

# PrimePartners

## *for Case Managers*

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### Welcome to Our New Care & Population Health Management Staff Member

*Aja Mayer, RN, Quality Improvement Coordinator*

We are excited to introduce you to Andria, who joined our team in July—get to know a little about her below.



#### **Andria Shelley, LPN, Population Health Specialist**

Originally from Grand Forks, ND, Andria lives in Alexandria, MN, and has been a nurse in various settings for 25 years. She enjoys spending time with her husband, Jacob, and their four children, Angelica (23), Aidan (21), Alexander (20), and Eva (8). She loves to hike and read, and she very much enjoys a good cup of coffee or tea. Andria is a certified Zumba and BodyPump instructor at the Alexandria Area YMCA, and says she is “happy to be a part of the wonderful team at PrimeWest Health!” 

### Helping Members Understand the Benefits of Integrated Health Plans

*Tasha Jevnager, RN, Special Needs Plan Care Coordinator*

Members may ask you the difference between integrated plans (plans that provide both Medicare and Medical Assistance coverage) and non-integrated plans. It can be tricky to answer questions while staying within the boundaries outlined by the Centers for Medicare & Medicaid Services (CMS). PrimeWest Health has put together some materials to help.

[How Can I Help Members Understand the Benefits of Integrated Health Plans?](#) explains what information county employees can provide to members. It is attached at the end of this issue, followed by the list of [Community Action Partner \(CAP\) Agencies](#) to which interested parties can be referred.

The following member documents are available on our website:

- Brochures comparing PrimeWest Senior Health Complete (HMO SNP) to Minnesota Senior Care Plus (MSC+) – [2024 brochure](#) and [2025 brochure](#)
- Brochures comparing Prime Health Complete (HMO SNP) to Special Needs BasicCare (SNBC) – [2024 brochure](#) and [2025 brochure](#) 

## Members with Dentures: Regular Dental Visits Are Still Important

Amanda Englund, Dental Services Coordinator

Members with dentures may wonder if they still need to have regular dental appointments. Please tell them the answer is “yes”; members with dentures absolutely need to have regular dental checkups! Dental health isn’t just about teeth—it’s also about the gums, jawbone, and mouth. Having dentures does not eliminate the need for dental visits, and members should still have a visit every six months, or as recommended by their dental provider (WebMD).

If a member has a partial denture with remaining teeth, regular dental visits can help keep the remaining teeth healthy. People with full dentures and no remaining teeth are still at risk for gum disease and should have their mouth and gums checked regularly by a dental provider. Providers also look for signs of problems like oral cancer during visits (WebMD), and regular visits can help identify concerns early, when treatment may be most effective.

Tissue and bone structure change over time, which affects the way dentures fit. Dental providers can check dentures for proper fit and make adjustments as needed. This is important because ill-fitting dentures can cause discomfort and sores (WebMD). A dental provider can also spot early signs of damage to dentures and make repairs before the problem becomes worse.

These are all important reasons for people with dentures to continue getting dental care. Please encourage members to make regular dental visits part of their routine.

### Source

- WebMD, “Dental Health and Dentures,” September 5, 2023, [www.webmd.com/oral-health/dental-health-dentures](https://www.webmd.com/oral-health/dental-health-dentures). 

## Medicare Prescription Copays for 2025

Katie Brand, PharmD, Pharmacy Manager

PrimeWest Senior Health Complete (HMO SNP) and Prime Health Complete (HMO SNP) members will have a \$0 copay on all Part D prescription medications for 2025. If a member notices they are being charged a copay on or after January 1, 2025, for Part D medications, please have them call PrimeWest Health Member Services at **1-866-431-0801** (toll free). County case managers who notice a member is being charged should also call Member Services. 

## Coverage of Weight Loss Medications

Katie Brand, PharmD, Pharmacy Manager

Obesity is a chronic health condition associated with significant morbidity and mortality in both children and adults. Adult obesity is defined as a body mass index (BMI) greater than or equal to 30 kg/m<sup>2</sup>, with severe obesity classified as a BMI greater than or equal to 40 kg/m<sup>2</sup> (CDC, March 2024). More than two in five adults in the United States have obesity (CDC, May 2024).

BMI for children (ages 2 – 19 years) are compared to other individuals of the same sex and age based on a percentile that shows how a child’s measurements compare to other children of the same sex and age. For example, if a child has a BMI in the 75<sup>th</sup> percentile, it means their BMI is equal to or higher than 75 percent of kids of the same sex and age (CDC, June 2024). Approximately one in five children and adolescents in the United States have obesity (CDC, April 2024).

You may work with members who are interested in weight loss medication and have questions about coverage. All weight loss medications with the exception of phentermine require prior authorization for Families and

Children, MinnesotaCare, Minnesota Senior Care Plus (MSC+), and Special Needs BasicCare (SNBC) members. Specific information about requirements can be found below. **Coverage criteria are current as of the date of publication and are subject to change at any time.**

For more information, please email [caremanagement@primewest.org](mailto:caremanagement@primewest.org) or call the Provider Contact Center at **1-866-431-0802** (toll free). Members with questions can be directed to call Member Services at **1-866-431-0801** (toll free).

### Families and Children, MinnesotaCare, MSC+, and SNBC

Note: PrimeWest Health does *not* cover weight loss medications for MSC+ or SNBC members who have Medicare coverage through a source other than PrimeWest Health.

#### Initial prior authorization criteria

1. PrimeWest Health covers phentermine without prior authorization.
2. Prior authorization is required for all other weight loss medications. Initial approval is for three months, after which renewal is required. When a medication is utilized for weight loss only, prior authorization requires documentation of the following:
  - a. Patient meets the age limit indicated in the Food and Drug Administration (FDA)-approved label of the requested drug
  - b. Failure of at least a three-month trial on a low-calorie diet, with details in chart notes
  - c. Ongoing care of a registered dietician nutritionist (RDN) with at least three visits in the previous three months, including chart notes from the RDN visits
  - d. A regimen of increased physical activity unless medically contraindicated by comorbidity
  - e. No concurrent use of any other weight loss drugs
  - f. Patient's weight at baseline (in pounds) at time of request
  - g. A BMI greater than or equal to 27 kg/m<sup>2</sup> and at least one weight-related condition (such as high blood pressure, type 2 diabetes, high cholesterol, etc.) **or** a BMI greater than or equal to 30 kg/m<sup>2</sup>
  - h. There are no contraindications, precautions, or drug interactions for the requested drug, unless the prescriber provides documentation that benefits outweigh risks. Please contact PrimeWest Health for contraindication, precaution, and drug interaction information specific to each weight loss medication.
  - i. Wegovy® and Saxenda® are preferred products. Xenical®, orlistat, and Zepbound® require the member to meet **one** of the following additional criteria (note: free goods or pharmaceutical samples provided to a member are not considered as meeting any step of the non-preferred drug prior authorization criteria):
    - i. Member has had a trial of at least one preferred drug for weight loss (Wegovy or Saxenda)
    - ii. Member is currently taking the requested drug and is experiencing a positive therapeutic outcome
    - iii. The preferred drug is contraindicated due to a documented adverse event or medical condition
  - j. Requests for all other weight loss medications, such as benzphetamine, diethylpropion immediate release or extended release, phendimetrazine, phendimetrazine ER, Lomaira™ (phentermine), and Qsymia® (phentermine/topiramate) are required to meet all criteria in 2 a – h, and include documentation that states medical reasoning for use of the requested medication

#### Prior authorization renewal criteria

Prior authorizations submitted for renewal of medications used for weight loss require the following documentation:

1. Ongoing prescriber documentation of adherence to a low-calorie diet, with details in chart notes
2. Ongoing care of an RDN with at least one visit in the previous three months, including chart notes from the RDN visits
3. A regimen of increased physical activity (unless medically contraindicated by comorbidity) during anti-obesity therapy
4. No contraindications/precautions/drug interactions (disease state or current therapy), unless prescriber provides documentation that benefits outweigh risks

5. Patient's most recent weight (in pounds) and BMI
6. A BMI greater than or equal to 27 kg/m<sup>2</sup> with at least one weight-related condition (such as high blood pressure, type 2 diabetes, high cholesterol, etc.) **or** a BMI greater than or equal to 30 kg/m<sup>2</sup>
7. Patient meets **one** of the following:
  - a. Patients age 18 and over must have lost at least 5 percent of their body weight during the initial approval period
  - b. Pediatric patients under age 18 must have a BMI score reduction of more than 4 percent after 12 weeks of therapy
  - c. For patients age 18 and over, after six months of therapy, a six-month approval may be granted if the patient has achieved weight reduction of 5 percent
  - d. After one year of therapy, additional six-month approvals may be granted if the patient achieves a 5 percent weight reduction **and** the patient continues to maintain weight loss
  - e. After lapses of therapy, additional trials may be approved if initial criteria requirements are met
8. In addition to the above criteria, prior authorization renewal criteria for Xenical stipulates that Xenical not be taken for more than four years.

### **Wegovy used to reduce the risk of cardiovascular (CV) events**

In addition to use as a weight loss medication, Wegovy is also indicated to reduce the risk of major adverse CV events (CV death, non-fatal myocardial infarction, or non-fatal stroke) in adults with established CV disease who either have obesity or are overweight. Prior authorization is required for this indication, and prior authorization documentation of the following is required:

1. The patient is age 18 years or over
2. The patient has established CV disease
3. The patient has obesity or is overweight
4. The patient has a regimen of increased physical activity unless medically contraindicated by comorbidity
5. Ongoing care of an RDN, including chart note from the RDN visit
6. Wegovy will **not** be used concurrently with another GLP-1 receptor agonist

Prior authorizations submitted for renewal of Wegovy for this indication require the same criteria be met.

### **PrimeWest Senior Health Complete (HMO SNP) and Prime Health Complete (HMO SNP)**

1. Medications used only for weight loss are not a covered benefit.
2. Prior authorization is required for Wegovy when used to reduce the risk of major adverse CV events (CV death, non-fatal myocardial infarction, or non-fatal stroke) in adults with established CV disease who either have obesity or are overweight. Prior authorization documentation requires the following:
  - a. Request is to reduce the risk of major adverse CV events
  - b. The patient is age 18 or over
  - c. Wegovy will be used in combination with a reduced calorie diet and increased physical activity
  - d. The patient has established CV disease (e.g., prior myocardial infarction, prior stroke, symptomatic peripheral arterial disease [PAD])
  - e. The patient has obesity or is overweight
3. Renewal prior authorization requests require the same criteria be met.

### **Sources**

- Centers for Disease Control and Prevention (CDC), "Adult BMI Categories," March 19, 2024, [www.cdc.gov/bmi/adult-calculator/bmi-categories.html](https://www.cdc.gov/bmi/adult-calculator/bmi-categories.html).
- CDC, "Adult Obesity Facts," May 14, 2024, [www.cdc.gov/obesity/adult-obesity-facts](https://www.cdc.gov/obesity/adult-obesity-facts).
- CDC, "Child and Teen BMI Categories," June 28, 2024, [www.cdc.gov/bmi/child-teen-calculator/bmi-categories.html](https://www.cdc.gov/bmi/child-teen-calculator/bmi-categories.html).
- CDC, "Childhood Obesity Facts," April 2, 2024, [www.cdc.gov/obesity/childhood-obesity-facts/childhood-obesity-facts.html](https://www.cdc.gov/obesity/childhood-obesity-facts/childhood-obesity-facts.html). 

## Dangers of Xylazine

*Danielle Turner, LADC, Behavioral Health Team Lead*

Xylazine, also called “tranq,” is a non-opioid tranquilizer, pain reliever, and central nervous system depressant that is used in veterinary medicine. It is **not** approved by the Food and Drug Administration (FDA) for human use, but it is increasingly being used as an illicit substance across the United States (NIDA). This includes Minnesota, where there were 70 reported xylazine-related overdoses from 2019 to 2022 (MDH). Please make members aware of the following dangers associated with illicit xylazine (CDC):

- Sedation
- Difficulty breathing
- Dangerously low blood pressure
- Slowed heart rate
- Wounds that can become infected
- Severe withdrawal
- Death

### Xylazine and opioids

Xylazine is often combined with opioids, most frequently fentanyl. This is because xylazine prolongs the fast-acting effects of fentanyl (NIDA). When xylazine is used in combination with opioids like fentanyl, the risk of overdose and death increases. In Minnesota, toxicology reports for 100 percent of the 70 reported xylazine-related overdose deaths showed that fentanyl was present (MDH).

### Overdose information

In case of a suspected overdose, encourage members to call **911** and administer Narcan® (naloxone) if available. Narcan will not reverse the effects of xylazine itself because it is not an opioid; however, it **will** help reverse the effects of any opioid present. This is key because of how frequently xylazine is mixed with opioids (NIDA).

### Additional information on wounds caused by xylazine

Repeated use of xylazine can lead to painful skin and muscle sores that are difficult to treat. These wounds can appear at the injection site; however, they often appear elsewhere on the body. In fact, these wounds can appear even when someone does not inject xylazine but instead smokes or snorts it. Let members know these wounds need medical attention. If left untreated, they can lead to dead and dying tissue. In severe cases, amputation of the affected body part may be necessary (NIDA).

### How can county case managers help?

- Educate members about the increasing presence of xylazine and its effects.
- Discuss harm reduction techniques. These include testing drugs prior to use (xylazine may have been added without the person’s knowledge), never using drugs alone, not sharing needles, and always having Narcan on hand.
- Encourage members to seek medical care for any wounds.

### Sources

- Centers for Disease Control and Prevention (CDC), “What You Should Know About Xylazine,” May 16, 2024, [www.cdc.gov/overdose-prevention/about/what-you-should-know-about-xylazine.html](https://www.cdc.gov/overdose-prevention/about/what-you-should-know-about-xylazine.html).
- Minnesota Department of Health (MDH), “Xylazine in Minnesota,” September 12, 2023, [www.health.state.mn.us/communities/opioids/documents/2023xylazinebrief.pdf](https://www.health.state.mn.us/communities/opioids/documents/2023xylazinebrief.pdf).
- National Institute on Drug Abuse (NIDA), “Xylazine,” September 2024, <https://nida.nih.gov/research-topics/xylazine>. 



## PrimeWest Health Community Health Workers (CHWs) and Referrals

*Christi Matt, RN, CCP, Families and Children Care Management Manager*

PrimeWest Health Community Health Workers (CHWs) are embedded in the communities they serve. They meet members face-to-face, connect them with local community resources, and help them navigate the health care system. Their primary role at PrimeWest Health is to make sure members' needs related to social determinants of health (SDOH) are met, allowing members to achieve their best possible outcomes. PrimeWest Health CHWs complement the work county case managers do. If you need assistance connecting a member with services to meet an SDOH-related need, please complete the [PrimeWest Health Community Health Worker \(CHW\) Referral Form](#).

You can [learn more about our CHW program on our website](#). In addition, the following are a few impact stories from our CHWs that demonstrate how CHWs can help members.

While completing outreach to a homebound member, the member stated he had not eaten for four days. The member relied on his sister to get him food and he had been unable to reach her. I was able to reach out to the local food shelf and get him food immediately. I also assisted him with setting up a monthly food delivery.

I worked with a member who had been evicted from his apartment over two years prior and had since been living in a motel in a non-preferred town. I sought out different options for him to move into, which proved difficult due to the member's prior eviction. The member ended up finding a place on his own through a friend. Although I was unable to directly help him find a place to live, I felt that our interactions empowered the member and improved his mental state, allowing him to be more independent in seeking out housing. Just knowing that someone was assisting him and advocating for him made a positive change in his demeanor and outlook.

PrimeWest Health was alerted that an apartment building that was home to several PrimeWest Health members was closing and everyone would have to move out immediately. Tenants were moved into a nearby hotel until stable housing could be found. Working with the county, landlord, and local community resources, I was able to find new housing for all of the members affected. While they were temporarily staying in a hotel, I worked with volunteers to provide meals and other services to help the tenants feel safe and supported.

Now that you know more about what CHWs can do, take a moment to learn more about the CHWs themselves below. Remember that you can refer members who would benefit from working with a CHW by completing the [PrimeWest Health Community Health Worker \(CHW\) Referral Form](#).



### Abdishakur "Shak" Mahboub

Shak serves as a PrimeWest Health CHW in **Kandiyohi County**. Shak has a passion for bridging gaps in care by connecting the diverse communities of his county with the resources they need to live healthier, fuller lives. Shak and his family live in Willmar, and he enjoys spending his free time drawing and watching movies.



### Brenda Long

Brenda serves as a PrimeWest Health CHW in **Big Stone, Douglas, Grant, Stevens, Traverse, and Pope counties**. Brenda believes every person deserves the chance to reach their full potential and live life to the fullest, and she is excited to provide the tools to support each individual's unique journey. Brenda and her close-knit family live on a hobby farm near Herman, MN.



### Skyler Jibben

Skyler serves as a PrimeWest Health CHW in **Chippewa, Kandiyohi, Lac qui Parle, Renville, Swift, and Yellow Medicine counties**. Skyler believes everyone should have the opportunity to feel and be the best they can be and finds great reward in connecting people with resources and helping them understand their medical needs. She lives with her family in rural Swift County and enjoys gardening and spending as much time outside as possible during the summer. 🌿

## Getting Care Outside of Normal Business Hours

*Dana Frovarp, MSN, RN, CARN, Population Health Coordinator*

Please remind members that there are alternatives to seeking care in the emergency room (ER) if they have a health concern after normal business hours. This is especially important as we move into the fall and winter months when there tends to be an increase in coughs, colds, and cases of the flu. One option for after-hours care is PrimeWest Health's 24-hour nurse line. Members can call the nurse line and talk to a registered nurse who will help them determine the level of care they should seek. This service is provided at no cost to members. Services are available 24 hours a day, 7 days a week, every day of the year. Members can call the nurse line at **1-866-201-4601 (TTY 711)**.

While it's best for members to see their primary care providers, there are times when that's not possible. As an alternative to the ER, let members know that some clinics offer extended hours on evenings and weekends. [A list of contracted clinics that offer extended hours is included at the end of this issue](#). You can let members know about clinics in their area that offer after-hours care.

Providing members with options other than seeking care in the ER helps ensure they get appropriate, cost-effective care. 🌿

## Help Members Identify and Address Their Chronic Obstructive Pulmonary Disease (COPD) Triggers

*Tasha Jevnager, RN, Special Needs Plan Care Coordinator*

November is National Chronic Obstructive Pulmonary Disease (COPD) Awareness Month, making it a great time to raise awareness and help make a difference in the lives of people with COPD.

COPD is a chronic condition in which damage to the lungs causes inflammation that makes it hard to breathe. As the National Heart, Lung, and Blood Institute (NHLBI) notes, "COPD is a major cause of disability, and it is the sixth leading cause of death in the United States, according to the Centers for Disease Control and Prevention." More than 14 million adults in the United States are affected by COPD, over 50 percent of whom are women. Rates of COPD are higher than average in American Indian and Alaska Native communities as well as in rural areas (NHLBI).

County case managers can help members affected by COPD avoid unpleasant and unnecessary illnesses or hospitalizations by working with them to identify common triggers of COPD and proactively planning how to avoid or modify risks. While not all COPD triggers can be modified, many can.

### Common triggers and tips for limiting their effects

- Weather – Temperature extremes (below freezing and above 90°F) are most aggravating to COPD, making it important to limit the duration and frequency of exposure. Keeping the mouth and nose covered when outdoors in cold weather can help, as can working to keep the humidity in the home around 40 percent. On extremely hot and humid days, it's crucial to stay indoors at a location with air conditioning if possible, limit physical activity, and stay hydrated (Wallace).
- Air pollution – This includes common indoor and outdoor pollutants such as dust, pollen, pet dander, chemicals from things like cleaning products, smog, smoke, mold, and perfume. Staying indoors when air

quality levels are low can help. Indoors, air purifiers and certain household plants can help, as can regular cleaning that includes dusting and vacuuming. If possible, the member should let someone else be in charge of cleaning as the dust that gets kicked up and the chemicals used during cleaning can be triggering. Selecting natural cleaners that don't have as many harmful irritants can help (Wallace).

- Infections – These can worsen existing COPD symptoms such as coughing, wheezing, shortness of breath, and fatigue. Staying up to date on recommended vaccines, keeping hands washed, keeping the home sanitized, avoiding crowded places and people who are sick, and staying hydrated are good preventive actions. Early treatment of illness can help prevent life-threatening complications such as pneumonia. Encourage members to seek care as needed for worsening or concerning symptoms (Wallace).
- Cigarette smoke – Cigarette smoke contains tar and toxic chemicals that irritate the lungs and damage cilia, the tiny hairs responsible for cleaning the airways. For these and other reasons, smoking cessation and avoidance of all sources of secondhand smoke are both crucial in the management of COPD (Wallace). Let members know about cessation resources such as [Smokefree.gov](https://www.smokefree.gov) and Quit Partner ([www.QuitPartnerMN.com](https://www.QuitPartnerMN.com)) and encourage them to talk with their provider about counseling and over-the-counter (OTC) products designed to help people quit.

### PrimeWest Health's Focused Wellness program

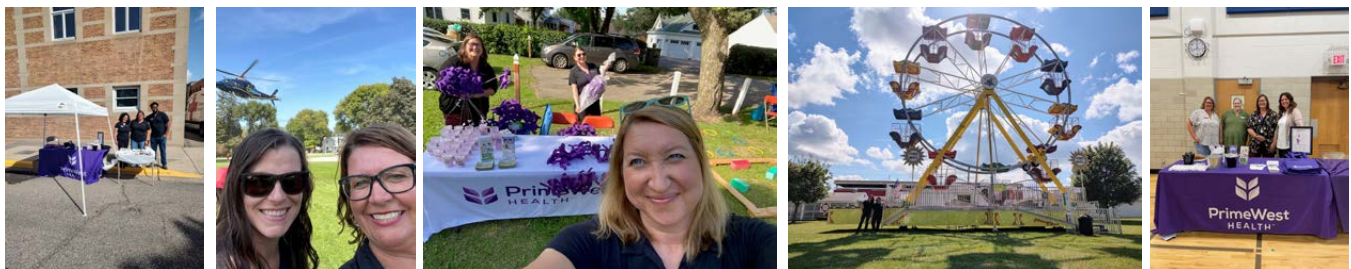
PrimeWest Health offers an educational program called Focused Wellness designed to help members with chronic conditions improve their health and well-being while empowering them to manage their condition. One of the [programs offered is designed for COPD](#). This program can help members better understand their diagnosis, learn about medications and lifestyle changes, and create a COPD action plan for help with day-to-day management and emergency situations. If you would like to refer a member, please complete the [Focused Wellness Program Referral Form](#). Interested members can also call Member Services at **1-866-431-0801** (toll free) and ask for the Focused Wellness nurse.

#### Sources

- NHLBI, "What Is COPD," October 3, 2024, [www.nhlbi.nih.gov/health/copd](https://www.nhlbi.nih.gov/health/copd).
- Wallace, Ryan, "COPD Triggers and How to Avoid Them," Healthline, April 16, 2024, [www.healthline.com/health/avoiding-copd-triggers](https://www.healthline.com/health/avoiding-copd-triggers). 

### PrimeWest Health Staff in Our Communities

We had a busy summer! PrimeWest Health staff embraced the warmer weather by getting out into our communities and connecting with members, providers, and partners. Here are a few highlights from our recent activities. [Follow us on Facebook](#) to find out what we're up to, and if you run into us out and about, feel free to say hello!



**Left to right:** At Welcoming Week in Willmar; with Life Link at Swift County Welcoming Week; purple puppy toys at Douglas County Welcoming Week; wishing the Ferris wheel was running at Lac qui Parle County Fair; taking time to smile at the Alexandria Senior Expo 

### Monthly County Case Manager Meetings and New County Case Manager Training

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

#### Monthly county case manager meetings

The Special Needs Plan (SNP) Team is excited to announce that we now offer monthly county case manager



meetings, which take place the fourth Thursday of every month from 10:30 a.m. to 1 p.m. These meetings are an opportunity to review processes, discuss updates, and answer questions. County case managers should plan to attend if able. Meetings are hosted virtually via Microsoft Teams, and the link to join will be sent to your email the week of the meeting. If you have any agenda topics for these meetings, please send them to Amanda Lambertson, SNP Specialist, at [amanda.lambertson@primewest.org](mailto:amanda.lambertson@primewest.org).

### New county case manager training

Training for new county case managers occurs each quarter on the first Tuesday and Wednesday of the month from 1 to 4 p.m. Trainings are held virtually via Microsoft Teams. The next training will be held on February 4 and 5, 2025. If you would like to attend training or have staff who should attend, please have your supervisor complete the [New County Case Manager Orientation Registration form](#). Please email completed forms to [caremanagement@primewest.org](mailto:caremanagement@primewest.org) at least one week prior to training. Those who sign up will receive the link to join the training one day prior to the event.

### Questions

If you have any questions about training or our monthly meetings, please email us at [caremanagement@primewest.org](mailto:caremanagement@primewest.org). 

### MnCHOICES Update

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

Effective October 1, 2024, legacy systems, including MnCHOICES 1.0, are no longer available. All new assessments and reassessments must be completed in MnCHOICES Revision.

As a reminder, the Minnesota Department of Human Services (DHS) would like only mentors to put in MnCHOICES help desk tickets. If you have questions about MnCHOICES, please contact your county mentor and/or the PrimeWest Health MnCHOICES lead, Skyler VonWahlde, at [skyler.vonwahlde@primewest.org](mailto:skyler.vonwahlde@primewest.org).

If you do not have access to MnCHOICES and need access to conduct work on behalf of PrimeWest Health, please complete the [County Staff Change Notification Form](#) found on our website, making sure to include your certified assessor credentials. Completed forms can be emailed to [caremanagement@primewest.org](mailto:caremanagement@primewest.org). 

### Important Dates

#### ✓ County case management supervisor meetings

Meetings are held the third Thursday of the month, from 10:30 a.m. to 1 p.m., at PrimeWest Health in Alexandria, unless otherwise noted. Lunch is provided.

- Meetings will not be held in November and December 2024 due to the holidays. Please reach out to us at [caremanagement@primewest.org](mailto:caremanagement@primewest.org) as needed.
- Regular monthly meetings will resume in January 2025, with the next meeting scheduled for January 16, 2025.

You can find current and past issues of **PrimePartners** at [www.primewest.org/primepartners](http://www.primewest.org/primepartners).

### Contact Information

Care Management is here to support you! Have a question? Please email us at [caremanagement@primewest.org](mailto:caremanagement@primewest.org).

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[primewest.org](http://primewest.org)

## How Can I Help Members Understand the Benefits of Integrated Health Plans?

According to the Centers for Medicare & Medicaid Services (CMS)<sup>1</sup>, county employees can provide general factual information to people who have questions about integrated health plans (plans that provide both Medicare and Medical Assistance coverage). The following are some examples of such information. You can share this type of information with current or prospective members to educate them about integrated health plans and PrimeWest Health, but you are not required to do so.

### What Information Can I Provide?

You can provide general information about plans and programs, for example, the brochures listed below<sup>2</sup>. The first is about PrimeWest Health in general, and the second two give information about the supplemental benefits members can receive with integrated plans.

- “Experience the PrimeWest Health Difference” brochure
- “Which PrimeWest Health Senior Plan Is Right for You?” brochure – MSHO
- “Which PrimeWest Health Plan Is Right for You?” brochure – SNBC

### Benefits of Joining an Integrated Plan

You can talk to members about how they may benefit from enrolling in an integrated plan.

- One Member ID Card is used for all health services and providers.
- Members can keep their county case manager.
- Qualified senior members have access to the Elderly Waiver Program.
- All members have a drug plan with Medicare Part D and Medical Assistance coverage combined.

### Prescription Drug Information

You can tell members how they can find information about prescription drug coverage.

- PrimeWest Health has an integrated **List of Covered Drugs** posted on our website at both [www.primewest.org/pwshc](http://www.primewest.org/pwshc) and [www.primewest.org/phc](http://www.primewest.org/phc). An online drug search tool can also be accessed from either of those pages or at [www.primewest.org/drug-search](http://www.primewest.org/drug-search).
- Members can also get help and information through Minnesota’s Senior LinkAge Line® by calling **1-800-333-2433** or going to <https://mn.gov/senior-linkage-line/>.

### What Are My Next Steps?

- You can refer members to PrimeWest Health at **1-800-366-2906** to request an enrollment packet.
- You can refer members to download and print enrollment forms at [www.primewest.org/pwshc](http://www.primewest.org/pwshc) or [www.primewest.org/phc](http://www.primewest.org/phc).
- You can refer interested parties to their local Community Action Partner (CAP) Agency for further assistance. See attached list for local contact information.

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<sup>1</sup> CMS offers guidance that applies to county employees who are not licensed insurance brokers, stating that non-agent/brokers may do the following: provide factual information, fulfill a request for materials, and take demographic information to complete an enrollment application (2022 Medicare Communications and Marketing Guidelines, “Agent/Broker Requirements”).

<sup>2</sup> If you are a provider (e.g., county case manager), please note that you must comply with Title 42 Code of Federal Regulations (CFR) Part 422.2266 and cannot send these brochures or marketing materials to current or prospective members. You can provide these brochures in the common areas of your office (e.g., waiting rooms), but not in areas where services are provided. You can also refer members to PrimeWest Health for these brochures.



## Community Action Partner (CAP) Agencies

*Agencies are listed under the counties they serve.*

### **Beltrami County**

Community Resource Connections  
616 America Ave NW, Ste 222  
Bemidji, MN 56601

Community Resource Connections  
750 Paul Bunyan Dr NW #12  
Bemidji, MN 56601

North Homes, Inc.  
4225 Technology Dr NW  
Bemidji, MN 56601

Northwest Indian Community Development  
Center  
1819 Bemidji Ave N  
Bemidji, MN 56601

Community Resource Connections  
#17 Main St  
Black Duck, MN 56630

Leech Lake Band of Ojibwe Health Division  
190 Sailstar Dr NE  
Cass Lake, MN 56633

### **Big Stone County**

Prairie Five Community Action Council, Inc.  
422 5th Ave  
Madison, MN 56256

Prairie Five Community Action Council, Inc.  
125 2nd St NW  
Ortonville, MN 56278

### **Chippewa County**

Prairie Five Community Action Council, Inc.  
106 St. Olaf Ave  
Canby, MN 56220

Prairie Five Community Action Council, Inc.  
422 5th Ave  
Madison, MN 56256

Prairie Five Community Action Council, Inc.  
719 N 7th St, Ste 302  
Montevideo, MN 56265

Prairie Five Community Action Council, Inc.  
125 2nd St SW  
Ortonville, MN 56278

Community Health Service, Inc.  
1926 College View Dr  
Rochester, MN 55904

Community Health Service, Inc.  
1804 Trott Ave SW  
Willmar, MN 56201

### **Clearwater County**

Community Resource Connections  
750 Paul Bunyan Dr NW #12  
Bemidji, MN 56601

African Community Services  
1305 E 24th St  
Minneapolis, MN 55404

Community Health Service, Inc.  
1926 College View Dr  
Rochester, MN 55904

Inter-County Community Council  
207 N Main St  
Oklee, MN 56742

## **Cottonwood County**

Open Door Health Center  
309 Holly Ln  
Mankato, MN 56001

## **Douglas County**

West Central Minnesota Communities Action, Inc.  
503 Hawthorne St, Ste 45  
Alexandria, MN 56308

## **Grant County**

West Central Minnesota Communities Action, Inc.  
503 Hawthorne St, Ste 45  
Alexandria, MN 56308

Lake Region Healthcare Corporation  
1411 Hwy 79 E  
Elbow Lake, MN 56531

## **Hubbard County**

Community Resource Connections  
750 Paul Bunyan Dr NW #12  
Bemidji, MN 56601

Leech Lake Band of Ojibwe Health Division  
190 Sailstar Dr NE  
Cass Lake, MN 56633

MAHUBE-OTWA Community Action Partnership  
311 Jefferson St S  
Wadena, MN 56482

## **Jackson County**

United Community Action Partnership  
115 S Highway  
Jackson, MN 56143

Open Door Health Center  
309 Holly Ln  
Mankato, MN 56001

## **Kandiyohi County**

Unified Social Services  
PO Box 186  
Paynesville, MN 56362

Community Health Service, Inc.  
1926 College View Drive  
Rochester, MN 55904

Lutheran Social Services  
2835 W Saint Germain St, Ste 500  
Saint Cloud, MN 56301

Community Health Service, Inc.  
1804 Trott Ave SW  
Willmar, MN 56201

United Community Action Partnership  
200 4th St SW  
Willmar, MN 56201

## **Lac qui Parle County**

Prairie Five Community Action Council, Inc  
106 St. Olaf Ave  
Canby, MN 56220

Prairie Five Community Action Council, Inc.  
422 5th Ave  
Madison, MN 56256

Prairie Five Community Action Council, Inc  
125 2nd St NW  
Ortonville, MN 56278

Community Health Service  
1926 College View Dr  
Rochester, MN 55904

Community Health Service  
1804 Trott Ave SW  
Willmar, MN 56201

## **Lincoln County**

Southwest Health and Human Services  
319 N Rebecca St  
Ivanhoe, MN 56142

## **Lyon County**

United Community Action Partnership  
1400 South Saratoga St  
Marshall, MN 56258

Community Health Service, Inc.  
1804 Trott Ave SW  
Willmar, MN 56201

United Community Action Partnership  
200 4th St SW  
Willmar, MN 56201

### **McLeod County**

United Community Action Partnership  
218 Main St S  
Hutchinson, MN 55350

United Community Action Partnership  
904 Hwy 15 S  
Hutchinson, MN 55350

CareConnection MN, LLC  
148 Hassan St SE  
Hutchinson, MN 55350

Southern Minnesota Independent Living  
Enterprises and Services  
709 S Front St, Ste 7  
Mankato, MN 56001

Wright County Community Action, Inc.  
130 W Division St  
Maple Lake, MN 55358

Unified Social Services, LLC  
PO Box 186  
Paynesville, MN 56362

Ascent Home Health Services, LLC  
1611 County B Rd W, Ste 106  
Roseville, MN 55113

Community Health Service, Inc.  
1804 Trott Ave SW  
Willmar, MN 56201

### **Meeker**

United Community Action Partnership  
120 N Sibley Ave  
Litchfield, MN 55355

Wright County Community Action, Inc.  
130 W Division St  
Maple Lake, MN 55358

Unified Social Services, LLC  
PO Box 186  
Paynesville, MN 56362

Community Health Service, Inc.  
1804 Trott Ave SW  
Willmar, MN 56201

### **Nobles County**

United Community Action Partnership  
1039 Oxford St, Ste 1  
Worthington, MN 56187

### **Pipestone County**

Southwest Health and Human Services  
1091 N Hiawatha Ave  
Pipestone, MN 56164

### **Pope County**

West Central Minnesota Communities Action, Inc.  
503 Hawthorne St, Ste 45  
Alexandria, MN 56308

### **Redwood County**

United Community Action Partnership  
39512 Reservation Hwy 1  
Morton, MN 56270

United Community Action Partnership  
164 E 2nd St  
Redwood Falls, MN 56283

Community Health Service, Inc.  
1926 College View Dr  
Rochester, MN 55904

### **Renville County**

United Community Action Partnership  
39512 Reservation Hwy 1  
Morton, MN 56270

United Community Action Partnership  
1635 W Lincoln Ave  
Olivia, MN 56277

Community Health Service, Inc.  
1804 Trott Ave SW  
Willmar, MN 56201

### **Stevens County**

West Central Minnesota Communities Action, Inc.  
503 Hawthorne St, Ste 45  
Alexandria, MN 56308



## **Swift County**

Prairie Five Community Action Council, Inc.  
640 Atlantic Ave  
Benson, MN 56215

Prairie Five Community Action Council, Inc.  
422 5th Ave  
Madison, MN 56256

Prairie Five Community Action Council, Inc.  
125 2nd St NW  
Ortonville, MN 56278

Community Health Service, Inc.  
1804 Trott Ave SW  
Willmar, MN 56201

## **Traverse County**

West Central Minnesota Communities Action, Inc.  
503 Hawthorne St, Ste 45  
Alexandria, MN 56308

## **Yellow Medicine County**

Prairie Five Community Action Council, Inc.  
106 St. Olaf Ave  
Canby, MN 56220

Prairie Five Community Action Council, Inc.  
422 5th Ave  
Madison, MN 56256

Prairie Five Community Action Council, Inc.  
125 2nd St NW  
Ortonville, MN 56278

Community Health Service, Inc.  
1804 Trott Ave  
Willmar, MN 56201



### **Clinics with Extended Hours**

These clinics, organized by county, offer extended hours on evenings and/or weekends. This list changes frequently and may not be all-inclusive.

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#### **BECKER COUNTY**

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##### **Essentia Health St. Mary's – Detroit Lakes Clinic**

Phone: 1-218-844-2347

##### **Clinic Hours**

Monday – Friday, 8 a.m. – 5 p.m.

##### **Urgent Care Hours**

Monday – Friday, 8 a.m. – 7:30 p.m.

Saturday and Sunday, 8 a.m. – 3:30 p.m.

##### **Walk-In Clinic Hours**

Monday – Friday, 8 a.m. – 6 p.m.

Saturday, 8 a.m. – 11:30 a.m.

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#### **BELTRAMI COUNTY**

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##### **Sanford Bemidji Walk-In Clinic**

Phone: 1-218-333-4700

##### **Clinic Hours**

Sunday – Saturday, 7:30 a.m. – 7:30 p.m.

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#### **BIG STONE COUNTY**

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##### **Ortonville Area Health Services, Northside Medical Clinic**

Phone: 1-320-839-6157

##### **Clinic Hours**

Monday – Friday, 8 a.m. – 5 p.m.

Saturday, 8 a.m. – noon

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#### **CHIPPEWA COUNTY**

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##### **CCM Health Montevideo Hospital and Clinic**

Phone: 1-320-269-8877

##### **Clinic Hours**

Monday – Friday, 8 a.m. – 6 p.m.

##### **Walk-In Clinic Hours**

Monday – Friday, 7:30 a.m. – 5:30 p.m.

##### **Urgent Care Hours**

Saturday and Sunday, 8 a.m. – 2 p.m.

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## **CLEARWATER COUNTY**

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### **Sanford Bagley**

Phone: **1-218-694-2384**

#### **Clinic Hours**

Monday – Thursday, 8 a.m. – 7 p.m.

Friday, 8 a.m. – 4:30 p.m.

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## **COTTONWOOD**

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### **Sanford Health Windom Clinic**

Phone: **1-507-831-2400**

#### **Clinic Hours**

Monday – Wednesday, 8 a.m. – 6 p.m.

Thursday – Friday, 8 a.m. – 5 p.m.

Saturday, 9 a.m. – noon

### **Sanford Westbrook Clinic**

Phone: **1-507-274-1150**

#### **Clinic Hours**

Monday – Friday, 8 a.m. – 5 p.m.

Saturday, 9 a.m. – noon

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## **DOUGLAS COUNTY**

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### **Alexandria Clinic – Alomere Health**

Phone: **1-320-763-5123**

#### **Clinic Hours**

Monday – Friday, 7 a.m. – 5 p.m.

#### **Express Care Hours**

Monday – Friday, 9 a.m. – 8 p.m.

Saturday and Sunday, 9 a.m. – 3 p.m.

### **Sanford Health Broadway Clinic Alexandria**

Phone: **1-320-762-0399**

#### **Clinic Hours**

Monday – Thursday, 7:30 a.m. – 6 p.m.

Friday, 7:30 a.m. – 5 p.m.

Saturday, 9 a.m. – noon

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## **GRANT COUNTY**

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### **Lake Region Healthcare, Elbow Lake**

Phone: **1-218-685-7300**

#### **Clinic Hours**

Monday and Wednesday, 7:30 a.m. – 8 p.m.

Tuesday and Friday, 7:30 a.m. – 5 p.m.

Thursday, 8 a.m. – 5 p.m.

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**HUBBARD COUNTY**

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**Essentia Health Walk-In Care – Park Rapids**

Phone: 1-218-732-6300

**Clinic Hours**

Monday – Friday, 8 a.m. – 6 p.m.

Saturday, 8 a.m. – 11:30 a.m.

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**JACKSON COUNTY**

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**Sanford Jackson Clinic**

Phone: 1-507-847-2200

**Clinic Hours**

Monday, 8 a.m. – 7 p.m.

Tuesday – Friday, 8 a.m. – 5 p.m.

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**KANDIYOHI COUNTY**

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**CentraCare – Willmar Clinic**

Phone: 1-320-231-5000

**Clinic Hours**

Monday – Friday, 8 a.m. – 5 p.m.

**Urgent Care Hours**

Monday – Friday, 7:30 a.m. – 7:30 p.m.

Saturday and Sunday, 9 a.m. – 4 p.m.

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**LAC QUI PARLE COUNTY**

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**Johnson Memorial Health Services – Dawson Clinic**

Phone: 1-320-769-4323

**Clinic Hours**

Monday and Wednesday, 8 a.m. – 7 p.m.

Tuesday, Thursday, Friday, 8 a.m. – 5 p.m.

**Madison Healthcare Services**

Phone: 1-320-598-7551

**Clinic Hours**

Monday, Tuesday, Thursday, Friday, 8 a.m. – 5 p.m.

Wednesday, 8 a.m. – 6 p.m.

Saturday, 9 a.m. – noon

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**LINCOLN COUNTY**

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**HCHA Clinic – Hendricks**

Phone: 1-507-275-3121

**Clinic Hours**

Monday – Friday, 8 a.m. – 5 p.m.

Saturday, 8 a.m. – noon

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**LYON COUNTY**

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**Access Health & Avera Medical Group – Marshall (Carlson St)**

Phone: **1-507-476-4800**

**Clinic Hours**

Monday – Friday, 8 a.m. – 7 p.m.

Saturday and Sunday, 9 a.m. – 7 p.m.

**Urgent Care Hours**

7 Days a Week, 9 a.m. – 7 p.m.

**Sanford Tracy Clinic**

Phone: **1-507-629-8400**

**Clinic Hours**

Monday – Friday, 8 a.m. – 5 p.m.

Saturday 9 a.m. – noon

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**MCLEOD COUNTY**

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**Glencoe Clinic**

Phone: **1-320-864-3121**

**Clinic Hours**

Monday – Friday, 8 a.m. – 5 p.m.

**Urgent Care Hours**

Daily, 8 a.m. – 7:30 p.m.

**Hutchinson Health Clinic**

Phone: **1-320-234-3290**

**Clinic Hours**

Monday – Friday, 8 a.m. – 5 p.m.

**Urgent Care Hours**

Monday – Friday, 8 a.m. – 5 p.m.

Saturday – Sunday, 9 a.m. – 3 p.m.

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**MEEKER COUNTY**

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**Meeker Memorial Hospital and Clinic, Litchfield Urgent Care****Urgent Care Hours**

Monday – Friday, 7:30 a.m. – 7 p.m.

Saturday, 9 a.m. – 3 p.m.

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**NOBLES COUNTY**

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**Access Health & Avera Medical Group Worthington**

Phone: **1-507-372-2921**

**Clinic Hours**

Monday – Friday, 8 a.m. – 5 p.m.

**Urgent Care Hours**

Monday – Friday, 5 p.m. – 8:30 p.m.

Saturday, 9 a.m. – 3 p.m.

Sunday, 11 a.m. – 2 p.m.



**Sanford Worthington Clinic**

Phone: 1-507-372-3800

**Clinic Hours**

Monday – Friday, 8 a.m. – 8 p.m.

Saturday, 8:30 a.m. – 2:30 p.m.

Sunday, 11 a.m. – 3 p.m.

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**OTTER TAIL COUNTY**

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**Lake Region Health Care Walk-In Clinic, Fergus Falls**

Phone: 1-218-739-6800

**Clinic Hours**

Monday – Friday, 11 a.m. – 7 p.m.

Weekends and Holidays, 9 a.m. – 5 p.m. (Excluding Thanksgiving and Christmas Day)

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**POLK COUNTY**

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**Essentia Health Fosston**

Phone: 1-218-435-1212

**Clinic Hours**

Monday – Friday, 8 a.m. – 5 p.m.

Saturday, 9:30 a.m. – noon

**Walk-In Hours**

Saturday, 9:30 a.m. – noon

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**POPE COUNTY**

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**Glacial Ridge Medical Center (Glenwood)**

Phone: 1- 320-634-5157

**Clinic Hours**

Monday – Thursday, 8 a.m. – 6 p.m.

Friday, 8 a.m. – 5 p.m.

**Glacial Ridge Walk-In Clinic (Glenwood)**

Phone: 1-320-634-5157

**Clinic Hours**

Monday – Thursday, 7 a.m. – 6:30 p.m.

Friday, 7 a.m. – 4:30 p.m.

Saturday – Sunday, 9 a.m. – 1:30 p.m.

*Receptionist available on Saturday and Sunday, 8:30 .am. – 2 p.m.*

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**REDWOOD COUNTY**

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**CentraCare – Redwood Clinic**

Phone: 1-507-637-2985

**Clinic Hours**

Monday – Friday, 8 a.m. – 5 p.m.

**Walk-In Clinic Hours**

Monday – Friday, 8 a.m. – 4:45 p.m.

Saturday, 9 a.m. – 11:15 a.m.

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**RENVILLE COUNTY**

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**Olivia Hospital & Clinic**

Phone: **1-800-916-1836**

**Clinic Hours**

Monday – Friday, 8 a.m. – 5 p.m.

Saturday, 8 a.m. – noon

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**STEARNS COUNTY**

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**CentraCare Paynesville Clinic**

Phone: **1-320-243-3767**

**Clinic Hours**

Monday – Thursday, 8 a.m. – 5 p.m.

Friday, 6 a.m. – 5 p.m.

Saturday, 8 a.m. – noon

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**STEVENS COUNTY**

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**Stevens Community Medical Center, Morris**

Phone: **1-320-589-1313**

**Clinic Hours**

Monday – Friday, 8:30 a.m. – 5 p.m.

**Urgent Care Hours**

Monday – Friday, 8 a.m. – 5 p.m.

Weekends and Holidays, 9 a.m. – 12:30 p.m.

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**YELLOW MEDICINE COUNTY**

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**Avera Medical Group Granite Falls**

Phone: **1-320-564-6200**

**Clinic Hours**

Monday – Friday, 8 a.m. – 5 p.m.

Saturday, 9 a.m. – noon

**Sanford Health Canby Clinic**

Phone: **1-507-223-7221**

**Clinic Hours**

Monday – Friday, 8 a.m. – 5 p.m.

Saturday, 9 a.m. – noon