



## Holiday Food Safety

With family gatherings and meals a plenty, keep your family safe this holiday season and avoid food poisoning.

### **CLEAN: Wash hands and surfaces often.**

- Wash hands with warm water and soap for 20 seconds before and after handling any food.
- Wash food-contact surfaces (cutting boards, dishes, utensils, countertops) with hot, soapy water after preparing each food item.
- Rinse fruits and vegetables thoroughly under cool running water and use a produce brush to remove surface dirt.
- Do not rinse raw meat and poultry before cooking in order to avoid spreading bacteria to areas around the sink and countertops.

### **SEPARATE: Separate raw meats from other foods.**

- Keep foods that won't be cooked separated from raw eggs, meat, poultry, or seafood—and from kitchen utensils used for those products.
- Consider using one cutting board only for foods that will be cooked (such as raw meat, poultry, and seafood) and another one for those that will not (such as raw fruits and vegetables).
- Do not put cooked meat or other food that is ready to eat on an unwashed plate that has held any raw eggs, meat, poultry, seafood, or their juices.

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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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## **Holiday Food Safety**

### **COOK: Cook to the right temperature.**

- Use a food thermometer to make sure meat, poultry, and fish are cooked to a safe internal temperature. To check a turkey for safety, insert a food thermometer into the innermost part of the thigh and wing and the thickest part of the breast. The turkey is safe when the temperature reaches 165°F. If the turkey is stuffed, the temperature of the stuffing should be 165°F.
- Bring sauces, soups, and gravies to a rolling boil when reheating.
- Cook eggs until the yolk and white are firm. When making your own eggnog or other recipe calling for raw eggs, use pasteurized shell eggs, liquid or frozen pasteurized egg products, or powdered egg whites.
- Don't eat uncooked cookie dough, which may contain raw eggs.

### **CHILL: Refrigerate food promptly.**

- Refrigerate leftovers and takeout foods—and any type of food that should be refrigerated, including pie—within two hours.
- Set your refrigerator at or below 40°F and the freezer at 0°F. Check both periodically with an appliance thermometer.
- Thaw frozen food safely in the refrigerator, under cold running water, or in the microwave—never at room temperature. Cook food thawed in cold water or in the microwave immediately.
- Allow enough time to properly thaw food. For example, a 20-pound turkey needs four to five days to thaw completely in the refrigerator.
- Don't taste food that looks or smells questionable. When in doubt, throw it out.
- Leftovers should be used within three to four days, unless frozen.

**For more information, visit [FoodSafety.gov](http://FoodSafety.gov).**

*Source: U.S. Department of Agriculture*

# Dental Tricks for Battling Treats

Now that Halloween is over and the candy is long gone, learn how to combat the sugary treats and keep your child's smile clean.

The costumes are put away and the pumpkins are carved. Though Halloween is over, something scarier may be awaiting: cavities! Follow these tips to make sure your kids are taking care of their teeth.

## Brush

Kids should brush their teeth at least twice a day for two minutes each time. Use a pea-sized dab of an ADA-accepted fluoride toothpaste and a soft-bristled toothbrush. Brush the front, back, inner, and outer surfaces and the tops of their teeth. Don't forget to brush the tongue. You may want to supervise your children until they get the hang of these simple steps.

## Floss

Flossing removes particles and plaque between teeth that brushing misses. You should floss your children's teeth every day beginning at age 4. Most kids can begin flossing for themselves by the time they are 8 years old.

## Eat

Nutritious foods are an important part of keeping kids' smiles healthy and their teeth strong. It's okay to have a treat every once in a while, but try to give your child a well-balanced diet. Limit starchy or sugary foods, which produce plaque acids that cause tooth decay.

## Routine

Remember to get regular dental checkups. Kids should see their dentist every six months to make sure they are taking good care of their teeth and gums. Regular dentist visits help prevent cavities and other dental problems.

South Country covers the cost of many dental services. If you need help finding a dentist in your area or scheduling an appointment, call DentaQuest at **1-800-516-2940**.

*Source: American Academy of Pediatric Dentistry*



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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](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.

## Get Moving

Do you get stressed-out around the holidays? Then get up, and get moving!

Along with the well-known physical benefits of exercise, it can also reduce stress and improve your mood and self-esteem. So if you're feeling stressed, anxious, or depressed this holiday season, get some regular exercise!

Set aside time every day to take a walk or run. These activities can boost your mood in just five minutes. They also help you maintain your weight, or at least minimize weight gain from eating too many treats.

You can also try a gentle mind/body workout, such as stretching or yoga. Yoga is great for flexibility, but can also help you relax.

Most importantly, don't skip your workouts. Keep things simple by exercising at home or planning short workouts at the gym.

## Coping with Financial Stress

The holidays can be a frustrating time of year, especially when you are trying to spend money on gifts. Here are some tips to help you deal with financial stress.

### Budget

The best thing you can do to is prepare ahead of time. Before you even go gift and food shopping, decide how much money you can afford to spend. **Then stick to your budget.**

Make a list of things you're expecting to spend your money on. This could be travel, food, or presents. If you find you'll have to spend a little more than usual for the holidays, think of ways you can cut back in other areas.

### Shop Smart

Don't wait last-minute to shop during the holidays. This can lead to impulsive buying, which is stressful for your health and your budget. Give yourself plenty of time so you're not fighting a deadline.

If you can, set aside specific days for shopping early in the season. Many people wait until the last few days, making stores crowded and picked-over.

### Two Rules

There are two important rules to follow to make sure your holidays are happy and financially healthy:

- Never go into credit card debt for holiday spending.
- Never dip into an emergency fund for the sake of buying gifts or decorating your home.

Try not to get wrapped up in buying and spending. Remember, the holidays aren't all about gifts and presents.

## Warding Off the Holiday Blues

Stress and depression can ruin your holidays and hurt your health. When stress is at its peak, it's hard to stop and regroup. Try to prevent stress and depression in the first place, especially if the holidays have taken an emotional toll on you in the past.

You can't force yourself to be happy just because it's the holiday season.

If someone close to you has recently died or you can't be with loved ones, realize that it's normal to feel sadness and grief.

Remember, the holidays don't have to be perfect. Try to accept family members and friends as they are, even if they don't live up to all of your expectations.

Set aside your differences until another time.

If you are feeling more overwhelmed or depressed than usual, get help and talk to your doctor or a mental health professional.

*Source: Mayo Clinic, 2014*





## Drive Safely This Winter

'Tis the season for gathering family and friends together. But here in Minnesota, winter adds snow, ice, and visibility challenges when you're trying to get from place to place.

There are several things you can do to prepare for safer traveling on winter roads. Plan ahead, and make sure your vehicle is in good condition before you take off. Keep your gas tank at least one-half full. Also, take along the necessary supplies to help you in an emergency. (See "Survival Road Kit" in the column to the right.)

Before you drive anywhere, check the road conditions. Look at the weather forecast, or get up-to-date information by calling 511 or visiting [www.511.mn.org](http://www.511.mn.org). You should also tell someone where you are going, when you're leaving, and the route you will take. That way, if you do have difficulty, it will make it easier to find you.

If you are traveling with children, check that you have proper child safety restraints in your vehicle. Minnesota law requires children age 7 and younger to ride in a federally-approved child safety seat or booster seat, unless the child is 4 feet and 9 inches or taller. Our Be Buckled™ program provides South Country members with one car seat per child age 7 or younger, along with tips about how to safely use the car seat. Call your county Public Health department to learn more about this program.

Give yourself plenty of travel time. Slow down to a safe speed for current conditions. Be gentle on snow or ice by starting slowly and braking gently. If you start to lose steering control, **do not** slam on your brakes. Instead, take your foot off the gas and steer as straight as possible.

Stay within the limits of your vision. Even during the day, snow and wind can make it extremely difficult to see the road. If visibility makes it too hard to see, pull over to the side of the road and turn on your hazard blinkers.

*Source: Minnesota Department of Public Safety*

## Survival Road Kit

If you get stranded on the side of the road, make sure you're prepared with a winter survival kit for your car.

Hundreds of Minnesotans find themselves stranded on the side of the road each winter. A survival road kit could save your life and the lives of your passengers. Here's what you need:

### Small Items

- Candles and matches
- Sharp knife
- Brightly colored cloth
- Pencil and paper
- Large plastic garbage bag
- Whistle
- Snacks
- Flashlight and spare batteries

### Bulky or Heavy Items

- Windshield scraper
- Shovel
- Tow rope
- Booster cables
- Reflectors
- Sleeping bag
- Blankets
- Extra hats and mittens
- Bag of sand, salt, or cat litter to place under tires if stuck in snow or ice

If you are stranded, **stay in your vehicle**. Walking in a storm can be very dangerous. You might lose your way or become exhausted, collapse, and risk your life. If you have one, use your cell phone to call 911. Also keep warm by moving your arms and legs, changing positions frequently, and rubbing your hands and feet together. Don't start your engine unless you're sure the exhaust pipe is free of snow.

## Emergency Care

Emergencies can happen at any time. Find out what is covered when you have a medical emergency.

A medical emergency is when you believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb.

You may get covered emergency medical care whenever you need it, anywhere in the United States. South Country covers ambulance services in situations where getting to the emergency room in any other way could endanger your health.

If you have an emergency, we will talk with the doctors who are giving you emergency care to help manage and follow up on your care. The doctors who are giving you emergency care will decide when your condition is stable and the medical emergency is over.

After the emergency is over, you are entitled to follow-up care to be sure your condition continues to be stable. South Country also covers the costs of follow-up care. If your emergency care is provided by out-of-network providers, we will try to arrange for network providers to take over your care as soon as your medical condition allows.

If you have a medical emergency, **get help as quickly as possible.** Call 911 or go to the nearest emergency room.

## Member Services Q&A

South Country is there for our members. Here are some of the things our members have been calling us about lately.

### Q: What plan am I enrolled in?

**A:** Look at your South Country member ID card. The plan you're enrolled in is on the top right corner (Program Name). You can also find your primary care provider and other plan details on your ID card.

<b>SOUTH COUNTRY</b> <b>HEALTH ALLIANCE</b> <i>Bringing Wellness Home</i>		<b>AbilityCare</b> <b>(HMO SNP)</b> <b>H5703001</b>	Program Name
Name: <b>SAMPLE, JOSEPH Q</b>		DOB: <b>02/10/1961</b>	
ID: <b>XXXXX123401</b>		Effective Date: <b>01/01/14</b>	
PMI#: <b>XXXX1234</b>		Date Issued: <b>01/01/14</b>	
PCP: <b>MYCLINIC</b>		Issuer: <b>80840</b>	
PCP Phone: <b>(555)555-5555</b>			
Primary Care Provider	Medical Acct #: <b>MYACCOUNT</b>	Medicare PCN: <b>06190000</b>	
	Service Type: <b>MEDICARE</b>	Medicare Bin: <b>012353</b>	
	Care Type: <b>SCHA ABCARE</b>	Medicaid PCN: <b>06180000</b>	
		Medicaid Bin: <b>600428</b>	
Office Visit Copay: Preventive <b>\$0.00</b> ; Non-Preventive <b>\$0.00</b>		<b>MedicareRx</b> Prescription Drug Coverage	
Non-Emergency ER Copay: <b>\$0.00</b> ; Eyeglasses: <b>\$0.00</b>			

If you don't have your ID card available, call Member Services. They will review your plan with you and send you a new card if you need one.

### Q: I can't get a prescription. What should I do?

**A:** There are a few reasons why members are unable to get their prescriptions. Most often, it is because it is too soon for a prescription refill, a prior authorization on a drug has expired, or the drug is not listed in South Country's formulary.

If your prescription drug is not included in the formulary, you should work with your doctor and South Country's Member Services. They can help you find an alternative drug that is covered by South Country.

Member Services can also help you with questions or concerns relating to your specific prescription.

### Q: How do I change my primary care provider?

**A:** You can change your primary care provider at any time. Just call Member Services and a specialist will help you find a new primary care provider in South Country's provider network. Member Services will make the change and send you a new ID card. You can visit your new primary care provider even before you get your new card.

**South Country Health Alliance Member Services**  
1-866-567-7242 • TTY 711  
Calls to these numbers are free.  
8:00 a.m.-8:00 p.m., 7 days a week

# Diabetes and Cholesterol

People with diabetes are more likely than people without diabetes to have cholesterol problems. Learn more about cholesterol and how to manage it.

Cholesterol is a soft, waxy substance found in the bloodstream and the body's cells. When you have too much cholesterol in your blood, plaque can build up inside your arteries, which limits the flow of blood to the heart.

Unfortunately, people with diabetes are more prone to having unhealthy cholesterol levels, which contributes to heart disease and other problems.

## How does diabetes affect cholesterol?

Diabetes tends to lower "good" cholesterol levels and raise "bad" cholesterol levels. Because of this, diabetics are at increased risk for heart disease and stroke. This common condition is called diabetic dyslipidemia.

## What can you do to improve your cholesterol?

- If you smoke, quit.
- Lose weight if needed.
- Exercise most days of the week for 30 minutes at medium intensity.
- Eat a low-fat, low-cholesterol diet with plenty of veggies, whole grains, and fruit.
- Increase monounsaturated fats in your diet, such as canola oil, avocado oil, or olive oil.
- You may need to take cholesterol-lowering medicine called statins.

Cholesterol is also affected by blood pressure and blood glucose. If your blood glucose and blood pressure are high, your cholesterol numbers may be off as well. Talk to your doctor about how to lower your risk.

*Source: American Heart Association, 2014*

# Cholesterol Screening Measures

You can get your cholesterol checked by your doctor. Cholesterol screenings use a blood sample to measure your level of high-density lipoprotein (HDL) cholesterol, low-density lipoprotein (LDL) cholesterol, and triglycerides. Talk to your doctor about how often you should have your cholesterol checked. For most people with diabetes, here are the LDL, HDL, and triglycerides numbers to aim for:

**LDL ("bad" cholesterol):** Less than 100 mg/dl

**HDL ("good" cholesterol):** Higher than 40 mg/dl for men and 50 mg/dl for women is good, but an HDL 50 mg/dl or higher helps everyone lower their risk for heart disease.

**Triglycerides (a kind of blood fat):** Less than 150 mg/dl

*Source: American Diabetes Association, 2013*



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** (711 for the hearing impaired).



## Pneumonia Prevention

Pneumonia affects millions of people each year, but it can often be prevented.

Pneumonia is an infection of the lungs that can cause mild to severe illness in people of all ages. Common signs of pneumonia include cough, fever, and trouble breathing.

Though anyone can get pneumonia, certain people are more likely to become infected:

- Adults age 61 or older
- Children age 5 or younger
- People who have asthma, diabetes, or heart disease
- People who smoke

Pneumonia can be prevented through vaccination and appropriate treatment. Vaccines against pneumococcus, influenza (flu), Hib, pertussis, and measles can prevent a significant portion of pneumonia cases from occurring. Talk to your doctor about what vaccines are right for you.

## Flu Vaccine: No More Excuses

The flu vaccine is safe and can protect the ones you love. Don't make excuses. Spread the word and get vaccinated!

### **I'm healthy. I don't need a flu vaccine.**

The flu (influenza) is a contagious disease which affects the lungs and can lead to serious illness. Even healthy people can get sick enough to miss work or school for a significant amount of time or even be hospitalized. Flu viruses are unpredictable, and every season puts you at risk.

The flu vaccine is recommended yearly for everyone 6 months of age and older, especially those at increased risk of serious flu-related complications. This could include older people, young children, pregnant women, and people with medical conditions like asthma, diabetes, and heart disease.

### **But what if the flu vaccine makes me sick?**

The flu vaccine cannot give you the flu. The most common side effects from a flu shot are a sore arm and maybe a low fever or achiness. These side effects are mild and short-lived.

### **I hate shots.**

The very minor pain of a flu shot is nothing compared to the suffering that can be caused by the flu. The flu can make you very sick for several days, send you to the hospital, or worse. There is also a nasal-spray option for healthy people ages 2 through 49 years who aren't pregnant.

### **I got a flu shot last year, so I don't need another one.**

Flu viruses are constantly changing, so each year the flu vaccine is updated. Previous vaccines will not protect you from getting the flu this season.

*Source: Centers for Disease Control and Prevention*



## Easy Ways to Avoid Getting Sick

Not all viruses can be prevented by a vaccine. Here are some simple strategies to help you stay healthy this winter.

### **Wash Your Hands**

When you wash your hands regularly, you are removing germs and preventing the spread of germs to others. Wash your hands before and after handling food, after using the bathroom, and after blowing your nose, coughing, or sneezing. Use soap and clean water every time.

### **No Sharing**

Avoid sharing personal items like toiletries, towels, and pillows. Teach your kids not to share food, drinks, and other things that go in the mouth.

### **Go to Bed**

Get proper rest and good nutrition to build up your immune system. Try to get at least seven or eight hours of sleep each night.



## Care for Your Bones

When you don't take care of your bones, they can become weaker and easier to break. Learn if you're at risk of osteoporosis.

### What is osteoporosis?

Osteoporosis is a disease of the bones. It happens when you lose too much bone, make too little bone, or both. Your bones become weak and may break from a minor fall or even from simple actions, such as bumping into furniture.

Both men and women are affected by osteoporosis, but women are more likely to get the disease. Studies show that about one in two women over age 50 will break a bone because of osteoporosis.

### Risk

There are a variety of factors—both controllable and uncontrollable—that put you at risk for developing osteoporosis. You may be at increased risk if you are over age 50, female, have a family history of osteoporosis, or are small and thin. If you are not getting enough calcium and vitamin D, have an inactive lifestyle, and smoke and drink too much, you could also be at greater risk.

It is important to talk with your health care provider about your risk factors for osteoporosis.

### Screening

Sometimes osteoporosis is called a silent disease because you can't feel your bones getting weaker. That is why you should get a bone density test. This test tells you if you have normal bone density, low bone density, or osteoporosis. A bone density test can help you learn if you have weak bones or osteoporosis **before** you break a bone.

This test is especially important for women age 65 and older, men age 70 and older, and women and men who have broken a bone after age 50.

For qualified individuals (generally, this means people at risk of losing bone mass or at risk of osteoporosis), South Country covers bone density tests every 24 months or more frequently if medically necessary.

*Source: National Osteoporosis Foundation*

## Knock Out Osteoporosis

Osteoporosis—and the broken bones it can cause—is not part of normal aging. Now is the time to take action.

You're never too young or too old to improve the health of your bones. Whatever your age, the habits you adopt now can affect your bone health for the rest of your life.

There is a lot you can do to protect your bones. Getting enough calcium, protein, and vitamin D is essential to building strong, dense bones. Dairy products like milk, yogurt, and cheese have plenty of calcium, as well as protein.

Aside from dairy, there are many other foods you can eat that are good for bone health. Get plenty of fish, fruits, and vegetables. A well-balanced diet will keep your bones strong and give you the nutrients you need every day.

Also, try to engage in regular exercise. Both weight-bearing and muscle-strengthening exercises are important for building and maintaining bone density. Do a variety of exercises, like jogging one day and lifting weights the next.

## Breast Cancer Awareness

Breast cancer is the most common cancer in women in the United States and is found in thousands of men as well. But millions of people are surviving the disease thanks in part to early detection.

### What is breast cancer?

Breast cancer is a malignant tumor that starts in the cells of the breast. These cancer cells can grow into surrounding tissues or spread to other areas of the body.

### Screening and Detection

Early detection is the key to saving lives. The best defense is to find breast cancer early, when it's small, has not spread, and is easier to treat.

Women should know how their breasts normally look and feel. If there is a change or lump, talk to your doctor. Health care providers also perform clinical breast exams during regular check-ups.

Mammograms are the best screening tool for breast cancer used today. A mammogram is an X-ray exam of the breast that can detect early signs of breast cancer. Women at average risk should get a mammogram every year starting at age 40.

**South Country provides a voucher for eligible women to bring to their mammogram appointments.** Mail the completed voucher back to South Country to receive a \$50 gift card!

*Source: American Cancer Society*



## The Great American Smokeout

On November 20, join smokers across the nation in taking an important step towards a healthier life and quit smoking.

Tobacco use remains the single largest preventable cause of disease and premature death in the United States. Yet, about 42 million Americans still smoke cigarettes, cigars, or pipes.

On the third Thursday of November each year, smokers take part in the American Cancer Society **Great American Smokeout**. They use the date to make a plan to quit, or plan in advance and quit smoking that day. The Great American Smokeout challenges people to stop using tobacco and helps them know about the tools they can use to kick the habit for good.

By quitting—even for one day—smokers are taking steps towards a healthier life. The health benefits of quitting start immediately from the moment of smoking cessation. After only 20 minutes, your heart rate and blood pressure drop. 12 hours after quitting, the carbon monoxide level in your blood drops to normal.

Quitting smoking also lowers the risk of diabetes, lets blood vessels work better, and helps the heart and lungs. Quitting while you are younger will reduce your health risks more, but quitting at any age can give back years of life that would be lost by continuing to smoke.

Research shows that smokers are most successful in quitting when they have support. That is why South Country Health Alliance offers information and support for our members through the **Mayo Clinic Tobacco Quitline**. The quitline is a telephone smoking-cessation hotline that helps people become tobacco-free.

Mayo Clinic is a recognized leader in the treatment of tobacco use and dependence. Quitline counselors help build your self-confidence and enhance your motivation to quit, offering support and encouragement every step of the way.

It's easy to get started. Call the Mayo Clinic Tobacco Quitline toll-free at **1-800-504-3451** to schedule your first call with a counselor.

*Source: American Cancer Society*

## You Answer, We Listen!

South Country members get the opportunity to complete a satisfaction survey and tell us what they think. We take survey responses seriously and use them to improve our service.

Every year, a variety of surveys are sent to a random selection of South Country members. These surveys measure your satisfaction with us as your health plan. (To learn about the surveys, see "More About Member Surveys" in the column to the right.)

The surveys are sent in the mail. If there is no response, members receive follow-up surveys over the phone. When you get a survey, it is important to us that you complete it. 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 needs.

If you have questions about these or any health surveys you receive, call Member Services toll-free at **1-866-567-7242** (711 for the hearing impaired). A Member Services specialist can help you complete the survey or answer other questions you may have.

South Country would like to thank our members who completed the surveys last year. We sincerely appreciate your feedback, and we look forward to continuing to provide you with excellent service.

## More About Member Surveys

### Health Outcomes Survey

This survey, also known as the HOS, assesses the quality of members' mental and physical health over time. It also measures members' access to health care and experience receiving care. The Centers for Medicare and Medicaid Services (CMS) sends the HOS to members every April.

### Consumer Assessment of Healthcare Providers and Systems (CAHPS)

The CAHPS survey measures member satisfaction with their health plan, medical providers, care coordinators, and quality of care.

Minnesota's Department of Human Services sends this survey to members in November, and CMS sends one in March. Watch your mail for a CAHPS survey!

## South Country Earned Top Ratings in 2014

Last year, survey results showed that South Country was among the top performing Minnesota health plans for the following measures in our programs.

### Medical Assistance

Customer Service  
Rating of All Health Care  
Rating of Personal Doctor

### MinnesotaCare

Getting Needed Care  
How Well Doctors Communicate  
Rating of Health Plan

### Minnesota Senior Care Plus

Getting Care Quickly  
Rating of Health Plan  
Rating of Specialist Seen Most Often

### AbilityCare

Customer Service  
Getting Needed Care  
Rating of Health Plan

### SeniorCare Complete

Getting Needed Care  
Improving or Maintaining Physical Health  
Rating of Personal Doctor



2300 Park Drive, Suite 100  
Owatonna, MN 55060

Health, Wellness, or  
Prevention Information

### **Ask Mayo Clinic 24-Hour Nurse Helpline**

Experienced nurses are only a phone call away. *Ask Mayo Clinic* provides reliable health information in response to your health concerns and questions. They can also help you decide on the appropriate level of care. Call them at **1-800-504-3451**.

## **We Are Here For You**

Call South Country's Member Services to answer your questions.

When it comes to helping our members, Member Services is here. Member Services staff are available to answer your phone calls from 8 a.m. to 8 p.m., Monday through Friday. Call them toll-free at 1-866-567-7242, or 711 for the hearing impaired.

Member Services can answer your questions about covered benefits, prescription drug coverage, primary care clinics, wellness programs, interpreter needs, and so much more! If you are having problems getting services, Member Services is here to help you.

## **South Country Health Alliance Member Services**

1-866-567-7242 • 711 (TTY for the hearing impaired)

8 a.m. - 8 p.m., M-F • All calls are toll-free

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