

# Connection

Keeping South Country Members Informed



## Confronting Opioid Abuse

The Morrison County Prescription Drug Abuse Task Force is taking steps to prevent prescription drug and opioid abuse in the community.

Opioid abuse is a national epidemic that has touched the lives of millions. According to the Centers for Disease Control and Prevention (CDC), 78 Americans die every day from an overdose of opioid painkillers or heroin.

After identifying patterns of abuse and overuse of opioids in Morrison County, community partners formed a care team to address the problem locally.

South Country Health Alliance helped the care team spearhead this initiative. Through South Country claims data, we discovered that about 30 percent of patients in Morrison County had eight or more opioid prescriptions. Using this data, the care team was awarded a \$370,000 State Innovation Model (SIM) grant from the Minnesota Department of Human Services (DHS) to combat the problem of opioid abuse in the community.

The grant funding allowed the care team to form the Morrison County Prescription Drug Abuse Task Force. This group includes doctors and nurses from CHI St. Gabriel's Health, social workers from Morrison County Public Health and Social Services, pharmacists, law enforcement, school district staff, and other community advocates. The task force works closely with providers to make sure patients get safe and appropriate prescription dosages.

## What's Inside

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*Minnesota Physician* selected Leota Lind for its list of 100 influential health care leaders in Minnesota.

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

**Leota Lind**  
Chief Executive Officer

**Scott Schufman**  
Chief Financial Officer

**John Whittington**  
Chief Information Officer

**Dr. Brad Johnson**  
Chief Medical Officer

**Barb Bender**  
Director of Provider Network Management

**Cea Grass**  
Director of Communications and Customer Relations

**Anne Grimmius**  
Director of Quality Improvement

**William Lawrence**  
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**Cheri Lewer**  
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**Jeff Marks**  
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**Gary Kruggel,** Sibley County

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**Don Springer,** Wabasha County

**Bill Stearns,** Wadena County

**Jim Peterson,** Waseca County



*U.S. Rep. Rick Nolan was one of many elected officials who spoke at an opioid abuse community forum held in Little Falls in October.*

*Continued from page 1*

## Confronting Opioid Abuse

The Morrison County Prescription Drug Abuse Task Force has already seen positive results:

- By working with the care team, 38 percent of patients with long-term use have been tapered off opioids.
- Drug monitoring is no longer within the top 20 emergency diagnoses.
- Intervention has led to significant savings in Medical Assistance pharmacy claims.
- More than half of the patients no longer using opioids have been referred to community partners and resources to address other unmet social needs.

The early success of the task force earned them the 2016 Rural Health Team award from the Minnesota Rural Health Association, Minnesota Department of Health, and the National Rural Health Resource Center. The task force has also attracted state and nationwide attention for its innovative care model, setting an important example for other communities.

South Country Health Alliance is pleased to be a partner in this initiative. South Country CEO Leota Lind, Chief Medical Officer Dr. Brad Johnson, and Case Manager Ruth Boubin continue to collaborate with the task force and present further claims data to demonstrate savings in total cost of care.

We look forward to our continued partnership with the Morrison County Prescription Drug Abuse Task Force and hope to support similar initiatives in more of our communities in the future.

# Focused On YOU

South Country is the county-owned health plan that provides eligible children, families, and adults with quality health care coverage.

## Here's what makes South Country Health Alliance a great choice:

**Big Provider Network.** As a South Country member, you'll have access to a broad network of health care providers, both inside and outside of your county. You'll also have access to an established network of dentists, chiropractors, mental health specialists, pharmacies, and many other types of health care providers throughout the state.

**Personal Service.** With South Country, you can expect the kind of service and support that a small town business can offer. Members only need to call one phone number to get help finding a provider, scheduling appointments, and answering other questions about benefits. When you need our help, we strive to give you the best service possible.

**Local Connections.** South Country understands the local communities in our service area. Each county has a team who works together to connect you with the local providers and resources that will give you the care you need. Unlike other health plans, South Country has a Community Care Connector in each county who works with members right in their own community.

**Wellness Rewards.** We want to prevent health problems before they occur. South Country has a strong preventive care program that offers up to \$100 rewards and other discounts to you and your family when you seek timely screenings and vaccinations, stay active, and learn new skills.

**South Country Health Alliance thanks you for your membership and looks forward to continuing to serve you in 2017.**

## FOCUSED ON

*Community  
Health  
You*



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Website: [www.mnscha.org](http://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](http://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.

## Diabetes and Kidney Disease

Diabetes is the leading cause of kidney disease. Too much glucose (sugar) in your blood from diabetes damages your kidneys' filters. Damaged kidneys have a harder time filtering wastes and extra fluid from your blood, which can eventually make you sick.

The earliest sign of diabetic kidney disease is an increased amount of the protein albumin in your urine. Weight gain and ankle swelling may occur, and your blood pressure may get too high.

As a person with diabetes, you should have your blood, urine, and blood pressure checked by your doctor at least once a year. This will lead to better control of your diabetes and early treatment of kidney disease. Maintaining control of your diabetes is the best way to lower your risk of developing severe kidney problems.

## Checking Your Blood Glucose

Blood glucose (or blood sugar) monitoring is one of the best methods for checking your diabetes control.

### Who Should Check?

Talk to your doctor about whether you should be checking your blood glucose. You may benefit from checking blood glucose if you:

- take insulin
- are pregnant
- have a hard time controlling blood glucose levels
- have low blood glucose levels
- have low blood glucose levels without the usual warning signs
- have ketones from high blood glucose levels

### What Are the Target Ranges?

The American Diabetes Association suggests the following targets for most nonpregnant adults with diabetes:

- A1C: 7% (or eAG: 154 mg/dl)
- Before a meal (preprandial plasma glucose): 80-130 mg/dl
- 1-2 hours after beginning of the meal (post prandial plasma glucose): Less than 180 mg/dl

### What Do My Results Mean?

When you finish the blood glucose check, write down your results and review them to see how food, activity, and stress affect your blood glucose. Take a close look at your blood glucose record to see if your level is too high or too low several days in a row at about the same time. If the same thing keeps happening, it might be time to change your plan. Work with your doctor or diabetes educator to learn what your results mean for you and how you may need to change your diabetes plan.

## Eye Care for Diabetes

Diabetes increases your risk of having glaucoma, cataracts, and other eye problems. Here are five ways to take care of your eyes.

- 1. Control your blood sugar levels.** Keeping your blood sugar levels as close to normal as you can makes it four times less likely to develop eye diseases.
- 2. Control your blood pressure.** High blood pressure can make eye problems worse. Have your blood pressure checked at least twice each year.
- 3. Don't smoke.** Smoking can lead to vision loss and other serious problems.
- 4. Visit your eye doctor at least once a year.** Your eye doctor can catch problems early if you get regular exams.
- 5. Talk to your eye doctor to address eye problems.** These include blurry vision, trouble reading signs or books, seeing double, eye pain, red eyes, eye pressure, seeing spots or floaters, or loss of side vision.



## Care During Pregnancy

Seeing the doctor early in your pregnancy plays an important role in keeping you and your baby healthy.

Pregnancy is an exciting time, and as a new mom, you'll want to do everything you can to ensure a healthy start for your baby. Prenatal care is one of the most important steps toward a healthy pregnancy.

Prenatal care is the medical care you get during pregnancy. With regular checkups, your doctor will be able to tell if you and your baby are progressing as you should be. Doctors can also spot health problems early so they can be treated right away.

Prenatal visits also provide opportunities for you to ask questions about body changes, nutrition, your baby's development, and more. In addition, building a relationship with your doctor will help you feel more comfortable and confident when you go into labor.

### Take Charge! Prenatal Care Reward

We want to encourage all new moms to get the prenatal care they need. Pregnant members of South Country Health Alliance are eligible for a \$75 gift card reward when they complete their initial prenatal visit during their first trimester (or within 42 days of enrolling with South Country).

Bring the Take Charge! Prenatal Care voucher to your appointment, have your doctor or nurse fill it out, and return it to South Country within 60 days of your visit to receive your gift card. Vouchers are available on our website at [www.mnscha.org](http://www.mnscha.org) under Members > Wellness Programs. Member Services can also send you a voucher upon request. Call them toll-free at 1-866-567-7242 (TTY users call 1-800-627-3529 or 711) to request a voucher.

## Resources for Pregnant Women

### **Embracing Life Book**

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

### **Breastfeeding Supplies**

South Country Health Alliance members can get the breastfeeding equipment and supplies they need at no cost. Our durable medical equipment (DME) providers, including Milk Moms, offer high-quality equipment for nursing moms, including breast pumps. Talk to your health care provider for more information.

### **Text4baby**

Text4baby sends personalized messages directly to any cell phone with information about nutrition, safe sleep, baby milestones, appointment reminders, breastfeeding, and more. Text **BABY** (or **BEBE** for Spanish) to 511411 to receive free text messages three times per week, timed to the due date of your baby's birth date. Learn more about the program at [www.text4baby.org](http://www.text4baby.org).

# South Country Needs YOU!

Member Advisory Committee

Next Meeting:  
Friday, March 10, 2017  
10 a.m.-noon

As a South Country member, **you** have a voice, and **you** can make a difference in how your health care works.

**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 the family of members an opportunity to share their health care experiences and offer ideas to help us improve our services for all members. We listen to what you have to say and use your feedback to better meet your needs.

The MAC meets four times a year at South Country's office in Owatonna. Interactive television (ITV) sites are also available in Sibley and Wabasha counties at their social services departments. South Country reimburses childcare and mileage expenses to those who attend MAC meetings.

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

Join the Member Advisory Committee today!

## Member Services Q&A

South Country can answer your questions about health care benefits, services, and other concerns. Here are some of the things our members have been calling us about lately.

### **Question: Can I get a ride to my medical appointment?**

**Answer:** South Country members may be eligible for non-emergency medical transportation (NEMT) services to get to and from health care appointments. Our **RideConnect** program offers safe and reliable rides to covered medical, behavioral health, and dental appointments. This includes both Access Transportation Services (ATS or common carrier) and Special Transportation Services (STS). Common carrier includes buses, volunteer drivers, and other commercial carriers. STS is for people who, because of physical or mental impairment, cannot safely use common carrier transportation. Members must be certified to use STS before South Country will cover the cost.

Eligible members can schedule their own rides directly with a RideConnect provider in our network. Members can also call Member Services for help setting up a ride or requesting certification to use STS.

For more information, call Member Services or visit our website at [www.mnscha.org](http://www.mnscha.org) under Members > RideConnect Transportation.

### **Question: How do I find a provider in South Country's network?**

**Answer:** The Provider and Pharmacy Directory is sent to all new members, which includes a list of available network providers and pharmacies. The directory includes an updated list of primary care, specialty care, urgent care, hospital, nursing home, and mental health providers. Separate directories for audiology, chiropractic, dental, durable medical equipment, eye care, home care, physical therapy, and transportation providers are also available upon request. All provider directories are located on our website at [www.mnscha.org](http://www.mnscha.org) under Find a Provider.

Coming soon, we are also launching an online provider search tool on our website. Members can use this search tool to easily look up specific medical, dental, and specialty providers included in South Country's network. The search results will include detailed information about each listing, including addresses, phone numbers, websites, clinic hours, and whether or not the provider is accepting new patients.

The providers listed in our print and online directories have agreed to provide you with your health care coverage. Since the listings in the directories change frequently, check with your provider or call Member Services to make sure they are still in South Country's network.

**South Country Health Alliance Member Services**  
1-866-567-7242 • TTY 1-800-627-3529 or 711  
Monday-Friday: 8 a.m.-8 p.m. (Feb. 15-Sept. 30)  
7 days a week: 8 a.m.-8 p.m. (Oct. 1-Feb. 14)

## Eating for Asthma

There's no asthma diet that will eliminate your symptoms, but smart food choices may help you breathe easier.

Your food choices may make your asthma worse or increase your risk of developing asthma. Here's what you can do to keep symptoms at bay:

### Take in Vitamin D

People with more severe asthma may have low vitamin D levels. Incorporate more foods that contain vitamin D into your diet, such as salmon, milk, and eggs. Spending time outdoors in the sun can also increase vitamin D levels—even if it's just for a few minutes.

### Eat Plenty of Fruits and Vegetables

They're a good source of antioxidants, including carotene and vitamins C and E. These may help control lung swelling and irritation.

### Avoid Sulfites

Sulfites can sometimes trigger asthma symptoms. They can be found in dried fruits, pickles, shrimp, and wine.

### Avoid Allergy-Triggering Foods

In general, allergic food reactions rarely trigger asthma attacks. But a few studies suggest that wheezing often accompanies other signs of allergic reactions to foods.

### Eat to Maintain a Healthy Weight

Being overweight can worsen asthma. Even losing a little weight can improve your symptoms. Eating right to maintain a healthy weight helps over the long term.

*Source: Mayo Clinic, 2015*

## Go Green This Winter

It's hard to find fresh fruits or veggies during the long Minnesota winters. These greens are available fresh or frozen in most local grocery stores and food pantries all year long.

**Leaf Lettuce.** This common leafy green is one of the top ten superfoods. Don't confuse leaf lettuce with the less nutritious, less green iceberg lettuce.

**Kiwi.** Just one kiwi exceeds your daily need for vitamin C. Kiwi provides many nutrients for healthy eyes and a healthy heart.

**Asparagus.** Asparagus is one of the top sources of vitamin B and folate, which are good for heart health and your body's cells. Try it steamed or baked!

**Broccoli.** Broccoli should be at the top of your grocery list for healthy eating. It is known for its ability to lower cholesterol and prevent cancer.



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 well-being 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)**.





## Vaccines & Immunizations for Adolescents

Vaccination is one of the best ways to protect against potentially harmful diseases. Learn more about these four vaccines recommended for adolescents.

Vaccines for preteens and teens are important because as kids get older, protection from some childhood vaccines begins to wear off. Other vaccines work better when given during adolescence.

Preteens and teens should stay up to date on their immunizations to keep healthy and protect themselves from diseases. These four vaccines are recommended for all adolescents:

### **Tdap Vaccination**

The Tdap vaccine is a booster shot that renews the protection against tetanus, diphtheria, and pertussis (whooping cough). Children get vaccinated against these diseases as babies with a series of the DTaP shots, but that protection decreases over time. Preteens ages 11-12 years in Minnesota are required to get the Tdap vaccine before entering 7th grade.

### **Human Papillomavirus (HPV) Vaccination**

HPV is a very common virus that spreads between people when they have sexual contact with another person. HPV infection can cause cancers of the cervix, vagina, vulva, penis, anus, and throat.

The HPV vaccine is for protection from most cancers caused by HPV infection. It provides a better immune response when given during the preteen years. The CDC recommends two doses for 11-12 year olds, given 6-12 months apart. Teens and young adults who start the series at ages 15-26 should get three doses of the HPV vaccine.

### **Meningococcal Vaccination**

Teens and young adults are at higher risk for meningococcal disease, a serious illness caused by bacteria. The two most common diseases include meningitis (infections of the fluid and lining around the brain and spinal cord) and septicemia (bloodstream infections).

Meningococcal vaccines help protect against the bacteria that cause these diseases. Preteens ages 11-12 years in Minnesota are required to have one dose of the vaccine before entering 7th grade, and a booster dose is recommended again at 16 years old. However, the timing depends on when the first dose was given.

### **Flu Vaccination**

Influenza can be more serious than the common cold. It can lead to serious complications, including hospitalization or even death. The CDC recommends that everyone ages 6 months and older get a yearly flu vaccine to protect against influenza viruses. If you or your child hasn't been vaccinated yet, it's not too late.

*Note: The CDC voted that the nasal spray flu vaccine is not effective for the 2016-2017 flu season.*

### **More Information**

Talk to your child's doctor or nurse to learn more about these and other vaccines that your child may need. You can also get more information by contacting your county Public Health department or by visiting [www.health.state.mn.us/divs/idepc/immunize/schedules.html](http://www.health.state.mn.us/divs/idepc/immunize/schedules.html).



# Health Screenings for Adults

Use these schedules to know which screenings you need and how often to have them done.

Health screenings are tests that look for diseases before you have symptoms. Even if you feel fine, it is still important to see your health care provider regularly to check for potential problems. Which tests you need depends on your age, your family history, and whether you have risk factors for certain diseases. Talk with your doctor about what screenings you need.

## Women

Screening	Age 18-39	Age 40-49	Age 50+
Physical Exam	Every year	Every year	Every year
Body Mass Index	Every year	Every year	Every year
Cholesterol Test	Ask your doctor	Ask your doctor	Ask your doctor
Blood Pressure	Every year	Every year	Every year
Diabetes	Every year	Every year	Every year
Depression	Every year	Every year	Every year
Cervical Cancer	Every 3-5 years	Every 3-5 years	Every 3-5 years
Mammogram		Ask your doctor	Starting at 50
Bone Density			After menopause or bone fracture
Colorectal Cancer			Starting at 50
Sexually Transmitted Diseases (STDs)	Ask your doctor	Ask your doctor	Ask your doctor

## Men

Screening	Age 18-39	Age 40-49	Age 50+
Physical Exam	Every year	Every year	Every year
Body Mass Index	Every year	Every year	Every year
Cholesterol Test	Ask your doctor	Ask your doctor	Ask your doctor
Blood Pressure	Every year	Every year	Every year
Diabetes	Every year	Every year	Every year
Depression	Every year	Every year	Every year
Prostate Exam		Ask your doctor	Ask your doctor
Bone Density			Yearly over 60
Colorectal Cancer			Starting at 50
Sexually Transmitted Diseases (STDs)	Ask your doctor	Ask your doctor	Ask your doctor

## Chlamydia Screenings

Chlamydia is a common sexually transmitted disease (STD) that can infect both men and women. If left untreated, it can cause serious, permanent damage to a woman's reproductive system, making it difficult or impossible for her to get pregnant later on.

Most people who have chlamydia have no symptoms. If you do have symptoms, they may not appear until several weeks after you have sex with an infected partner.

Sexually active young people are at a higher risk of getting chlamydia. It's important to have an honest, open talk with your health care provider and ask whether you should be tested for chlamydia or other STDs.

South Country members ages 16-21 years are encouraged to talk to their health care provider about chlamydia screenings and other STD screenings during their annual well-care visit (C&TC exam). With our rewards program, eligible members can receive a \$50 gift card each year they complete a C&TC visit.

For more information about chlamydia screenings or well-care visits, call Member Services at **1-866-567-7242** (TTY users call **1-800-627-3529** or **711**).

*Source: Centers for Disease Control and Prevention, 2016*

## Best Medicare Advantage Plan Award

South Country received a 2017 Best Medicare Advantage Plan award from the U.S. News and World Report for our Medicare Advantage plan, SeniorCare Complete.

SeniorCare Complete received an overall **4.5 out of 5-Star Rating** from the Centers for Medicare and Medicaid Services (CMS).

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 rank Medicare Advantage 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](http://www.medicare.gov/find-a-plan)) or by calling **1-800-MEDICARE** (TTY users call **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.

# CEO Leota Lind Named an Influential Health Care Leader

South Country Health Alliance CEO Leota Lind was selected by *Minnesota Physician* for its list of **100 influential Minnesota health care leaders**.

Every four years, *Minnesota Physician* recognizes 100 health care professionals for their demonstrated excellence in leadership and influence over the state's health care delivery system.

Each of the selected individuals was asked to share what changes and challenges their organizations are facing, past, present, and future. The following is an adapted version of what appeared in the August 2016 edition of *Minnesota Physician*:

## Leota Lind, CEO South Country Health Alliance

**Changes:** As we build on our existing partnerships and care model, we are facing a greater demand for data to support value-based care and other health care initiatives. We are working toward building a health information exchange (HIE), which will allow us to collaborate with our providers and counties, coordinate services, and reduce health care costs.

**Challenges:** Work force shortages and an aging population in rural communities is challenging us to look for technology solutions that provide better data and analytics. This is crucial for us to improve health care outcomes while reducing costs. We must continue to look for opportunities to collaborate with our communities to ensure access to quality and cost-effective local health care.

The image shows the cover of the August 2016 issue of *Minnesota Physician*, Volume XXX, No. 5. The cover features a gold laurel wreath emblem with a profile of a woman, likely representing a health care leader. The main headline is "100 Influential Minnesota Health Care Leaders" with the sub-headline "Recognizing excellence". Below this, there is a short article titled "Generic antiepileptic drug substitution" by Stephanie Kofke, MD, and Michael Proffers, MD. The cover also includes the magazine's logo and the tagline "The Independent Medical Business Newspaper".

"Leota leads this organization in seeking innovative solutions that improve our members' health care experiences and control rising costs for services," said SCHA Chief Medical Officer, Dr. Brad Johnson. "She urges South Country to focus on partnering with community resources and building on relationships with providers and other stakeholders in our counties."

Read Leota's feature in *Minnesota Physician* at [www.issuu.com/mppub](http://www.issuu.com/mppub) in the August 2016 edition. Congratulations again, Leota!



## Community Reinvestment Grants Spotlight

In November 2014, South Country Health Alliance awarded \$3 million to 17 organizations through our Community Reinvestment Grant program. We're taking a closer look at two of our grant recipients.



### TODD COUNTY

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

Todd County held a groundbreaking ceremony for the Eagle Bend Hilltop Regional Kitchen in October. The new kitchen will create opportunities to serve healthy, nutritious meals to seniors in Todd County and surrounding communities.

South Country CEO Leota Lind (pictured fourth from the left) and Todd County Joint Powers Board Chair Gary Kneisl (fourth from right) joined several other community and state partners at the ceremony. Both Leota and Gary spoke to a crowd of more than 100 people who attended the event.

Todd County Health and Human Services received a Community Reinvestment Grant from South Country to help meet the needs of the region's growing senior population. The new Hilltop Regional Kitchen will quadruple their current kitchen space so they can make more meals and serve more seniors in the community. It is expected to open June 1, 2017.

We are proud to be a partner in this innovative project and look forward to seeing the progress of Hilltop Regional Kitchen in coming months.



### STEELE COUNTY

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

The Allina Health Owatonna Hospital used grant funding to expand its award-winning in-reach social work services to provide care coordination to emergency department (ED) and clinic patients.

Using health care coordination services, the hospital aimed to reduce symptoms of depression, reduce visits to the clinic and ED, and improve patients' perception of their physical and emotional health.

Liz Keck, health care coordinator, said they successfully reached all of their goals. Of the 28 patients who participated, 41% reported reduced depression symptoms. There was only one ED visit in three months, reduced from 46 visits in the same time period. And finally, patient health status ratings increased from 6.48 to 9.48 out of a 15-point scale.

The grant, now complete, supplemented South Country's existing partnership with the Owatonna Hospital that funds health care coordination services at the hospital. Liz Keck will continue to work with ED patients to help improve their health and reduce visits to the hospital and ED.

SOUTH COUNTRY  
  
HEALTH ALLIANCE  
*Bringing Wellness Home*

2300 Park Drive, Suite 100  
Owatonna, MN 55060

Health, Wellness, or  
Prevention Information



## Find us on Facebook!

We're excited to use Facebook as a way to connect with our members. Follow along and keep up with the latest news, updates, and other important information from South Country Health Alliance.

We'll share useful health and safety tips and tell you about wellness events in your community. We will also give you the scoop on all the benefits and services we offer our members.

Facebook helps us focus on what's important, and at South Country, we're focused on YOU.

**South Country Health Alliance Member Services 1-866-567-7242 • TTY 1-800-627-3529 or 711**

Hours of Service: Oct.1 to Feb. 14, 7 days a week, 8 am to 8 pm; Feb. 15 to Sept. 30, M-F, 8 am to 8 pm  
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 សូមហៅទូរស័ព្ទតាមលេខខាងលើ ។

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.

ဟံသူဉ်ဟံသးဘဉ်တက့ၢ်. ဝဲနမ့ၢ်လိဉ်ဘဉ်တၢ်မၤစၢၤကလိလၢတၢ်ကကျိးထံဝဲဒၣ်လိာ် တိလိာ်စိတခါအံၤန့ၣ်,ကိးဘဉ်လိတိဝဲနီၢ်ဂံၢ်လၢထးအံၤန့ၣ်တက့ၢ်.

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

ໂປຣຄຊາບ. ຖ້າທ່ານ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ຟຣີ, ຈົ່ງໂທໂປຣໂທໂພຍເລກຂ້າງເທິງນີ້.

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.

LB2 (8-16)

**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, call 1-866-567-7242 (toll free), or use your preferred relay service.

**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 information and services. **Contact** SCHA Member Services at members@mnscha.org or call 1-866-567-7242 (toll free).

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 enrollees 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.

## **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)
- marital status
- sex (including sex stereotypes and gender identity)
- political beliefs
- medical condition
- health status
- receipt of health care services
- claims experience
- medical history
- genetic information

## **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 (including sex stereotypes and gender identity)

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) or 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)
- marital status
- sex (including sex stereotypes and gender identity)
- 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, 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 period. Be brief and state why you disagree with the decision. Include additional information you think is important.

If you file a complaint 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:

ATTN: 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 Health Alliance (SCHA)**

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

ATTN: Civil Rights Coordinator  
South Country Health Alliance  
2300 Park Drive, Suite 100  
Owatonna, MN 55060  
866-567-7242 (voice, toll free), 507-444-7774 (fax)  
800-627-3529 or 711 (TTY users)