



IMCARES

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Affirmative Statement

IMCare’s approval is needed for some services before you may get them or before we will pay for them. This is called **service authorization**. Many of these services are noted in your Evidence of Coverage. Your provider may request an authorization on your behalf.

IMCare nurses and doctors make decisions based only on medical necessity.

IMCare does not reward doctors or other people for issuing denials of care.

IMCare decision makers do not receive incentives to promote decisions that result in under use of these services.

Health Care Directives

It is often difficult for members of any age to think about the care and treatment they want in the event they are not able to make their own health care decisions. However, completing a Health Care Directive is important for individuals age 18 years or older. This allows you to choose which medical procedures you do or do not want performed.

A Health Care Directive allows individuals to appoint someone they trust to make treatment decisions on their behalf and give instructions about their health care wishes.

Clinics, hospitals, Elder Circle, Senior Linkage (1-800-333-2433 TTY 1-800-627-3529), IMCare Care Coordinators, and others can help you in getting and filling out the forms. Please call IMCare at 218-327-6199 for assistance.

Diabetes and Eye Exams

Why do people with diabetes need eye exams? Diabetes can lead to eye problems that cause vision loss or blindness. The longer you have diabetes, the more likely you will have eye problems. By the time you notice any vision problems, your eyes may already be damaged. Diabetic retinopathy is the main cause of blindness in the U.S. in people ages 20 to 74 years old. Diabetes weakens the tiny blood vessels of the eye and, if not found and treated, can lead to blindness. An eye exam can help find problems earlier and treatment may help protect your vision.

How often should you be tested? If you have diabetes, an eye exam by an eye care provider should be done every year, or more often if your doctor advises it. If your eye exam results are normal, your doctor may consider follow-up exams every two years.

To prevent or slow diabetic eye problems:

- Have a dilated eye exam at least once a year.
- Talk to your doctor about all vision changes.
- Follow your diabetic diet and exercise plan.
- Take your medicine and check your blood sugar.

If you have questions about diabetic eye exams or making these appointments, please contact IMCare at 218-327-6188.

Ways to Wellness

IMCare offers a disease management program to members 5 years and older with asthma and 18 years and older with diabetes, heart failure, and/or high blood pressure. The **Ways to Wellness** program provides education for members with these diseases. The purpose of this program is to help members to self-manage their condition. When you enroll you get:

- Support from a registered nurse
- Education about your condition
- Information on covered services
- Self-management advice
- Coordination of care

Why enroll in the Ways to Wellness program?

- It is available at no cost
- It is educational
- It builds on information you already have
- It is supportive
- It is done over the phone and through the mail. You don't need to leave your home.



If you choose to enroll, your covered services will remain the same. This service is a benefit and there is no charge to you. More information about the Ways to Wellness program and other health programs can be found at www.imcare.org. If you do not have Internet access, you can call IMCare's Disease Management Coordinator at 218-327-5533 or ask your doctor for more information. Your membership in the Disease Management program is voluntary. If at any time you wish to stop participating in the program call us at 218-327-5533 or 1-800-843-9536 extension 2533.

Use of the Emergency Room (ER)

USE OF THE EMERGENCY ROOM (ER)

A medical emergency is, “a condition including labor and delivery that if not immediately diagnosed and treated could cause a person serious physical or mental disability, continuation of severe pain, or death.”¹

Appropriate use of the ER is important for many reasons:

- The number of patients visiting ERs has been growing rapidly.
- Use of the ER for routine, non-emergency medical care increases the wait times for everyone waiting to be seen in an ER.
- Your primary care provider, who knows your history, is the best provider for routine, non-emergency care.
- The cost for a visit to the ER is much higher than the same service in the clinic or urgent care.
- Copays are generally higher in the ER than in the clinic or urgent care.



Where else can you go instead of the ER?

- Your primary care provider or clinic
- An urgent care



Current IMCare network urgent care options include:

Essentia Clinic - Grand Rapids (Grand Rapids, MN)

- Mondays & Thursdays 5:00 p.m. - 8:00 p.m., Saturdays 9:00 a.m. - 1:00 p.m.

Fairview University Medical Center - Mesabi (Hibbing, MN)

- Daily 9:00 a.m. - 10:00 p.m.

Grand Itasca Clinic & Hospital Rapid Clinic (Grand Rapids, MN)

- Monday - Friday noon - 7:30 p.m., Saturday - Sunday 8:30 a.m. - 4:00 p.m.

If you have had to use the ER because you were unable to get a clinic appointment or did not have a ride to the clinic, please let us know. We would be happy to help with these types of problems. Call IMCare at (218) 327-6188 or (800) 843-9536 for questions or more information.

¹Minnesota Office of the Revisor of Statutes. (2015). Minnesota Administrative Rules, Part 9505.0175, Subp. 11. Retrieved from <https://www.revisor.mn.gov/rules/?id=9505.0175> on February 7, 2017.

IMCare Education Sessions



IMCare offers monthly education sessions to help you understand your coverage benefits. These sessions are **NOT** mandatory, but are very helpful.

The sessions are held on the third Wednesday of each month at 1:00 p.m. at the Itasca Resource Center (IRC). For more information, call Member Services at 218-327-6188 or toll free 1-800-843-9536.

Adolescent Child & Teen Checkups

The teen years are a time of rapid growth and change. Regular checkups give parents and health care providers an opportunity to check children's growth and development, identify any concerns, and treat them early to prevent bigger problems later on. These routine exams by a primary care doctor are often called well-child visits or Child and Teen Checkups. These checkups are more thorough than a regular trip to the doctor for an illness or sports physical. During this checkup, your child should receive a complete physical examination, including:

- Vision and Hearing
- Development
- Nutrition
- Health Education and Counseling
- Lab Tests, including lead screens
- Immunizations, if needed
- Dental Referral

The recommended schedule for checkups by age is:

- Between birth and 1 month
- At 2, 4, 6, 9, 12, 15 and 18 months
- At 2, 3, 4, 5 and 6 years
- Every two years from 8 through 20 years

These checkups are a covered benefit for eligible IMCare members. Contact your medical clinic to schedule an appointment and let them know it is for a Child and Teen Checkup. Child and Teen Checkups meet the health requirements for Head Start, WIC, school, sports or child care. Be sure to bring any forms you need filled out with you. If you have any concerns about your child's health or development, it may be helpful to write these down and bring them to the appointment with you as well.

Please don't skip these checkups. Healthy children are more likely to grow up to be healthy adults. Remember, you are setting your child on the path to a healthy future and that's worth every minute.

Baby's First Dental Visit

As soon as babies have teeth, they can get cavities. It is very important to learn how to take care of your baby's teeth so they don't get painful cavities or other serious problems. **Please schedule your child's first dental visit as soon as you see a tooth and no later than their first birthday!** IMCare dental providers can be found in the Member Handbook. If you need help making a dental appointment, call IMCare Member Services at (218) 327-6188.

<http://www.mouthhealthy.org/en/babies-and-kids/>

IMCare Website Changes



The IMCare website has a new look and was designed to be more helpful and easier to use. The improved website brings the user to our main page which is "IMCare Division". The blue area on the left helps users navigate through our site. IMCare's contact information is now on each page on the right hand side.

You can access our new site at www.imcare.org. Please feel free to contact IMCare at 218-327-6188 or toll-free at 1-800-843-9536 if you have any questions or concerns with our new site.

Get Rid of Those Unused Medications

What medicines do you have in your home (including prescription, over-the-counter and pet meds)? How many medicines do you have that you'll likely never use? Old and unused medicines in your home pose a risk for accidental poisoning, theft and drug abuse. Some of them are hazardous waste or controlled substances, which have to be disposed of in a certain way. Flushing certain medicines down the toilet or throwing them in the trash can pollute the air, land or water and may cause health problems.

Please bring any unused medications to the Grand Itasca Clinic and Hospital Pharmacy or the Itasca County Sheriff's Office for proper disposal. More ideas for drug disposal can be found at <http://www.fda.gov/ForConsumers/ConsumerUpdates/ucm101653.htm>.¹

¹U.S. Food and Drug Administration. (2015). How to Dispose of Unused Medicines. Retrieved on February 7, 2017.

Prescription and Over-the-Counter Drug Abuse

Other than alcohol and marijuana, prescription and over-the-counter (OTC) drugs are the most abused substances by Americans age 14 and older.¹

Prescription and OTC drugs are abused by:

- Taking a medication that was prescribed for somebody else.
- Taking a drug in a higher dose or other route than prescribed.
- Taking a drug for a reason other than prescribed (e.g., to get high).



The most commonly abused prescription drugs are:

Opioid Pain Relievers (e.g., Vicodin, Percocet and Oxycontin)

- Affect motor skills and judgment, which can increase the risk of injury.
- Can cause breathing difficulty that can lead to death.

Stimulants (e.g., Adderall, Ritalin and Vyvanse)

Can cause hostility, paranoia, irregular heartbeat, heart failure or fatal seizures.

Anxiety Medications (e.g., Valium and Xanax)

Affect motor skills and judgment which can increase the risk of injury.

Can cause breathing difficulty that can lead to death.

The most commonly abused OTC drugs are cough and cold drugs containing dextromethorphan which can cause blurred vision, nausea, vomiting, dizziness, coma, and even death.

People often think that prescription and OTC drugs are safer than illegal drugs, but that's only true when they are taken exactly as prescribed and for the purpose intended. **When abused, prescription and OTC drugs can be addictive and put abusers at risk for serious health problems, including death from overdose.**

What can you do to help?

- If you abuse drugs and want help, talk to your healthcare provider.
- Keep medications safely secured in your home.
- Report lost or stolen medications to law enforcement immediately.
- Take unused, unneeded or expired prescription drugs to the Grand Itasca Clinic and Hospital Pharmacy or the
- Itasca County Sheriff's Office for proper disposal.

¹National Institute on Drug Abuse. (2015). Prescription and Over-the-Counter Medications. Retrieved from <http://www.drugabuse.gov/publications/drugfacts/prescription-over-counter-medications> on February 7, 2017.

Important Information About Ticks

Protect yourself. Avoid tick-borne illness.

Deer ticks, also known as blacklegged ticks, are just one of thirteen known tick species in Minnesota. They are most common in the east and central areas of the state and are found in hardwood forests and wooded and brushy areas. Deer ticks are potential carriers of **Lyme disease**, human anaplasmosis and babesiosis.

Risk timeframe

Primarily risks are from mid-May through mid-July when the smaller nymph stage of the deer tick is feeding. Risk is present, but lower, in early spring and again in the fall (late September-October) when the adult stage of the deer tick is active.

Deer tick bites Prevention

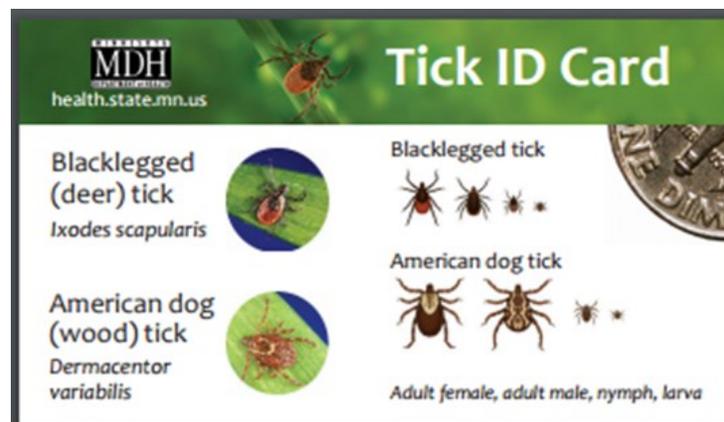
Check and re-check for ticks when you are in tick-infested areas.

1. When in deer tick habitat, walk in the center of the trail to avoid picking up ticks from grass and brush.
2. Wear light colored clothing so ticks will be more visible.
3. Create a barrier to ticks by tucking pants into socks or boots and tuck long sleeved shirt into pants.
4. Use a repellent containing DEET or permethrin, and carefully follow the directions on the container.
5. After being outdoors in tick habitat, get out of your clothes immediately, do a complete body check, shower and vigorously towel dry. Wash your clothes immediately as to not spread any ticks around your living area.
6. Pets should also be checked for ticks.

Tick removal

The risk of getting a tick-borne disease is small if the tick is removed soon after it becomes attached. Deer ticks must remain attached one to two days to transmit Lyme disease, and about one day for the other diseases.

1. Take precautions when in tick habitat, but don't panic if you find a deer tick on you. Not all ticks are infected, and prompt tick removal can prevent illness.
2. Use tweezers to grasp the tick close to its mouth.
3. Gently and S-L-O-W-L-Y pull the tick straight outward.
4. To avoid contact with the bacteria, if present, do not squeeze the ticks' body.
5. Wash the area and apply an antiseptic to the bite.
6. Watch for early signs and symptoms of Lyme disease.



Practice Guidelines

Each year, IMCare asks providers to read current recommendations about the care that they provide. These are called practice guidelines. IMCare also measures how well providers follow the guidelines. For 2017, IMCare has chosen the following practice guidelines for providers to read and follow:

- American Academy of Family Physicians (AAFP) ‘*Summary of Recommendations for Clinical Preventive Services*’
- Institute for Clinical Systems Improvement (ICSI) ‘*Depression, Adult in Primary Care*’
- UpToDate ‘*Establishing and Maintaining a Therapeutic Relationship in Psychiatric Practice*’
- UpToDate ‘*Guidelines for Adolescent Preventive Services*’
- UpToDate ‘*Initial Prenatal Assessment and First Trimester Prenatal Care*’
- UpToDate ‘*Overview of Hypertension in Adults*’
- UpToDate ‘*Overview of Medical Care in Adults with Diabetes Mellitus*’
- UpToDate ‘*Prenatal Care (Second and Third Trimesters)*’
- UpToDate ‘*Preventive Care In Adults: Recommendations*’
- UpToDate ‘*Screening Tests in Children and Adolescents*’

You can find these guidelines online at:

- AAFP: www.aafp.org
- ICSI: www.icsi.org
- UpToDate: www.uptodate.com

They are also available from IMCare upon request (call Member Services at (218) 327-6188).

Senior Care Coordination

Care Coordination

IMCare offers care coordination for all members age 65 and older by Care Coordinators at IMCare and Public Health. These Care Coordinators are Social Workers and Registered Nurses. Some of the services they provide members include:

- Annual assessments
- Bi-annual phone contact follow ups
- Assistance with care transitions and follow up of services and care after transitions
- Assistance with services such as transportation, arranging appointments, home care services, home nursing care and many others
- Communication between member, Care Coordinators, and primary care providers regarding transitions



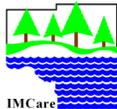
Transitions

IMCare is notified within one business day by contracted facilities of member transitions. When we are notified, we contact the primary provider by fax to notify them of the transition that occurred. IMCare contacts the facility that the member was transitioned to/from for clarification of the transition status, as well as, contacting the member/responsible party about the care transition to provide them with support and assistance. Some examples of member transitions are as follows:

- Home to Hospital
- Hospital to Home
- Hospital to Nursing Home
- Nursing Home to Hospital
- Assisted Living to Nursing Home

For More Information About Care Coordination
for Members Over Age 65

Call 218-327-6163
or Toll Free 1-800-843-9536



Itasca Medical Care
1219 SE 2nd Avenue
Grand Rapids, MN 55744

Health & Wellness or Prevention Information



ITASCA MEDICAL CARE
1219 SE 2nd Avenue
Grand Rapids, MN 55744

Toll Free	1-800-843-9536
Member Services	218-327-6188
Grievances/Appeals	218-327-6183
Provider Services by Last Name	A-D 218-327-6133
	E-H 218-327-5528
	I-L 218-327-6797
	M-R 218-327-5529
	S-Z 218-327-5527
Case Management (under age 65) & Pharmacy questions by Last Name	
	A-G 218-327-5591
	H-N 218-327-6728
	O-Z 218-327-5519
Disease Management	218-327-5533
Senior Services (Age 65 and older)	218-327-6163
TTY (hearing impaired)	1-800-627-3529 or 711
To Report Fraud	1-866-269-0584

This information is available in other forms to people with disabilities by calling 218-327-6188, toll free 1-800-843-9536 or TDD/TTY (hearing impaired) at 1-800-627-3529, or 711, or through the Minnesota Relay at 1-877-627-3848 (speech to speech relay service).