

# PrimeWest Health Special Needs BasicCare (SNBC) Expansion Training

November 17, 2011



## Counties Served

- *Beltrami*
- *Big Stone*
- *Clearwater*
- *Douglas*
- *Grant*
- *Hubbard*
- *McLeod*
- *Meeker*
- *Pipestone*
- *Pope*
- *Renville*
- *Stevens*
- *Traverse*

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## Member Services

### *What does Member Services Do?*

- You have a direct line to a Member Contact Specialist at **1-866-431-0801** (toll free).
- All calls are answered by a live person.
- Member Contact Specialists are available to provide you with accurate and timely responses.

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## Selecting a Primary Care Clinic

You are encouraged to select a Primary Care Provider by calling Member Services at **1-866-431-0801**. You may also choose a specialist as your Primary Care Provider.

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## Referral/Prior Authorization

- No referrals are necessary within the PrimeWest Health network.
- You will not need a PA to see an out-of-network specialist. You will need a PA to see other out-of-network providers. There are very specific services that require a PA. Please refer to the Evidence of Coverage (EOC) for details.

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## Transitional Pharmacy Services

Newly enrolled members of PrimeWest Health will be granted a transitional supply of non-formulary medication if they were taking the medication prior to enrollment.

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## Where do I Access Pharmacy Information on the Web?

To find a pharmacy or medications on our website just click on the Prime Health Complete (SNBC) page.

<http://www.primewest.org/Members/SNBC.aspx>

On the top of the page under the “Search” tab, click on the “Find a:” Pharmacy. You will then be at our pharmacy “MyPrime”.

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## What number do I call for an appeal or grievance?

Call PrimeWest Health  
Member Services at  
**1-866-431-0801** (toll free)

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## 24 Hour Nurse Line

*Ask Mayo Clinic at*  
1-888-668-4336 (toll free)

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## Care Coordination Model

If the member so chooses, a county case manager is assigned to them upon enrollment. The PrimeWest Health Care Management delivery system is based on collaborative partnerships between the member, the provider, the county case manager, and the PrimeWest Health Care Coordinators. PrimeWest Health contracts case management to 13 county partner Public Health and Human Service agencies.

The County Case Manager is assigned based on geographic location of the member and the member's needs and preferences. The County Case Manager could be either a Social Worker or a Registered Nurse. Depending upon the member's individualized needs and preferences, the member could have both a Social Worker and a Registered Nurse working with them to achieve their stated care plan goals.

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## Case Management

County case managers assist members with preventive care and ongoing care to meet the needs of the member to avoid inpatient and emergency room utilization. Our goals is to keep each member as independent as possible.

Through preventive care, disease management, Fast Track Intervention Strategies (FTIS), and the transition of care process are a few of the reasons why our care management is strong.

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## Dental

PrimeWest Health is dedicated to collaborating with SNBC members to locate providers that can meet their unique needs.

PrimeWest Health member have the ability to see any dentist who will accept PrimeWest Health reimbursement in full.

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## Integrated Mental Health

PrimeWest Health partnered with local collaboratives, public health, social services mental health providers and schools to implement an integrated care program to address access, early identification and early intervention. The goals of the program are to:

- Address the mental health workforce shortage
- Improve quality of care
- Improve clinical outcomes
- Reduce hospitalizations, emergency room visits and out of home placements
- Reduce costs

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## Integrated Mental Health cont.

- Care coordinator helps the member/parent with getting access to a diagnostic assessment, accessing and connecting with recommended services and interventions.
- The care coordinator provides support telephonically until the needs are managed by the member/family independently or transferred for more intensive case management.

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# Questions?

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# Contact Information

- **Jennifer Bundy** (Complex Care Coordinator)  
*Phone # - 320-335-5351*
- **Catherine Lee** (Mental Health\Integrated Care\Shared Care Manager, Care & Quality Management)  
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- **Matt Magnuson** (Member Services Manager)  
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- **Pauletta Gesch** (Director of Member & Enrollment Services)  
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<http://www.primewest.org>

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