



PrimeWise

Summer 2025

Member Services: 1-866-431-0801

Aging Is a Journey: How Housing Needs Change as We Age

As people age, their housing needs often change, too. This can be due to shifts in things like health, mobility, finances, and lifestyle. Whether you need the extra help that assisted living provides or want to stay in your own home longer, understanding these changes can help you plan ahead for a comfortable and healthy living situation as you get older.

PrimeWest Health can help you navigate this chapter of your life! Eligible PrimeWest Health members can get help with the following:

- Finding and keeping stable, affordable housing
- Applying for the Elderly Waiver program so that you can stay in your home even if you need extra help with daily activities
- Making an informed choice about moving to a facility or staying at home
- Finding a housing consultation provider who will work with you to create a personalized housing-focused care plan (if you are not on the Elderly Waiver)
- Moving from a place like a skilled nursing facility or adult foster care back to your home

Whether you need more accessible living spaces, help with things around the home, or to move to a community that offers more support, PrimeWest Health can help. If you want more information, call PrimeWest Health Member Services at **1-866-431-0801**. TTY users call **1-800-627-3529** or **711**. The call is free.



Fighting Hunger: What to Do If You Need Help with Food

Food insecurity is something many Minnesotans struggle with. If you don't have reliable access to healthy meals, it can be hard to meet other basic needs such as health care or housing. Fortunately, there are resources in Minnesota that can help people dealing with hunger.

PrimeWest Senior Health Complete members get \$204 per month for healthy foods and/or over-the-counter items. If you are a Minnesota Senior Care Plus (MSC+) member, you may be able to switch to PrimeWest Senior Health Complete to take advantage of this benefit. Go to www.primewest.org/pwshc and click on *PWSHC/MSC+ Comparison Brochure* to learn more about PrimeWest Senior Health Complete. Or, call PrimeWest Health Member Services at **1-866-431-0801** for more information. TTY users call **1-800-627-3529** or **711**. The call is free.

Another resource is Minnesota's Supplemental Nutrition Assistance Program (SNAP). This

program helps Minnesotans with low incomes get the food they need. To learn more or to apply, visit the Minnesota SNAP website at <https://dcyf.mn.gov/snap>.

You can also call or text the Minnesota Food HelpLine at **1-888-711-1151**. They can refer you to food shelves, discounted groceries, senior resources (such as Meals on Wheels), and other food resources. Or, visit the Hunger Solutions Minnesota website at www.hungersolutions.org/find-help/ to learn more about food support options near you!

Food insecurity makes life difficult. But if you or someone you know is struggling, it's important to know that help is available.

Sources: Minnesota Department of Children, Youth, and Families, Hunger Solutions

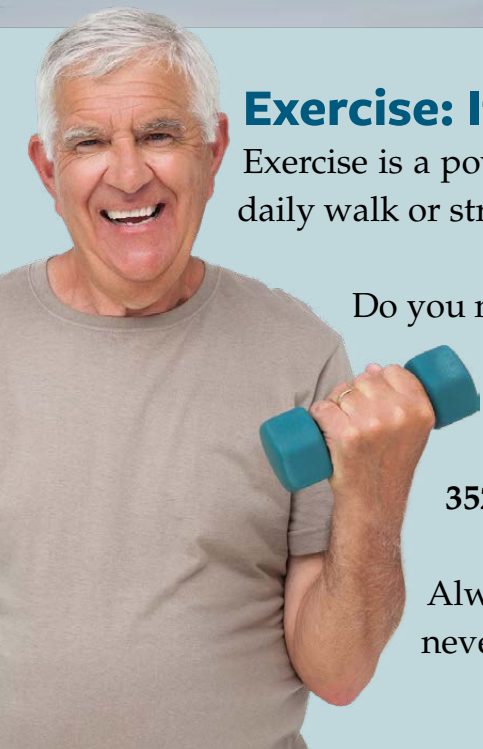


Exercise: It's Crucial as You Age

Exercise is a powerful tool for aging well. Even small amounts of activity, such as a daily walk or stretching, can make a big difference to your overall health.

Do you need a place to exercise? Eligible PrimeWest Health members can get up to a \$30 fitness reimbursement each month for a paid membership at a participating fitness center. For more information, call PrimeWest Health Member Services at **1-866-431-0801**. TTY users call **1-800-627-3529** or **711**. The call is free.

Always talk to your provider before starting a new exercise routine. It's never too late to start!





Telehealth

If it's hard for you to go to your provider in person, ask them if they offer telehealth. You can have a telehealth visit using a cellphone, tablet, or computer. It's like having an appointment from the comfort of your own home!

STAY SOCIAL to Stay Healthy

There are a lot of things that factor into being healthy. Exercise, eating well, and going to the doctor are probably what most people think of. But social activities can be just as important. According to the National Institute on Aging, feeling lonely or isolated can lead to health complications. These can include heart disease, depression, and dementia. Now that you know why you should stay social, it's time to do it! Here are a few ideas to get you started:



- **Visit your local senior or community center** and take part in activities there.
- **Volunteer.** Many community centers and faith-based organizations offer opportunities to help others. Volunteering is a great way to meet other people!
- **If you can care for a pet, consider adopting one.** Pets can be a great source of comfort and a good way to meet other people. Taking your dog to a park or your cat to the vet gets you out of the house and gives you a chance to socialize with others.
- **Call us!** PrimeWest Health nurses and social workers can work with you to find ways to be more socially active. We can help with many other goals, too. To learn more, call Member Services and ask to speak to Care Management.



For people living in rural areas, it's not always easy to find social activities. But that doesn't mean you should isolate yourself. If it's difficult for you to get out and about, consider calling somebody on the phone. Or, you might enjoy playing games with people online. The important thing is to do something you enjoy. It will help keep you healthy!





3905 Dakota St
Alexandria, MN 56308
PrimeWest.org

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.

PrimeWest Health contracts with Medicare and Minnesota Medical Assistance to offer PrimeWest Senior Health Complete (HMO SNP). Enrollment depends on contract renewal.

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. ဝံသးစူၤကိးဘၣ်လိတဲစိနီၢ်ဂီၢ်လၢထးမ့တမ့ၢ်ကတိၤတၢ်ဒီးန့ၣ်ဟ့ၣ်တၢ်မၤစၢၤတၢ်တက့ၢ်. 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 ດ້ານພາສາແມ່ນມີໃຫ້ 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

Civil Rights Notice

Discrimination is against the law. PrimeWest Health does not discriminate on the basis of any of the following:

- race
- color
- national origin
- creed
- religion
- sexual orientation
- public assistance status
- age
- disability (including physical or mental impairment)
- sex (including sex stereotypes and gender identity)
- marital status
- political beliefs
- medical condition
- health status
- receipt of health care services
- claims experience
- medical history
- genetic information

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by PrimeWest Health. You can file a complaint and ask for help filing a complaint in person or by mail, phone, fax, or email at:

Civil Rights Coordinator

PrimeWest Health

3905 Dakota St Alexandria, MN 56308

Toll Free: 1-866-431-0801; TTY: 1-800-627-3529 or 711; Fax: 1-320-762-8750

Email: compliance@primewest.org

Auxiliary Aids and Services: PrimeWest Health provides auxiliary aids and services, like qualified interpreters or information in accessible formats, free of charge and in a timely manner to ensure an equal opportunity to participate in our health care programs.

Contact PrimeWest Health at memberservices@primewest.org, or call Member Services at 1-866-431-0801 or TTY 1-800-627-3529 or 711. The call is free.

Language Assistance Services: PrimeWest Health provides translated documents and spoken language interpreting, free of charge and in a timely manner, when language assistance services are necessary to ensure limited English speakers have meaningful access to our information and services. **Contact PrimeWest Health at memberservices@primewest.org, or call Member Services at 1-866-431-0801 or TTY 1-800-627-3529 or 711. The call is free.**

Civil Rights Complaints

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by PrimeWest Health. You may also contact any of the following agencies directly to file a discrimination complaint.

U.S. Department of Health and Human Services Office for Civil Rights (OCR)

You have the right to file a complaint with the OCR, a federal agency, if you believe you have been discriminated against because of any of the following:

- race
- color
- national origin
- age
- disability
- sex
- religion (in some cases)

Contact the **OCR** directly to file a complaint:

Office for Civil Rights, U.S. Department of Health and Human Services

Midwest Region

233 N. Michigan Avenue, Suite 240 Chicago, IL 60601

Customer Response Center: 800-368-1019, TTY: 800-537-7697

Email: ocrmail@hhs.gov

Minnesota Department of Human Rights (MDHR)

In Minnesota, you have the right to file a complaint with the MDHR if you have been discriminated against because of any of the following:

- race
- color
- national origin
- religion
- creed
- sex
- sexual orientation
- marital status
- public assistance status
- disability

Contact the **MDHR** directly to file a complaint:

Minnesota Department of Human Rights

540 Fairview Avenue North, Suite 201, St. Paul, MN 55104

651-539-1100 (voice), 800-657-3704 (toll-free), 711 or 800-627-3529 (MN Relay), 651-296-9042 (fax)

Info.MDHR@state.mn.us (email)

Minnesota Department of Human Services (DHS)

You have the right to file a complaint with DHS if you believe you have been discriminated against in our health care programs because of any of the following:

- race
- color
- national origin
- religion (in some cases)
- age
- disability (including physical or mental impairment)
- sex (including sex stereotypes and gender identity)

Complaints must be in writing and filed within 180 days of the date you discovered the alleged discrimination. The complaint must contain your name and address and describe the discrimination you are complaining about. We will review it and notify you in writing about whether we have authority to investigate. If we do, we will investigate the complaint.

DHS will notify you in writing of the investigation's outcome. You have the right to appeal if you disagree with the decision. To appeal, you must send a written request to have DHS review the investigation outcome. Be brief and state why you disagree with the decision. Include additional information you think is important.

If you file a complaint in this way, the people who work for the agency named in the complaint cannot retaliate against you. This means they cannot punish you in any way for filing a complaint. Filing a complaint in this way does not stop you from seeking out other legal or administrative actions.

Contact **DHS** directly to file a discrimination complaint:

Civil Rights Coordinator

Minnesota Department of Human Services

Equal Opportunity and Access Division

P.O. Box 64997

St. Paul, MN 55164-0997

651-431-3040 (voice) or use your preferred relay service

American Indians can continue or begin to use tribal and Indian Health Services (IHS) clinics. We will not require prior approval or impose any conditions for you to get services at these clinics. For elders age 65 years and older this includes Elderly Waiver (EW) services accessed through the tribe. If a doctor or other provider in a tribal or IHS clinic refers you to a provider in our network, we will not require you to see your primary care provider prior to the referral.