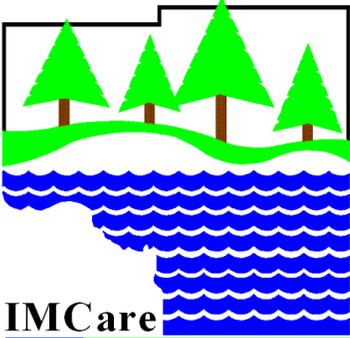


Spring/Summer
2016



ITASCA MEDICAL CARE

IMCARES

Inside this issue:

Use of the Emergency Room (ER).....	2
What is Coordination of Benefits?	2
Prescription and Over-the-Counter Drug Abuse	3
New IMCare Member ID Cards	3
Ways to Wellness	4
Importance of Antidepressant Drugs	4
Get Rid of Those Unused Drugs!	5
Practice Guidelines	5
IMCare Education Sessions.....	5

Children’s Fair

Saturday, April 30, 2016 9:00 a.m. to 1:00 p.m.
 IRA Civic Center - Hwy 38 & 14th St, Grand Rapids, MN
 Community organizations and businesses come together to provide a FREE fun filled day of educational activities and information.

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 if you are eligible for the benefit.

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.

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, continued of severe pain, or death.”¹

Appropriate use of ER services is important for many reasons:

- The number of patients using ERs has been growing rapidly.
- Use of the ER for routine, non-emergency medical care adds to the wait times for everyone waiting to be seen in an ER.
- Your doctor, 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.

What are your alternatives to using ER services?

- Contact your doctors or clinic.
- Use an urgent care facility.

Current IMCare network urgent care options include:

Essentia Clinic Grand Rapids - 1542 Golf Course Road, Suite 203, Grand Rapids, MN - Call 218-999-7000

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

Fairview University Medical Center - 750 E 34th Street, Hibbing, MN - Call 218-262-4881

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

Grand Itasca Clinic & Hospital Rapid Clinic - 1601 Golf Course Rd, Grand Rapids, MN - Call 218-326-5000

- 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 Rule 9505.0175, Subpart 11. Retrieved from <https://www.revisor.mn.gov/rules/?id=9505.0175> on February 29, 2016.

What is Coordination of Benefits?

Do you have an insurance plan in addition to your coverage with IMCare? If so, those plans need to work together to make sure you're getting the most out of your coverage. That process is called coordination of benefits.

Other insurance policies considered are health, dental, vision and prescription. If you have a work comp claim or a motor vehicle accident claim these are also considered in your coordination of benefit provision.

Coordinating your benefits helps us process your claims faster and maximizes your benefits.

It's important that we keep your information up-to-date. We'll send you a letter from time to time asking if you have any additional coverage. Please respond to that letter.

Have you recently added an insurance policy or had an insurance policy terminated?
Please contact Member Services at 218-327-6188 or toll free 1-800-843-9536.



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 drug that has been prescribed for somebody else.
- Taking a drug in a higher amount or in another manner than prescribed.
- Taking a drug for another reason than prescribed (e.g., getting 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 used to treat Attention Deficit Hyperactivity Disorder (ADHD) (e.g., Adderall, Concerta, and Ritalin)

- 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.
- If you know someone who is abusing drugs, you can call 211 for information and referral service.
- Inventory your medicine cabinet.
- Keep drugs safely secured in your home.
- Report lost or stolen drugs to law enforcement immediately.
- Take unused, unneeded or expired prescription drugs to the Itasca County Sheriff's Office for proper disposal.

¹National Institute on Drug Abuse. Prescription and Over-the-Counter Medications. Retrieved from <http://www.drugabuse.gov/publications/drugfacts/prescription-over-counter-medications> on February 29, 2016.

NEW IMCare Member ID Cards

We will be mailing out new IMCare member ID cards to all members. The new ID cards should come by April 1, 2016. When you get your new ID card, please destroy your old IMCare ID card and start using your new card right away. If you have any questions about your new card, please call Member Services at 218-327-6188 or toll free 1-800-843-9536.

Ways to Wellness

IMCare offers a disease management/chronic care improvement program for members five years and older with asthma, 18 years and older with diabetes, heart failure, or high blood pressure. The **Ways to Wellness** program is an educational program for members with these diseases. The purpose of this program is to help members to self-manage their condition.

Why enroll in the Ways to Wellness program?

- It is a benefit and there is no cost.
- You get support from a registered nurse.
- It is educational.
- It builds on information you already have.
- 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. 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 Ways to Wellness program is voluntary. If at any time you wish to stop call us at 218-327-5533 or 1-800-843-9536 extension 2533.

Importance of Antidepressant Drugs



Go to your appointments.

Patients who start taking depression drugs should go in for regular checkups with the doctor to make sure the drugs are starting to work and side effects are managed.

Follow your doctor's instructions and don't forget to fill your prescriptions.

Depression drugs work slowly and health benefits are not seen right away. To feel the most benefit of depression drugs patients should take them, like the doctor told them. Taking your medication correctly and on time is an important part of your health.

Stopping your depression drugs without talking to your doctor is a bad idea.

When patients first start to take depression drugs they can get side effects, which tend to fade with time. If they continue it may help to change the dose or switch to a different drug. It is important to work with your doctor, and give your treatment time to succeed.

Remember, most people with depression get better, but it takes time and you may need to try a few different drugs to find the right one for you. Don't miss appointments for refills or the chance to bring up questions or concerns that you have with your doctor or pharmacist. If you have questions about your drugs, making appointments, or coordinating care, you can contact IMCare at 218-327-6188.

Get Rid of Those Unused Drugs!

What drugs do you have in your home (including prescription, over-the-counter and pet meds)? How many drugs do you have that you'll likely never use?

Old and unused drugs in your home pose a risk for accidental poisoning, theft and drug abuse. Some of these are hazardous waste or controlled substances, which have specific requirements for safe handling and disposal. Flushing drugs down the toilet or throwing them in the trash can cause environmental problems. Drugs that are not disposed of correctly can pollute air, land and water and may harm human or animal health.

Please bring any unused medications to drug take-back programs in your area (such as the Itasca County Sheriff's Department in Grand Rapids) for 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. How to Dispose of Unused Medicines. Retrieved from <http://www.fda.gov/ForConsumers/ConsumerUpdates/ucm101653.htm> on February 29, 2016.

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 your providers follow the guidelines. For 2016, 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) '*Diabetes Mellitus in Adults, Type 2; Diagnosis and Management of*'
- ICSI '*Hypertension, Diagnosis and Treatment*'
- ICSI '*Preventive Services for Adults*'
- 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 '*Prenatal Care (Second and Third Trimesters)*'
- UpToDate '*Screening Tests in Children and Adolescents*'
- UpToDate '*Unipolar major depression in adults: Choosing initial treatment*'

You can find these guidelines online at:

- AAFP: www.aafp.org/dam/AAFP/documents/patient_care/clinical_recommendations/cps-recommendations.pdf
- ICSI: www.icsi.org
- UpToDate: www.uptodate.com

They are also available from IMCare upon request by calling Member Services at 218-327-6188.

IMCare Education Sessions

IMCare offers monthly education sessions designed 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.



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

IMPORTANT PLAN INFORMATION

Itasca Medical Care (IMCare)
218-327-6188 or
toll free 1-800-843-9536



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

Attention. If you need free help interpreting this document, call the above number.

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

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Pažnja. Ako vam treba besplatna pomoć za tumačenje ovog dokumenta, nazovite gore naveden broj.

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.

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Hubachiisa. Dokumentiin kun bilisa akka siif hiikamu gargaarsa hoo feete, lakkoobsa gubbatti kenname bibili.

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 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.

LB3-0003 (3-13)

Toll Free.....	1-800-843-9536
Member Services	218-327-6188
Grievances/Appeals	218-327-6183
Claims Payment by Last Name	A-F..... 218-327-6133
	G-L..... 218-327-5528
	M-R..... 218-327-5529
	S-Z 218-327-5527
Case Management (under age 65) & Pharmacy questions by Last Name	
	A-E..... 218-327-5591
	F-K..... 218-327-6754
	L-Q..... 218-327-6728
	R-Z 218-327-5519
Disease Management	218-327-5533
Senior Services (Age 65 and older)	218-327-6163 or
	218-327-6180
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).