

THE

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Connection

Keeping South Country Members Informed



What's Changing in 2016

South Country Health Alliance is making some changes for the new year, beginning January 1, 2016. As a member, here's what you need to know.

Member Services Support for Dental and Chiropractic Services

South Country's Member Services offers excellent customer support for members, answering your questions about health care benefits, services, and other concerns. Starting in 2016, members will only need to call **one** customer service number to get assistance with questions about health care benefits.

Member Services will begin providing direct support for member calls regarding dental and chiropractic services instead of transferring these calls to offsite support services. A Member Services specialist will not only answer your questions about dental and chiropractic benefits, but will also help you find a provider in your community and schedule an appointment.

Call Member Services at **1-866-567-7242 (TTY 1-800-627-3529 or 711)**.

MinnesotaCare Copays

New legislation passed in 2015 that requires MinnesotaCare members to pay a greater share of the cost of their benefits. This means the MinnesotaCare adult benefit set will have copay increases for some services in 2016. There will also be new copays for some services that previously had none.

Read on for more details about MinnesotaCare copay changes.

What's Inside

Pregnancy Care, Page 4

When you're pregnant, it's more important than ever to take care of your health. See what resources are available when you're expecting.

Community Reinvestment Grants Review, Page 5-8

In 2014, we awarded \$3 million to 17 organizations. Here's a look at their progress one year later.

2015 Diamond Award, Page 9

South Country recognized Dr. Pat Irvine and Dan Rechtzigel for their excellence in leadership.

SCHA is a 4.5-Star Plan, Page 11

SeniorCare Complete earned a 4.5-Star Rating from Medicare and received a 2016 Best Medicare Advantage Plan award from the U.S. News and World Report.

South Country Health Alliance is a county-owned health plan that provides health care coverage for individuals eligible for government-funded programs in select Minnesota counties.

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Nina Huntington, Steele
County

Don Springer, Wabasha
County

Bill Stearns, Wadena County

Jim Peterson, Waseca County



Continued from page 1

What's Changing in 2016

MinnesotaCare Copays

MinnesotaCare services requiring a copay include the following:

- Non-preventive visits (\$15 per visit)
- Ambulatory surgery (\$50 per surgery)
- Emergency room visits (\$50 per visit)
- Eyeglasses (\$25 per pair)
- Inpatient hospital (\$150 per admission)
- Outpatient hospital (\$25 per visit)
- Generic prescription drugs (\$6 per prescription)
- Brand name prescription drugs (\$20 per prescription)
- Radiology (\$25 per visit)

MinnesotaCare members will receive more information about these services and copays in the 2016 Evidence of Coverage coming in January. If you have immediate questions about your 2016 MinnesotaCare benefits or copays, call Member Services at the phone number on page 1. MinnesotaCare members under the age of 21 or who are American Indians in a federally recognized tribe will still have no copays for health care services.

Added Dental Benefit Reminder

Last year, South Country added a second preventive care dental visit to all programs for adults. This additional benefit will still be available in 2016.

Keep Your Information Up-To-Date

We want to make sure we have your most current information. If your home address changes, you have a baby, or you gain other insurance for health care while enrolled with South Country, tell your county Human Services office.

Updates to Member ID Cards

The South Country Health Alliance member ID cards are changing for 2016. Here's what you need to know.

What's New

Since Member Services will begin providing member support for dental and chiropractic calls, the Member Services toll-free phone number is replacing the previous dental and chiropractic customer service numbers. You will find this change on the back of your member ID card.

MinnesotaCare members only: You will see updated copay amounts on the front your ID card.

Using Your Card

South Country will mail new ID cards to all members in late January. Until your new ID card arrives, please continue to use your most current ID card. Show the card to your provider when you get health care services.

If you do not receive a new ID card in the mail by February 1, 2016, or if you find incorrect information on your ID card, contact Member Services at **1-866-567-7242 (TTY 1-800-627-3529 or 711)**.

The diagram shows a member ID card with the following fields and labels:

- SCHA Logo:** SOUTH COUNTRY HEALTH ALLIANCE, Bringing Wellness Home
- Program Name:** PMAP
- Your Name & Member ID #:** Name: SAMPLE, JOSEPH Q; ID: XXXXX123401
- Primary Care Provider & Phone #:** PCP: MY CLINIC; PCP Phone: (555) 555-5555
- DOB:** 02/10/1981
- Effective Date & Date Issued:** Effective Date: 01/01/2016; Issue Date: 12/15/2015
- Prescription Info (pharmacy only):** Medical Acct #: MYACCOUNT; Service Type: MEDICAL/RX; Care Type: SCHA MA; Medicaid PCN: 06180000; Medicaid Bin: 600428
- Copay Amounts:** Office Visit Copay: \$0.00; Non-Preventive Office Visit Copay: \$0.00; Non-Emergency ER Copay: \$0.00
- Contacts for Members:** www.mnscha.org; Member Services 1-866-567-7242 or TTY 1-800-627-3529 or 711; 24-hr Nurse Advice Line 1-800-504-3451 TTY 711; Tobacco Quitline 1-800-504-3451 TTY 711; State Fair Hearing Requests write DHS Appeals Unit, PO Box 64941, St. Paul, MN 55164, fax 651-431-7523, or call Managed Care Ombudsman at 1-651-431-2660 or 1-800-657-3729; Plan Appeals & Grievances call plan at 1-866-567-7242, or write SCHA Appeals Dept., 2300 Park Dr. Ste. 100, Owatonna, MN 55060; For non-emergency services, contact the clinic on the front of this card. After receiving care for an emergency, contact your PCP (shown on front) or SCHA as soon as possible.
- Contacts for Providers:** Provider Services: Dental 1-800-341-8478; Medical 1-800-995-4543; Pharmacy 1-866-935-8874; Medical claims to: Mayo Clinic Health Solutions, Electronic Payer ID # 41154, or mail to: P.O. Box 211698, Eagan, MN 55121; Dental claims to: Dentaquest, 12121 North Corporate Parkway, Mequon, WI 53092.

Cards for SeniorCare Complete and AbilityCare members also include a Medicare contract ID number and the Medicare Rx logo.

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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 does not reward providers or other individuals for denying services to members, nor does South Country reward decisions that result in under-utilization of services.

Text4baby

There are a lot of things to remember when you're pregnant or a new mom. Text4baby makes it easy to get important information, and it's free. Text4baby sends personalized messages directly to your phone about nutrition, safe sleep, baby milestones, appointment reminders, breastfeeding, and much more.

Women who text **BABY** (or **BEBE** for Spanish) to **511411** will receive free text messages three times per week, timed to their due date or their baby's birth date. Learn more about the program at www.text4baby.org.

Remember, as soon as you learn you are pregnant, tell your county Human Services office. You will have access to more benefits, without copays. Also tell your county worker when the baby is born to ensure he or she has health care coverage.

Guide to a Healthy Pregnancy

A woman's health is essential to the health of her baby. Follow our guide to taking care of yourself during your pregnancy.

Nutrition

What you eat during pregnancy could give your developing baby the healthiest possible start in life. A nutritious diet will also reduce the risks of pregnancy complications and minimize morning sickness, fatigue, and other unpleasant pregnancy symptoms. A well-balanced diet includes protein, vitamin C, calcium, fruits and vegetables, whole grains, and iron-rich foods. Make sure all milk, cheese, and juice are pasteurized.

Exercise

Moderate exercise is not only considered safe for pregnant women, but it's encouraged. Exercising 30 minutes a day benefits both mom and baby and is proven to help circulation, strengthen muscles, and decrease stress. However, it's important to talk to your doctor before starting any exercise routine. Focus on both aerobic exercises (walking, jogging, swimming) and strength exercises (dumbbells, squats, stretching).

Cutting Out Bad Habits

Healthy lifestyle choices will directly impact the health of a growing fetus. It's critical to cut out bad habits like smoking and alcohol consumption. These have been linked to serious complications and risks for both mother and baby, including fetal alcohol syndrome, miscarriages, premature labor, low birth weight, and other developmental problems. Any amount of alcohol, cigarettes, or other drugs is considered unsafe during pregnancy. Quitting before you get pregnant is ideal, but stopping drug use at any point during pregnancy will benefit your baby.

Source: Healthline, 2014

Resources for Pregnant Women

South Country offers several resources for pregnant women and new moms.

Embracing Life Book

The *Embracing Life* book is made especially for South Country members. *Embracing Life* is a reference guide to help support new and expecting mothers, containing information about both prenatal care and the care for newborns during their first year of life. The book also includes vouchers that women can use to get a \$75 reward for completing their prenatal and postpartum doctor visits on time. Call Member Services at **1-866-567-7242** (TTY **1-800-627-3529** or **711**), and ask for a free copy of *Embracing Life*.

Milk Moms Breastfeeding Supplies

Through Milk Moms, South Country members can get the breastfeeding equipment and supplies they need at no cost. Milk Moms offers a choice of high-quality equipment for nursing moms, including breast pumps, bottles, and storage bags. Call Milk Moms toll-free at **1-866-MILKMOM** (**1-866-645-5666**).



COMMUNITY REINVESTMENT GRANTS

One Year in Review

As a county-based purchasing health plan, South Country Health Alliance was modeled on the idea that we would reinvest back into our communities. Last year, South Country awarded \$3 million to 17 organizations through our Community Reinvestment Grant program. The grants were designed to not only overcome our members' barriers to health care, but also address other basic needs and social determinants of health.

Here's a look at their progress one year later.



BROWN

New Ulm Medical Center \$275,000, 3 Years

New Ulm Medical Center (NUMC) expanded its current social work services to provide better care coordination services to emergency department (ED) patients.

"Many of our physicians in the clinic were also counting upon the social worker for assistance with patients that had needs within the clinic," said Steve Schneider, former director of operations at NUMC. "We realized that there is a significant need for care coordination in our clinic as well."

South Country has partnered with NUMC and Brown County since 2012 to fund a Healthcare Coordination



Seniors from Goodhue County attend a new SEMAAA class.

inator who works with ED patients to reduce hospital readmissions and overuse of the ED. With additional funding from the grant, NUMC can also focus on care coordination for clinic patients.

NUMC used grant funding to add clinic care coordination staff to work with the current hospital care coordination staff. They have already seen positive outcomes for their patients.



DODGE

Southeastern Minnesota Area Agency on Aging \$41,300, 3 Years

SEMAAA is implementing more programs for seniors in Dodge, Freeborn, Goodhue, Steele, and Wabasha counties.

SEMAAA's evidence-based programs are designed for seniors who live with chronic

disease, pain, or disability or who are at risk of falling.

With grant funding, SEMAAA has been able to train new program instructors and provide more classes in its communities.

Visit SEMAAA's website at <http://semaarochestermn.org> for more information on their programs and a schedule of upcoming classes.



GOODHUE

Goodhue County Health & Human Services \$274,920, 3 Years

Goodhue County Health and Human Services expanded its Parent Support Outreach Program (PSOP), which helps address child abuse and neglect.

"PSOP was a program designed for us to be preventive, so we can hopefully prevent families from ever

getting involved with child protection," said Kristin Johnson, supervisor of Goodhue County's children's services.

Goodhue County Health and Human Services used grant funding to hire a social worker who can focus on families eligible for PSOP services.

"We've never been able to serve this population at this level before," said Johnson. "We were able to go from serving a very small amount of families to serving more than 100 families in 2015."



MORRISON

Apple Tree Dental \$277,800, 2 Years

Apple Tree Dental is establishing a new outreach dental clinic in Little Falls to address the need for dental services in Morrison County and the surrounding area.

Apple Tree is working with St. Gabriel's Hospital in Little Falls to establish a location for its new outreach clinic. The site will be centrally located between the Family Medical Center and the main hospital.

The outreach clinic will start serving patients early 2016, offering both preventive and restorative services to children, adults, and seniors in the community. The clinic will begin operating one day per week.



SIBLEY

Developmental Achievement Center (DAC) **\$24,000, 1 Year**

The Sibley County DAC in Arlington created a multi-sensory environment (MSE) to help improve the health and social wellbeing of people with intellectual disabilities.

Through lights, sounds, texture, and smell, MSEs create a stimulating, yet calming environment for people of any age with disabilities or disorders.

The DAC also hired an expert in the MSE field to train DAC staff on how to use the MSE room. The staff controls the stimuli in the room while an individual interacts with the equipment.

Staff at the DAC has already seen positive outcomes for people who have used the new MSE room. Mark Pauly, DAC director, hopes to offer MSE services to others in the community.

“We were envisioning it with just the small group of our population, but we’re finding that everyone can benefit from it,” said Pauly.

Sibley County Public Health & Human Services **\$122,700, 3 Years**

Sibley County Public Health and Human Services is starting a Community Health Worker (CHW) program to focus on improving the health of the Hispanic population in the area.

A CHW is a trained health educator who works with



The Sibley County DAC purchased new equipment to provide lights, sounds, and other stimuli for its new multi-sensory room.

Managed Health Care Program (MHCP) recipients who have difficulty understanding health care providers due to cultural or language barriers.

CHWs have a close understanding of the communities they serve, which helps them work as a reliable link between public health and social services and members of the community.

Sibley County has hired and trained a CHW, who has already begun working with Hispanic individuals in the area and connecting them to local resources that will meet their health care needs.



STEELE

Fernbrook Family Center **\$167,471, 1 Year**

Fernbrook Family Center created an Early Childhood Therapeutic Program in Owatonna for children with mental health disorders and their families.

The new location in Owatonna, called Little Fern, offers clinical group ser-

VICES for children ages 3 to 5. Children use the space to play, learn, and develop key social and emotional behaviors.

“There is a high need in the community,” said Teya Dahle, Fernbrook’s Birth to Five director. “We’ve already heard about some successes that are seen in the school setting, as well as in some homes.”

Fernbrook also purchased a van to provide transportation for families that need to get to and from their group sessions.

Minnesota Prairie County Alliance - Steele **\$259,200, 3 Years**

MNPrarie in Steele County is developing a system of care that will address the trauma needs of children in Steele, Dodge, and Waseca counties.

The grant funded a new screening tool that will help case managers determine if children entering the child welfare system have a greater need for trauma assessment. MNPrarie also hired

a mental health professional, who provides supportive services for parents and children.

“We are trying to address earlier what’s going on with the children and how they might be emotionally impacted by the things that are happening in their lifetime,” said Shari Kottke, child and family social services manager at MNPrarie.

MNPrarie will also continue to train case managers and other mental health staff to improve their ability to meet the needs of trauma-exposed children.

Owatonna Hospital/Allina Health **\$145,214, 1 Year**

The Owatonna Hospital/Allina Health expanded its in-reach social work services to provide care coordination services to ED patients and patients in the clinic.

“We thought that the frequent users of our emergency department that are currently served through our in-reach program have the same characteristics that frequent users of the clinic have,” said Liz Keck, health care coordinator at the Owatonna Hospital.

Similar to NUMC, SCHA has a partnership already in place with the Owatonna Hospital, South Central Human Relations Center, and MNPrarie to fund a health care coordinator at the hospital. The grant has allowed the hospital to hire more staff to focus on care coordination for clinic patients in addition to ED patients.

“We’ve been able to serve

more patients in the emergency department because of the additional staff that has been hired," said Keck. "We're seeing more patients and are able to respond more quickly."

Steele County Clothesline \$30,000, 1 Year

The Steele County Clothesline in Owatonna provides free clothing and other household items to local residents in need. The grant funded their program and operation costs for one year. "The grant allowed us to have time and resources to move beyond the store," said Maureen Schlobohm, executive director at the Clothesline. "We've only been able to focus on the clients that walk through the door, but now we can reach out and connect to other organizations in the community."

The Clothesline also used the grant to hire new staff to meet the increasing need in the community. The number of families the Clothesline serves is steadily increasing, as well as the number of new families that visit the Clothesline, with as many as 68 families visiting in a day.

Visit www.steelecounty-clothesline.com to learn more about the Steele County Clothesline.



TODD

Todd County Health & Human Services \$465,400, 2 Years

Todd County Health and Human Services is building a new community center and kitchen in Eagle Bend.

The current Eagle Bend Senior Center provides around 4,000 meals each month to seniors in Todd County, Wadena County, and other surrounding counties. However, it has not been able to meet the increasing need for nutritional meals in the community.

"With our growing senior population in this region, we just weren't able to meet the capacity for senior meals as needed," said Katherine Mackedanz, community planning unit manager at Todd County Health and Human Services.

Todd County has partnered with other organizations in the community to begin renovating the Eagle Bend Community Kitchen and Center. The new center will be built in a repurposed section of the former Eagle Bend High School and is expected to open to the public in 2016.

"We want to make sure that we're going to have the capacity for future needs and be able to provide for seniors not only in our county but for the region," said Mackedanz.



WABASHA

Schoen Family Dentistry \$91,667, 3 Years

Schoen Family Dentistry in Wabasha is using the grant to decrease its waiting list and serve more patients in the community.

"We had a long waiting list," said Dr. Tom Schoen, DDS, of Schoen Family Dentistry. "We knew that if we could increase our capacity to see these people in a timelier manner, we could treat these people not only for emergencies but for preventive care that they need."

Schoen Family Dentistry has hired and trained an additional dental hygienist and purchased new equipment. They have been able to see nearly double the number of patients than they were able to before the grant.

Schoen Family Dentistry provides both preventive and restorative services for patients of all ages. They hope to continue adding resources to serve more patients in the community.

Wabasha County Social Services

\$277,400, 3 Years

Wabasha County Social Services established a new Fernbrook Family Center office in Wabasha to provide mental health services to children in the community.

"One of the areas of services that had been lacking in the county was children's mental health," said John Dahlstrom, Wabasha County social services director. "We had places children could go get therapy, but none of them were in the county."

Fernbrook Family Center set up its office in Wabasha earlier this year and has been working with Wabasha County clients since April, serving approximately 40 clients and their families.

Wabasha County used the grant to establish the new Fernbrook office and hire and train program staff to provide services to people with mental health issues. Though most of Fernbrook's clients are children, they also serve adults.



WADENA

Tri-County Health Care \$105,581, 3 Years

Tri-County Health Care in Wadena expanded its Community Paramedic program that provides primary care and preventative services to residents in their homes.

The program works with the hospital's care coordination team to serve long-term care, home-bound, mentally ill, and other high-risk patients.



Tri-County Health Care EMTs gather around their new car to provide Community Paramedic services to local residents.

“During daytime hours, we have the nursing staff that does care coordination,” said Allen Smith, Tri-County’s emergency response manager. “But if we have a patient that has a medical issue at home, our community paramedics will fulfill that function after hours and on weekends.”

Funding from the grant also helped purchase a vehicle for patient visits, train new staff, and establish monitoring tools to measure the program’s effectiveness.

Smith said they have seen positive outcomes for patients by improving patient satisfaction, improving their quality of life, and saving health care costs. Tri-County has saved \$80,000 this year, following last year’s total savings of \$102,000.

**City of Wadena
\$229,418, 3 Years**

The City of Wadena is using the grant to conduct research and create new wellness programs at the Maslowski Wellness and Research Center (MWRC).

The research will help the MWRC determine what programs it should offer to meet the needs in the community.

“This has given us a fantastic position to be able to take a brand new facility and turn it into something that really meets the needs of what the people that are going to use it have,” said Heidi Happel, community health specialist at Wadena County Public Health. “That’s what’s going to lead them to keep coming back and supporting a healthy lifestyle.”



The Waseca County Early Childhood Initiative provides a safe and fun environment for families to build positive relationships.

The MWRC opened last year on Dec. 6, 2014, and serves more than 1,200 people from Wadena and surrounding communities. It offers a wide range of facilities and classes for children, adults, and seniors in the community.

After evaluating early research, the MWRC created two new programs for kids, including summer swimming lessons and an educational class called FitWise that teaches students about its facilities. The MWRC will continue its research and tailor its programs to meet the needs in the community.

Visit www.wadenawellness.com for more information about the MWRC.



**Minnesota Prairie
County Alliance - Waseca
\$178,377, 3 Years**

MNPrairie in Waseca County is providing Family Based Services to help at-risk families improve their parenting skills and build

healthy relationships with their children.

MNPrairie has hired a family based worker who has worked with 17 families in Waseca County so far this year.

“We meet with families to observe their interaction with the kids and set goals for the parents,” said Terrie Barends, the program’s family based worker. “Every week, we give education and support for the parents to help improve the quality of the relationship with their child and create more effective parenting strategies.”

Many of the children of the families they serve have faced two or more negative childhood experiences. These can include mental illness in the home, abuse, neglect, a parent going to jail, substance abuse, or domestic violence.

The Family Based Services are mostly provided in the family’s home and includes lessons focused on relationships and behaviors. The services are also tailored to meet the specific needs of each family.

MNPrairie’s Family Based Services program currently only serves families referred from Waseca County but hopes to expand the service to Dodge and Steele counties in the future.

**Waseca County Early
Childhood Initiative
\$24,899, 3 Years**

The Waseca County Early Childhood Initiative is expanding its Incredible Years education program, which helps parents support positive development in their young children.

The Incredible Years program offers classes to high-risk Waseca County families in need. The classes help improve parent-child interactions, build positive relationships, and develop more nurturing parenting. This can lead to stronger social skills, self-confidence, academic performance, and behavioral development in children.

The classes are held one time a week for 18 weeks at the Community Education building in Waseca.

We are pleased with the progress our grant recipients have made this year and look forward to seeing how they will continue to develop their initiatives to improve the health, wellbeing, and access to care for our members and the residents of our counties.

We thank our counties for standing by us and giving us the opportunity to serve the people in your communities. Without you, the Community Reinvestment Grant program would not be possible.

Thank you!



Thanksgiving in a Bag

South Country Health Alliance staff shared their gratitude with 17 Kanabec County families for Thanksgiving.

This year, we at South Country Health Alliance were extra thankful to be able to serve our members and work with our county and provider partners. We wanted to share our gratitude by giving back to those in need.

In November, our staff partnered with Kanabec County Family Services and Coborn's in Mora to give 17 Kanabec County families food and supplies for their Thanksgiving meals.

We raised more than \$700 for our "Thanksgiving in a Bag" project, which was used to purchase groceries for the families. Coborn's offered the food and other items to us at a discounted rate.

Each reusable grocery bag held food and ingredients needed to make a traditional Thanksgiving meal, including stuffing, potatoes, corn, yams, cranberries, and gravy mix. The families also received certificates that they could use at Coborn's to get a frozen turkey and fresh pumpkin pie.

Additionally, the bags included a roasting pan for the turkey, recipe cards to make green bean casserole, and instructions on how to properly prepare and cook a turkey.

"We are all especially thankful at South Country this year and wanted to share our gratitude with others," said Cea Grass, SCHA director of communications and customer relations. "Our staff here are very pleased to make a connection with families in Kanabec County this holiday season."

Kanabec County Family Services selected the families based on need. Each family was able to pick up their bags before Thanksgiving.

Happy Holidays from everyone here at South Country Health Alliance!

Recognizing Excellence & Leadership

South Country Health Alliance recently honored two individuals with the 2015 Diamond Award at the annual dinner and presentation held at the Association of Minnesota Counties Conference in Saint Cloud.

The Diamond Award is given for exemplary leadership, passion, and commitment to upholding South Country's values of collaboration, stewardship, communication, and excellence. This year, Patrick W. Irvine, M.D., and Dan Rechtzigel received the award.

Dr. Pat Irvine has worked with South Country since 2003 as a consulting medical director. As a geriatric practitioner, Dr. Pat was instrumental in helping South Country develop SeniorCare Complete. He has a strong appreciation for the value of county-based purchasing and a local approach to health care in rural communities.

Dan Rechtzigel is a Goodhue County Commissioner, serving on the South Country Joint Powers Board since 2011. He is the current Joint Powers Board Chair and acted as a strong and positive force during the DHS procurement reconsideration process earlier this year.

The 2014 Diamond Award recipient was Andrew Lochner, Brown County Commissioner and South Country Joint Powers Board member from 2001-2014.



Holiday Health and Safety Tips

The holidays are a time to celebrate, give thanks, and reflect. They are also a time to pay special attention to your health. Give the gift of health and safety to yourself and others by following these holiday tips.

Wash your hands often.

Keeping hands clean is one of the most important steps you can take to avoid getting sick and spreading germs to others. Wash your hands with soap and clean running water for at least 20 seconds.

Stay warm.

Cold temperatures can cause serious health problems, especially in infants and older adults. Stay dry and dress warmly in several layers of loose-fitting, tightly woven clothing.

Manage stress.

The holidays don't need to take a toll on your health. Keep a check on over-commitment and over-spending. Balance work, home, and play. Get support from family and friends. Keep a relaxed and positive outlook. Get enough sleep.

Travel safely.

Wear a seat belt every time you drive or ride in a vehicle. Always buckle your child in the car using a child safety seat, booster seat, or seat belt according to his or her height, weight, and age. Don't drink and drive, and don't let someone else drink and drive.

Be smoke-free.

Avoid smoking and breathing other people's smoke. If you smoke, quit today! Call the Mayo Clinic Tobacco Quitline at 1-800-504-3451. This service is free for South Country members.

Get check-ups and vaccinations.

Exams and screenings can help find problems early or before they start. Vaccinations help prevent diseases and save lives. Schedule a visit with your health care provider for a yearly exam. Ask what vaccinations and tests you should get based on your age, lifestyle, medical history, and family health history.

Watch the kids.

Children are at high risk for injuries. Keep a watchful eye on your kids and make sure dangerous toys, food, drinks, household items, or choking hazards are out of their reach.

Prevent house fires.

Most residential fires occur during the winter months. Keep candles away from children, pets, trees, and curtains. Never leave fireplaces, stoves, or candles unattended. Install a smoke detector in your home and test and change the batteries regularly.

Handle and prepare food safely.

Wash hands and surfaces often. Keep raw meat and eggs away from ready-to-eat foods and eating surfaces. Cook foods to the proper temperature, and do not leave perishable foods out for more than two hours.

Eat healthy, and be active.

Eat "tempting" foods in moderation, and choose more fruits and vegetables. Be active for at least 2½ hours a week. Find fun ways to exercise to help you stay active.

We Are a 4.5-Star Health Plan!

South Country Health Alliance received a 2016 Best Medicare Advantage Plan award from the U.S. News and World Report for our Medicare Advantage plan, SeniorCare Complete (HMO SNP).



SeniorCare Complete received an overall 4.5-Star Rating from the Centers for Medicare and Medicaid Services (CMS) earlier this year. The overall rating is a combination of SeniorCare Complete's Part C 4.5-Star Rating and Part D 5-Star Rating.

"This rating is a direct reflection of the locally-driven programs and services that we provide as a county-based purchasing plan," said Director of Quality Improvement Anne Grimmus. "It shows the power of when health plans truly partner with counties and other providers to connect members to the care they need."

Every year, CMS rates health plans on a one to five star scale, with five stars representing the highest quality. CMS uses Star Ratings to score and rank Medicare Advantage health plans according to quality of services offered to people receiving Medicare benefits. Star Ratings focus on areas such as helping members stay healthy, providing better care, member experiences and satisfaction with the health plan, customer service, and drug safety.

The overall Star Rating score provides individuals a way to compare performance among several plans. You can find more information on a plan's Star Rating in the Medicare Plan Finder tool (www.medicare.gov/find-a-plan) or by calling 1-800-MEDICARE, or TTY 1-877-486-2048.

South Country is pleased that the services we offer are satisfactory to our members. We are dedicated to providing quality care and services and will continue to strive for improvement as a health plan.

Member Satisfaction Survey: CAHPS

Have you been satisfied with your health care experiences? South Country members get the opportunity to rate their care in an annual survey.

The CAHPS survey, or Consumer Assessment of Healthcare Providers and Systems survey, is a survey sent each year to a random selection of South Country members. The CAHPS survey asks members about their experiences with their health plan, medical providers, drug plan, care coordinators, and quality of care.

Your answers tell us what we're doing well and where we need to improve. South Country takes your responses seriously and uses them to improve the quality of services for our members.

If you have been happy with South Country and your health care services, tell us! Some survey questions ask you to rank your satisfaction level on a scale from 1 to 10. By answering with 9s or 10s, you're letting us know that South Country is doing a good job and meeting your health care needs.

Call Member Services toll-free at 1-866-567-7242 (TTY 1-800-627-3529 or 711) if you have questions about these or any health surveys you receive. Watch for the 2016 CAHPS survey coming in your mail soon.



If you have diabetes, heart failure, or asthma, South Country's Step Up! For Better Health program can help you manage your condition.

Step Up! For Better Health focuses on you. Our registered nurses care about your wellbeing and have the tools to help you succeed. Through friendly telephone calls and educational materials, we help you manage your condition and start living your life fully. South Country nurses also help schedule appointments and find the right care from a doctor you can trust.

There is no cost to participate, and the program is completely voluntary and confidential.

Join the Step Up! For Better Health program today by calling toll-free at 1-866-722-7770 (TTY 1-800-627-3529 or 711).

2300 Park Drive, Suite 100
Owatonna, MN 55060

Health, Wellness, or
Prevention Information



South Country Needs YOU!

Next MAC Meeting: Friday, March 11, 10 a.m.-noon

We invite you to join the Member Advisory Committee (MAC)! Your feedback will help us be a better health plan.

The MAC offers South Country members and family of members an opportunity to share their health care experiences and share ideas to help us improve our services for all members. The MAC meets four times a year. South Country reimburses childcare and mileage expenses to MAC members for attendance.

If you would like to become a MAC member or get more information, call Member Services toll-free at **1-866-567-7242** (TTY users call **1-800-627-3529** or **711**) or email us at members@mnscha.org.

South Country Health Alliance Member Services
1-866-567-7242 • 1-800-627-3529 or 711 (TTY for the hearing impaired)
8 a.m. - 8 p.m., M-F • All calls are toll-free

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.

កំណត់សំគាល់ ។ បើអ្នកត្រូវការជំនួយក្នុងការបកប្រែឯកសារនេះដោយឥតគិតថ្លៃ សូមហៅទូរស័ព្ទតាមលេខខាងលើ ។

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.

ໂປຣດຊາບ. ຖ້າທາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ພໍລີ, ຈົ່ງໂທໂປທີ່ໝາຍເລກຂ້າງເທິງນີ້.

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.

This information is available in other forms to people with disabilities by calling **1-866-567-7242** (toll-free) or **711** for the hearing impaired, or through the Minnesota Relay at 1-800-627-3529 (TTY, Voice, ASCII, Hearing Carry Over), or 1-877-627-3848 (speech to speech relay service).