



The Connection

ANNUAL REPORT EDITION

New Logo, Same Commitment

We are proud and excited to start the next new decade of South Country Health Alliance (South Country). Our company began its work in November of 2001, created by the counties we serve. The idea was simple – build a member-focused health plan that kept decision-making local, supported local providers, and worked closely with county agencies. Today South Country supports over 27,000 residents in 9 rural Minnesota counties with quality health care coverage. We work with our county agencies and health care providers to reduce gaps in care and improve health outcomes for our communities.

Our mission remains strong: To empower and engage our members to be as healthy as they can be, build connections with local agencies and providers who deliver quality services, and be an accountable partner to the counties we serve.

To that end, we are pleased and eager to introduce our new South Country logo. Our logo is a symbol that connects us with our communities, our members, and each other. We will start this new decade grateful for your support, excited to carry on our mission and vision, focused on our truths and values, and determined to make a difference for our members and our communities.

**South
Country**
HEALTH ALLIANCE

When you see this new logo, know that we are still the same company where our members come first!

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South Country Health Alliance is a county-owned health plan that provides health care coverage for Minnesota Health Care Program enrollees in 9 Minnesota counties.

Senior Management

Leota Lind

Chief Executive Officer

Dr. Timothy Miller

Medical Director

Scott Schufman

Chief Financial Officer

Stephanie Bartelt

Director of Community Engagement

Melissa Campbell

Director of Provider Network & Contracting

Matt Hoenck

Director of Reporting and Analytics

William Lawrence

Director of Human Resources

Cheri Lewer

Director of Operations

Kim Worrall

Director of Health Services

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Compliance Officer

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Primary Improvement Projects

South Country has started two performance Improvement projects (or “PIPs”) that began January 1, 2021 and will run through December 31, 2023. A PIP targets specific healthcare issues to create significant improvement.

Both of our projects address how living in rural communities affects the healthcare services and resources available to our members.

Our first project will work to improve diabetes care and services for rural members ages 18 and over. Our goal is to decrease healthcare issues by improving self-management of diabetes Type 1 and Type 2. Specifically, we will focus on members with an A1C test score greater than 9.

Our second project will also promote a healthy start for our mothers and children up to 15 months old. Our goal is to decrease healthcare issues by improving prenatal care, postpartum care, and well-child visits for rural members.

A poster for an HPV vaccination campaign. The top left features the logo for "Minnesota HPV Vaccination Partnership" with the text "SPRING 2021" below it. The main text reads "CATCH UP NOW: THEY KNOW THE RIGHT ANSWER- IT'S TIME TO GET VACCINATED". Below this is a circular image of two children, a girl and a boy, both wearing face masks and raising their hands in a classroom setting. At the bottom, there is a list of bullet points: "• Preteens need a vaccine between ages 9-12.", "• Vaccines protect them from diphtheria, flu, HPV-related cancers, meningitis, measles, and whooping cough.", and "• Schedule a well child visit today to catch-up on any vaccines missed during the pandemic." The bottom of the poster has the text "A safer return to school is possible...vaccinate your child this spring with all recommended vaccines!" in a purple font.

It's Dental Checkup Time!
If you haven't seen your dentist in the last 6 months, it's time to schedule an appointment.

Did you know?
Preventive dental visits include services such as x-rays, oral exam, dental cleaning, fluoride treatments and sealants.

Did you know?
Visiting your dentist twice a year can prevent tooth decay and identify dental diseases and oral conditions early.

For help finding a dental provider, please call our dental member services at 1-800-774-9049. IIV users please call 711.

What is Telehealth?

Telehealth is providing and promoting patient-centered care through video and phone calls, and email. It helps you to stay connected with your provider without going into see your provider face-to-face. Call your provider and ask whether they offer telehealth appointments.

Most telehealth appointments will require an internet-connected device (computer, tablet, or smartphone) with a camera and microphone. Make sure your device is fully charged or plugged in, and you have a reliable internet connection. You may also need to have an email address.

Ask your provider what you will need for the appointment. Download any required app or software program needed and set up your account or login information before your visit.

Telehealth is a benefit for South Country Health Alliance members.

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SCHA, 2300 Park Drive, Suite 100, Owatonna, MN 55060

Email: marketing@mnscha.org

Website: www.mnscha.org

SeniorCare Complete and AbilityCare are health plans that contract with both Medicare and the Minnesota Medical Assistance (Medicaid) program to provide benefits of both programs to enrollees. Enrollment in either plan depends on contract renewal.

Fraud, Waste, and Abuse

South Country believes it is the responsibility of everyone to report suspected fraud, waste, and abuse. You can report anonymously through our Report it hotline by calling 1-877-778-5463. You can also make a report at www.reportit.net. Username: SCHA, Password: Owatonna

General health information in The Connection is not intended to be a substitute for professional medical advice, diagnosis, or treatment. If you have any concerns or questions about specific content that may affect your health, please contact your health care provider.

South Country Health Alliance makes authorization decisions using evidence-based standards of care, medical necessity criteria, and the member's benefit coverage. South Country Health Alliance does not reward providers or other individuals for denying services to members, nor does South Country Health Alliance reward decisions that result in under-utilization of services.

“The health and wellbeing of you, our members, is our **primary focus** at South Country Health Alliance.”

- CEO Leota Lind



A Message from Leota Lind, CEO of South Country

Over the last year we have worked to help you stay informed about COVID-19 and access the care and coverage you need. We will continue to share information as it develops and are excited that we can now provide information on COVID vaccines. Anyone 16 and over is now eligible to be vaccinated and the vaccines are free for South Country members. Our website www.mnscha.org has links to help you find where to get a COVID vaccination.

We recognize how challenging this last year has been. To keep ourselves and our families safe, we have had to adapt to so many changes to our daily lives. COVID-19 has affected every area of our lives: our emotional and physical health, social interactions, school, work, and access to healthcare. The uncertainty of this past year may have caused us to feel isolated, anxious, angry, or frustrated not knowing when life will return to normal. Some may have experienced struggles with mental health. Some may have delayed care or routine health care visits during the pandemic due to fears of getting sick.

If you have delayed care, preventive health screenings, or immunizations, schedule your appointment now. Please seek care if you are struggling with a mental health issue. South Country covers a wide range of services and available providers. Our Member Service Team and Community Care Connectors are ready to help you access care or services you need.

The pandemic is not over, but we are making progress. Hopefully, we will soon to being able to return to the activities we enjoyed before the pandemic. Keep doing your part to keep everyone safe and healthy.

Mask up, social distance and get your vaccine!



2020 Financial Statement Summary

South Country's revenue decreased by 27% to \$213 million in 2020, primarily due to a 31% reduction in membership and the associated reduction in capitation payments related to the exit of three northern counties – Morrison, Todd, and Wadena – effective January 1, 2020. South Country's revenue also included a reduction of approximately \$5.1 million due to a payable to Minnesota Department of Human Services (DHS) related to contract provisions associated with the risk corridor program established by DHS in 2020. Health care claim costs decreased 29% overall in 2020, however, more than off-setting the decrease in revenue. This contributed to an overall net surplus of \$2.3 million for the year.

South Country receives its revenue from the MN Department of Human Services and Centers for Medicare and Medicaid Services based on membership. This revenue pays for our members medical expenses. In 2020, South Country was charged \$190 million for members' health care expenses. This was 90% of total expenses. The remainder was spread between claim adjustment and cost containment expense, and general administrative expenses.

South Country had \$19.0 million set aside in claim liability reserves on our balance sheet at December 31, 2020 for future member medical benefit payments. In addition to these reserves, South Country had capital and surplus of \$24.1 million.

This capital and surplus exceeds the statutory net worth requirements of the State of Minnesota in 2020. South Country's financial position as of 12/31/2020 reflects a Risk-Based Capital (RBC) level of 300%, one and a half times the regulatory requirement of 200% RBC. South Country's 2021 budget calls for a net surplus from operations.

2020 Summary of Financial Statements

January - December 2020

Balance Sheet	
Assets	\$58,469,091
Liabilities	\$34,323,082
Capital and Surplus	\$24,146,009
Statement of Revenues and Expenses	
Capitation Revenues <i>(net of \$5,090,281 Risk Corridor Due to State)</i>	\$213,903,534
Health Care Expenses	
Physician, Hospital, and Dental Expenses	\$162,098,867
Pharmacy Expenses	\$28,601,678
Total Health Care Expenses	\$190,700,545
Net Reinsurance Expense (Recovery)	\$912,960
Other Expenses	
Claim Adjustment and Cost Containment	\$5,578,512
General Administrative Expenses	\$14,548,235
Total Other Expenses	\$20,126,747
Operating Income (Loss)	\$2,163,282
Investment Income	\$223,499
Net Income (Loss)	\$2,386,781

Are You Ready to Kick Your Smoking or Chewing Habit?

We know that tobacco dependence is a hard habit to let go. You're not alone! Enroll in the EX Program; it is FREE for South Country members who are age 18 and older!

Developed in collaboration with Mayo Clinic, the EX Program has helped over 800,000 people develop the skills and confidence to live tobacco free. Register today, and you will have easy access to:

- Free nicotine patches, gum, or lozenges delivered to your home
- Expert coaches via live chat
- Social support from an active, online community of current and former tobacco users
- A customized quit plan, that's just for you
- A site full of resources and tools designed to help you quit and stay tobacco free
- Text messaging support

Whether you are quitting for the first time or the 15th time, the EX Program will help you learn to live life without tobacco. Turn your plans to quit into reality, call toll-free at 1-833-EXCOACH or go online to www.becomeanex.org/signup/SCHA to get started.

Please consider taking this step today to become tobacco-free!



Eye Health and Diabetes

You are eligible for a FREE diabetic eye screening.

Diabetic Retinopathy is the most common diabetic eye complication and leading cause of blindness in adults. There are two main stages of diabetic eye disease.

Non-proliferative diabetic retinopathy is when tiny blood vessels in the back of the eye (the retina) leak, swell and close off.

Proliferative Diabetic Retinopathy is when diseased blood vessels grow, causing scar tissue and vision loss.



Often there are no symptoms until the disease progresses and vision is permanently damaged.

If you are a SeniorCare Complete or AbilityCare member, we will be sending a postcard as a reminder to get a vision checkup every year.

To arrange a diabetic eye screening appointment, call your Eye Care Provider. If you need assistance finding a provider in your area contact South Country Health Alliance Member Services at 1-866-567-7242, TTY users should call 1-800-627-3529 or 711.



Quick Reference Resources

Listed below are references to resources you have available.

Resource	What they do	Contact
Member Services	Call with benefit questions, get a new ID card, order plan materials, and more	Phone: 1-866-567-7242 TTY: 1-800-627-3529 or 711 Hours: 8 a.m - 8 p.m. M-F (<i>April - September</i>) 7 days a week (<i>October - March</i>)
EX Program	Tobacco Cessation help	Phone: 1-833-EXCOACH www.becomeanex.org/signup/SCHA
Nurse24	24 hour Nurse Advice Line	Check your Member ID card for the number
RideConnect	Schedule a ride to a medical or dental appointment	Phone: 1-866-567-7242 TTY: 1-800-627-3529 or 711
Delta Dental	Help find a dentist or answer dental questions.	Phone: 1-800-774-9049

Community Care Connectors

Connectors are local South Country experts. Working either in the county public health or human service department, a Connector bridges the gap between medical services, public health, human services, and other community resources. They work together with South Country staff to provide support locally.

County	Contact	Phone Number
Brown County	Melissa Dallenbach	507-233-6816
Dodge County	Deb Harlow	507-635-6150
Freeborn County	Contact Member Services	See contact above
Goodhue County	Dana Syverson	651-385-6118
Kanabec County	Kelly Zaiser Kelli Bergstadt	320-679-6478 320-679-6336
Sibley County	Erin Pauly	507-237-4326
Steele County	Kathy Hines	507-431-5766
Wabasha County	Jennifer Schurhammer	651-565-5200
Waseca County	Sarah Sletten	507-837-6699

TTY users can call 1-800-627-3529 or 711 for all the Community Care Connectors above.

Truth Initiative's Quit E-Cigarette Text Line

3 million+ young people use e-cigarettes, like JUUL, which means they're all at risk for nicotine addiction — but there are ways to help. Youth and young adults can **text DITCHJUUL to 88709** to join This is Quitting, a free text-to-quit program from @truthinitiative.

**Your Information.
Your Rights.
Our Responsibilities.**

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

Your Rights

You have the right to:

- Get a copy of your health and claims records
- Correct your health and claims records
- Request confidential communication
- Ask us to limit the information we share
- Get a list of those with whom we've shared your information
- Get a copy of this privacy notice
- Choose someone to act for you
- File a complaint if you believe your privacy rights have been violated

Your Choices

You have some choices in the way that we use and share information as we:

- Answer coverage questions from your family and friends
- Provide disaster relief
- Market our services and sell your information

Our Uses and Disclosures

We may use and share your information as we:

- Help manage the health care treatment you receive
- Run our organization
- Pay for your health services
- Administer your health plan
- Help with public health and safety issues
- Do research
- Comply with the law
- Respond to organ and tissue donation requests and work with a medical examiner or funeral director
- Address workers' compensation, law enforcement, and other government requests
- Respond to lawsuits and legal actions

Your Rights

When it comes to your health information, you have certain rights.

This section explains your rights and some of our responsibilities to help you.

Get a copy of your health and claims records

- You can ask to see or get a copy of your health and claims records and other health information we have about you. Ask us how to do this.

Ask us to correct health and claims records

- We will provide a copy or a summary of your health and claims records, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

- You can ask us to correct your health and claims records if you think they are incorrect or incomplete. Ask us how to do this.

Request confidential communications

- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.

Ask us to limit what we use or share

- We will consider all reasonable requests, and must say “yes” if you tell us you would be in danger if we do not.

- You can ask us **not** to use or share certain health information for treatment, payment, or our operations.

- We are not required to agree to your request, and we may say “no” if it would affect your care.

Get a list of those with whom we’ve shared information

- You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why.

- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a copy of this privacy notice

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

Choose someone to act for you

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.

- We will make sure the person has this authority and can act for you before we take any action.

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting us using the information on page 1.

- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.

- We will not retaliate against you for filing a complaint.

Your Choices

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

Your Choices continued on next page

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in payment for your care
- Share information in a disaster relief situation

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases we never share your information unless you give us written permission:

- Marketing purposes
- Sale of your information

Our Uses and Disclosures

How do we typically use or share your health information?

We typically use or share your health information in the following ways.

Help manage the health care treatment you receive

- We can use your health information and share it with professionals who are treating you.

Example: A doctor sends us information about your diagnosis and treatment plan so we can arrange additional services.

Run our organization

- We can use and disclose your information to run our organization and contact you when necessary.
- We are not allowed to use genetic information to decide whether we will give you coverage and the price of that coverage. This does not apply to long term care plans.

Example: We use health information about you to develop better services for you.

Pay for your health services

- We can use and disclose your health information as we pay for your health services.

Example: We share information about you with your dental plan to coordinate payment for your dental work.

Administer your plan

- We may disclose your health information to your health plan sponsor for plan administration.

Example: Your company contracts with us to provide a health plan, and we provide your company with certain statistics to explain the premiums we charge.

How else can we use or share your health information? We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html.

Help with public health and safety issues

- We can share health information about you for certain situations such as:
 - Preventing disease
 - Helping with product recalls
 - Reporting adverse reactions to medications
 - Reporting suspected abuse, neglect, or domestic violence
 - Preventing or reducing a serious threat to anyone's health or safety

Do research

- We can use or share your information for health research.

Our Uses and Disclosures continued on next page

Comply with the law

- We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

Respond to organ and tissue donation requests and work with a medical examiner or funeral director

- We can share health information about you with organ procurement organizations.
- We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

Address workers' compensation, law enforcement, and other government requests

- We can use or share health information about you:
 - For workers' compensation claims
 - For law enforcement purposes or with a law enforcement official
 - With health oversight agencies for activities authorized by law
 - For special government functions such as military, national security, and presidential protective services

Respond to lawsuits and legal actions

- We can share health information about you in response to a court or administrative order, or in response to a subpoena.

South Country Health Alliance will never market or sell your personal information.

If you feel that South Country Health Alliance has violated your privacy rights, along with the options provided on page 2, you can also contact:

*Minnesota Department of Human Services
Privacy Official
PO Box 64998
St. Paul, MN 55164-0998*

*Phone: (651) 431-4930 (voice)
TTY/TDD: 1-800-627-3529
Fax: (651) 431-7441*

*Office of Civil Rights
Medical Privacy, Complaints Division
U.S. Department of Health & Human Services
233 N. Michigan Ave. Suite 240
Chicago, IL 60601*

*Phone: (312) 886-2359 (Voice)
TTY/TDD: (312) 353-5693
Fax: (312) 886-1807*

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.
- For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html.

Changes to the Terms of this Notice

- We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, on our web site, and we will mail a copy to you.

This Notice of Privacy Practices applies to the following organizations: *South Country Health Alliance* Information Privacy Officer; compliance@mnscha.org; 507-444-7770

South Country

HEALTH ALLIANCE

2300 Park Drive, Suite 100
Owatonna, MN 55060

Health, Wellness, or
Prevention Information

Online Meet and Greet

South Country is excited to connect to our members online through Microsoft Teams technology on 6/23/2021 from 1:00-1:30 pm. We are planning a short meet and greet with all members who are interesting in learning more about South Country and how your feedback is critical to help continually improving programs and benefits we provide you.

RSVP to South Country at kschmidt@mnscha.org



Find out more about Teams at:
www.microsoft.com/en-us/microsoft-teams/

Download the app to your
tablet or smartphone search for:
Microsoft Teams

Download and sign up is free.

Or call in (audio only): 1-507-413-5712

Phone Conference ID: 653 333 399#

Follow South Country Health Alliance for...

- South Country news
- Health and wellness tips
- Community events



1-866-567-7242, TTY 1-800-627-3529 or 711

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

ያስተውሉ፡ ካለምንም ክፍያ ይህንን ዶኩመንት 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.

ဟ်သူဉ်ဟ်သးဘဉ်တက့ၢ်. ဝဲနမ့ၢ်လိဉ်ဘဉ်တၢ်မၤစၢၤကလီၤလၢတၢ်ကကျိးထံဝဲဒဉ်လံာ် တီလံာ်မိတခါအံၤန့ၢ်,ကိးဘဉ် လိတဲစိနီၢ်ဂံၢ်လၢထးအံၤန့ၢ်တက့ၢ်.

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

ໂປຣດຊາບ. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ຟຣີ, ຈົ່ງ ໂທໂປຣໂປຊາບເລກຂ້າງເທິງນີ້.

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.

Civil Rights Notice

Discrimination is against the law. South Country Health Alliance (South Country) does not discriminate on the basis of any of the following:

- race
- color
- national origin
- creed
- religion
- sexual orientation
- public assistance status
- age
- disability (including physical or mental impairment)
- sex (including sex stereotypes and gender identity)
- marital status
- political beliefs
- medical condition
- health status
- receipt of health care services
- claims experience
- medical history
- genetic information

Auxiliary Aids and Services: South Country provides auxiliary aids and services, like qualified interpreters or information in accessible formats, free of charge and in a timely manner to ensure an equal opportunity to participate in our health care programs. **Contact** South Country Member Services at members@mnscha.org or call 1-866-567-7242 (toll free), TTY 1-800-627-3529 or 711.

Language Assistance Services: South Country provides translated documents and spoken language interpreting, free of charge and in a timely manner, when language assistance services are necessary to ensure limited English speakers have meaningful access to our information and services. **Contact** South Country Member Services at members@mnscha.org or call 1-866-567-7242 (toll free), TTY 1-800-627-3529 or 711.

Civil Rights Complaints

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by South Country. You may contact any of the following four agencies directly to file a discrimination complaint.

U.S. Department of Health and Human Services' Office for Civil Rights (OCR)

You have the right to file a complaint with the OCR, a federal agency, if you believe you have been discriminated against because of any of the following:

- race
- color
- national origin
- age
- disability
- sex
- religion (in some cases)

Contact the **OCR** directly to file a complaint:

U.S. Department of Health and Human Services' Office for Civil Rights
 200 Independence Avenue SW
 Room 515F
 HHH Building
 Washington, DC 20201
 Customer Response Center: Toll-free: 800-368-1019
 TDD 800-537-7697
 Email: ocrmail@hhs.gov

Minnesota Department of Human Rights (MDHR)

In Minnesota, you have the right to file a complaint with the MDHR if you believe you have been discriminated against because of any of the following:

- race
- color
- national origin
- religion
- creed
- sex
- sexual orientation
- marital status
- public assistance status
- disability

Contact the **MDHR** directly to file a complaint:

Minnesota Department of Human Rights
540 Fairview Avenue North, Suite 201
St. Paul, MN 55104
651-539-1100 (voice)
800-657-3704 (toll free)
711 or 800-627-3529 (MN Relay)
651-296-9042 (fax)
Info.MDHR@state.mn.us (email)

Minnesota Department of Human Services (DHS)

You have the right to file a complaint with DHS if you believe you have been discriminated against in our health care programs because of any of the following:

- race
- color
- national origin
- creed
- religion
- sexual orientation
- public assistance status
- age
- disability (including physical or mental impairment)
- sex (including sex stereotypes and gender identity)
- marital status
- political beliefs
- medical condition
- health status
- receipt of health care services
- claims experience
- medical history
- genetic information

Complaints must be in writing and filed within 180 days of the date you discovered the alleged discrimination. The complaint must contain your name and address and describe the discrimination you are complaining about. After we get your complaint, we will review it and notify you in writing about whether we have authority to investigate. If we do, we will investigate the complaint.

DHS will notify you in writing of the investigation's outcome. You have the right to appeal the outcome if you disagree with the decision. To appeal, you must send a written request to have DHS review the investigation outcome. Be brief and state why you disagree with the decision. Include additional information you think is important.

If you file a complaint in this way, the people who work for the agency named in the complaint cannot retaliate against you. This means they cannot punish you in any way for filing a complaint. Filing a complaint in this way does not stop you from seeking out other legal or administrative actions.

Contact **DHS** directly to file a discrimination complaint:

Civil Rights Coordinator
Minnesota Department of Human Services
Equal Opportunity and Access Division
P.O. Box 64997
St. Paul, MN 55164-0997
651-431-3040 (voice) or use your preferred relay service

South Country Complaint Notice

You have the right to file a complaint with South Country if you believe you have been discriminated against because of any of the following:

- medical condition
- health status
- receipt of health care services
- claims experience
- medical history
- genetic information
- disability (including mental or physical impairment)
- marital status
- age
- sex (including sex stereotypes and gender identity)
- sexual orientation
- national origin
- race
- color
- religion
- creed
- public assistance status
- political beliefs

You can file a complaint and ask for help in filing a complaint in person or by mail, phone, fax, or email at:

Attn: Civil Rights Coordinator
South Country Health Alliance
2300 Park Drive, Suite 100
Owatonna, MN 55060
Toll Free: 866-567-7242
TTY: 800-627-3529 or 711
Fax: 507-444-7774
Email: grievances-appeals@mnscha.org

American Indians can continue or begin to use tribal and Indian Health Services (IHS) clinics. We will not require prior approval or impose any conditions for you to get services at these clinics. For elders age 65 years and older this includes Elderly Waiver (EW) services accessed through the tribe. If a doctor or other provider in a tribal or IHS clinic refers you to a provider in our network, we will not require you to see your primary care provider prior to the referral.

SCHA LB/CB-5583
DHS Approved 02/03/2021