

THE

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Connection

Keeping South Country Members Informed



Welcome To You, Our Members

Whether you're new to South Country Health Alliance or have enjoyed our service for years, we want to share some of the programs, services, and support we offer to our members.

First of all, what is South Country Health Alliance?

South Country Health Alliance is a health plan that is owned by 11 counties in Minnesota: Brown, Dodge, Goodhue, Kanabec, Morrison, Sibley, Steele, Wabasha, Wadena, and Waseca counties (also serving Freeborn County). We are committed to sustaining and improving access to health care in rural Minnesota communities.

South Country provides health care coverage to more than 40,000 members in our service area. Our members come first, and we work every day to help you manage your health care benefits, costs, and well-being.

We're Here to Help

Our Member Services call center is available to answer your questions. You only need to call one phone number to reach a friendly Member Services Specialist. Member Services can help you find a provider, schedule a health care appointment, answer questions about covered benefits, and much more.

Call Member Services at **1-866-567-7242** (TTY users call **1-800-627-3529** or **711**) Monday through Friday from 8 a.m. to 8 p.m.

What's Inside

Rewards for Good Health, Page 3
Receive gift card rewards when you and your family get preventive care services through our Be Rewarded™ program.

Annual Report, Page 6
See last year's numbers and a message from South Country's CEO Leota Lind.

Cancer Screenings, Page 8
Screening tests can help find cancer at an early stage before symptoms appear. We're taking a closer look at cervical cancer and breast cancer screenings.

Community Initiatives: Children's Health and Safety, Page 10
Learn about the exciting ways our partners are improving children's safety and mental health in their communities.

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.

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County



Visit our website www.mnscha.org for search tools, materials, updates, and more.

Continued from page 1

Welcome To You, Our Members

Doctors and Other Providers

South Country Health Alliance members have access to a broad network of health care providers throughout the state that includes most major and local hospital systems. We also have an established network of dentists, chiropractors, mental health specialists, pharmacies, and more.

Online Search Tools

Our website includes a provider search tool to help you locate medical, dental, and specialty providers in South Country's network. Visit www.mnscha.org and click **Find a Provider** on the home page.

Our pharmacy search tool helps you find a pharmacy in your area where you can get your prescriptions and medications. Click **Find a Pharmacy** on the home page of our website.

Finally, you can search for covered drugs and medications using our drug search tool. Click **Find a Drug** on the home page of our website.

Printed provider and pharmacy directories and drug formularies are available in new member packets, on our website, and upon request. Call Member Services at the number listed on the front cover to ask for a copy.

Wellness Rewards

We want to help you prevent health problems before they occur. South Country's Take Charge!™ Wellness Programs offer gift card rewards for preventive care services, discounts for health club memberships and community education classes, and much more. Read more about our wellness programs on the next page.

Rewards for Good Health

Our Be Rewarded™ program rewards members who complete important preventive care services on time.

Your health matters to us. We want to empower our members to Take Charge! of their health and achieve their best personal wellness.

That's why we offer gift card rewards to encourage members to get timely preventive care services, including check-ups, vaccinations, and screening tests. These services help ensure healthy growth and development and detect problems before they become more serious.

South Country Health Alliance supports the following reward programs:

Activity	Requirement	Reward
Prenatal Care	First trimester, or within 42 days of enrollment	\$75 gift card
Postpartum Care	21-56 days after delivery	\$75 gift card
Infant Well-care Visit*	6 checkups before age 15 months	\$100 gift card
Lead Test	Age 1 & again by age 2	\$25 gift card
Childhood Immunizations	All vaccines by age 2	\$50 gift card
Child Well-care Visit*	Ages 3, 4, 5, and 6	\$50 gift card
Adolescent Well-care Visit*	Ages 11-17	\$50 gift card
Adolescent HPV Immunization	Vaccine series before age 13	\$50 gift card
Young Adult Well-care Visit*	Ages 18-21	\$50 gift card**
Mammogram	Age 50+	\$50 gift card

*Well-care visits are also known as Child & Teen Checkups (C&TC exams)

**Additional \$25 bonus for completing a chlamydia screening during exam

Receiving your gift card reward is easy. Simply bring the correct voucher to your appointment, have your doctor fill it out, and mail it back to South Country Health Alliance within 60 days of the appointment.

Vouchers are available at your county public health department and on our website at www.mnscha.org (Members > Wellness Programs). You can also call Member Services at 1-866-567-7242 (TTY users call 1-800-627-3529 or 711) to request an individual voucher or voucher booklet.

All gift card rewards are good for Walmart. More details about these reward programs and other wellness programs are included in our Take Charge!™ Brochure. Call Member Services to request a brochure, or find it on our website at www.mnscha.org (Members > Wellness Programs).

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Website: www.mnscha.org

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

Fraud, Waste, and Abuse

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

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

South Country Health Alliance makes authorization decisions using evidence-based standards of care, medical necessity criteria, and the member's benefit coverage. South Country 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.

Women, Infants, Children (WIC)

The Women, Infants, and Children (WIC) program is a statewide nutrition and breastfeeding program that helps young families eat well and be healthy.

WIC helps pregnant women learn about nutritious food for a healthy pregnancy and helps new moms meet their breastfeeding goals. The program also provides education and nutritious foods to families with young children so they are healthy and ready to learn.

To learn more about WIC, visit the Minnesota Department of Health (MDH) website at www.health.state.mn.us or call your county's public health office. Find out if you are eligible, and locate a WIC clinic near you.

Source: Minnesota Department of Health, 2017

County Public Health Directory

South Country Health Alliance partners with public health to provide health care support and services to members. Find a public health office in your community.

County	Office Location	Phone Number
Brown County	New Ulm	507-233-6820
Dodge County	Dodge Center	507-635-6150
Freeborn County	Albert Lea	507-377-5100
Goodhue County	Red Wing	651-385-6100
Kanabec County	Mora	320-679-6330
Morrison County	Little Falls	320-632-6664
Sibley County	Gaylord	507-237-4000
Steele County	Owatonna	507-444-7650
Todd County	Long Prairie	320-732-4500
Wabasha County	Wabasha	651-565-5200
Wadena County	Wadena	218-631-7629
Waseca County	Waseca	507-835-0685

TTY users call 1-800-627-3529 or 711. Office hours vary per county.

Public Health Provides Covered Services

Did you know South Country Health Alliance members can get covered medical services at your county public health office? Learn more about what public health can do for you.

Health Screenings and Checkups. Adults can get health screenings at their public health office that include screenings for blood pressure, glucose, and cholesterol. Screenings for eligible children can include vision, hearing, teeth, growth, learning and emotional development, and lead poisoning.

Fluoride Varnish Application. Dental screenings for eligible children can include fluoride varnish application.

Immunizations. Public health provides immunizations for eligible children and adults, including seasonal influenza; diphtheria, pertussis, and tetanus (DTap or Tdap); measles, mumps, and rubella (MMR); human papillomavirus (HPV); polio; pneumococcal; and more.

Car Seats. South Country Health Alliance partners with public health to provide car seats to eligible families through our Be Buckled™ program. We will provide one car seat per child age 7 and younger, per lifetime, along with training on how to safely use the car seat.

Services may be different depending on what is available in your county. Call your local public health office (see directory above) to find out what medical services are offered.



Ask Mayo Clinic Nurse Advice

South Country members can get 24/7 nurse advice by phone or online with the *Ask Mayo Clinic* nurse helpline.

Health concerns don't always follow a 9-to-5 schedule. Fortunately, with *Ask Mayo Clinic*, registered nurses are on call around the clock to answer your health questions.

Get the Right Care for Your Needs

When you or a family member is having symptoms and you're not sure where to be seen, call *Ask Mayo Clinic*. You will get trusted guidance from a caring and professional nurse on getting the right level of care.

Ask Mayo Clinic can help you with questions about these health problems:

- Chronic health issues, such as asthma
- Cuts or burns
- Dizziness or severe headaches
- Sore throat
- High fever
- And more

If you believe you have a medical emergency, always call 911 or go to the nearest emergency department.

Telephone & Online Advice

Call *Ask Mayo Clinic* toll-free at **1-800-504-3451**, available 24 hours a day, 7 days a week. This number is listed on the back of your member ID card.

You can also visit *Ask Mayo Clinic* online at www.southcountrynurseline.com and enter your South Country Health Alliance access code. (Call Member Services at **1-866-567-7242** or TTY **1-800-627-3529** if you have not received your member access code.) The online tool is secure, private, and free for all members. Once you enter your symptoms, the site will give you advice on how to seek medical care.

Mayo Clinic Tobacco Quitline

A telephone-based service to help you be tobacco-free

Giving up tobacco is the single best thing you can do to improve and protect your health, now and for the rest of your life. But simply put, *quitting is not easy*.

Convenient & Effective

South Country members can call the Mayo Clinic Tobacco Quitline for free telephone-based counseling. This convenient program is proven to be effective: on average, 50% of Mayo Clinic Tobacco Quitline members who complete the program are still tobacco-free six months after enrollment (compared with about 5% of people who are able to quit on their own).

Individualized Support

When you are ready to quit using tobacco, your counselor will work with you one-on-one to help you develop a quit plan and set a quit date. Along with follow-up calls, you will receive a self-paced workbook and other information with helpful quit tips and strategies. No pressure or hassle—just support and encouragement.

Get Started

If you're ready to quit tobacco use, call the Mayo Clinic Tobacco Quitline anytime at **1-800-504-3451** (toll-free) to schedule your first call with a counselor.

Source: Mayo Clinic Health Solutions



Committed to Our Communities

“ Amid change and uncertainty, South Country Health Alliance is always committed to the health and well-being of our members. ”

- CEO Leota Lind

It is no secret that health care has faced a number of challenges in the past couple of years. We health plans have found it increasingly difficult to meet the rapidly-changing demands of rising health care costs and shifting policies.

However, amid change and uncertainty, South Country Health Alliance is always committed to the health and well-being of our members. As a county-based purchasing health plan, we are owned by our counties and held accountable to our communities. We take that seriously.

Last year, we celebrated our 15th anniversary, an important milestone in our history. For 15 years, we have served our members, and we are proud of that commitment.

Since the beginning, we have continuously looked for opportunities to provide even better service to South Country members. Our community partners have played an essential role in helping us adapt and grow in the face of change. We

are fortunate to have passionate providers and partners in county public health and human services who share our commitment to members and improving health care in rural communities.

Without our community partners, South Country could not provide the excellent level of service and quality that we do. By working together as a team, we earned high performance scores in several quality and satisfaction measures, which is best reflected in our 4.5 out of 5 Medicare star rating for SeniorCare Complete last year.

Not only are we committed to providing quality services to members, but we also make an extra reinvestment in the communities where you live and work. Our Community Reinvestment Grant program supports several initiatives led by our community partners. They have already made a significant impact on improving health outcomes in their communities. Some projects even earned statewide recogni-

tion for their efforts, including the Commissioner's Circle of Excellence Award, Rural Health Team Award, and Pinwheels for Prevention Award. We couldn't be more proud of the good work being done in our communities.

Additionally, our relationship with local and state legislators is becoming more important, as their influence shapes health care in Minnesota. This year, I met with many of the legislators who represent a South Country county to talk about county-based purchasing and our impact on health care in rural communities. I was pleased with our discussions and look forward to continuing to work with them.

No matter what changes lie ahead, know that you have a dedicated team at South Country Health Alliance and in your community who works every day to put your needs first. Whether you are brand new to the plan or have been a member for years, I want to *thank you* for trusting us as your health plan.



Financial Statement Summary

January - December 2016

South Country Health Alliance had a challenging year financially in 2016. Increased costs for health care claims, combined with establishing a reserve for future losses on some programs, contributed to a net loss of \$10.2 million for the year. Despite this outcome, South Country's financial position remains strong—an important factor for the ongoing protection of our members.

South Country receives its revenue from the Minnesota Department of Human Services and Centers for Medicare and Medicaid Services based on membership. We use this revenue to pay for our members' medical expenses. In 2016, South Country was charged \$226.3 million for members' health care expenses. This was 89% of total expenses. The remainder was spread between claim adjustment and cost containment expense, general administrative expense, and a reserve for future losses.

South Country had nearly \$24.6 million set aside in claim liability reserves on our balance sheet on 12/31/2016 for future member medical benefit payments. In addition to these reserves, South Country had Capital and Surplus of \$20.4 million, which exceeds the statutory net worth requirements of the State of Minnesota.

2016 Summary of Financial Statements

Balance Sheet

Assets	\$	71,033,499
Liabilities	\$	50,631,151
Capital and Surplus	\$	20,402,348

Statement of Revenues and Expenses

Capitation Revenues	\$	243,900,466
Health Care Expenses		
Physician, Hospital, and Dental Expenses	\$	200,235,860
Pharmacy Expenses	\$	26,089,717
Total Health Care Expenses	\$	226,325,577
Net Reinsurance Expense (Recovery)	\$	(721,764)
Other Expenses		
Claim Adjustment and Cost Containment	\$	9,819,306
General Administrative Expenses	\$	13,868,052
Increase in Reserve for Health Contracts	\$	5,111,000
Total Other Expenses	\$	28,798,358
Operating Income	\$	(10,501,705)
Investment Income	\$	278,566
Net Income	\$	(10,223,139)

Complete audited financial statements are available upon request.

Cervical Cancer Prevention

Cervical cancer is a cancer that starts in a woman's cervix (the lower, narrow end of the uterus). The human papillomavirus (HPV) is the main cause of cervical cancer. HPV and cervical cancer may not cause signs or symptoms early on. That is why it's important to ask your doctor about screenings.

Screening tests can find abnormal cells so they can be treated before they turn into cancer.

The Pap test looks for changes in cells on the cervix that could turn into cancer if left untreated.

The human papillomavirus (HPV) test looks for the virus that causes these cell changes.

The only cancer the Pap test screens for is cervical cancer.

HPV is the main cause of cervical cancer.

HPV is a common virus passed from one person to another during sex. HPV usually goes away on its own, but if it doesn't, it can cause cancer.

Most women don't need a Pap test every year. HPV tests aren't recommended for screening women under 30.

Have your first Pap test when you're 21. If your test results are normal, you can wait three years for your next Pap test.

When you turn 30, you have a choice:

- If your results are normal, get a Pap test every 3 years.
- -OR- Get both a Pap test and an HPV test every 5 years.

You can stop getting screened if:

You're older than 65 and have had normal Pap test results for many years.

Your cervix was removed during surgery for a non-cancerous condition like fibroids.

Source: Centers for Disease Control and Prevention, 2017



4 Mammogram Myths

Common mammogram myths you may believe could have a serious impact on your long-term health.

Myth 1: I don't have any symptoms of breast cancer or a family history, so I don't need an annual mammogram.

All women age 50 and older should get a mammogram every year, regardless of symptoms or family history. Mammograms help detect breast cancer earlier, leading to less aggressive treatment and a higher rate of survival.

Myth 2: My doctor didn't tell me I needed a mammogram, so I can't schedule an exam.

You don't need your doctor to order a mammogram screening for you. If you are a woman age 50 and older, you should have a mammogram every year, even if your doctor forgets to mention it.

Myth 3: I had a normal mammogram last year, so I don't need another one this year.

Having a normal mammogram is great news, but it doesn't guarantee that future mammograms will be normal. Mammography is detection, not prevention.

Myth 4: Mammograms expose me to an unsafe level of radiation.

A mammogram does use radiation, but it is a very small amount. Mammograms are safe as long as the facility you go to is certified by regulation agencies and follows medical guidelines.

South Country provides a \$50 gift card reward every year for eligible women who complete their annual mammogram screenings. Call Member Services at 1-866-567-7242 (TTY users call 1-800-627-3529 or 711) to request a voucher.

Source: John Hopkins Medicine, 2016

Breast Cancer Focused Study

Through South Country's Be Rewarded™ program (see page 3), women age 50 years and older can receive a \$50 gift card reward every year they get a mammogram.

In 2016, we conducted a focused study to better understand what influences women to get a mammogram. Did they receive an annual mammogram? If not, why not?

The study included women ages 60-74 who did not complete a mammogram screening between October 1, 2013-December 31, 2015.

In telephone surveys, we asked members a series of questions to learn why they did not complete a mammogram screening in the previous two years. The survey results showed us that members may need additional information about mammogram screenings from both South Country and their health care providers.

South Country has significantly increased mammogram participation in recent years by sending eligible members reminder letters about the mammogram reward program. We will continue these efforts, but will also focus on creating additional information, resources, and support for members to help them overcome any barriers that prevent them from completing an annual mammogram.



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 our community initiatives focused on improving children's health, development, and safety.

Children are the future of our communities. Their health and well-being is vital to the prosperity and growth of our towns, schools, farms, and businesses.

South Country recognizes that it can be difficult for families living in rural Minnesota to access the services and support they need to ensure the health, development, and safety of their children.

We wanted to be part of the solution. In 2014 through our Community Reinvestment Grant program, we gave \$1.2 million to six initiatives throughout our service area that focus on improving children's health and safety.

South Country shares the passion of our community partners for fostering healthy and happy children. Read about the good work that our partners are doing for their communities.



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.

Goodhue County used funding to hire a social worker who works full-time with families eligible for PSOP services.

“We work with families *before* incidents of abuse or neglect,” said Kristin Johnson, social services supervisor. “We’ve never had an opportunity to focus on prevention before.”

In 2016, 140 families were referred to PSOP, with about half accepting services. The social worker connects families to community services, resources, and support groups, helping them overcome challenges that increase the risk of abuse or neglect.

Goodhue County is working towards establishing additional funding from DHS and other community partners to sustain the program beyond the grant period.



STEELE

Fernbrook Family Center

\$167,471, 1 Year

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

The new location, called Little Fern, offers clinical group services for children ages 3 to 5. Children use the space to play, learn, and develop key social and emotional behaviors. Parents also attend group sessions at Little Fern, where they learn how to interact with their children and teach appropriate behavior at home.

Now complete, Fernbrook staff have reported improvement in children's

behavior both at home and at school. Fernbrook has found other funding sources to continue the Early Childhood Therapeutic Program.

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

MNPrarie is developing a trauma-informed system of care that addresses child trauma in Dodge, Steele, and Waseca counties. MNPrarie received the 2016 Pinwheels for Prevention Award from Minnesota Communities Caring for Children (MCCC), recognizing their commitment to the prevention and early intervention of child abuse and neglect.

“We’re learning that the amount of adversity experienced as a child has a direct impact on health outcomes as an adult,” said Kate Swanson, trauma-informed therapist at Fernbrook Family Center. “We can intervene earlier if the community has a better understanding of trauma and its impact on families.”

The system of care now in place, Kate is focusing on reaching out to the community. She is presenting to schools, law enforcement, public health, and the general public to help more people understand trauma.

“With a trauma-informed system of care, we can shift from ‘what is wrong with you’ to ‘what has happened to you,’” said Kate. “This simple shift can really effectuate great change.”



WABASHA

Wabasha County Social Services
\$277,400, 3 Years

Wabasha County Social Services established a new Fernbrook Family Center office in Wabasha. The new of-

fice provides mental health services to children and adults in the community.

“It’s a service that was not in our community before,” said John Dahlstrom, Wabasha County social services director. “Because Fernbrook is a local organization, they can go where they’re needed. They can go in schools or homes, and they can bring kids and families here if they need to.”

Fernbrook Family Center set up its office in Wabasha in 2015 and hired and trained program staff to provide services to people of all ages with mental health issues.

“With additional staff, we’ve been able to shorten our response time and be more available in the community and at schools,” said John.

In the next year, Wabasha County will work towards hiring additional mental health practitioners so the program will be self-sufficient at the end of the grant period.



WASECA

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

MNPrarie is providing family-based services to help at-risk families in Dodge, Steele, and Waseca counties improve their parenting skills and build healthy relationships with their children.

MNPrarie hired family-based worker Terrie Barens, who has worked with more than 30 families in Waseca County since the beginning of the grant. Many of the children of the families they serve have faced two or more negative childhood experiences, including mental illness in the home, abuse, neglect, substance abuse, parent incarceration, or domestic violence.

“We’re reaching at-risk populations in Waseca County, providing weekly home visits that focus on strengthening and supporting parenting skills,” said Terrie. “If we can help just one family, then it’s been worth it.”

By continuing to work with families on an individual basis, Terrie can meet each family’s specific needs and refer them to the appropriate care in the community. She hopes to add group sessions to the curriculum in the future.

“Through the grant, we’re able to meet these needs and provide additional support for parenting to enrich that family life,” said Terrie.

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

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

In 2016, they added the Circle of Security course, available to high-risk Waseca County families. Through interactive education, video clips, and group discussion, families are introduced to the importance of their children’s emotional and physical attachment to parents.

The course was held one time a week for 16 weeks at the Community Education building in Waseca. It is being offered again in 2017.

The Early Childhood Initiative is collaborating with community organizations to increase awareness and improve class attendance. They are considering adding a course in 2017 for parents of teenagers.

SOUTH COUNTRY
HEALTH ALLIANCE
Bringing Wellness Home

2300 Park Drive, Suite 100
Owatonna, MN 55060

Health, Wellness, or
Prevention Information

Follow along for...

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



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။

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ဟံသူဉ်ဟံသးဘဉ်တက့ၢ်. ဝဲနမ့ၢ်လိဉ်ဘဉ်တၢ်မၤစၢၤကလိလၢတၢ်ကကျိးထံဝဲဒၣ်လိာ် တိလိာ်စိတခါအံၤန့ၣ်,ကိးဘဉ်လိတိဝဲနီၢ်ဂံၢ်လၢထးအံၤန့ၣ်တက့ၢ်.

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

ໂປຣຄຊາບ. ຖ້າທາກ 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)