

In this issue

Sudden Infant Death Syndrome (SIDS)
Autism Spectrum Disorder (ASD): Services and Resources
Vaping and Oral Health
Colorectal Cancer Screening Starts at Age 45!

Spring 2024

PrimeLines

A complimentary publication from PrimeWest Health

Member Services: 1-866-431-0801

©Konstantyn/Adobe Stock

You Have Questions, We Have Answers: TRANSPORTATION

PrimeWest Health has received several questions about transportation to and from health care appointments. We have also gotten helpful feedback about how transportation could work better. Your input is important to us, and we are working to incorporate your suggestions into our processes. The following are answers to some frequently asked questions about transportation. If your question isn't answered here, please call Member Services at the number below.

How do I arrange transportation?

If you need transportation to and from health care services that PrimeWest Health covers, call our Member Transportation Line at **1-888-814-6643** (the call is free).

- Have the name and address of your destination ready when you call. It's also good to have an idea of how long your appointment may take. This helps with scheduling return transportation.
- Tell Member Transportation Line staff about any needs or requests you have. For example, needing someone to walk with you from the door to the car or wanting to be picked up by a certain exit. Please confirm this information each time you schedule a ride.
- Make sure the Member Transportation Line has your correct phone number. Be sure to check your phone for messages about your upcoming ride.

How far ahead do I need to arrange transportation?

Make your arrangements as far in advance as you can. Members report the best experiences with transportation when they have planned in advance.

Who do I call if I need help?

If you have general questions about transportation, call PrimeWest Health Member Services at **1-866-431-0801**. TTY users call **1-800-627-3529** or **711**. These calls are free. If you would like help scheduling transportation, ask to talk to a PrimeWest Health care coordinator when you call.



SUDDEN INFANT DEATH SYNDROME (SIDS)

Sudden infant death syndrome (SIDS) is the unexplained death of a baby under age 1. It is sometimes called crib death because it often happens during sleep. SIDS is the leading cause of death in babies between the ages of 1 month and 1 year. It is responsible for about 3,400 deaths in the United States each year. The cause of SIDS is unknown, but it may be caused by problems in the part of the brain that controls breathing and waking.

RISK FACTORS

Risks before birth

- Young maternal age
- Smoking during pregnancy
- Late or no prenatal care
- Pre-term birth and/or low birthweight

Risks while sleeping

- Sleeping on the stomach
- Sharing a bed
- Sleeping on a soft surface with things like pillows or blankets
- Getting too hot while sleeping

Other risks

- Respiratory infections (like a cold)
- Family history of a child dying from SIDS

Prevention

Sometimes SIDS “just happens.” However, there are some things you can do to lower the risk.

- Avoid tobacco, alcohol, and recreational drugs during pregnancy. These should also be avoided after giving birth.
- Receive timely prenatal care.
- Place your baby on their back during sleep. Don’t leave a baby alone during “tummy time.”
- Don’t use infant “sleep positioners” or let a baby sleep in sitting devices like car seats, swings, or strollers.
- Avoid swaddling. If you do swaddle, stop doing so as soon as your baby can roll over.
- Make sure your baby sleeps on a firm surface. Keep the sleep environment clear of extra blankets, pillows, stuffed animals, bumper pads, and other loose objects.
- Avoid bed sharing.
- Breastfeeding and putting a baby to bed with a pacifier have also been shown to reduce risks.

Resources

Each SIDS death is a devastating tragedy. There are many groups that provide grief counseling, support, and referrals for parents and families who have experienced a SIDS death. The Minnesota Center for Stillbirth and Infant Death: Star Legacy Foundation is one such resource. Contact information is below.

- Website: <https://starlegacyfoundation.org/mncsid>
- Phone: 1-952-715-7731
- Email: mncsid@starlegacyfoundation.org

Sources: Centers for Disease Control and Prevention, Mayo Clinic, Nemours KidsHealth



Lower Your Risk with Fentanyl Test Strips

Fentanyl is often in the news as a leading cause of drug overdose. It is an opioid that is 50 times stronger than heroin and 100 times stronger than morphine. It can be deadly even in small doses. Although fentanyl can be prescribed as a pain reliever, it is also made illegally.

Illegal fentanyl is often mixed in (or “laced”) with drugs like heroin, cocaine, and methamphetamine. Drugs laced with fentanyl are very dangerous because they are so strong. You might not know the drugs you are taking have been laced with fentanyl because you can’t see, taste, or smell it.

Fentanyl test strips are small pieces of paper that can detect the presence of fentanyl in different kinds of drugs and drug forms. The strips are easy to use and results take about 5 minutes. While no test is 100% accurate, these strips are the best way to tell if a drug contains fentanyl. Having this information can lower the risk of overdose.

To learn how you can have test strips sent directly to you at no cost, call PrimeWest Health Member Services at **1-866-431-0801** and ask for a behavioral health care coordinator. TTY users call **1-800-627-3529** or **711**. These calls are free.

Sources: Centers for Disease Control and Prevention, Minnesota Department of Health

Fentanyl in Minnesota

Fentanyl was involved in **62%** of all overdose deaths and **92%** of deaths involving opioids in 2022.

Recognizing and Reporting Fraud and Abuse

Medical fraud and abuse can happen to *anyone* and they affect *everyone* by leading to higher health care costs and taxes. That’s why stopping fraud and abuse is so important. The following are some common examples of scams you might experience:

- ✓ A provider billing for services or supplies you never got. This can include charging for a visit you never had or medical equipment you never got.
- ✓ A provider charging twice for a service or item that you only got once
- ✓ A person stealing your identification or PrimeWest Health Member ID card and submitting false claims in your name
- ✓ A company offering you a drug that hasn’t been approved

If you think someone has been committing fraud or using your health care benefits or your identity, report it right away. Call the PrimeWest Health Compliance Hotline at **1-866-763-2925**. TTY users call **1-800-627-3529** or **711**. These calls are free. You can also email our Compliance team at compliance@primewest.org. Please do not include personal information in emails.



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*

at www.primewest.org/programs. 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 at no cost to you. 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.



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.*

Good Night, Sleep Tight!

Sleep is important for almost every part of your body including your brain, heart, immune system, and mood. When you don't get enough sleep, or you don't get quality sleep, your risk of things like high blood pressure, diabetes, and depression goes up. Some simple changes can help you get a better night's sleep.



Set a sleep schedule and stick to it. Try to go to bed and wake up at the same time each day. This includes weekends.



Avoid screen time before bed. Put away your phone and turn off the TV. The blue light from these devices can disrupt your sleep cycle. Be sure to silence your electronics, too.



Get some exercise. Try to get regular physical activity, but don't exercise too close to bedtime.



Pay attention to what you eat and drink. Avoid large meals and alcohol before going to bed. Treat caffeine with caution—it can take hours to wear off. Avoid nicotine as well.



Be careful with naps. Napping can make it harder to sleep. If you do nap, keep your naps short and try not to nap too close to bedtime.

Sleep disorders

Some people have conditions that stop them from getting good sleep. If you have the following symptoms or feel tired most of the time, talk to your health care provider about treatment options.

- Long-term difficulty falling asleep or staying asleep may be a sign of insomnia.
- Loud snoring, gasping for air during sleep, or waking up with a dry mouth may be a sign of sleep apnea. This is a serious disorder in which breathing stops and starts repeatedly during sleep.



How much sleep do you need each night?

Infants (4 – 12 months):	12 – 16 hours
Toddlers (1 – 2 years):	11 – 14 hours
Pre-Schoolers (3 – 5 years):	10 – 13 hours
School-Age Kids (6 – 12 years):	9 – 12 hours
Teens (13 – 18 years):	8 – 10 hours
Adults:	7 or more hours

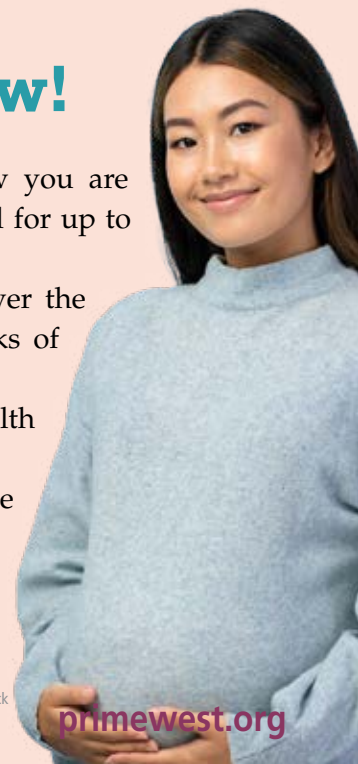
Sleep amounts through age 5 include naps

Sources: Centers for Disease Control and Prevention (CDC), Mayo Clinic, National Institutes of Health

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.





Focused Wellness for Chronic Conditions

PrimeWest Health offers educational Focused Wellness programs for members with chronic conditions. These programs are designed to help you improve your health and well-being and empower you to manage your condition(s).

Programs

We're excited to announce that we have added a program for members with anxiety. We now offer the following 6 Focused Wellness programs.

- Anxiety: Ages 18 and over
- Asthma: Ages 3 – 21
- Diabetes: Ages 1 and over
- Chronic Obstructive Pulmonary Disease (COPD): Ages 18 and over
- Depression: Ages 18 and over
- Heart Disease: Ages 18 and over

Design

Focused Wellness uses a model called COACH, which is an innovative way to help people take charge of their health. Focused Wellness offers the following:

- The opportunity to choose your own goals and identify areas where you want help
- Educational materials to help build on the information you already have
- Help learning to advocate for yourself and finding services
- The choice of receiving personalized phone calls from nurses who offer self-care tips and education

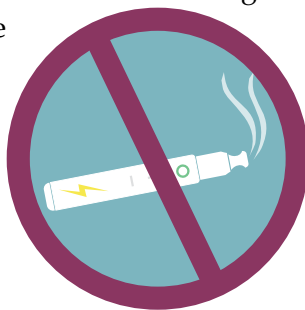
Enrolling

If PrimeWest Health determines you are eligible to enroll, we will mail you an introductory packet. You can also refer yourself or a member you care for. 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.

Vaping and Oral Health

Using electronic cigarettes (vaping) can damage the heart and lungs. It's also bad for oral health, causing gum disease, cavities, and other problems.

- Nicotine restricts blood flow to the gums. This can cause **gum disease**, which can lead to **tooth decay** and **tooth loss**.
- The aerosol inhaled during vaping sticks to teeth. It also creates an environment where bacteria can thrive. Both of these things can lead to **cavities**.
- Many vape juice flavors are acidic, which can **erode the enamel of teeth** and cause **cavities**.
- The ingredients in vape juice can cause dry mouth. This can lead to **tooth decay, gum disease, bad breath, mouth sores, and cavities**.



Good dental care can help reduce some of the effects of vaping.

- Brush regularly for 2 minutes at least 2 times a day. Be sure to floss.
- See your dental provider 2 times a year for checkups and follow their recommendations for treatment.
- See your dental provider if you notice signs of gum disease (swollen gums, gums that bleed easily, gums that are bright or dark red or purple).

However, the **best** and **most effective** way to avoid the harm caused by vaping is to stop using e-cigarettes. Your health care provider can give you information on quitting, connect you with helpful services, and write prescriptions for items that can help you quit.



Sources: American Heart Association, Tufts Now (Tufts University)



Age
45+

COLORECTAL CANCER SCREENING Starts at Age 45!

People at average risk of colorectal cancer should start getting screened at age 45. That might be earlier than you thought. Guidelines were recently changed to lower the starting age from 50. The change was made because the rate of colorectal cancer in younger people is going up.

Screening can prevent and detect cancer

Colorectal cancer usually starts as a growth in the colon or rectum called a polyp. Colorectal screenings can find polyps *before* they turn into cancer. This means screenings can help *prevent* colorectal cancer. Screenings can also find this type of cancer in its early stages when the chance of effective treatment is higher. Precancerous polyps and colorectal cancer don't always cause symptoms, so screening is the best detection method.

Different kinds of screenings are available

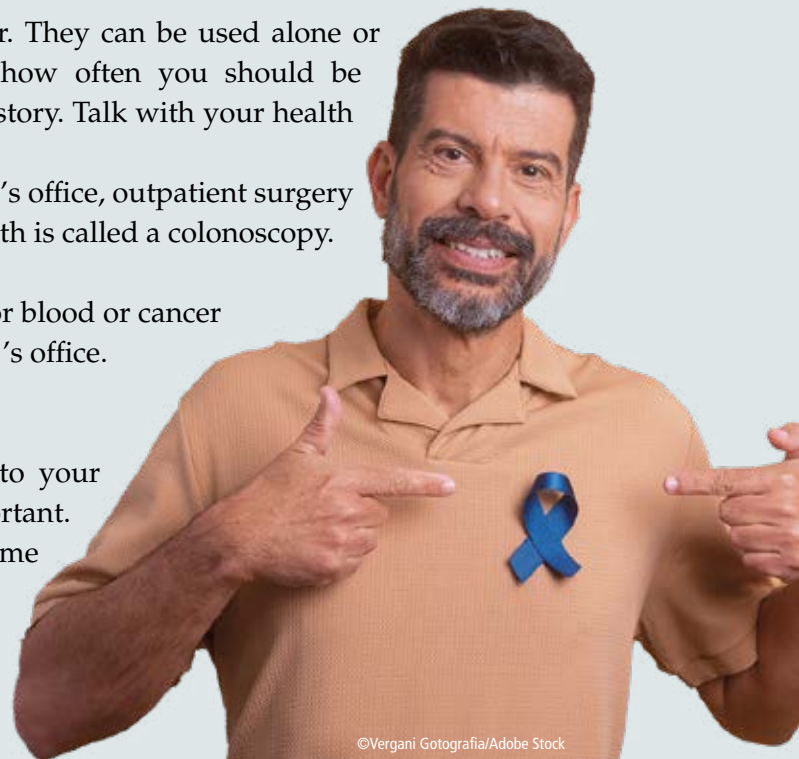
There are 3 basic types of screenings for colorectal cancer. They can be used alone or together. The type of screening you should get—and how often you should be screened—depends on factors like risk level and family history. Talk with your health care provider about what is best for you.

- 2 types of screenings are done in a health care provider's office, outpatient surgery center, or hospital. The one most people are familiar with is called a colonoscopy. The other is called a flexible sigmoidoscopy.
- A 3rd type of screening is a stool-based test that looks for blood or cancer cells in a sample you mail in or return to your provider's office.

Remember: 45 Is the New 50!

With cases on the rise among younger people, talking to your health care provider about colorectal screening is important. Screenings may be able to catch polyps before they become cancerous or catch cancer in its early stages.

Source: American Cancer Society (ACS)



©Vergani Fotografia/Adobe Stock

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





Reduce Reuse Recycle

PW_12-23_268

DHS_Accepted_02/21/2024



PrimeLines Staff:

Elizabeth Sim, Managing Editor

Laura Rahn, Editor/Writer

Chris Holmberg, Editor

Kelly Wencil, Marketing & PR Project Coordinator

Cassie Jacobson, Graphic Designer

Contributors:

Amanda Englund

Scott Hegstad, MD

Tasha Jevnager, RN

Heather Keating, LPN

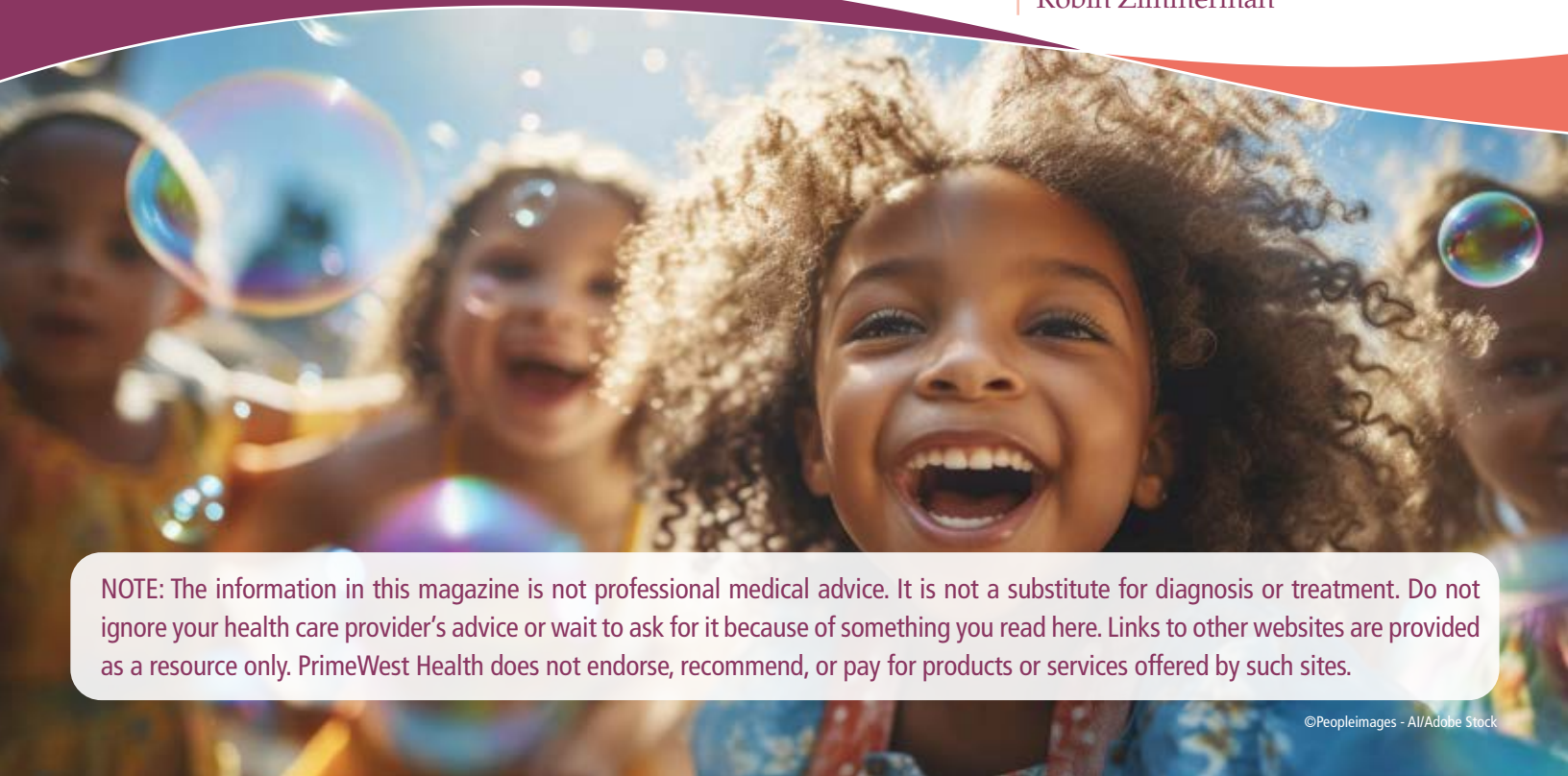
Jordan Klimek, MS

Heather Neugent

Sheila Radtke, RN, MSN, PHN, CNE

Renea Weigel, LICSW

Robin Zimmerman



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.

ያስተውሉ፡ ካለምንም ክፍያ ይህንን ዶክመንት የሚተረጎምሎ አስተርጓሚ ከፈለጉ ከላይ ወደተጻፈው የስልክ ቁጥር ይደውሉ።

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

သတိ။ ဤတွဲရက်စာတမ်းအားအခမဲ့ဘာသာပြန်ပေးခြင်း အကူအညီလိုအပ်ပါက၊ အထက်ပါဖုန်းနံပါတ်ကိုခေါ်ဆိုပါ။

កំណត់សំគាល់ ។ បើអ្នកត្រូវការជំនួយក្នុងការបកប្រែឯកសារនេះដោយឥតគិតថ្លៃ សូមហៅទូរសព្ទតាមលេខខាងលើ ។

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.

ဟ်သျှ်ဟ်သးဘၣ်တက့ၢ်. ဖဲနမ့ၢ်လိၣ်ဘၣ်တၢ်မၤစၤကလိလၢတၢ်ကကျိးထံဝဲဒၣ်လံာ် တီလံာ်မိတခါအံၤန့ၣ်,ကိးဘၣ် လိတဲစိနီၣ်ဂံၢ်လၢထးအံၤန့ၣ်တက့ၢ်.

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

ໂປຣດຊາບ. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ຟຣີ, ຈົ່ງ ໂທໂປໂຫ້ໝາຍເລກຂ້າງເທິງນີ້.

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.

Chú ý. Nếu quý vị cần được giúp đỡ dịch tài liệu này miễn phí, xin gọi số bên trên.