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PLUS: 2023 PrimeWest Health Annual Report

Summer 2024

PrimeLines

A complimentary publication from PrimeWest Health

Keep Your Dental Care Regular

Regular dental visits are an important part of keeping your teeth and gums healthy. Your dental provider cleans your teeth, checks for problems, and gives you tips for taking care of your oral health between visits.

Brushing and flossing at home is important, but you still need regular professional cleanings. Without them, plaque can build up on your teeth and cause tooth decay and gum disease. Dental providers have special tools to get rid of plaque and can clean hard-to-reach places.

Education about caring for your teeth and gums at home is another important part of regular visits. Your dental provider can point out areas you may be missing when you brush and show you the best way to floss. They can also talk with you about any treatment you may need.

Your dental provider can also check for potential concerns. Regular exams make it easier to catch problems—like cavities—early when they are easier to treat. Your dental provider is also able to check for things like oral cancers.

It's important to visit a dental provider regularly.

If you can, it's best to go to the same dental provider each time so they can get to know your teeth and gums. This makes it easier for them to spot what's normal for you—and what's not—and give you personalized advice.

Sources: Ohio State Health & Discovery,
Penn Dental Medicine



Keep your health insurance

If you have Medical Assistance or MinnesotaCare, your health insurance needs to be renewed annually. Be prepared for your renewal.

mn.gov/dhs/renewmycoverage



OUT OF SCHOOL? Time to Get *In* for a Checkup!



Getting ready for a new school year might be the furthest thing from your mind, but summer can be a great time to get your child on track for a healthy year. One way you can do this is by scheduling a Child & Teen Checkup (C&TC) for your child.

At a C&TC, the provider will perform a physical exam, gather information about physical and mental health and developmental history, give education, and make sure vaccinations are up to date. You will also have the chance to ask questions. Starting at age 11, a C&TC may include patient and provider one-on-one time. This gives teens the chance to ask questions privately and learn to manage their health.

If your child plays sports and needs a “sports physical,” go ahead and schedule a C&TC. A C&TC qualifies as a sports physical and is more in-depth.

Make a C&TC appointment this summer and have one less thing on your plate this fall when all the other “back-to-school” tasks start piling up!



Postpartum Depression Screening Available during Well-Child Checkups

Postpartum depression is a type of moderate to severe depression that can affect people after they give birth. It can cause feelings of hopelessness, shame, or guilt; anxiety; anger; insomnia; severe mood swings; and difficulty focusing. It doesn't usually go away on its own, but it is treatable. The first step to getting treated is to get screened for postpartum depression.

Your health care provider will screen you as part of your postpartum visit(s). You can also get screened during your child's wellness visits. If your child is a PrimeWest Health member, you can be screened for postpartum depression during **any** of their well-child visits until they are 24 months old. Your child's provider may screen you automatically. If they don't, just ask! The screening can be done during the same visit.

If you do have postpartum depression, treatment is available. With help, you **can** start feeling like yourself again.

Source: Mayo Clinic



Do You Need an Authorized Representative?

Is there someone you would like to be able to talk to PrimeWest Health on your behalf? If so, you can name that person to be your authorized representative by completing and submitting a 2-page form. You can find the form on our website or you can call Member Services to have one mailed to you. To find it online, go to www.primewest.org/privacy-practices and click *Designation of an Authorized Representative/HIPAA Authorization to Release Information*. **Be sure to complete both pages fully.** If your form is not complete, we will send it back and ask for the missing information.

If you have questions or would like a form mailed to you, call Member Services at 1-866-431-0801. TTY users call 1-800-627-3529 or 711. These calls are free.



2023 PrimeWest Health ANNUAL REPORT

PrimeWest Health is a County-Based Purchasing (CBP) health plan. This means we have contracts with the Minnesota Department of Human Services (DHS) and the Federal Centers for Medicare & Medicaid Services (CMS). These contracts allow us to purchase and manage health care services for Minnesota Health Care Programs (MHCP)-eligible people who live in the counties we serve. PrimeWest Health is owned by and serves 24 rural Minnesota counties: Beltrami, Big Stone, Chippewa, Clearwater, Cottonwood, Douglas, Grant, Hubbard, Jackson, Kandiyohi, Lac qui Parle, Lincoln, Lyon, McLeod, Meeker, Nobles, Pipestone, Pope, Redwood, Renville, Stevens, Swift, Traverse, and Yellow Medicine. The governing body of PrimeWest Health is the Joint Powers Board (JPB). The JPB includes 2 county commissioners (1 primary and 1 alternate) from each PrimeWest Health county as well as 1 primary and 1 alternate representative from Red Lake Nation.

We have contracts with DHS and CMS to offer the following programs in our service area:

- **Families and Children** – For children under age 21, parents or relative caretakers of dependent children, adults without children, and pregnant women who have Medical Assistance
- **MinnesotaCare** – For adults without children, parents or relative caretakers of dependent children, and children who are eligible for the State

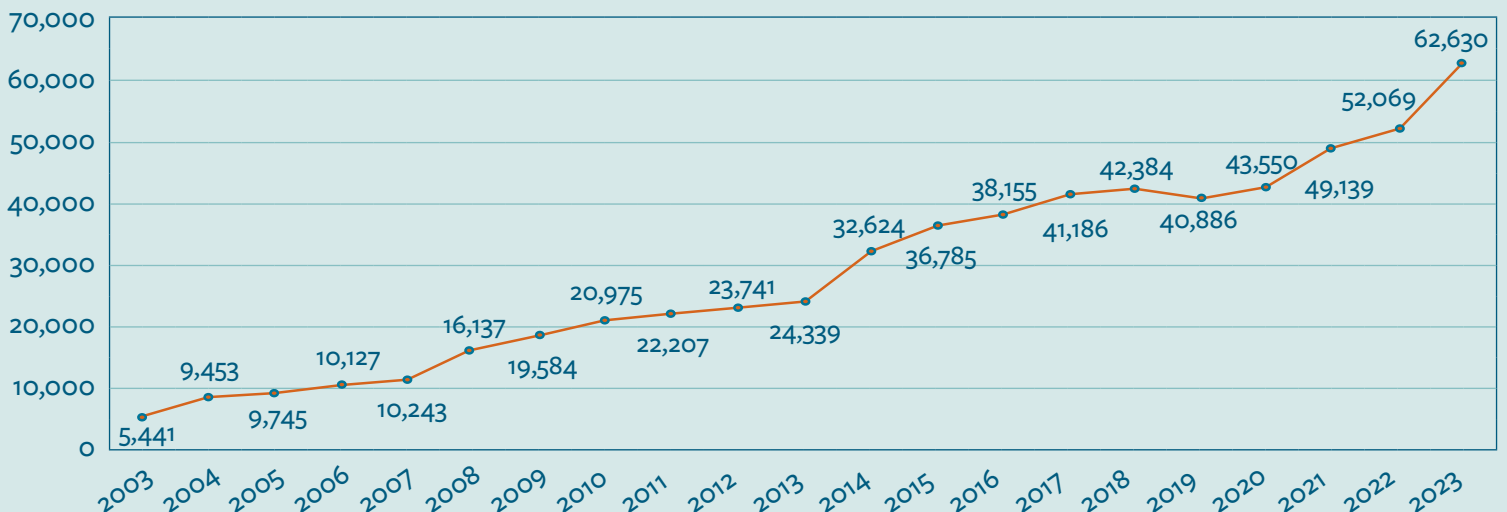
MinnesotaCare program; members pay a monthly premium to the State

- **Minnesota Senior Care Plus (MSC+)** – For people age 65 or over who have Medical Assistance and may have Medicare but not through PrimeWest Health
- **Special Needs BasicCare (SNBC)** – For people who have a certified disability, are ages 18 – 64, and have Medical Assistance but do not have Medicare through PrimeWest Health
- **PrimeWest Senior Health Complete (HMO SNP) (PWSHC)** – For people age 65 or over who have both Medical Assistance and Medicare through PrimeWest Health (*a Minnesota Senior Health Options program*)
- **Prime Health Complete (HMO SNP) (PHC)** – For people who have a certified disability, are ages 18 – 64, and have both Medical Assistance and Medicare through PrimeWest Health (*an SNBC program*)

GROWTH

PrimeWest Health's average monthly enrollment increased in 2023, our 20th year of operations. The chart below shows the average monthly enrollment each year since 2003. PrimeWest Health and our outstanding providers are improving the quality and outcomes of care for our members, advancing health equity, improving our members' satisfaction with the care they get, improving the overall health of our member population, and reducing health care spending.

AVERAGE MEMBERS PER YEAR



In July 2003, PrimeWest Health began serving our original 10 counties. In March 2008, we added 3 more counties. In January 2023, we expanded to an additional 11 counties, bringing our total counties served to 24.

ACCESS

To serve our members, PrimeWest Health contracts with over 16,482 providers and 3,003 facilities. This large provider network ensures our members have optimal access to health care services and a choice of providers. Our network includes nearly every health care provider of covered services in and around our service area. This includes medical, behavioral, human services, and allied health care providers. Our network also includes a full range of providers in all metropolitan areas in Minnesota and eastern North Dakota and South Dakota.

PrimeWest Health continues to work hard to improve member access for all services. Our dental provider network has grown from 3 providers in 2003 to more than 298 providers and 114 clinics today. In 2023, PrimeWest Health provided a \$350,000 grant to Northern Dental Access (NDA). This helped fund the purchase of a dental clinic to ensure our members living in and around Clearwater County have access to dental care. PrimeWest Health also funded multiple grants to transportation providers to purchase vehicles to improve access to Non-Emergency Medical Transportation (NEMT). As part of our health equity efforts, PrimeWest Health awarded a \$220,000 grant to Corporation for Supportive Housing to help fund a 4-phase project to support Medicaid-funded housing navigation services. This will increase access to housing for our members experiencing housing instability. It will also give our providers access to more Medicaid funding. PrimeWest Health also continued our Accountable Rural Community Health (ARCH) program with Red Lake Nation's Comprehensive Health to address health care disparities for our Red Lake Nation members.

SUMMARY OF FINANCIAL STATEMENTS, JANUARY — DECEMBER 2023

This is an overview of PrimeWest Health's financial position and performance for calendar year 2023. It is published in accordance with the requirements of MN Stat. sec. 62D.09, subd. 3. This is not a full financial statement, but a summary provided for our members' information.

PrimeWest Health's primary expenses are for hospital, physician, pharmacy, dental, and other health care and social services used by PrimeWest Health members. Our primary revenues are premiums paid by DHS (State) and CMS (Federal) on behalf of our members.

A net gain of 4.8% of total revenue was realized in 2023, compared to a net gain of 8.2% in 2022. The favorable results in 2023 are due to positive trends in health care utilization and expenses from State and Federal programs. The average net gain for 2014 – 2023 was 2.4%. From 2022 to 2023, PrimeWest Health revenues increased 16.6%, primarily as a result of increased enrollment. Enrollment increased 20.3%. Total health care expenses increased 20.0% and average health care expenses per member per month decreased 0.3%. Reserves for health contracts, established when projected future expenses are greater than projected future revenues, did not change due to projected 2024 revenues being greater than expenses. As of December 31, 2023, PrimeWest Health is in compliance with statutory net worth requirements under MN Stat. Chap. 62D and MN Stat. secs. 60A.60 – 696.

FINANCIALS

Balance Sheet as of December 31, 2023	
Assets	\$ 184,886,095
Liabilities	\$ 45,851,657
Statutorily Required Net Worth	\$ 139,034,438
2023 Statement of Revenues and Expenses	
Revenues	\$ 488,090,592
Expenses	
Hospital and Skilled Nursing Facility Services	\$ 164,096,897
Physician and Allied Health Services	\$ 163,410,927
Pharmacy	\$ 82,251,407
Dental Services	\$ 17,044,583
Claims Adjustment and Cost Containment	\$ 16,099,416
Non-Claim Expenses	\$ 21,984,540
Total Expenses	\$ 464,887,770
Change in Reserves for Health Contracts	\$ 0
Net Gain (Loss)	\$ 23,202,822

QUALITY INITIATIVES

PrimeWest Health strives to meet the highest quality and safety standards. We follow standards developed by the National Committee for Quality Assurance (NCQA). NCQA requires us to tell our members each year about our work to improve quality. The following describes our quality improvement activities for 2023 and some that we are working on for 2024.

Quality Goals

1. To continually improve our members' experience, including health care quality and outcomes, and member satisfaction with the care and services they receive (Member Health Care Experience)
2. To continually improve the health of our member population (Population Health)
3. To focus and coordinate resources to provide each of our members the opportunity to pursue their full health potential (Health Equity)
4. To eliminate preventable and unnecessary health care costs that drain financial resources from advancing individual and population health improvement and health equity (Health Care Cost Reduction)

Quality Plan and Work Plan

PrimeWest Health has a Quality Plan and an annual Work Plan for each year's quality improvement activities. These plans are designed by the Quality and Care Coordination Committee (QCCC) and approved by the JPB. Some of the activities included in the Work Plan are as follows:

- **Performance Improvement Projects (PIPs)** – projects that focus on improving member health outcomes or business processes for member service initiatives
- **Healthcare Effectiveness Data and Information Set (HEDIS®)**¹ – the measurement tool used by the nation's health plans to evaluate their clinical quality and customer service
- **Member and provider surveys**

PIPs

Current PIPs include the following:

- **Statin Therapy in Members with Diabetes – Goals:**
 - Increase the number of members with diabetes who receive statin therapy
 - Increase the compliance rate of members with diabetes who are on a statin

This project includes provider and member education and collaboration with county case managers. It began in 2021. Measurement One data shows that project goals were met for PWSHC but not for PHC. Measurement Two data shows that goals were met for PWSHC, but PHC did not meet the goal for members who receive statin therapy. Interventions will continue beyond the life of the project.



PrimeWest Health wants your feedback to help us improve. Please call Member Services at **1-866-431-0801** to share your ideas with us. TTY users call **1-800-627-3529** or **711**. These calls are free.

- **Depression and Diabetes – Goals:**

- Increase eye exams for members with diabetes
- Examine the effect of depression on members with diabetes and improve any gaps in care

This project began in 2024. It includes provider and member education and community input. Interventions include member incentives for eye exams, getting feedback from county case managers and members with diabetes, and increasing depression screenings for members with diabetes.

- **Postpartum Depression Screening with a Focus on Racial/Ethnic Disparities – Goals:**

- Increase the rate of postpartum depression screening for members who have recently given birth
- Decrease the disparity between races/ethnicities in our population

This project began in 2021. It includes member and provider education and member and stakeholder outreach. We also funded a grant to support culturally specific care for American Indian members. Measurement One and Measurement Two data show that the goals were met in all areas. Going forward, we will expand the measurement to include postpartum depression screenings in any setting.

Past PIPs include the following:

- **Reducing New Chronic Opioid Users** – This project sought to reduce new chronic opioid use and had a special focus on our American Indian members.
 - The project included changing authorization requirements for opioid use to increase safety, member and provider education about opioid use, and working with American Indian communities to create culturally specific outreach materials.
 - The project met all goals and we continue to see much lower use of opioids than in prior years.

HEDIS Performance Measures

For more information on HEDIS, go to www.primewest.org/hedis.

¹HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA)

Surveys

• **Member Satisfaction Survey – Consumer Assessment of Healthcare Providers and Systems (CAHPS®)²**

2023 results show that PrimeWest Health has both strengths and areas for improvement. Some strengths are as follows:

- Customer service
- How well doctors communicate

Some areas for continued improvement are as follows:

- Rating of health plan
- Rating of specialist
- Rating of all health care

PrimeWest Health reviews CAHPS results and takes corrective action as needed to improve member satisfaction.

• **Health Outcomes Survey (HOS)**

Members' perception that providers discussed and addressed certain problems with them showed mixed results from 2017 – 2023. PrimeWest Health encourages providers to discuss and address the following topics with members:

- Fall risk management
- Urinary incontinence
- Physical activity in older adults
- Depression screening

• **County Case Manager Satisfaction Surveys**

MSC+/PWSHC/SNBC/PHC Satisfaction Surveys were mailed to 2,200 members. They could complete the survey by mail or online. The combined response rate for all programs was 24%. The results show that 98% of respondents rated their overall satisfaction as "good," "very good," or "excellent."

• **Focused Wellness Satisfaction Survey**

The survey was mailed to 1,799 members, with a response rate of 14%. The results show that 82% of respondents were satisfied with the Focused Wellness Program.

Lessons Learned

PrimeWest Health identified the following lessons learned based on our 2023 quality activities:

- To build an effective quality program, staff from the entire organization should be involved.
- PrimeWest Health should improve our data collection processes to streamline quality and care coordination activities.

- Telehealth is an option that can increase access and satisfaction for members, helping remove barriers related to transportation and time constraints.
- Health equity is the foundation of our mission to improve health care for our members. We are working to promote health equity by collecting information that will help us better serve members. It will also improve access to resources that address members' social well-being as well as health care needs. PrimeWest Health hired additional Community Health Workers in 2023 to help address these concerns.

Working Together

PrimeWest Health works with our county partners to assess member health care needs. All of our members in MSC+, PWSHC, and PHC have a county case manager to help them meet their health care goals, if they choose.

In 2023, we worked closely with Public Health and Social/Human/Family Services agencies in our 24 counties to improve health outcomes in the following areas. Similar efforts will continue for 2024, with additions to improve rates for races/ethnicities with disparities. (*Note: There is a 1-year lag in data for these measures, so data reviewed in 2023 is from 2022 dates of service.*) Below are the Public Health outcomes for 2022 for the Families and Children population:

- **Increase annual well-care visit rates.** In Measurement Year (MY) 2022, the total rate was 40.79%. The MY 2021 total rate was 42%.
- **Increase childhood immunization status (CIS) combination 10.** The MY 2022 rate was 30.2%. The MY 2021 rate was 36%.
- **Increase immunizations for adolescents (IMA).**
 1. IMA Human Papillomavirus (HPV) Vaccine: The MY 2022 rate was 32.1%. The MY 2021 rate was 32.1%.
 2. IMA Meningococcal: The MY 2022 rate was 74.7%. The MY 2021 rate was 74.5%.
 3. IMA Tdap/TD: The MY 2022 rate was 77.13%. The MY 2021 rate was 77.13%.
 4. IMA Combination 2: The MY 2022 rate was 31.4%. The MY 2021 rate was 31.1%.
- **Increase prenatal and postpartum care (PPC).** The MY 2022 PPC prenatal care rate was 87%. The MY 2021 PPC prenatal care rate was 85.4%. The MY 2022 PPC postpartum rate was 83.7%. The MY 2021 PPC postpartum care rate was 84.18%.
- **Ensure collaboration plans are developed and used by Public Health agencies 100% of the time.** This goal has been met and remained at 100% at the end of 2023.

²CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ)



Stay Safe from Scams: Check for Fraud Alerts

Scammers often try to get people to give them their personal, medical, or financial information. They can use this information to steal from you or commit fraud. Scammers target people in many ways, including through the phone, email, and social media.

The U.S. Department of Health and Human Services (HHS) Office of Inspector General (OIG) publishes information about current health care-related scams on its website. Visit <https://oig.hhs.gov/fraud/consumer-alerts> to learn about known scams and how you can protect yourself.

If you are asked to give out personal health or health insurance information for a reason you aren't sure is in your best interest, don't share the information. Instead, let the PrimeWest Health Compliance team know.

- Compliance Hotline: 1-866-763-2952. TTY users call 1-800-627-3529 or 711. These calls are free.
- Email: compliance@primewest.org



PREGNANT?

Here Are **5** Things to Do and Know!

- 1 Tell your county or MinnesotaCare worker.** They will update your eligibility to show you are pregnant. This means you won't have copays or premiums while you're pregnant, and for up to 12 months after pregnancy.
- 2 Make a prenatal appointment.** Do this as soon as you know you are pregnant to lower the risk of complications. Your first appointment should be within the first 8 – 12 weeks of pregnancy.
- 3 Get a car seat from your local Public Health agency.** Tell them you are a PrimeWest Health member and they will set you up with a car seat and make sure it is installed correctly.
- 4 Ask questions about your health and your child's health.** Call Member Services at the number below and ask for Sheila.
- 5 Learn about your benefits.** The links on the web page at www.primewest.org/pregnancy describe many of these benefits. For more information, call Member Services at 1-866-431-0801 and ask for Sheila. TTY users call 1-800-627-3529 or 711. These calls are free.

Talk to A NURSE



Hurt or sick and not sure what to do? Try our 24-hour nurse line! Just call 1-866-201-4601 (TTY 711). You'll get advice about whether you can take care of yourself at home, if you need to make an appointment with your health care provider, or even if you need to go to the emergency room.* Calls to the nurse line are free.

**In an emergency that needs treatment right away, call 911 or go to the nearest emergency room.*





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Health and wellness or prevention information



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ENVIRONMENT



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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. Links to other websites are provided as a resource only. PrimeWest Health does not endorse, recommend, or pay for products or services offered by such sites.

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1-866-431-0801 (toll free); TTY 1-800-627-3529 or 711

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

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

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請注意，如果您需要免費協助傳譯這份文件，請撥打上面的電話號碼。

Attention. Si vous avez besoin d'une aide gratuite pour interpréter le présent document, veuillez appeler au numéro ci-dessus.

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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알려드립니다. 이 문서에 대한 이해를 돕기 위해 무료로 제공되는 도움을 받으시려면 위의 전화번호로 연락하십시오.

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Hubachiisa. Dokumentiin kun tola akka siif hiikamu gargaarsa hoo feete, lakkoobsa gubbatti kenname bilbili.

Внимание: если вам нужна бесплатная помощь в устном переводе данного документа, позвоните по указанному выше телефону.

Digniin. Haddii aad u baahantahay caawimaad lacag-la'aan ah ee tarjumaadda (afcelinta) qoraalkan, lambarka kore wac.

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

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