



Winter 2024 | New Member 2025

PrimeLines

A complimentary publication from PrimeWest Health

Member Services: 1-866-431-0801

Preventive Health Care: Everyone Needs It!

Do you think of wellness visits as just for kids? Do you only think about visiting your health care provider when you're sick? If you answered "yes" to either question, it's time to change your way of thinking! The best way to stay healthy is through preventive medicine and regular visits to your health care provider. These visits may include screening for various health concerns, getting answers to health-related questions, and getting the right vaccines to reduce the risk of severe disease.

Adults: Make time for your health

Between jobs, kids, cleaning, yardwork, and hobbies, it can be hard to find time for yourself. But don't let your health care take a back seat! Getting regular checkups helps your health care provider keep track of your health and look for problems before they get out of hand. Don't put off making an appointment because you don't feel sick. Annual visits provide a baseline of your health, which means your provider can spot changes sooner. Studies have shown that if problems are identified early, chances for both treatment and cure are better.

Kids: Get them off to a good start

The baby, child, and teenage years are important for getting off to a healthy start in life. Regular checkups may improve your child's health and reduce the chances of illness, disease, disability, and accidents. These checkups also offer an opportunity to talk about your child's development, behavior, and any concerns you have. Note: If you are age 18 or over and still going to a pediatrician for your primary care needs, PrimeWest Health can help you find a new provider who specializes in caring for adults.



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FRAUD ALERT!

It is important to be aware of health insurance scams. One type of scam involves being offered items of value, like cash or lottery tickets, to get you to see a certain provider. PrimeWest Health members should **not** accept anything of value from a provider in return for services.

Another type of scam involves someone who calls pretending to be from your health plan. They ask for personal or health information, which they can then use to bill false medical claims. **Only share personal information, like your date of birth or Medical Assistance number, if you're certain you're talking to someone from PrimeWest Health or a trusted member of your care team.**

If you are offered items of value in exchange for services, get a call that feels suspicious, or are billed for items or services you did not get or ask for, call Member Services or the Compliance Hotline. We'll look into it for you! You can call the Compliance Hotline at **1-866-763-2952**. TTY users call **1-800-627-3529** or **711**. The call is free.

Recommended Vaccines for Children from Birth – 18 Years¹

VACCINE	AGE								
	Birth	2 months	4 months	6 months	12 – 24 months	4 – 6 years	7 – 10 years	11 – 12 years	12 – 18 years
Hepatitis B (Hep B) – protects against a virus that attacks the liver	✓	✓ 1 – 2 months after first shot		✓ 6 – 18 months after first shot		✓ If child did not get shots earlier			Check with your health care provider at each visit to be sure your child's vaccines are up to date
Diphtheria, tetanus, pertussis (whooping cough) (DTaP/Tdap)		✓ DTaP	✓ DTaP	✓ DTaP	✓ DTaP 15 – 18 months	✓ DTaP		✓ Tdap	
Polio (IPV)		✓	✓	✓ 6 – 18 months		✓			
Measles, mumps, rubella (MMR)					✓ 12 – 15 months	✓			
Haemophilus influenzae, type B (Hib)		✓	✓	✓ ²	✓ 12 – 15 months				
Pneumococcal (PCV13, PCV15, PCV20) – protects against bacteria that can cause meningitis		✓	✓	✓	✓ 12 – 15 months				
Hepatitis A (Hep A) – protects against a virus that attacks the liver				✓ 2 doses between ages 1 and 2, at least 6 months apart					
Rotavirus – protects against a virus that causes severe diarrhea in infants		✓	✓	✓ ²					
Varicella (chickenpox)					✓ 12 – 15 months	✓	✓ If child did not get shots earlier or have disease		
Meningococcal conjugate – protects against some bacteria that cause meningitis		✓ Children with certain diseases or risk factors should have vaccine between 8 weeks and 24 months; check with your health care provider						✓	✓ Booster at age 16
Human papillomavirus (HPV) – protects against genital warts and cervical, throat, penile, and anal cancers							✓ Can start vaccine at age 9	✓ Ideal age for vaccine series	✓ If child did not get series at age 11 – 12, give at age 13 – 18
Influenza (flu)				✓ Children ages 6 months – 8 years may need 2 shots					✓ Each flu season
COVID-19 ³				✓					
RSV	✓ Recommended for some infants under 19 months; check with your health care provider								

¹This schedule may vary. It will depend on your health care provider and your child's medical needs.

²Depending on which vaccine is used, this may not be needed. Talk with your health care provider.

³The Advisory Committee on Immunization Practices (ACIP) recommends COVID-19 vaccines for everyone 6 months and over.

Source: Centers for Disease Control and Prevention (CDC). "Recommended Child and Adolescent Immunization Schedule for Ages 18 Years or Younger, United States, 2024" (June 2024). www.cdc.gov/vaccines/hcp/immunization-schedules/downloads/child/0-18yrs-child-combined-schedule.pdf.

Recommended Screenings for Children from 2 Weeks – 20 Years

SCREENING	AGE										
	2 weeks	2 months	4 months	6 months	9 months	12 months	15 months	18 months	24 months	30 months	3 – 20 ³ years
C&TC ¹	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓ Every year
Social-emotional/mental health				✓		✓		✓	✓	✓	✓ Every year
Blood lead test						✓			✓	✓ If not done earlier	
Hemoglobin/hematocrit test						✓					✓ One time for menstruating adolescents
Assessment/testing for sexually active teens											Begins at age 11
Dental checkup ²						✓		✓	✓	✓	✓ Every 6 months

¹C&TC = Child & Teen Checkup. This will include some or all of the following:

- A check of height, weight, blood pressure, vision, hearing, and developmental progress
- A general physical exam, any needed lab tests, and mental health screening
- A chance to talk with your health care provider about any health or developmental concerns you have

²The American Academy of Pediatric Dentists recommends the first dental exam should be when the first tooth comes in or no later than 12 months of age. Exams should be repeated every 6 months, or as directed by a dentist.

³PrimeWest Health encourages all members age 18 or over who are seeing a pediatrician to transition to a family practice provider. Call PrimeWest Health Member Services if you need help finding a provider.

Source: Minnesota Departments of Human Services (DHS) and Health. “Minnesota Child and Teen Checkups (C&TC) Schedule of Age-Related Screening Standards – Early and Periodic Screening, Diagnosis and Treatment (EPSDT)” (Oct. 2022). <https://edocs.dhs.state.mn.us/lfservlet/Public/DHS-3379-ENG>.

Plan for a Healthy Pregnancy and Healthy Baby

Few things will affect a person's life more than having a baby. And one of the most important things you can do to help ensure a healthy pregnancy is plan for it. If you're thinking about becoming pregnant, do yourself and your baby a favor and visit your health care provider before you get pregnant to make sure you're medically ready! The care and information you will get at an appointment can lower your risk and the baby's risk of health problems during pregnancy and beyond. Once you are pregnant, follow your health care provider's advice about regular checkups. Early and regular health care is the best way to have a healthy pregnancy and baby. **Take a prenatal education or childbirth education class—it's on us!** Call Member Services and ask to speak to the Women & Children Care Coordinator about PrimeWest Health's pregnancy and postpartum programs. Tell your county or MinnesotaCare worker you are pregnant. Your worker will update your eligibility to show you are pregnant. This means you won't have to pay copays while you're pregnant. Planning—it's a good idea for both you and your baby!



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Your Teeth Need Checkups, Too!

At PrimeWest Health, we want to help you keep a healthy body *and* mouth. There are 2 kinds of dental care. Preventive care is to keep you healthy. Restorative care is to fix something that is wrong. We cover both kinds of care. You can get covered dental services from any dentist (either in or out of the PrimeWest Health network) who is willing to accept PrimeWest Health payment as payment in full. Look in your **Member Handbook** to find out exactly what dental services are covered. Don't forget: a healthy mouth is important and will help the rest of your body stay healthy, too. So go to the dentist regularly. It's on us! If you need help finding a dentist, call Member Services.



www.primewest.org

Recommended Screenings for Adults over Age 18¹

SCREENING	AGE		
	18 – 39 years	40 – 49 years	50+ years
Physical exam – review overall health and Body Mass Index (BMI), perform a physical exam and tests if indicated, and discuss health-related topics	✓ Generally every 1 – 3 years		
Blood pressure – high blood pressure may not have symptoms, but can cause permanent damage to your organs	✓ Every year (performed by your health care provider)		
Dental (oral) exam	✓ Annual checkup and cleaning		
Eye exam – if you have vision problems, you should have your eyes checked every year	✓ Ages 20 – 40, every 5 – 10 years	✓ Ages 40 – 64, every 1 – 4 years	✓ Age 65 and over, every 1 – 2 years
Alcohol, tobacco, and unhealthy drug use	✓ At time of physical exam		
Depression and anxiety	✓ At time of physical exam		
Intimate partner violence	✓ Discuss with your health care provider		
Colorectal cancer screening ¹			✓ Ages 45 – 75
Latent tuberculosis ¹	✓ If at increased risk		
Lung cancer CT screening – for people with a 20-pack-year smoking history who currently smoke or who quit within the past 15 years			✓ Ages 50 – 80
Diabetes	✓ Pregnant people at 24 weeks of gestation or after	✓ Ages 35 – 70, depending on BMI	
Hepatitis C	✓ One-time screening, ages 18 – 79		
Sexually transmitted infections (STIs) ¹ – sexually active adults should be screened for syphilis, chlamydia, gonorrhea, HIV, and other STIs depending on risk	✓		
Bone health (women only) – bone mineral density test			✓ At age 65
Mammography ¹ (women only) – X-ray of the breast		✓ Every 2 years, women ages 40 – 74	
Reproductive health ¹ (women only) – Pap smear	✓ Every 3 – 5 years, ages 21 – 65		
Abdominal aortic aneurysm screening (men only)			✓ Men ages 65 – 75 who have ever smoked
Prostate cancer screening ¹ (men only)			✓ At ages 55 – 69 based on risk

¹Always check with **your** health care provider to find out when and how often **you** should have these screenings.

Sources: U.S. Preventive Services Task Force. “A and B Grade Recommendations” (2024). www.uspreventiveservicestaskforce.org/uspstf/recommendation-topics/uspstf-and-b-recommendations.

American Academy of Ophthalmology. “Eye Exam and Vision Testing Basics” (Mar. 2022). www.aao.org/eye-health/tips-prevention/eye-exams-101.

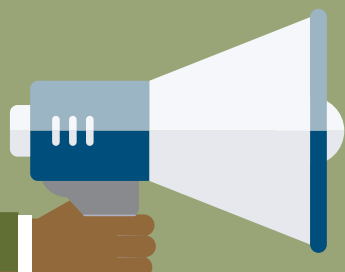
Centers for Disease Control and Prevention (CDC). “Oral Health Tips for Adults” (May 2024). www.cdc.gov/oral-health/prevention/oral-health-tips-for-adults.html.

Recommended Vaccines for Adults over Age 18

VACCINE	AGE		
	18 – 49 years	50 – 64 years	65+ years
Influenza (flu)	✓ Recommended every year for all adults		
Pneumococcal (PCV15, PCV20, PPSV23)	✓ 1 – 2 doses if you have certain chronic medical conditions ¹	✓ 1 – 2 doses	
Tetanus, diphtheria (Td) Tetanus, diphtheria, pertussis (Tdap)	✓ 1 dose of Tdap, and then a Td or Tdap booster every 10 years; and with each pregnancy or for wound management		
Haemophilus influenzae, type B (Hib)	✓ You may need 1 or 3 doses ¹		
Hepatitis B (Hep B)	✓ 2 – 4 doses ¹		
Hepatitis A (Hep A)	✓ 2 – 3 doses ¹		
Human papillomavirus (HPV) – protects against genital warts and cervical, throat, penile, and anal cancers	✓ 3 doses of this vaccine are covered for people up to age 45 ¹		
Varicella (chickenpox)	✓ 2 doses ¹		
Measles, mumps, rubella (MMR)	✓ 1 – 2 doses ¹		
Meningococcal (MenACWY, MenB)	✓ 1 – 3 doses depending on your level of risk ¹		
Zoster recombinant (shingles)	2 doses if you have certain chronic medical conditions ¹	✓ If you are age 50 or over, you should have 2 doses of this vaccine	
COVID-19	✓ Recommended for all adults ¹		
RSV	✓ Recommended for adults over age 60 and pregnant people at 32 – 36 weeks gestation during RSV season		

¹Talk with **your** health care provider about your level of risk for infection and your need for this vaccine.

Source: Centers for Disease Control and Prevention (CDC). “Recommended Adult Immunization Schedule for Ages 19 Years or Older, United States, 2024” (June 2024). www.cdc.gov/vaccines/hcp/imz-schedules/downloads/adult/adult-combined-schedule.pdf.



SPEAK UP!

Good and open communication with your health care provider is key

Whenever you visit your health care provider—whether it's for your annual preventive exam or because you are sick—remember that the appointment is **your** time to talk to **your** health care provider!

- ✓ Express any concerns you have about your health. Ask questions. Write them down and bring them with you so you won't forget.
- ✓ Make sure you understand the "whats"—what your health problem is, what you should do about it, and what steps to take next.
- ✓ Also ask your provider the "whys." Sometimes understanding *why* you should do something will help motivate you to do it.
- ✓ Listen to your provider's answers, but if you don't understand something, speak up and ask them to tell you more or to explain it using different words.

Not sure what you should talk to your provider about? Here are a few suggestions for subjects that may be important for you, but are often overlooked:

- Exercise
- Preventing falls
- Pain management
- Smoking cessation
- How to improve mental health
- Health care directives

- Sexually transmitted infections
- Bladder control
- Non-medical concerns that may affect your health such as access to food, safe housing, personal safety
- Recommended screening tests

If you have questions after you leave your appointment, you may be able to contact your health care provider through an online portal such as MyChart. You can also call your health care provider's office and ask to speak to a nurse or leave a message for the provider you saw. They will call you back. Remember: good and open communication with your health care provider is key. Get your questions answered and take an active role in understanding your health. And, if you have questions, you can always call PrimeWest Health at **1-866-431-0801** and ask to speak to one of our care coordinators. TTY users call **1-800-627-3529** or **711**. The call is free.

It's simple: You need to understand what you can do to be the healthiest you can be. So, keep asking questions until you understand the answers.



Source: Institute for Healthcare Improvement

PRIMEWEST HEALTH SECURE MEMBER SITE

What's in it for you?

Did you know that PrimeWest Health has a secure website just for members? The Secure Member Site is an area of our website where you can log in to view **your** benefits and member information. To access the Secure Member Site, go to www.primewest.org/secure-member-site. Once logged in, you can do the following:

- ▶ Ask for a new member ID card
- ▶ Update your member information
- ▶ Find a provider, pharmacy, or drug
- ▶ Complete a New Member, Needs & Resources, or Wellness Survey (members who complete one of these surveys may be entered into a drawing for an electronic tablet!)
- ▶ Access online tools to keep you healthy
- ▶ Ask to have Focused Wellness or care management services
- ▶ Ask questions
- ▶ View eligibility and claims status



Medication Therapy Management

If you take prescription drugs, it is important to make sure you are taking them correctly and that they are all safe to take together. PrimeWest Health has a service that can help you with this! Medication Therapy Management (MTM) is a service that allows people taking prescription drugs to meet one-on-one with a pharmacist. PrimeWest Health offers this service at no cost to members who qualify. To learn more about MTM, call Member Services at **1-866-431-0801** (TTY **1-800-627-3529** or **711**). The call is free. Our staff will help you decide if you qualify for the program and who in your area can provide this service.



Is your **clinic closed**?

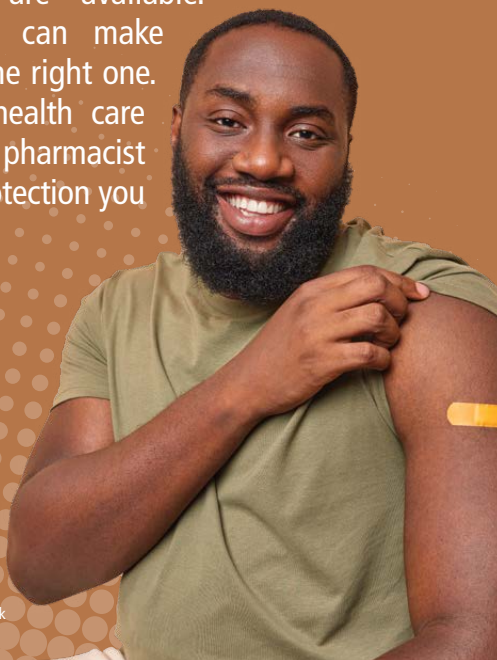
Do you need to **talk to a nurse**?

Call our 24-hour nurse line at **1-866-201-4601** (TTY **711**). The call is free. It is available 7 days a week, 24 hours a day, every day of the year. The nurse line gives you an opportunity to talk to a registered nurse when you have questions about your health. The nurses can help you decide if your condition is something you can take care of at home, if you need to make an appointment with your health care provider, or if you need to go to an emergency room.



Have You Gotten Your Flu Shot?

It's not too late! The CDC recommends everyone age 6 months and over get a flu vaccine every year. The flu vaccine is your best protection against the flu, and you can get it at the same time as a COVID-19 vaccine or booster! Different flu vaccines are available. Your provider can make sure you get the right one. Talk to your health care provider or pharmacist and get the protection you need!



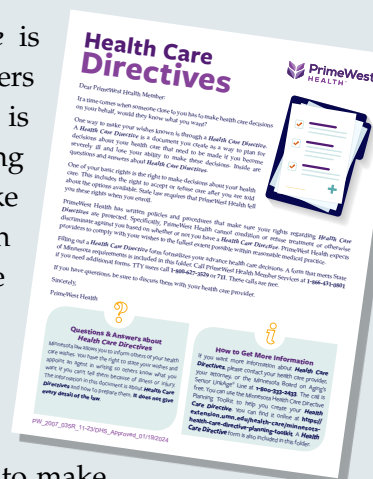
Your PrimeWest Health Identification (ID) Card: Don't Leave Home Without It!

Many people carry important cards like their driver's license or Minnesota Health Care Programs ID card with them all the time. It is also a good idea to keep your current PrimeWest Health ID card with you at all times. It has your name and member number on it and you use it to get services at clinics, pharmacies, hospitals, specialists, and dentists. Since you never know when you might need health care, keeping your ID card with you ensures you'll have it when you need it.



Is Your **Health Care/Advance Directive** Up to Date?

A **Health Care/Advance Directive** is a written document that tells others about your health care wishes. It is important to have one if something happens to you and you can't make your own choices about health care. It will help those who care for you decide what to do. Having an up-to-date **Health Care/Advance Directive** in place can protect your wishes and make it easier for your family and friends to make important decisions on your behalf. You got a **Health Care Directive** form in your PrimeWest Health new member packet. To get another copy, or for more information, call Member Services. If the State ever makes changes to the laws about health care directives, PrimeWest Health will tell members as soon as possible, but no later than 90 days after the effective date of the change.





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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 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.

သတိ။ ဤတွဲရက်စာတမ်းအားအခမဲ့ဘာသာပြန်ပေးခြင်း အကူအညီလိုအပ်ပါက၊ အထက်ပါဖုန်းနံပါတ်ကိုခေါ်ဆိုပါ။

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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.

ဟ်သုဉ်ဟ်သးဘဉ်တက့ၢ်. ဖဲနမ့ၢ်လိဉ်ဘဉ်တၢ်မၤစၢၤကလိလၢတၢ်ကကျိးထံဝဲဒၣ်လံာ် တီလံာ်မိတခါအံၤန့ၣ်,ကိးဘဉ် လိတဲစိနီၣ်ဂံၢ်လၢထးအံၤန့ၣ်တက့ၢ်.

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.

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