

Connection

Keeping South Country Members Informed



Good Health, Better Rewards

We made changes to our Take Charge!™ Wellness programs and vouchers to reward you for taking care of yourself and your family.

Your health matters to us. That is why South Country wants to reinvigorate our members in taking an active role in their health care decisions.

We made changes to all of our Be Rewarded™ preventive care voucher reward programs, effective May 1. In addition to enhancing existing programs, we also created new ones for members to participate in.

We increased the value of the gift card rewards offered to members who complete preventive care services on time. You can find more information about the updated reward amounts and programs in the table on page 2.

The process for redeeming vouchers has not changed. To receive a reward, members should bring a voucher to their appointments and have it signed by their health care provider. Members should then return the voucher to South Country within **60 days** from the date of the appointment.

Vouchers are easier to return, too. All of the vouchers are now postage-paid self-mailers, so members can simply fold the voucher into thirds, tape it, and mail it back to South Country.

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A few tips to follow so you can get the best service.

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You can trust our nurses to help you manage your diabetes, heart failure, or asthma.

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See last year's numbers and a message from South Country's CEO Leota Lind.

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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Chief Financial Officer

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Good Health, Better Rewards

South Country 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 Checkup | 6 checkups by 15 months | \$100 gift card |
| Lead Test | Age 1 & 2 | \$25 gift card |
| Childhood Immunizations | All vaccines by age 2 | \$50 gift card |
| New! Child Well-care Visit | Ages 3-6 | \$50 gift card |
| Adolescent Well-care Visit | Ages 11-17 | \$50 gift card |
| Adolescent Immunizations | All vaccines by age 12 | \$50 gift card |
| New! Young Adult Well-care Visit | Ages 18-21 | \$50 gift card* |
| Mammogram | Age 40+ | \$50 gift card* |

All gift cards are good for Walmart purchases. More details about these reward programs are included in our Take Charge!™ Brochure. Call Member Services at **1-866-567-7242** (711 for hearing impaired) to request a brochure. You can also view it on our website at www.mnscha.org.

**Medicare prohibits South Country from offering gift cards to members enrolled in Medicare products. South Country will contact these members about their reward options upon receipt of the completed voucher.*

We Rethink Our Ink

South Country finds a way to use its resources to give to the Crisis Resource Center of Steele County.

It takes a lot of paper and ink to keep South Country in operation. Our staff prints many reports, forms, spreadsheets, and other materials every day. But we have found a creative way to take advantage of these resources and give back to the community.

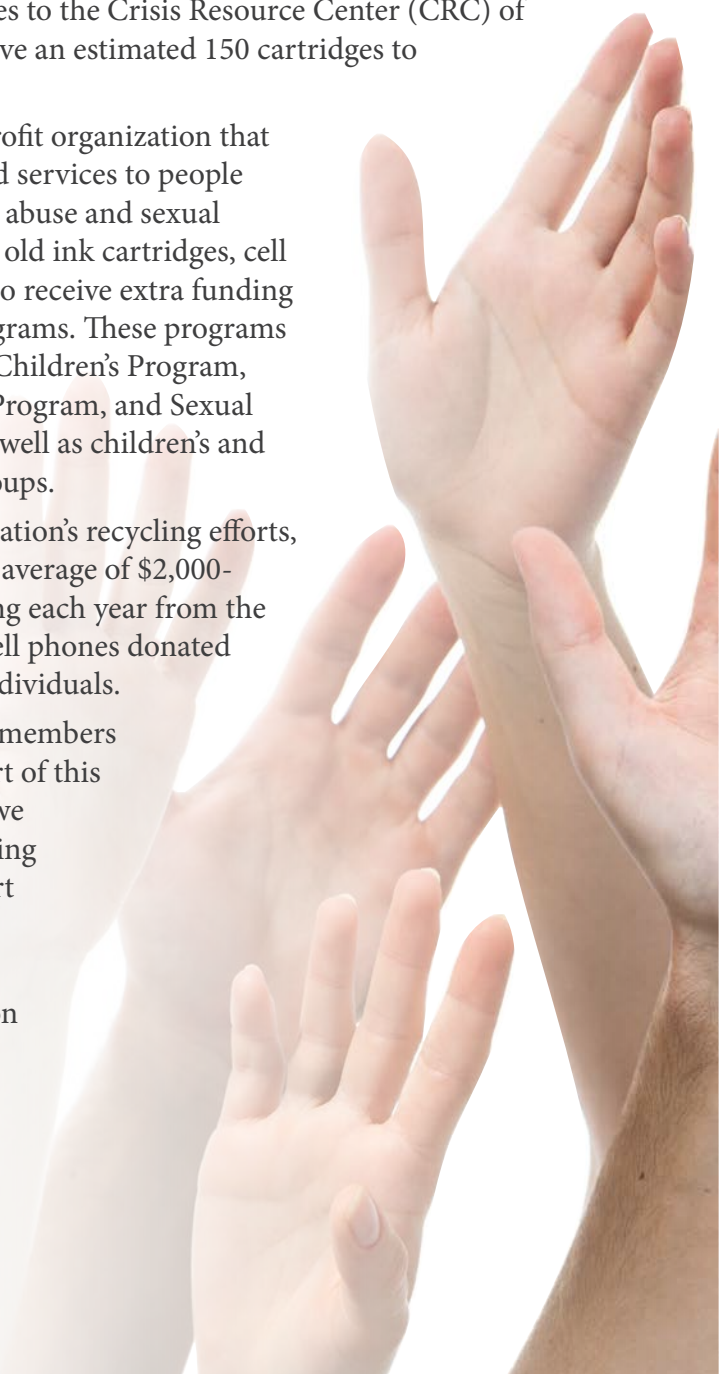
For almost eight years, South Country staff members have been donating all used ink cartridges to the Crisis Resource Center (CRC) of Steele County. We give an estimated 150 cartridges to the CRC each year.

The CRC is a non-profit organization that provides support and services to people affected by domestic abuse and sexual assault. They recycle old ink cartridges, cell phones, and tablets to receive extra funding to support their programs. These programs include the Abused Children's Program, Domestic Violence Program, and Sexual Assault Program, as well as children's and women's support groups.

Through the organization's recycling efforts, the CRC receives an average of \$2,000-2,400 in extra funding each year from the ink cartridges and cell phones donated by businesses and individuals.

South Country staff members are proud to be a part of this ongoing effort, and we look forward to finding more ways to support the people in our communities.

For more information about the CRC or to learn how you can donate used ink cartridges, cell phones, or tablets, call the CRC at 507-451-1202.



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Email: marketing@mnscha.org

Website: www.mnscha.org

SeniorCare Complete and AbilityCare are HMO SNP plans sponsored by South Country and have contracts with Medicare and the Minnesota Medical Assistance (Medicaid) program. 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.

Quick Tips

Check your ID card.

Review your member ID card carefully to make sure your information is correct. Pay special attention to the Primary Care Provider listed on your card. If the clinic shown is not the clinic where you get your primary care, call Member Services (1-866-567-7242, TTY 711) and tell us what it should be.

Provide your phone number.

If you enrolled with South Country through MNsure, we may not have your phone number. We use this to welcome you to the plan and explain your benefits. Call Member Services or email your number to members@mnscha.org. We keep this information secure.

Ask about transition fills.

If you are new to our plan and have problems getting your prescriptions filled, call Member Services. You may be able to get a transition fill.

Care Transitions: What to Know

For South Country members enrolled in AbilityCare (HMO SNP), SingleCare (SNBC), SharedCare (SNBC), SeniorCare Complete (HMO SNP), and Minnesota Senior Care Plus (MSC+)

South Country provides care transition services when a member's health status changes and he or she needs to move from one setting of care to another. Care transitions are necessary because when your health condition changes, so do your health care needs.

Examples of Care Transitions

- Moving from your home to a hospital
- Moving to a skilled nursing facility
- Moving to a regional treatment center or rehabilitation facility
- Receiving outpatient surgery
- Returning home to receive care

Each of these shifts between care providers and settings is a care transition.

Working with Your Care Coordinator

South Country works with your care coordinator to make sure you get the services you need during transitions of care. Tell your care coordinator when you have a care transition or when you plan a surgery or hospital stay. Care coordinators are there for you and can help you with the following:

- Scheduling follow-up doctor appointments
- Arranging transportation to get you to and from the doctor
- Preventing unplanned visits to the hospital or Emergency Department
- Setting up in-home care services
- Developing a Personal Health Record

Let your care coordinator know when and how he or she can help you.

Accident & Injury Forms

If you receive health care services related to an accident or injury, you must complete an Accident & Injury Form to make sure your services are covered.

Members with Medical Assistance will receive an Accident & Injury Form in the mail after they receive health care services for an accident or injury. These members should complete the form in its entirety and return it to South Country by mail.

If you do not return your Accident & Injury Form, the claim will be denied and your provider will bill you for these services.

South Country members can complete an Accident & Injury Form over the telephone if they need help. Call Member Services toll-free at 1-866-567-7242 (711 for the hearing impaired).





Members, Get Involved!

South Country is nothing without our members. Members can give their input by joining the Member Advisory Committee.

As a South Country member, what's working well for you? What can we do better? South Country needs input from our members in order to be the best health plan we can be.

That is why we invite you to join the Member Advisory Committee. This committee offers South Country members, family of members, and advocates a unique opportunity to share their experiences about working with our health plan.

During committee meetings, participants can express their concerns, present challenges, and propose ideas to help us improve our services. We listen to what you have to say and use your feedback to better meet your needs.

The group meets once every three months at South Country's offices in Owatonna. Some members may also participate at Morrison County's Social Services Department in Little Falls. South Country reimburses the cost of child care and mileage for each meeting.

Your experiences and advice help South Country do things in a way that works for all members. When you advocate for yourself, you can help everyone in the South Country family.

If you or someone you know is interested in participating in the Member Advisory Committee, call Member Services toll-free at **1-866-567-7242** (711 for the hearing impaired). Member Services can also give you more information about the group and answer any questions you may have.

Be Happy with Your Health Plan

Your feedback is important to us. Take our member satisfaction surveys and tell us what you think.

Every year, some South Country members receive satisfaction surveys in the mail. The feedback we get from surveys you complete helps us learn what we do well and what we need to improve to better meet your health care needs.

Members can get two surveys. One is called the **CAHPS survey**, or the Consumer Assessment of Healthcare Providers and Systems survey. Take the CAHPS survey and rate the quality of services and care provided to you.

Another survey is the **HOS**, or Health Outcomes Survey, which collects information about how healthy you are. You answer questions about your physical health, mental health, and your communication with your doctor.

Both surveys are important. If you have received and completed a satisfaction survey, thank you! We appreciate your feedback.

If not, there is still time to take the surveys. We want to know what you think so we can find new ways to improve the quality of health care services you receive.

If you have questions about these or any health surveys, call Member Services toll-free at **1-866-567-7242** (711 for the hearing impaired).

We Can Fight Back



Colon cancer is the nation's third most common cancer in both men and women. But it's preventable, treatable, and beatable.

Colorectal cancer, or colon cancer, is cancer that starts in either the colon or the rectum. It begins with a growth (a polyp) that is not yet cancer.

This year, it is estimated that 96,830 new cases of colon cancer will be discovered, and 50,310 people will die from colon cancer, according to the American Cancer Society.

But colon cancer is preventable. Thanks to colorectal cancer screenings, polyps can be found and removed before they turn into cancer. Also, if colon cancer is found early, you have a good chance of beating it with treatment.

Colorectal cancer screenings are a covered benefit for South Country members. Both men and women at average risk for colon cancer should begin screening tests at age 50. However, you should talk with your doctor about your own health and your family history to see if you are at greater risk. This will affect your screening plan.

Visit www.cancer.org for more information about colon cancer and screenings.

Source: American Cancer Society, 2014

Managing ADHD

Many children and adults struggle with ADHD, or Attention-Deficit/Hyperactivity Disorder, but the right care can make symptoms more manageable.

ADHD, Signs, & Symptoms

ADHD is one of the most common neurobehavioral disorders of childhood. It is usually first diagnosed in children, but ADHD often lasts into adulthood.

A child with ADHD might show some of these signs:

- Having trouble paying attention
- Acting without thinking
- Daydreaming a lot
- Forgetting or losing things
- Squirming or fidgeting
- Talking too much or being hyperactive

Though most children have trouble focusing and behaving at one time or another, children with ADHD do not just grow out of these behaviors. The symptoms continue and can cause difficulty at school, at home, or with friends. Patterns of symptoms may change as children enter adolescence, but the core symptoms—inattention, hyperactivity, and impulsivity—remain the same.

ADHD in Adults

Adults with ADHD face similar problems. They may have difficulty concentrating, following directions, remembering information, or organizing tasks. If these difficulties are not managed properly, they can lead to more behavioral, emotional, social, academic, or work problems.

Treatment & Care

Finding the right ADHD treatment and sticking with it is crucial to managing ADHD. Treatment can include medications and behavioral therapies. It is important that you take your medication as prescribed and keep your follow-up appointments with your therapists and providers.

Source: The Centers for Disease Control and Prevention, 2014

Dangers of Carbon Monoxide

You can't see or smell carbon monoxide, but at high levels, it can kill a person in minutes. Play it safe and protect your family and yourself from carbon monoxide poisoning.

Carbon monoxide (CO) is a deadly, colorless, odorless gas that is poisonous to humans. It is produced whenever any fuel is burned, such as gas, oil, kerosene, wood, or charcoal.

Household appliances that burn fuel usually do not produce hazardous amounts of CO if they are maintained. However, if appliances aren't working properly or are used incorrectly, dangerous levels of CO can result.

High levels of CO can also be produced by running cars. When a car is running idle in your garage, fumes can build up very quickly. This can happen even when the garage door is open to the outside.

Since it is hard to detect CO, people may not know they are being exposed. Every year, hundreds of people die accidentally from CO poisoning.

Help prevent CO poisoning and learn the common symptoms:

- Severe headaches
- Dizziness and fatigue
- Confusion
- Nausea

If you experience these symptoms and think it could be CO poisoning, **get fresh air immediately**. Leave the house, car, or building. You should also **go to the emergency room**. Tell the doctor you suspect CO poisoning.

Do not ignore the symptoms, especially if more than one person is feeling them. You could lose consciousness and die if you do nothing.

Source: Environmental Protection Agency, 2014

Preteens Need HPV Vaccines

Genital human papillomavirus (also called HPV) is the most common sexually transmitted infection. Protect your preteen by having him or her receive the HPV vaccine series.

HPV is an infection passed on through genital contact that affects genital areas, the mouth, and throat. It can lead to serious health problems, including genital warts and certain types of cancer. Most people who become infected with HPV do not know they have it and can unknowingly pass the virus to sexual partners.

Girls and boys age 11 and 12 years should receive the HPV vaccination to protect against HPV infection. HPV vaccines are given as a series of three shots over six months. Preteens who receive all three vaccine doses before becoming sexually active have the best protection against HPV.

The HPV vaccine is a covered benefit for South Country members age 9-28. Talk to your doctor about having your preteen vaccinated.

Fun in the Sun

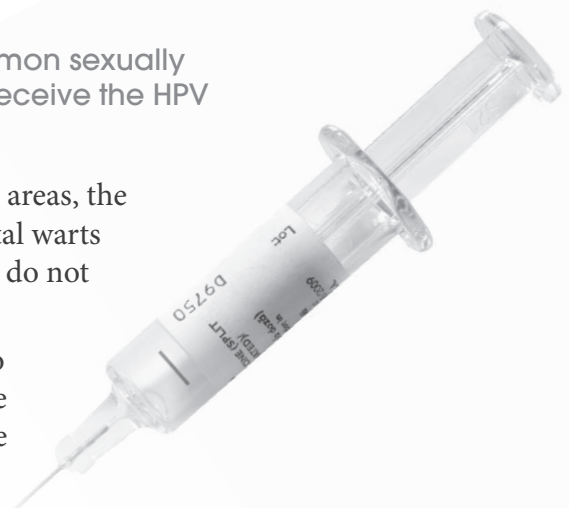
As Minnesotans say "good riddance" to winter, remember to protect your skin from sun damage.

Warmer weather is finally here, and people are spending more and more time outdoors. Though the sun feels great after a long, cold Minnesota winter, it can do serious damage to your skin.

Everyday exposure to the sun counts; you do not have to sunbathe to get a damaging dose of the sun. The sun's UV rays can even do harm to your skin when it's cloudy.

The best way to protect your skin is to apply generous amounts of sunscreen anytime you are outdoors. Use a sunscreen of SPF 15 or higher, and apply liberally and evenly to all exposed skin. Reapply at least every two hours.

Don't forget often-missed spots, like lips, ears, neck, scalp, hands, and feet.



Taking Care of Depression

Sometimes symptoms of depression can lift during the spring when the weather is warmer and the sun is shining. If you think you're ready to stop taking your antidepressants, **don't**.

Medication should only be stopped under a doctor's supervision. It's important that you stick with your prescribed treatment plan. Talk to your doctor first to see what your options are. He or she can create a plan of action that will help your body slowly adjust to being without the medicine.

Quitting your medication suddenly can lead to many problems. You may feel sick, tired, dizzy, and achy. It can also worsen depression symptoms to the point of contemplating suicide. If this happens to you, you should seek professional help immediately.

Allergies & Asthma

Asthma and allergies often go hand-in-hand, but you can take a few precautions to help keep symptoms at bay.

Allergic asthma is triggered by an allergy, such as pollen or mold spores. When either of these allergens is inhaled, they can cause cold-like symptoms, including sneezing, watery eyes, congestion, and itchy throat.

However, if you have asthma, these allergens can lead to worse symptoms:

- Frequent coughing, especially at night
- Shortness of breath
- Wheezing
- Chest tightness, pain, or pressure

Mild asthma symptoms are typically more common, but it is important to treat even mild symptoms to help prevent asthma attacks and other severe episodes.

Not everyone with asthma has the same symptoms in the same way. You may even notice that some days your own symptoms are worse than other days. Follow these tips to stay ahead of springtime allergies and help ease your asthma symptoms:

- Avoid triggers by keeping your windows closed, even when the weather is nice.
- Take a shower after you have spent time outdoors.
- Wash your bedding, pajamas, and clothes as often as possible.
- If you have air filters at home, clean them often.
- Use allergy medications **before** symptoms start.

By avoiding asthma triggers, taking medication, and carefully monitoring your asthma symptoms every day, asthma attacks can be avoided, or at least limited.

Spring Cleaning: Medical Equipment

Taking care of your home medical equipment will help them last longer and prevent infection and other health problems.

It's important to keep your home medical equipment clean and maintained. Here are some ways to care for these common items:

Canes & Walkers—Clean the handle daily, and dust off debris and dirt weekly.

Wheelchairs—Wipe with a damp cloth weekly, then dry to prevent rusting. Every month, check all nuts and bolts for tightness and the inflation of the tires.

Nebulizers—After each treatment, remove the air tube and mouthpiece and rinse those in warm running water. Let air dry.

Oxygen Concentrators—Remove the nasal cannula and wipe it clean with a damp cloth at least once a day. Every week, clean the inlet air filter by removing it from the concentrator and washing under warm tap water. Dry it with a towel.





Better Health is One Step Away!

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

Chronic health conditions can feel as though they take over your life. But instead of giving up, you should Step Up! For Better Health.

Through lifestyle changes, increased knowledge, and appropriate treatment, you can start living your life fully and completely.

South Country's Step Up! For Better Health program focuses on you. Our registered nurses don't just help you manage your health condition. They care about your wellbeing and have the tools to help you succeed.

Step Up! For Better Health supports you with friendly telephone calls and by sending you educational and preventative materials to help manage your condition. We help you understand your health condition and medications. Our nurses also help you 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.

Joining the program is easy. Just tell us you want to be in the Step Up! For Better Health program by calling toll-free at **1-866-722-7770** (711 for the hearing impaired).

If you would like more information about the Step Up! For Better Health program, you can also call the number above.

Stop feeling like you have no control. Step Up! For Better Health!

3 Safe Exercises for Your Heart

For people with heart disease, careful exercise is an important part of keeping your condition under control.

1. Warm Up, Cool Down

Spend five minutes stretching before you begin an activity. Only do as much as is comfortable for you. Slowly increase your rate of activity during the first few minutes of your routine until you are at your usual level. Never stop exercising suddenly. The best way to cool down is to slowly decrease the intensity of your activity.

2. Build Your Muscles

Everyone should stay strong. If you build your arm muscles, you may have more strength to do your usual activities, like combing your hair or putting away the dishes. A safe way to build arm muscles is to learn stretching exercises using large elastic bands. Ask your doctor about where to get these.

3. Take a Hike

Now that it's warmer outside, go for a walk every day. Get walking shoes that fit comfortably and have good support. Find a walking buddy to go with you. You'll enjoy it more and be more likely to stick to a routine.

If you can't carry on a conversation while exercising, you are working too hard and need to slow down.



Finding New Meaning

Restating the core values of South Country, while staying true to our roots

“ Our Diamond Values are a reflection of who we are at South Country Health Alliance. ”

- CEO Leota Lind

SOUTH COUNTRY HEALTH ALLIANCE

Bringing Wellness Home

Just as the diamond ♦ is the center of who we are, our Diamond Values are the center of all we do.

South Country's Diamond Values

Collaboration

We value the contributions of many individuals, partners, and agencies in helping meet the needs of our members.

Stewardship

We responsibly manage our resources, using them in the best way possible for our members.

Communication

We communicate openly, honestly, and frequently, responsibly sharing information and ideas in all areas of our business.

Excellence

We provide quality through our programs and services that make a difference in people's lives.

Sometimes to move forward and grow as a health plan, we must first reflect on our past.

Last year, we revisited South Country's original values. These statements helped establish the company in 2001, but we wanted to clarify their meanings so they would more closely align with our current vision. Our new "Diamond Values" will help us carry out the South Country mission and guide us for years to come.

We looked to our values to help us welcome the thousands of new members who joined our health plan as a result of the Affordable Care Act. By **communicating** openly, we hoped to complete a smooth transition for everyone.

Our **excellence** was displayed in last year's member satisfaction survey results. By giving us high ratings in 2013, members helped South Country earn an above-average overall 3.5/5 Star Quality Rating from Medicare.

Collaborating with providers and our county partners has allowed South Country to build strong programs in the communities we serve. For example, our initiative with the New Ulm Medical Center and Owatonna Hospital has brought positive change to the health of their patients.

We are good **stewards** by forming beneficial relationships with providers, which drives better health outcomes for our members.

These values are the center of our Triple Aim efforts to attain better health care quality and an improved member experience at a lower cost. South Country puts our members first and wants to provide the best service possible.

Every day, our Diamond Values inspire us to improve the health of our communities, create sustainable health care, and build positive partnerships. These all come together to help us achieve our goals in a new age of health care.



Financial Statement Summary

January - December 2013

South Country's financial results continued to improve in 2013. This has further built our financial strength for the protection of our members.

The following summary financial statement and overview is provided for our members' information. Complete audited financial statements are available upon request.

South Country receives its revenue from the Minnesota Department of Human Services and Medicare based on membership. We use this revenue to pay for our members' medical expenses. In 2013, South Country was charged \$154 million for members' health care expenses. This was 91% of total expenses. The remainder was spread between claim adjustment and cost containment expense and general administrative expense.

South Country has \$17 million set aside in reserves on its balance sheet at 12/31/13 for future member medical benefit payments. In addition to these reserves, South Country has Capital and Surplus of \$24.2 million. This Capital and Surplus exceeds the statutory net worth requirements of the State of Minnesota.

2013 Summary of Financial Statements

Balance Sheet

| | | |
|---------------------|----|------------|
| Assets | \$ | 44,259,383 |
| Liabilities | \$ | 20,016,065 |
| Capital and Surplus | \$ | 24,243,318 |

Statement of Revenues and Expenses

| | | |
|--|-----------|--------------------|
| Revenues | \$ | 176,485,352 |
| Health Care Expenses | | |
| Physician, Hospital, and Dental Expenses | \$ | 138,606,252 |
| Pharmacy Expenses | \$ | 16,358,702 |
| Less Reinsurance Recoveries | \$ | (1,331,665) |
| Total Health Care Expenses | \$ | 153,633,289 |
| Other Expenses | | |
| Claim Adjustment and Cost Containment | \$ | 6,633,558 |
| General Administrative Expenses | \$ | 9,004,162 |
| Total Other Expenses | \$ | 15,637,720 |

Net Income **\$ 7,214,343**

2300 Park Drive, Suite 100
Owatonna, MN 55060

Health, Wellness, or
Prevention Information

**Mayo Clinic
Tobacco Quitline**

1-800-504-3451

If you are thinking about quitting smoking, you can get help. Mayo Clinic counselors give you personal support by phone. This service is free for South Country members. Call them today!

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

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

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

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Pažnja. Ako vam treba besplatna pomoć za tumačenje ovog dokumenta, nazovite gore naveden broj.

Thov ua twb zoo nyeem. Yog hais tias koj xav tau kev pab txhais lus rau tsab ntaub ntauv no pub dawb, ces hu rau tus najnpawb xov tooj saum toj no.

ໄປຮອດຊາບ. ຖ້າທ່ານ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ພໍລີ, ຈົ່ງໂທໄປທີ່ໝາຍເລກຂ້າງເທິງນີ້.

Hubachiisa. Dokumentiin kun bilisa akka siif hiikamu gargaarsa hoo feete, lakkoobsa gubbatti kenname bibili.

Внимание: если вам нужна бесплатная помощь в устном переводе данного документа, позвоните по указанному выше телефону.

Digniin. Haddii aad u baahantahay caawimaad lacag-la'aan ah ee tarjumaadda qoraalkan, lambarka kore wac.

Atención. Si desea recibir asistencia gratuita para interpretar este documento, llame al número indicado arriba.

Chú ý. Nếu quý vị cần được giúp đỡ dịch tài liệu này miễn phí, xin gọi số bên trên.

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