are doing—and how we can better meet your needs. If you have any questions about these surveys, please call Member Services at **1-866-431-0801** (toll free).

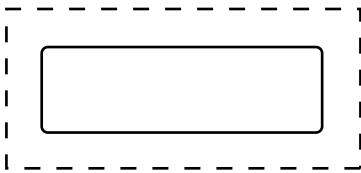


Health and wellness or prevention information



Reduce Reuse Recycle

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Member Services 1-866-431-0801

Attention. If you need free help interpreting this document, call the above number.

ملاحظة: إذا أردت مساعدة مجانية لترجمة هذه الوثيقة، اتصل على الرقم أعلاه.

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Pažnja. Ako vam treba besplatna pomoć za tumačenje ovog dokumenta, nazovite gore naveden broj.

Thov ua twb zoo nyeem. Yog hais tias koj xav tau kev pab txhais lus rau tsab ntaub ntawv no pub dawb, ces hu rau tus najnpawb xov tooj saum toj no.

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Atención. Si desea recibir asistencia gratuita para interpretar este documento, llame al número indicado arriba.

Chú ý. Nếu quý vị cần được giúp đỡ dịch tài liệu này miễn phí, xin gọi số bên trên.

This information is available in other forms to people with disabilities by calling Member Services at 1-866-431-0801. To reach us through Minnesota Relay for TTY, Voice, ASCII, or Hearing Carry Over, call 1-800-627-3529 or 711; for Speech-to-Speech relay service, call 1-877-627-3848. Calls to all of these numbers are free.