

THE

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Connection

ANNUAL REPORT EDITION



The key to staying healthy

Preventive health care can help you stay healthier throughout your life. Learn about preventive care and the important role it plays in keeping you and your loved ones healthy.

Have you ever been in a situation where if you acted you could prevent some problem from happening later? Well, that mindset works for health too. Yearly annual wellness visits or preventive care visits include a full checkup that is separate from other visits for sickness or injury. These visits focus on prevention, where a doctor tries to detect potential health problems early. Tests called screenings are used to detect signs of potential health problems. Your doctor can provide the recommended screenings you should have based on your medical and family history and lifestyle. Children, adults and elderly people all can have unique health issues, so some screenings can be more relevant to them.

South Country covers preventive care visits for children and adults for medical, dental and eye health.

Medical Health

Child and Teen Checkups or C&TC provides well-child health care for children enrolled in Medical Assistance. At South Country we consider the checkups as preventive care visits or well-care checkups; however, a C&TC can

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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 12 Minnesota counties.

Senior Management

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Chief Operations Officer

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Chief Medical Officer

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Chief Financial Officer

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include additional preventive care services. A C&TC meets the healthcare requirements for Head Start, WIC, school, sports or child care physical exams. Child and Teen Checkups are available from your doctor and some county public health departments.

- Adults should also have an annual preventive visit. Your provider will screen for diseases, discuss a healthy lifestyle, review your medications and get you updated on needed vaccinations. They may also order medical tests for screenings. To get the most out of your visit, you should:
 - Let the clinic know about specific concerns or needs when scheduling your preventive appointment to allow enough time to address them
 - Share your health concerns early in the visit
 - Bring any forms that need to be filled out
 - Bring all your medications with you to the appointment
 - Review your family health history
 - Let your provider know if you are due for immunizations or screenings, or ask about them
 - Take the opportunity to discuss your thoughts, feelings, and relationships

Dental Health

Seeing your dental provider at least once a year is as important as seeing your doctor. Dental cavities are one of the most common, preventable diseases. Your dentist will clean your teeth to remove stains and plaque from your teeth. They will check for early signs of disease in your mouth, and to identify problems before they become serious.

Eye Health

Along with your medical and dental annual visits, annual eye exams can detect vision problems and eye disease. Digital eye strain, sun damage, allergies and vision correction are also reasons to see your eye care provider. Your provider will evaluate the health and condition of your eyes.

Take Charge! Preventive Care Rewards

South Country Health Alliance offers the following Take Charge! preventive care rewards

Pregnancy Care Reward

Current Families and Children (MA), MinnesotaCare, SingleCare, SharedCare, and AbilityCare members can receive a \$50 gift card for having any five of their prenatal visits in addition to their postpartum visit within 21 and 56 days after delivery. Members must be enrolled with SCHA at the time of all six visits.

Infant Well-Care Reward

Well-Care visits are a regular part of a child's health care. Infant checkups are recommended at 0-1, 1, 2, 4, 6, 12, and 15 months of age. Earn a \$50 gift card for having at least six well-care visits before the age of 15 months. Children must be enrolled with SCHA at the time of all six visits.

Young Adult Well-Care Visit Reward + Bonus Reward for Chlamydia Screening

Current Families and Children (MA), MinnesotaCare, SingleCare, SharedCare, and AbilityCare members ages 18 through 21 who have an annual well-care visit are eligible for a \$10 gift card. An additional \$10 bonus gift card reward will be added for choosing to get a chlamydia (sexual health) screening during the exam. Limited to one reward and one bonus reward per calendar year.

Dental Visit Reward

Current AbilityCare, SharedCare, SingleCare, SeniorCare Complete (MSHO), and MSC+ members may be eligible for a \$25 gift card for completing at least one preventive dental care visit during the calendar year. Limited to one reward per calendar year.

How to Earn Your Reward

To earn the reward for preventive care visits, members must complete the corresponding **Be Rewarded™** voucher.

How to Get a Voucher

- Call Member Services at the number below.
- Ask your county public health nurse.
- Download and print a voucher from our website at www.mnscha.org (Members > Wellness Programs).

For questions, call South Country Health Alliance Member Services at 1-866-567-7242 (TTY users call 1-800-627-3529 or 711).



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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.



“Our members and their access to quality health care services remains our primary focus.”

- CEO Leota Lind

2018 Annual Report

Over the years, our commitment to our community has not changed: our members and their access to quality health care services remains our primary focus, we value our network of providers and will continue to build upon our collaborative efforts, and to our community partners we continue to uphold our mission of being dedicated to improving the health status of our members.

In 2018 we saw increasing and unexpected demand for health care services which had a significant financial impact for the plan. Health care continues to be challenging in these changing times – for our members, health care providers, and even for us.

Despite the challenges we faced, South Country remained committed to the health and well-being of our members and their communities. 2018 was a year of transition for us to step back and look at how we can work more

effectively. We made investments in new capabilities that have positioned us well to do what we do even better for our members, providers, and the communities we serve.

Our year-long effort started with changing our claims processing system and building a provider portal that expanded access to information to help make our providers more efficient and better able to serve members.

We focus each and every day on helping our members achieve improvement in their health and quality of life by providing access to integrated, coordinated care at the local level. To this end we rebuilt our Utilization Management (UM) Program from the ground up to ensure access to appropriate care for our members. The new internal UM team has greater ability to work with our members' health care providers to address physical and behavioral health needs while

connecting members to social services such as transportation and housing, resulting in improved health and security for them.

In March 2018, South Country Health Alliance launched the Opiate Case Management Program in response to the opioid crisis gripping our Minnesota communities and our nation. The program's goal was to reduce the number of new chronic opioid users by providing outreach to members after a medical event. In 2018, almost 1000 members got information about opioids, and 441 were reached by telephone and offered assistance. We also helped over 170 members to safely dispose of medications with innovative Deterra packets. This program has been very well received and continues in 2019.

Our unique Healthy Pathways program continued to provide

Continued on page 6



Financial Statement Summary

January - December 2018

South Country Health Alliance's (SCHA's) revenue increased by more than 9% to over \$300 million in 2018, largely due to more membership throughout the year. Increased spending for health care claim costs more than offset this growth in revenue, however, contributing to an overall net loss of \$12.3 million for the year. As a result, SCHA's capital and surplus declined by \$6.4 million in 2018. SCHA's 2019 budget calls for a net surplus from operations.

SCHA 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 2018, SCHA was charged \$294 million for members' health care expenses. This was 94% of total expenses. The remainder was spread between claim adjustment and cost containment expense, and general administrative expenses.

SCHA had \$28.4 million set aside in claim liability reserves on our balance sheet at December 31, 2018, for future member medical benefit payments. In addition to these reserves, SCHA had capital and surplus of \$19.4 million. SCHA's member counties have acted to ensure the organization will continue to exceed the statutory net worth requirements of the State of Minnesota in 2019. This includes additional paid-in capital and surplus payments by each member county to be completed by May 31, 2019. A significant portion of these have already been received and recognized in SCHA's 2018 year-end financials.

2018 Summary of Financial Statements

Balance Sheet

Assets	\$ 66,199,195
Liabilities	\$ 46,808,751
Capital and Surplus	\$ 19,390,444

Statement of Revenues and Expenses

Capitation Revenues	\$ 301,950,447
Health Care Expenses	
Physician, Hospital, and Dental Expenses	\$ 256,951,022
Pharmacy Expenses	\$ 37,054,594
Total Health Care Expenses	\$ 294,005,616
Net Reinsurance Expense (Recovery)	\$ (4,140,138)
Other Expenses	
Claim Adjustment and Cost Containment	\$ 10,113,805
General Administrative Expenses	\$ 14,936,591
Total Other Expenses	\$ 25,050,396
Operating Income (Loss)	\$ (12,965,427)
Investment Income	\$ 671,314
Net Income (Loss)	\$ (12,294,113)

Complete audited financial statements are available upon request.

2018 Annual Report Continued

timely and beneficial behavioral health services to stabilize participants who may have otherwise been unable to get much-needed support. Healthy Pathways was designed with our county partners and is an excellent example of how our collaboration improves our members' lives. In 2018, 32 new members enrolled in the program. The program served 96 members over the course of the year.

We strive to bring quality service to our members. In 2018, South Country experienced our very

first CMS (Centers for Medicare and Medicaid) program audit and scored third highest nationally for health plans audited on 5 elements in 2018. In the annual member survey by the Department of Human Service, members rated South Country Health Alliance at or above the state and national averages for both Customer Service and Getting Care Quickly. The survey also suggested that, for the most part, our members are satisfied with South Country Health Alliance as their health plan, the health care they receive,

their involvement in health care decisions and the delivery of services by health care providers.

County-based purchasing has proven to be an effective model for rural health care. South Country, along with our county partners, and our network providers have seen the value and opportunity of working together to achieve better health outcomes for our members and their communities. We take great pride in being a locally based health plan that serves the needs of our community.



Substance Use Disorder (SUD)

South Country makes it easier to get the support you deserve

Substance use disorder is the name of a medical condition that can involve addiction or substance dependence, and is often associated with other mental, physical, and behavioral symptoms that cause significant life problems.

Wherever you are at in life, South Country Health Alliance has you covered for substance use disorder treatment support. Substance use treatment has options ranging from intensive inpatient treatment, day treatment, outpatient treatment, and counseling. South Country benefits include coverage for an assessment (Rule 25 or Comprehensive Assessment) to help guide you to the best treatment options for you. South Country no longer requires a prior authorization before treatment.

After completing a Rule 25 or Comprehensive Assessment, the assessor can help you determine what treatment program meets your needs. South Country's Behavioral Health case managers will also assist you with finding a treatment program whether inpatient, outpatient, or medication-assisted therapy including methadone and buprenorphine-naloxone (suboxone). A Rule 25 assessment is not required for buprenorphine when prescribed by an authorized provider outside a treatment program. Contact Member Services to be connected to our Behavioral Health team.



What is Depression?

Depression is a mood disorder that causes a persistent feeling of sadness and loss of interest. Also called major depression or clinical depression, it affects how you feel, think and behave and can lead to a variety of serious emotional and physical problems.

Depression comes in many forms, such as persistent depressive disorder (also called dysthymia), postpartum depression, psychotic depression, seasonal affective disorder and bipolar disorder.

Depression may occur only once during your life, but people typically have multiple episodes. For clinical depression, symptoms occur most days for at least two weeks and may include:

- Feelings of sadness, tearfulness, emptiness or hopelessness
- Angry outbursts, irritability or frustration, even over small matters
- Loss of interest or pleasure in most or all normal activities, such as sex, hobbies or sports
- Sleep disturbances, including insomnia or sleeping too much
- Tiredness and lack of energy, so even small tasks take extra effort
- Reduced/increase appetite and weight loss/gain
- Anxiety, agitation or restlessness
- Feelings of worthlessness or guilt
- Trouble thinking, concentrating, making decisions and remembering things
- Frequent or recurrent thoughts of death, suicidal thoughts, suicide attempts or suicide
- Unexplained physical problems, such as back pain or headaches

Crisis Text Line: Text "MN" to **741741**

Free support at your fingertips, 24/7

Crisis Text Line is Minnesota's suicide prevention and mental health crisis texting service. People can text "MN" to **741741** and get quickly connected to a counselor who will help defuse the crisis and connect the texter to local resources.

Crisis Text Line services are available 24 hours a day, seven days a week.

Crisis Text Line has been offering crisis response services since 2013 and has since received more than 20 million messages from across the U.S..

If you or a loved one is in crisis, don't wait. Help is available now! Text "MN" to **741741** or call your local crisis phone number.

Source: MN Department of Human Services, 2018

Continued on next page

Depression affects people in different ways.

Women:

- Depression is more common in women than men.
- While not all experience the same symptoms, women with depression typically have symptoms of sadness, worthlessness, and guilt.
- Biological, lifecycle, hormonal, and psychosocial factors unique to women may be linked to their higher depression rate.

Men:

- Often experience depression differently than women. Men are less likely to recognize, talk about, and seek treatment for depression.
- Men are more likely to be very tired, irritable, lose interest in once-pleasurable activities, and have difficulty sleeping.

Child and teens (like those of adults, but there can be some differences):

- Common symptoms for younger children include sadness, irritability, clinginess, worry, aches and pains, refusing to go to school, or being underweight.
- Common symptoms for teens are sadness, irritability, feeling negative and worthless, anger, poor performance at school, feeling misunderstood and extremely sensitive, using recreational drugs or alcohol, eating or sleeping too much, self-harm, loss of interest in normal activities and avoidance of social interaction.

Older adults:

- Depression is not a normal part of growing older and may be different or less obvious in older adults. Symptoms include memory difficulties or personality changes, physical aches or pain, fatigue, loss of appetite, sleep problems or loss of interest in sex - not caused by a medical condition or medication, often wanting to stay at home, rather than going out to socialize or doing new things, and suicidal thinking or feelings, - especially in older men.

Treatment and therapies:

The Evidence shows the earlier you get in to seek help the better the outcome. Start by talking to your doctor or health care provider. Some different types of treatments include: medications, psychotherapy or combination of the two. If these do not reduce symptoms, electroconvulsive therapy (ECT) and other brain stimulation therapies may be options to explore. No two people are affected the same way by depression and there is no “one-size fits all” for treatment.

What you can do to fight depression:

- Take steps to control stress in your life.
- Take good care of yourself. Get enough sleep, eat well, and exercise.
- Reach out to family and friends. Don't isolate.
- Get treatment at the earliest sign of a problem. Talk with your doctor.
- Consider getting long term maintenance treatment.

Sources: Mayo Clinic and National Institute of Mental Health





Our Community Engagement Team

South Country has people within your community available to help you.

There are Community Care Connectors who work within the local county public health or social services. South Country also has a company team partnered with each community and Community Care Connector. These teams are the local South Country experts on the providers and community resources available to you as a South Country member. They can also help if you are having difficulty accessing services or using your health plan benefits.

The teams take part at various community events like health fairs and senior days. Our goal is to promote our health plan in your community and raise awareness. Often you will see us working alongside our county partners in public health who often take part in most community events.

Member Advisory Committee Meetings

In 2019, we will be having Member Advisory Committee meetings face-to-face in May and October where you can meet with the South Country team and Community Care Connectors. Participants in Member Advisory Committee meetings can ask questions, provide feedback, and propose ideas to help us improve our health plan to better respond to their needs. The Spring meeting locations are listed to the right.

Rural Stakeholder Meetings

We also have two Rural Stakeholders Group meetings you are invited to attend on May 15th and October 24th. The Stakeholders Group serves a similar purpose as the Member Advisory, but with a broader purpose. Anyone who plays a role in our health plan's delivery process can attend – including health care providers, county workers, staff and, of course, members like you!

For more information about the Rural Stakeholders Group and when their meetings are held, see our website at https://mnscha.org/?page_id=10916.

Contact Us

You can also contact the Community Engagement team directly. Ask for us by calling Member Services toll free at 1-866-567-7242 (TTY users call 711) or use our main phone number (507) 444-7770 and ask to speak with Tara.

 **Members are the heart of our company.**

Join South Country and our Local Community Care Connectors for Member Advisory Committee Meetings at the following locations:

Monday, May 13th, 2019
10-11:30 AM

Sourcwell
202 12th St NE
Staples, MN 56479

Tuesday, May 14th, 2019
1-2 PM

Waseca Annex Building
307 N State St
Waseca, MN 56093

Thursday, May 16th, 2019
10:30 AM - 11:30 AM

St. Elizabeth's Medical Center
1200 Grand Blvd W
Wabasha, MN 55981

More information about Member Advisory Committee Meetings can be found on our website, https://mnscha.org/?page_id=238.



State Formulary Change Will Affect South Country Members Starting 7/1/2019

Starting July 1, 2019, South Country Health Alliance will be required to use the Minnesota Department of Human Service's Preferred Drug List or PDL. The drugs on the PDL are only a part of the full List of Covered Drugs (formulary) available to members.

The Department of Human Services (DHS) created the PDL for several reasons:

- to help prescribers and members choose safe, effective, and lower-cost drugs;
- to reduce disruptions in therapy when people move from health plan to health plan;
- to encourage the use of the most cost-effective drugs within certain drug classes;
- and to simplify pharmacy benefits for prescribers and pharmacies. Preferred drugs also have fewer restrictions than non-preferred drugs.

The current PDL is available on DHS's website: <https://mnscha.org/wp-content/uploads/MN-Uniform-Preferred-Drug-List-Effective-July-1-2019-v1.pdf>

This change can affect members in South Country programs of Families and Children, MinnesotaCare, Minnesota Senior Care Plus, SharedCare, and SingleCare. It will not affect SeniorCare Complete or AbilityCare members.

Frequently Asked Questions about the PDL change

When will I know if I am affected?

Letters will be mailed out to affected South Country members and their prescribers on or before June 14th, 2019.

Will I have to change to a different drug?

Not necessarily. Many of the drugs on the PDL are widely used and

won't require any changes by your prescriber. If you are taking an affected drug, you and your prescriber will receive a letter that outlines the changes and next steps.

What should I do if I get a letter?

Contact your prescriber. The letter will list your affected drug. Let your prescriber know that your drug will not be covered starting July 1, 2019. Ask your prescriber to help you find a covered drug that will work just as well for you, or to ask for a prior authorization for the non-formulary drug. Non-formulary drugs will require a prior authorization.

If I already have a prior authorization for a drug that is not on the PDL will I need to get a new authorization?

No. ALL existing authorizations will be honored until they expire, regardless of PDL status.

How long does it take for my prescriber to get a prior authorization for a drug?

South Country will respond to drug prior authorization requests within 24 hours to inform your prescriber if the request is approved, denied, or if more information is needed.

What if I have questions?

For information about choices you have for covered drugs or whether to get a prior authorization, talk with your prescriber. For other questions regarding the universal PDL change, please contact South Country Member Services at 866-567-7242 (toll-free). TTY users 1-800-627-3529 or 711.



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

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

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

သတိ။ ဤစာရွက်စာတမ်းအားအခမဲ့ဘာသာပြန်ပေးခြင်း 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 ntauv no pub dawb, ces hu rau tus najnpawb xov tooj saum toj no.

ဟ်သူဉ်ဟ်သးဘဉ်တက့ၢ်. ဝဲနမ့ၢ်လိဉ်ဘဉ်တၢ်မၤစၢၤကလိလၢတၢ်ကကျိးထံဝဲဒၣ်လံာ် တီလံာ်မိတခါအံၤန့ၣ်, ကိးဘဉ်လိတဲစိနီၢ်ဂံၢ်လၢထးအံၤန့ၣ်တက့ၢ်.

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

ໂປຣດຊາຍ ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ຟຣີ, ຈົ່ງໂທໄປທີ່ໝາຍເລກຂ້າງເທິງນີ້.

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 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 (SCHA) 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: SCHA 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 SCHA Member Services at members@mnscha.org or call 1-866-567-7242 (toll free), TTY 1-800-627-3529 or 711.

Language Assistance Services: SCHA 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** SCHA 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 SCHA. 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

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

Director
 U.S. Department of Health and Human Services' Office for Civil Rights
 200 Independence Avenue SW
 Room 509F
 HHH Building
 Washington, DC 20201
 800-368-1019 (voice)
 800-537-7697 (TDD)
 Complaint Portal: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

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
Freeman Building, 625 North Robert Street
St. Paul, MN 55155
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

SCHA Complaint Notice

You have the right to file a complaint with SCHA 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.

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
EX Program	Tobacco Cessation help	Phone: 1-833-EXCOACH www.becomeanEX.org
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 in each of our service area counties. Working either in the county public health or human service department, a Connector works to bridge the gap between medical services, public health, human services, and other community resources. They work together with SCHA staff to provide support locally.

County	Contact	Phone Number
Brown County	Melissa Dallenbach	507-233-6816
Dodge County	Emily Stensvold	507-635-6280
Freeborn County	Contact Member Services	See contact above
Goodhue County	Dana Syverson	651-385-6118
Kanabec County	Nikki O'Bert	320-679-6443
	Kelly Zaiser	320-679-6478
	Kelli Bergstadt	320-679-6336
Morrison County	Dana Omann	320-632-0380
	Annette Messerschmidt	320-632-0374
	Cindy Nienaber	320-632-0380
Sibley County	Erin Pauly	507-237-4326
Steele County	Ruth Lumley	507-431-5766
Todd County	Teri Kuehne	320-732-4446
	Hilary Tumburg	320-732-8134
Wabasha County	Jennifer Schurhammer	651-565-5200
Wadena County	Julie Brink	218-631-7629
Waseca County	Jordain Nehowig	507-837-6699

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



SOUTH COUNTRY
HEALTH ALLIANCE
Bringing Wellness Home

2300 Park Drive, Suite 100
Owatonna, MN 55060

Health, Wellness, or
Prevention Information

Follow along for...

- **Changes to your health plan**
- **Health and wellness tips**
- **Community events**

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