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PrimeLines

A complimentary publication from PrimeWest Health

Member Services: 1-866-431-0801

Mixed Messages on Vaccines

If you've watched TV or spent time online recently, you've probably heard or read something about vaccines. Your friends and family may be talking about them, too. With so much information coming from different places, it can be hard to know what is right for you and your family. You may have questions about which vaccines you should get or when your kids should be vaccinated.

The best source of information about vaccines is your health care provider. They can answer your questions and talk through any concerns you have. They can also make vaccine recommendations for you and your family based on things like age, lifestyle, and vaccination history.

Vaccines are part of health care, and decisions about health care are important. A trusted health care provider can help you decide what is best for you and your family.

Summer Asthma and Diabetes Camps

It may seem like spring has just sprung, but summer will be here before you know it. That means it's time to start making plans for summer break! If your child has asthma or diabetes, PrimeWest Health wants to help them have a safe, healthy, and fun time at a summer health camp!

If your child has asthma or diabetes and is a PrimeWest Health member when camp begins, we will pay the registration fee for a qualified health camp. If your child is eligible for camp, you should get more information in the mail soon. If you don't get it and want to check if your child is eligible, call Member Services at **1-866-431-0801** and ask for the Focused Wellness nurse. TTY users call **1-800-627-3529** or **711**. These calls are free.

Asthma and diabetes camps are a great opportunity for kids to learn how to take control of their health while enjoying the fun and adventure of summer camp. If your child is eligible, we hope they'll attend!



CHS: A Little-Known Side Effect of Cannabis

Over the last few years, recreational cannabis (marijuana) use by people age 21 and over has become legal in many states, including Minnesota. Although it is legal, cannabis still comes with risks. One of these risks is cannabinoid hyperemesis syndrome (CHS).

Cannabinoid hyperemesis syndrome (CHS)

CHS most often affects people who have used cannabis regularly over a long period of time. It causes repeated vomiting and severe nausea and stomach pain. CHS can lead to dehydration and other health problems. Because the symptoms can be similar to other conditions, CHS can be hard to diagnose. If you have symptoms, be honest with your provider about whether you use cannabis.

Hot showers or baths can give short-term relief of symptoms, but the only way to stop CHS long-term is to stop using cannabis. Cannabis takes time to leave your body, which means you may have symptoms for a few weeks after quitting. Over time, symptoms will go away. If you start using cannabis again, however, they can come back.

Quitting cannabis for good is the only way to stop CHS, but quitting can be hard. If you need help, talk to your health care provider. They can help you make a plan to quit and connect you with treatment options.

Source: Cleveland Clinic

“Kids & Cannabis Edibles” on page 6 describes the risk of kids and cannabis products that look like candy or soda.

Take Time Before You Sign: Help Ensure Accurate Care and Billing

As a PrimeWest Health member, compliance means following the rules that protect you, your care, and the benefits you receive. Health care programs are designed to make sure members get the services they truly need, when they need them, from qualified providers. When everyone follows the rules—members, providers, and health plans—it helps ensure care is safe, appropriate, and paid for correctly.

Many services, especially home-based and community services, require a member's signature or electronic verification. When you sign a form or time sheet or provide verification, you are confirming that the services listed are actually what you received.

Before signing anything, take a moment to review what you are being asked to confirm. Make sure you can say “yes” to all of the following questions:

- ✓ Did you actually receive the service?
- ✓ Was it provided on the date and time listed?
- ✓ Does the amount of time listed match what you received?
- ✓ Was the service right for your needs?
- ✓ Is the health care provider listed the one who provided the service?

You should only sign something after services are completed. You should never be asked to sign blank forms or approve services that you have not gotten yet. If something doesn't seem right, report it to the PrimeWest Health Compliance Hotline by calling **1-866-763-2952**. TTY users call **1-800-627-3529** or **711**. These calls are free. You can also email our Compliance team at compliance@primewest.org.



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ORAL HEALTH

and Medications for Opioid Use Disorder (MOUD)

If you struggle with opioid use disorder, your health care provider may prescribe medication to help. Medications for opioid use disorder (MOUD) come with some oral health side effects that you want to be aware of. If you are taking an oral MOUD such as methadone or buprenorphine, read on to learn more!

Dry mouth – Saliva helps fight off bacteria and rebuild tooth enamel. MOUD can reduce saliva production. This puts you at higher risk for gum disease (gingivitis), tooth decay, and infections in the mouth. Dry mouth can also cause trouble chewing, swallowing, tasting, and talking.

If you take an oral MOUD, talk to your dental provider about ways you can manage dry mouth. The following may help:

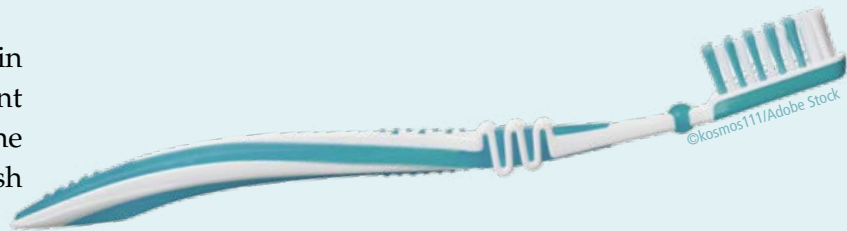
- Drinking plenty of water throughout the day
- Rinsing with alcohol-free mouthwash
- Limiting your caffeine intake
- Chewing sugar-free gum or sucking on sugar-free candy

Weakened enamel – Buprenorphine that dissolves in your mouth can weaken tooth enamel. To help prevent decay, swish water around your mouth after taking the medication. To lower the risk of damage, don't brush your teeth for one hour after taking the medication.

Sugar cravings – Methadone can cause sugar cravings, and sugar can damage your teeth! Try to limit snacking between meals. Brush your teeth if you do eat something sweet.

Overall oral health – Brush your teeth twice a day with fluoride toothpaste and floss once a day. Get regular dental cleanings and tell your dental provider if you are taking an MOUD. *Never* stop taking your medication without talking to your health care provider.

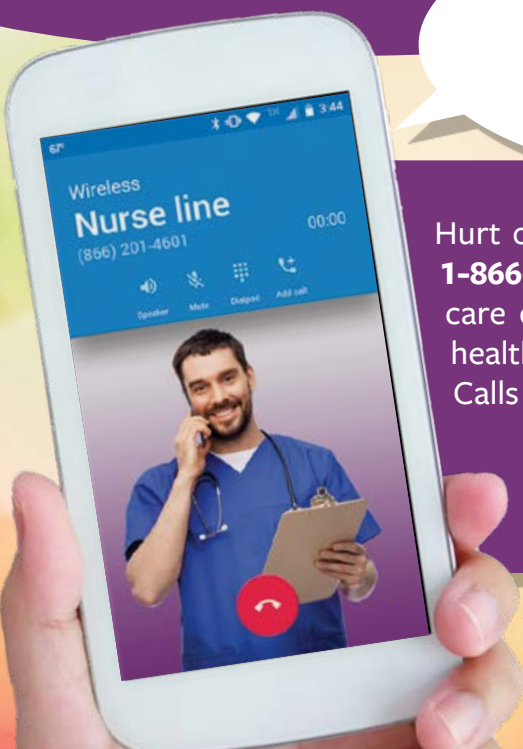
Sources: Journal of Dental Hygiene, Substance Abuse and Mental Health Services Administration (SAMHSA), WebMD



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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Autism Spectrum Disorder (ASD): Services and Resources

Autism spectrum disorder (ASD) is a developmental disability that usually shows up in early childhood. It can cause social and behavioral challenges and make communication difficult. There are many different signs and symptoms of ASD, and they are different for everyone. This can make knowing how to best help a child with ASD confusing. Having the right services and resources can help.



Services

Services that can help children under age 21 with ASD are called “Early Intensive Developmental and Behavioral Intervention (EIDBI).” These services are designed to do the following:

- Educate parents and family members about ASD and related conditions
- Help the person with ASD learn to be more independent
- Improve quality of life for the person with ASD and their family

To get these services, your child will need to have a “Comprehensive Multi-Disciplinary Evaluation (CMDE).” This is an exam that tells if your child is eligible for EIDBI services. Providers who can give this exam, as well as EIDBI service providers, are listed in PrimeWest Health’s *Provider and Pharmacy Directory*. Go to www.primewest.org/programs and click the name of your program. Then click *Provider and Pharmacy Directory* in the orange box on the left side of the page labeled “Member Materials.”

All EIDBI services must be approved by PrimeWest Health in advance. This is called a Service Authorization. You can work with your provider to submit a Service Authorization. Or, you can submit one on your own. To learn how, call Member Services.

Resources

The Minnesota Autism Resource Portal has a collection of resources and information about ASD to help parents and other caregivers learn more about ASD and helpful services. The portal is at <https://mn.gov/autism>.

Questions

Let us know if you need help finding a provider or have questions about Service Authorizations. We also provide care coordination services. Call Member Services at **1-866-431-0801** and ask to speak with a behavioral health care coordinator to learn more. TTY users call **1-800-627-3529** or **711**. These calls are free.

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 the Women & Children Care Coordinator or Specialist.
- 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 the Women & Children Care Coordinator or Specialist. TTY users call **1-800-627-3529** or **711**. These calls are free.



Tobacco: Help to Quit or Cut Back

Studies show that most people who use tobacco want to quit or cut back. If that includes you, PrimeWest Health can help!

PrimeWest Health has a new **Tobacco Cessation program** designed to help members age 18 and over **quit or cut back on using products**. The program is offered at no cost to members.

What can you expect?

The program is provided **over the phone** by a nurse who is a Certified Tobacco Treatment Specialist (CTTS). The program includes the following:

- Weekly follow-up phone calls
- Individualized tobacco cessation counseling to help you quit or cut back
- Education on managing cravings and triggers
- Help with stress management and identifying support systems
- Support to stick with healthy changes you've made

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

Learn more

Whether your goal is to quit tobacco or cut back, PrimeWest Health's Tobacco Cessation program can help! Call Member Services at **1-866-431-0801** to learn more or to enroll. Ask to speak to the LPN Community Health Specialist. TTY users call **1-800-627-3529** or **711**. These calls are free.



Quitting or cutting back on tobacco isn't easy, but you don't have to do it alone! Our new program can help you in the comfort of your home.

Kids & Cannabis Edibles

Gummies, chocolates, and fruity drinks in fun colors and bright packages. These are things you might expect to find in the candy aisle—but they also describe some products called **edibles** that contain cannabis (marijuana). Because they often look like familiar treats, edibles can be tempting to children. Unfortunately, kids who eat or drink edibles can suffer serious health effects. It is important to keep edibles away from children and to know what to do if a child accidentally ingests them.

Why are edibles harmful?

- Edibles have high levels of THC. This is the chemical in cannabis that affects the brain.
- Edibles are made for people age 21 and over. When a child ingests them, the effects can overwhelm their small bodies.
- Kids can easily ingest a large amount. For example, a child who thinks they are eating candy may eat a handful of gummies.

What happens if a child eats or drinks edibles?

A child may have one or more of the following symptoms.

- Extreme sleepiness
- Slurred speech
- Fast heart rate
- Nausea or vomiting
- Confusion or anxiety
- Dizziness
- Trouble breathing
- Seizures

What should you do if your child consumes an edible?

- Call Poison Control at **1-800-222-1222**. The call is free. Call even if your child is not showing any symptoms.
- If your child has difficulty breathing, seizures, is unconscious, or has other serious symptoms, call **911** or go to the emergency room.
- Try to figure out what and how much your child ingested.



To learn about another risk of cannabis, read the article on page 2.



How can you keep your child safe?

Most children who ingest edibles find them in their home. There are steps you can take to prevent this.

- If you have edibles at home, treat them like medicine. Store them out of reach and out of sight of children. **Keep them in a safe spot like a locked cabinet.**
- **Do not use edibles in front of children.** This may tempt your child to try them.
- Talk to family, friends, and caregivers. Ask if they use edibles and **make sure they follow proper storage rules.**
- Teach your child never to eat or drink something unless a **trusted adult** gives it to them.

Sources: Columbia University Irving Medical Center, WebMD

PrimeWellness: Support for a Healthier You

PrimeWest Health is excited to introduce **PrimeWellness**, a new health and wellness program designed to help you feel your best! This program is for members age 18 or over who want to make healthy changes and feel better.

How does the program work?

PrimeWellness can help you reach goals for your physical and mental health. When you join the program, you'll choose the goals you want to work toward, and we'll help you reach them. You'll get phone support from a nurse who can provide education, coaching, and support specific to **your** personal goals.

Set your own goals

You decide what you want to work on. For example:



I want to walk more each day.



I want to eat more fruits and vegetables.



I want to sleep better at night.



I want to have more energy.



I want to manage stress better.



Small steps can make a big difference over time. PrimeWellness can help you make changes at your own pace. You don't have to be perfect—what's important is doing your best!

More information

PrimeWellness is here to support you on your journey to better health. The program is offered at no cost to you. If you would like to learn more or enroll, let us know! Call Member Services at **1-866-431-0801** and ask to speak to the LPN Community Health Specialist. TTY users call **1-800-627-3529** or **711**. These calls are free.



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Health and wellness or prevention information

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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.

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

ATTENTION: If you speak English, free language assistance services are available to you free of charge and without unnecessary delay. Additionally, appropriate auxiliary aids and services to provide information in accessible formats are available free of charge and in a timely manner. Please call the number above or speak to your provider. English

ትኩረት፡ አማርኛ የሚናገሩ ከሆኑ፣ ነጻ የቋንቋ እርዳታ አገልግሎቶች፣ ያለ ምንም ክፍያ፣ እና ያለ ምንም መዘግየት ለእርስዎ ይገኛሉ። በተጨማሪም፣ መረጃን በተደራሽ ቅርፀቶች ለማቅረብ፣ ተገቢ ረዳት መርጃዎች እና አገልግሎቶች ከክፍያ ነጻ እና በጊዜ ይገኛሉ። እባክዎ ከላይ ባለው ቁጥር ይደውሉ ወይም አቅራቢዎን ያነጋግሩ። Amharic

تنبيه: إذا كنت تتحدث العربية، فستكون خدمات المساعدة اللغوية متاحة لك مجاناً وبدون تأخير غير ضروري. بالإضافة إلى ذلك، تتوفر المساعدات والخدمات المساعدة المناسبة لتوفير المعلومات بتنسيقات يسهل الوصول إليها مجاناً وفي الوقت المناسب. يرجى الاتصال بالرقم أعلاه أو التحدث إلى مقدم الخدمة الخاص بك. Arabic

သတိပြုပါ- သင်သည် မြန်မာဘာသာ ဘာသာစကားဖြင့် ပြောဆိုပါက၊ အခမဲ့ ဘာသာပြန်ဆိုပေးသော ဝန်ဆောင်မှုများကို မလိုလားအပ်သည့် နှောင့်နှေးကြန့်ကြာမှုတို့မရှိဘဲ အခမဲ့ ရရှိနိုင်ပါသည်။ ထို့အပြင်၊ အသုံးပြုခွင့်ရရှိထားသောပုံစံများတွင် သတင်းအချက်အလက်များ ပေးဆောင်နိုင်ရန်အတွက် သင့်လျော်သော အရန်အကူအညီများနှင့် ဝန်ဆောင်မှုများကို အချိန်နှင့်တစ်ပြေးညီ အခမဲ့ရရှိနိုင်ပါသည်။ အထက်တွင် ဖော်ပြထားသောနံပါတ်ကို ဖုန်းခေါ်ဆိုပါ သို့မဟုတ် သင်၏ဝန်ဆောင်မှုပေးသူထံ စကားပြောဆိုပါ။ Burmese

注意：如果您講繁體中文，我們將免費為您提供語言協助服務，且不會造成不必要的延誤。此外，還免費及時提供適當的輔助工具和服務，以無障礙格式提供資訊。請撥打上述電話號碼或與您的提供者聯絡。Chinese

ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition gratuitement et sans délai inutile. En outre, des aides et services auxiliaires appropriés permettant de fournir des informations dans des formats accessibles sont disponibles gratuitement et en temps opportun. Veuillez appeler le numéro ci-dessus ou parler à votre prestataire. French

CEEB TOOM: Yog tias koj hais lus Hmoob, muaj cov kev pab cuam lus pab dawb rau koj xwb thiab tsis muaj qhov qeeb li. Dhau no lawm, tseem muaj ntaub ntawv qhia txog cov cuab yeej pab hnov lus thiab cov kev pab cuam ua hom qauv ntawv uas mus siv tau dawb yam tsis sau nqi thiab raws sij hawm. Thov hu rau tus xov tooj saum toj no los sis tham nrog koj tus kws kho mob. Hmong

တိန်နီ- ဖဲနမ့်ကတိၤကညီကျိန်န့ၣ်,သဘျုကျိန်တၢ်ဟ့ၣ်မၤစၢၤအတၢ်ဖံးတၢ်မၤတဖၣ်ကအိၣ်ဝဲဒၣ်လၢနဂီၢ်လၢတလိၣ်ဟ့ၣ်အပူၤဒီးတထုးတၢ်ဆၢကတိၢ်ယံၣ်ယံၣ်ဘၣ်န့ၣ်လီၤ. အမံၤညါ, တၢ်န့ၣ်ဟ့ၣ်အပီးအလီၤလၢအဖိးမံဒီးတၢ်မၤစၢၤအတၢ်ဖံးတၢ်မၤတဖၣ်လၢကဟ့ၣ်တၢ်ဂ့ၢ်တၢ်ကျိၤလၢက့ၢ်ဂီၢ်လၢတၢ်မၤန့ၢ်သ့အီၤညီန့ၣ်ကအိၣ်ဝဲဒၣ်လၢအပူၤတအိၣ်ဒီးတၢ်ကဟ့ၣ်အီၤအဆၢကတိၢ်ဘၣ်ဘၣ်န့ၣ်လီၤ. ဝံသးစူၤကိးဘၣ်လီၤတဲစိနီၢ်ဂီၢ်လၢထးမ့တမ့ၢ်ကတိၤတၢ်ဒီးန့ၣ်ဟ့ၣ်တၢ်မၤစၢၤတၢ်တက့ၢ်. Karen

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

ចូរកត់ចំណាំ៖ ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ សេវាជំនួយភាសាគតិកត្តាផ្លូវអាចរកបានសម្រាប់អ្នកដោយមិនគិតថ្លៃនិងដោយគ្មានការពន្យារពេលមិនចាំបាច់។ ព្រឹត្តិការណ៍នេះ ផ្តល់នូវសេវាកម្មជំនួយសមស្របដើម្បីផ្តល់ព័ត៌មានក្នុងរូបវន្តដែលអាចចូលប្រើបាន អាចរកបានដោយមិនគិតថ្លៃ និងទាន់ពេលវេលា។ សូមទូរសព្ទទៅលេខខាងលើ ឬនិយាយទៅកាន់អ្នកផ្តល់សេវារបស់អ្នក។ Khmer

주의: 한국어를 사용하시는 경우, 불필요한 지연 없이 무료로 언어 지원 서비스를 받으실 수 있습니다. 또한, 접근 가능한 형식으로 정보를 제공해 주는 적절한 보조 도구와 서비스를 무료로 적시에 이용하실 수 있습니다. 위의 번호로 전화하시거나 담당 의료 제공자에게 문의해 주십시오. Korean

ຂໍຂວັນ ເອົາໃຈໃສ່: ຖ້າ ທ່ານ ເວົ້າ ລາວ, ການບໍລິການການ ຊ່ວຍເຫຼືອ ດ້ານພາສາ ແມ່ນມີໃຫ້ ທ່ານ ໂດຍບໍ່ເສຍຄ່າ ແລະ ໂດຍບໍ່ມີການ ຊັກຊ້າທີ່ບໍ່ຈຳ ເປັນ. ນອກຈາກນັ້ນ, ການຊ່ວຍ ເຫຼືອ ແລະ ການບໍລິການຜົນທີ່ເໝາະສົມໃນການສະໜອງຂໍ້ມູນ ໃນຮູບແບບທີ່ສາມາດເຂົ້າ ເຖິງໄດ້ແມ່ນມີໃຫ້ໂດຍບໍ່ເສຍຄ່າ ແລະ ທັນເວລາ. ກະລຸນາໂທຫາເບີໂທຂ້າງເທິງ ຫຼື ຜົ້ນກັບຜູ້ໃຫ້ບໍລິການຂອງທ່ານ. Lao

HUBADHAA: Afaan Oromoo dubbattu yoo ta'e, tajaajilootni deeggarsa afaanii barfannaa hin barbaachisne malee bilisaan isiniif kennamu. Dabalataanis, odeeffannoo bifa argamuun danda'uun dhiyeessuf tajaajilliwwaniifi deeggarsiwwan dabalataa bilisaafi yeroosaa eeggate jira. Maaloo lakkkoofsa armaan olii irratti bilbilaa yookiin ogeessa fayyaa keessan haasofsiisaa. Oromo

ВНИМАНИЕ: Если вы говорите по-русски, вам доступны бесплатные услуги языковой помощи, которые оказываются безвозмездно и своевременно. Кроме того, бесплатно и своевременно предоставляются соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах. Позвоните по указанному выше номеру или обратитесь к своему поставщику услуг. Russian

FIIRO GAAR AH: Haddii aad ku hadasho Soomaali, adeegyada kaalmada luqadda bilaashka ah ayaa laguugu heli karaa adiga lacag la'aan oo aan lahayn daahid aan lama huraan ahayn. Intaa waxaa dheer, caawimooyinka iyo adeegyada ku habboon si loogu bixiyo macluumaadka qaabab la heli karo ayaa lagu heli karaa lacag la'aan iyo waqti ku habboon. Fadlan wac lambarka kore ama la hadal adeeg bixiyahaaga. Somali

ATENCIÓN: Si habla español, los servicios gratuitos de asistencia en otros idiomas están disponibles para usted de forma gratuita y sin demoras innecesarias. Además, se dispone de ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles de forma gratuita y oportuna. Llame al número mencionado anteriormente o hable con su proveedor. Spanish

LU'U Ý: Nếu quý vị nói Tiếng Việt, dịch vụ hỗ trợ ngôn ngữ miễn phí có sẵn cho quý vị, hoàn toàn miễn phí và không bị chậm trễ không cần thiết. Ngoài ra, các thiết bị và dịch vụ hỗ trợ phù hợp để cung cấp thông tin ở các định dạng dễ tiếp cận cũng được cung cấp miễn phí và kịp thời. Vui lòng gọi số ở trên hoặc nói chuyện với nhà cung cấp của quý vị. Vietnamese