

# Connection

Keeping South Country Members Informed



## Discover Community Education

As registration begins for summer programs, now is the perfect time for you and your family to take advantage of the Community Education discount available to you as a South Country member.

Learning doesn't stop when you're done with school. Through local Community Education programs, people of any age have the opportunity to keep learning, growing, and developing both inside and outside the classroom. Several classes and programs are available throughout the year for you to participate in, ranging from art, fitness, technology, travel, music, culture, and other hobbies.

By taking part in a Community Education class, you can discover new interests and skills in a fun and productive setting while meeting other people with similar interests. Many classes and programs are focused on health, nutrition, and staying active, helping you build a well-rounded approach to taking care of your health and the health of your family.

South Country believes in lifelong learning. As part of our Take Charge!™ Wellness Programs, we cover up to \$15 of the registration fee for most Community Education classes. This scholarship is offered to all members for up to five classes per year.

If you are interested in Community Education, call South Country's Member Services at **1-866-567-7242 (TTY 711)**, and they can help you access information and resources from your local Community Education program.

## What's Inside

### Wellness Programs, Page 4

Get to know South Country's Take Charge!™ Wellness Programs and available reward programs.

### Asthma and Exercise, Page 7

It's still possible to stay active even if you experience exercise-induced asthma.

### Men's Health Month, Page 8

Help spread awareness about positive lifestyle changes that make a big impact on health.

### Manage Medications, Page 9

Your medications only work if they are used correctly. We have tips and tools to help you manage your medicines.

### Annual Report, Page 10

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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*Continued from page 1*

# Discover Community Education

## Early Childhood Family Education Classes

Early Childhood Family Education (ECFE) is a program for all Minnesota families with children between the ages of birth to kindergarten entrance. ECFE is based on the idea that the parents are a child's first and most important teachers. These classes enhance the ability of parents and other family members to provide the best possible environment for their child's learning and growth. It is also a great place to meet other families in the community and share common parenting experiences.

The ECFE program is offered through Minnesota public school districts. The classes typically include time for parent and child interaction, activities for children, and discussions with parents. Many of the classes are designed to be fun, informal, and flexible to fit busy family schedules. In some communities, transportation and home visits may also be available.

Though most ECFE classes are without cost for South Country members, some communities offer tuition on a sliding fee scale. Call your local school district or South Country's Member Services for more information.

## Adult Learning

While many Community Education classes are for children and adolescents, several communities also offer programs for adult learning. These classes may offer skill enhancements in reading, writing, vocabulary, English, spelling, and math. Classes are typically available for people age 17 and older who are preparing for the General Education Development Diploma Test (GED) or who simply want to upgrade their skills.

In addition, communities may offer English as a Second Language (ESL) instruction to adults who do not speak English as their first language. Career training and information classes may also be available in your area.

# Can You Spot a Concussion?

Not every bump causes a concussion, but it's important to know what to watch for. Recognizing concussions and taking the right steps toward healing can help prevent lasting symptoms.

We often hear about head injuries in athletes, but most concussions happen off the playing field—in car and bicycle accidents, in fights, and even minor falls. Concussion symptoms may not appear right away, so even if the person feels okay, he or she should be watched closely for signs of a concussion.

Someone with a concussion may be knocked unconscious, but this doesn't happen in every case. Here are some symptoms to watch for if you think your child might have had a concussion:

- Loss of consciousness
- Severe headache
- Blurred vision
- Trouble walking
- Confusion
- Slurred speech or rambling
- Vomiting

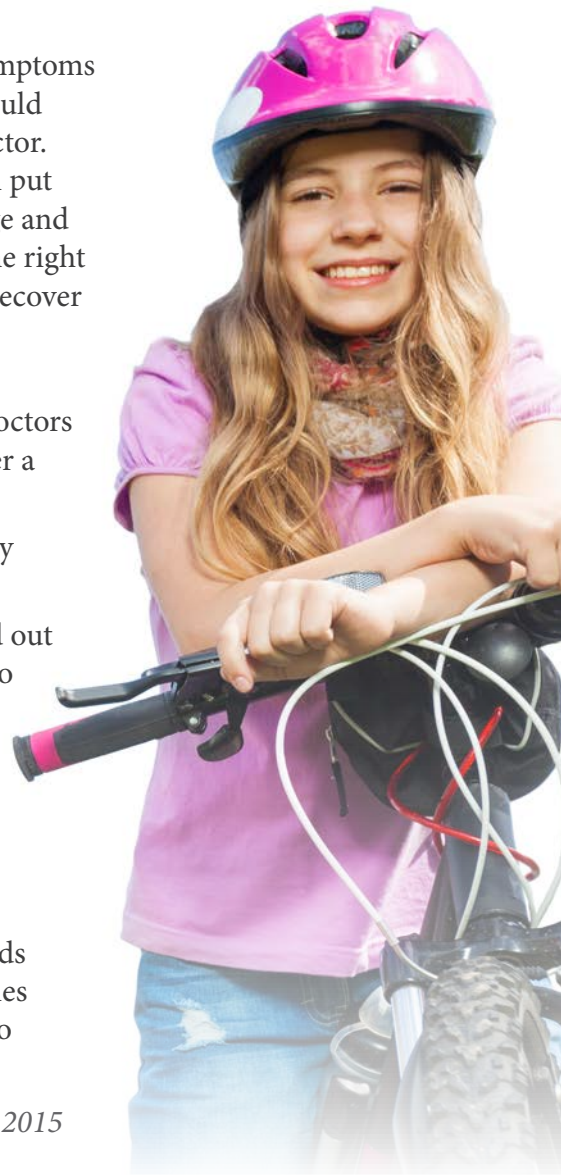
If your child has **any** of these symptoms after a head injury, he or she should be examined right away by a doctor. An undiagnosed concussion can put someone at risk for brain damage and even disability. However, with the right treatment, most kids and teens recover quickly and fully.

Sports-related concussions are receiving increased attention. Doctors now recommend these steps after a suspected concussion:

1. The player should immediately stop playing or practicing.
2. The player should get checked out by a doctor before returning to practice or play.

By taking a break from sports and other activities that make symptoms worse, kids have a better chance of recovering without lasting health problems. When all symptoms are gone, kids should return to physical activities slowly, working their way back to pre-concussion levels.

*Source: KidsHealth, 2015*



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Email: [marketing@mnscha.org](mailto:marketing@mnscha.org)

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

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

## Fraud, Waste, and Abuse

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

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

South Country Health Alliance makes authorization decisions using evidence-based standards of care, medical necessity criteria, and the member's benefit coverage. South Country does not reward providers or other individuals for denying services to members, nor does South Country reward decisions that result in under-utilization of services.

## Be Fit™/Be Active™

As part of our Take Charge!™ Wellness Programs, these fitness programs help our members stay active.

Regular exercise has many benefits. It can help you control your weight, combat health conditions, and improve your mood. That's why South Country wants to help you be fit.

Members age 18 and older can join a local health club and receive up to \$20 off their monthly health club membership fees. Find a health club in your community by visiting [www.nihca.org](http://www.nihca.org).

South Country members enrolled in some products may be required to exercise at least eight days per month to receive the credit. Call Member Services at **1-866-567-7242 (TTY 711)** to see if this applies to you or to receive additional information about Be Fit™ and Be Active™.

## Health Reward Programs

Be Rewarded™ offers incentives to eligible members who complete certain preventive care services on time.

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
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
Young Adult Well-care Visit	Ages 18-21	\$50 gift card
Mammogram	Age 40+	\$50 gift card

\*See vouchers for detailed eligibility requirements.

To earn a reward, you must bring the correct voucher to your doctor visit and have it signed. Then send the completed voucher back to South Country within 30 days of the appointment. You can get the vouchers by asking your county public health nurse, calling Member Services at **1-866-567-7242 (TTY 711)**, or printing them at [www.mnscha.org](http://www.mnscha.org).

## Take Charge!™ Wellness Programs

South Country wants you to take charge of your health. We offer these programs to help you and your family achieve your best personal health and wellness.

### Be Buckled™ Car Seat Program

South Country will provide one car seat per child age 7 and younger, per lifetime, along with training about how to safely use the car seat. Call your local Public Health Department to learn more about this program and to schedule a time to receive your child's car seat.

### Mayo Clinic Resources

Members have access to *Ask Mayo Clinic*, a 24-hour nurse line staffed with registered nurses who will answer your health questions and offer reliable information to help you make informed health care decisions. In addition, members can call the Mayo Clinic Tobacco Quitline to get personalized support and tools to help quit smoking or chewing tobacco. Both resources are available by calling **1-800-504-3451 (TTY 1-877-728-3311)**.

### Embracing Life Prenatal Book

South Country's *Embracing Life* book is full of information about pregnancy and the resources available to pregnant members. You can get a free copy of *Embracing Life* by calling your county Public Health Department.



## Go Green This Spring

Green foods are an extremely important part of a healthy diet. There are numerous options to choose from and can easily be incorporated into meals. Now is the time to start eating green!

Green foods can help fight disease, provide vitamins and minerals, support a healthy digestive system, and offer several other health benefits. Try adding some of the following healthy green foods into your diet:

**Avocados:** Avocados are a fruit, not a vegetable, and provide close to 20 essential nutrients. They contain a lot of fat, but it's monounsaturated fat (the "good" fat) that can help lower cholesterol.

**Edamame:** Edamame are soybeans that are a complete protein and a good source of fiber, vitamin C, vitamin A, and iron. Edamame in or out of their pods make a great snack. Look for edamame at your local grocery store in the fresh produce section or frozen foods.

**Leaf Lettuce:** This common leafy green is one of the top ten superfoods. Two cups of lettuce provides 100 percent of your daily vitamin K requirement for strong, healthy bones. Don't confuse green leaf lettuce with the less nutritious, less green iceberg lettuce.

**Kiwi:** Kiwi is a bright source of potassium, vitamin E, folate, and fiber, and just one kiwi exceeds your daily need for vitamin C. Kiwi provides many health benefits, including nutrients for healthy eyes and a healthy heart.

**Asparagus:** Spring is the season for asparagus, so go to your local farmers market and get some freshly-picked stalks. Asparagus is one of the top sources of vitamin B and folate, which are essential for heart health and the health of your body's cells.

**Green Tea:** Healthy greens can come in liquid form too. Green tea is rich in polyphenols which help protect your cells and reduce the risk of heart disease, lower cholesterol, and protect against cancer. Drink a cup in the morning to start your day off with a jolt of nutrition.

*Source: ABC News, 2015*

## Most Important Meal of the Day

A healthy breakfast refuels your body, jump-starts your day, and may even benefit your overall health.

Your morning meal doesn't have to be time-consuming to be healthy. Keep the breakfast basics in mind and set yourself up for healthier eating all day long.

### Benefits

Adults who regularly have a healthy breakfast are more likely to eat more vitamins and minerals, control their weight, and eat less fat and cholesterol. Children who eat a healthy breakfast regularly are more likely to meet daily nutrient requirements, be at a healthy body weight, have better concentration, and miss fewer days of school.

### Healthy Breakfast Foods

- Hot or cold whole-grain cereals, low-fat bran muffins, whole-grain toast
- Peanut butter, lean meats, hard-boiled eggs
- Milk, plain or low-sugar yogurts, low-fat cheeses
- Fresh fruits and vegetables

### Tips for a Tight Schedule

Figure out what you'll eat for breakfast the night before. Set out dry ingredients and any bowls or pans. If your breakfast needs to be cooked, make it the night before and just reheat as necessary in the morning. You can also make a to-go breakfast the night before so in the morning you can grab it and go.

*Source: Mayo Clinic, 2014*

## Are You Getting the Information You Need?

Sometimes South Country needs to reach out to our members by mail or phone. Call us today to make sure we have your current address and phone number.

It's important for South Country to have the correct contact information for our members so we can send you the most current information you need to know regarding your health care programs and services.

Updating your information is as simple as a phone call. Call Member Services toll-free at **1-866-567-7242** (TTY 711) with your current phone number and mailing address. A Member Services representative will update your contact information in our system so you can start receiving the updates, materials, and information you need right away.

If you change your address or phone number, you should also notify your county financial worker or county MNSure worker to update your information as needed. Similarly, tell your county financial worker about other changes, such as income changes or a new pregnancy or birth. These changes may impact your health care benefits and coverage.

South Country wants to communicate with our members to share all the latest updates. Call today and make sure you don't miss a thing!

## Member Services Q&A

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

### **Question: Where can I find a list of available doctors?**

**Answer:** South Country offers a Provider and Pharmacy Directory to all members, which includes a list of available network providers and pharmacies. This directory is updated every year and available to members in print or electronically on our website at [www.mnscha.org/Programs/ProviderDirectory.aspx](http://www.mnscha.org/Programs/ProviderDirectory.aspx). Audiology, chiropractic, dental, durable medical equipment, eye care, home care service, physical therapy, and special transportation provider directories are also available separately to members upon request. These are located on the Web page listed above.

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

### **Question: Are eyeglasses covered by my plan?**

**Answer:** Through Medical Assistance (Medicaid), South Country covers eye exams and eyeglasses. Members may receive one pair of new glasses every two years, not including damage, loss, or theft. We also cover tints or polarized lenses and contact lenses when medically necessary.

Extra pairs of glasses, bifocal and trifocal lenses, protective coating for plastic lenses, and contact lenses supplies are not covered by South Country.

To find an eye care provider in your area, see South Country's Eye Care Provider Directory on the Web page listed above, or call Member Services to request a printed copy.

### **Question: What if I have an emergency while traveling?**

**Answer:** If you are out of town and have a serious health care emergency, call 911 or go to the closest emergency room. Show your South Country member ID card, and ask them to call your primary care clinic. You may also go to urgent care outside of South Country's service area if your condition is not life-threatening, but you still need prompt medical treatment.

You should call your primary care provider as soon as possible after getting emergency care at a different hospital. Your provider can then recommend appropriate follow-up care and assist with managing the medical issue.

South Country does not cover emergency care, urgent care, or other health care services received from providers located outside the United States.

### **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**

## Exercise-Induced Asthma

Exercise is important for everyone—even people with asthma. But some children and adults have exercise-induced asthma, making it difficult to stay active. Learn how you can control your symptoms.

Exercise-induced asthma is asthma that is triggered by vigorous or prolonged exercise or physical exertion. Most people with chronic asthma experience symptoms of asthma during exercise. However, there are many people without chronic asthma who develop symptoms only during exercise.

Symptoms of exercise-induced asthma can affect people of any age and generally begin within 5 to 20 minutes after the start of exercise. If you are experiencing any of these symptoms with exercise, inform your doctor:

- Coughing with asthma
- Tightening of the chest
- Wheezing
- Unusual fatigue while exercising
- Shortness of breath when exercising

You shouldn't avoid physical activity because of exercise-induced asthma. If you take steps toward preventing asthma symptoms even when you're not exercising, it will allow you to maintain normal physical activity. Asthma inhalers or other medications used before exercise can help control and prevent exercise-induced symptoms. Eating healthy and reducing stress levels also help defend against asthma symptoms while exercising.

For people with exercise-induced asthma, some activities are better than others. Activities that involve short periods of exertion, such as walking, jogging, hiking, golf, baseball, and volleyball, are best. Soccer, distance running, basketball, hockey, and other activities that involve long periods of exertion may be less well-tolerated. However, many people with asthma are able to manage their symptoms and fully participate in these activities.

*Source: WebMD, 2014*

## The Importance of Dental Care with Diabetes

Diabetes affects the whole body, including your mouth. Diabetics face a higher risk of dry mouth, gum inflammation, poor healing of oral tissues, and thrush (a fungal infection of the mouth and tongue). Since people with diabetes are more prone to conditions that may harm their oral health, it's essential to follow good dental care practices.

Try to keep your blood sugar as close to normal as possible. Schedule regular dental check-ups, and tell your dentist about the status of your diabetes. Brush and floss the proper way at least twice every day to remove bacteria before it causes damage. If you wear dentures, make sure they are clean and fit properly to avoid gum damage.

South Country covers the cost for adult members to receive two oral exams, cleanings, and fluoride treatments per year. We cover *at least* two exams, cleanings, and fluoride treatments for children, pregnant women, and members with Medicare.

*Source: WebMD, 2014*



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

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

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

Join the Step Up! For Better Health program today by calling toll-free at **1-866-722-7770 (711 for the hearing impaired)**.



## Reminding You of Your Benefits

We want to give you a friendly reminder about your South Country benefits.

All members with active coverage receive the following health care benefits:

### Dental

At least two oral exams every year, including cleanings and fluoride treatments

### Vision

One eye exam every year, one new pair of eyeglasses every two years (not including damage, loss, or theft), and one set of new lenses every year

### Medical

One yearly physical exam

### And More

For information about these benefits and more, look in your program's Member Handbook or Evidence of Coverage documents. You can also call Member Services at **1-866-567-7242 (TTY 711)** and ask specific questions about your benefits.

## Support Men's Health Month

This June for Men's Health Month, show the men in your life that you care by helping them make their health a priority.

The list of greatest threats to men's health is surprisingly short. The top causes of death among adult men in the U.S. are heart disease, stroke, cancer, and chronic lower respiratory disease, according to the Centers for Disease Control and Prevention.

Many of the leading causes of death among men can be prevented. Adopt these lifestyle changes to significantly lower your risk:

- **Don't smoke.** If you smoke or use other tobacco products, ask your doctor to help you quit. Also, drink alcohol in moderation, if at all.
- **Eat a healthy diet.** Choose vegetables, fruits, whole grains, high-fiber foods, and lean sources of protein, such as fish. Limit foods high in saturated fat and sodium.
- **Maintain a healthy weight.** Losing excess pounds can lower your risk of heart disease, as well as various types of cancer.
- **Get moving.** Include physical activity in your daily routine. Regular exercise not only helps control your weight, but also lowers your risk of heart disease, stroke, and certain types of cancer.
- **Manage stress.** If you feel constantly on edge or under assault, your lifestyle habits may suffer—and so might your immune system. Take steps to reduce stress, or learn to deal with stress in healthy ways.

Don't wait to visit the doctor until something is seriously wrong. Regular visits to your doctor are crucial to preventing health problems. Follow your doctor's treatment recommendations if you have health issues, and be sure to ask about when you should have cancer screenings and other evaluations.

*Source: Mayo Clinic*

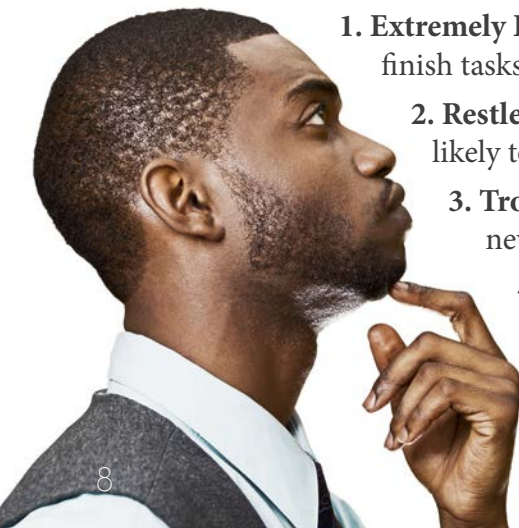
## 4 Problems That Could Mean Adult ADHD

ADHD, or attention-deficit/hyperactivity disorder, doesn't just affect kids. In fact, nearly 11 million adults in the U.S. continue to struggle with symptoms of ADHD. Here are 4 potential warning signs:

1. **Extremely Distractible.** ADHD is a problem with attention. Many people find it difficult to finish tasks, get organized, or pay attention during conversations or meetings.
2. **Restless.** While adults aren't as "hyperactive" as children with ADHD, they are more likely to be restless or unable to relax. They also tend to make impulsive decisions.
3. **Trouble Starting a Task.** People with adult ADHD often procrastinate or put off new tasks that require a lot of attention.
4. **Lateness.** Adults with ADHD often get distracted when they're getting ready to leave or on their way to an event.

If inattention or impulsive behaviors continually disrupt your life, talk to your doctor about whether you might have ADHD.

*Source: WebMD, 2014*







## Be Smart About Medicine

Medications are relied upon to treat and improve health and make us feel better. However, they only work if we use them correctly.

For many people, taking medication is a regular part of their daily routine. More than 90 percent of people age 65 and older take medication every day, and nearly half of those take five or more drugs.

Knowledgeable use of medications is particularly important for older people, most of whom are susceptible to complications from overmedication. Older adults experience the most significant problems from the improper use of medicine. They are at increased risk of dangerous drug interactions and sometimes cognitive impairments that can affect daily activities.

One of the best ways to better manage multiple medications is by using a **personal medication record**. A personal medication record lets you list every medicine you take, including over-the-counter drugs and prescriptions, as well as things like aspirin, vitamins, or other supplements. You can also write down the times and dates that the medications must be taken, along with other important notes or instructions.

Update your personal medication record often, and take it with you to your doctor appointments. Confirm the names of the drugs and dosages with your doctor, and be sure you understand how, when, and for how long you should take the medication. You should also bring your personal medication record to the pharmacy, along with any new prescriptions. Talk to the pharmacist to make sure you are receiving the correct medicine that your doctor prescribed. Make sure to discuss possible interactions with food, alcohol, or other medications.

Start keeping track of your medications today. To print your own personal medication record, visit AARP's website at [www.aarp.org](http://www.aarp.org) and search for "my personal medication record."

*Source: AARP*

## Simple Tips for Remembering

Sometimes people don't take their medication because they simply forget. Here are four ideas for remembering to take your meds.

### **Use a pill box.**

The easiest strategy is to put your medication in a weekly pillbox that has a compartment for each day. It not only visually reminds you to take your meds, but also prevents double doses. Pill boxes are especially useful if you have many medications and sometimes forget which ones you've taken. You can find pill boxes at most pharmacies.

### **Combine with a daily task.**

Try taking your medication with an activity you do every day, such as brushing your teeth or getting ready for bed. Pretty soon, taking your meds will be routine as well.

### **Set an alarm.**

Most cell phones and digital watches have an alarm function with a "daily" setting. Set the correct time, and take your medication as soon as the alarm goes off. If you are usually home, you can use an alarm clock instead.

### **Keep it visible.**

Keep your medications in a location you visit as part of your daily routine. For example, leave your medications you take in the morning next to the coffee pot or your toothbrush. You can also leave sticky notes around the house if you can't or don't want to leave your medications out.



## Empowering Our Members

You are in charge of your health and well-being, but South Country is here to help.

“ We have taken more steps than ever in setting the stage for our members to take charge of their own health. ”

- CEO Leota Lind

*South Country's mission is to empower and engage our members to be as healthy as they can be, build connections with local agencies and providers who deliver quality services, and be an accountable partner to the Counties we serve.*

True to our mission statement, South Country is committed to empowering and engaging our members to be as healthy as they can be. This past year, we have taken more steps than ever in setting the stage for our members to take charge of their own health.

Here at South Country, we strive to provide our members with excellent services and improved access to the health care they need. Still, we rely on you, our members, to take responsibility for your own health and actively engage in achieving your best personal health and wellness.

South Country is here to help. We continually work to provide the resources and supports members need to step up and engage with

their own health care. We have added to our already robust wellness programs by creating even more opportunities for members.

Last year, South Country gave nearly \$3 million back to our communities through our 2014 Community Reinvestment Grant program. We selected 17 projects that will help empower our members to achieve their best health. One example is a new community center and kitchen that will provide nutritious meals to people in the community. Other programs will help our members stay well through physical fitness, dental care, habilitation, emergency room and hospital stay prevention, and more.

The grant program complements our Take Charge!™ Wellness Programs we already have in place. South Country has seen improved participation in these programs, proving that many of our members have been successful in taking the appropriate and necessary steps

toward preventive care. We have been pleased to see members take initiative in their health and well-being by staying active, going to the doctor, and completing important screenings and immunizations.

In addition to the programs and services set up to help empower you to engage in your health, South Country also encourages members to participate in our Member Advisory Committee. In this group, members are welcome to share their health care experiences, as well as ideas that will impact South Country's processes of developing materials, programs, and services. Your input is especially valuable as we build new and secure ways to communicate with members, establish a new internal case management service, and develop our Health Information Exchange "Diamond View."

We thank you for your membership with South Country and look forward to continuing to help you actively engage with your health.



# Financial Statement Summary

January - December 2014

South Country's capital and surplus grew by nearly \$5 million in 2014, further building 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 2014, South Country was charged \$191.4 million for members' health care expenses. This was 90% of total expenses. The remainder was spread between claim adjustment and cost containment expense, net cost of reinsurance, and general administrative expense.

South Country had \$20 million set aside in claim liability reserves on its balance sheet on 12/31/14 for future member medical benefit payments. In addition to these reserves, South Country had Capital and Surplus of \$29.1 million. This Capital and Surplus exceeds the statutory net worth requirements of the State of Minnesota.

## 2014 Summary of Financial Statements

### Balance Sheet

Assets	\$	82,412,624
Liabilities	\$	53,341,620
Capital and Surplus	\$	29,071,004

### Statement of Revenues and Expenses

Capitation Revenues	\$	218,248,725
Health Care Expenses		
Physician, Hospital, and Dental Expenses	\$	169,274,350
Pharmacy Expenses	\$	22,114,621
Total Health Care Expenses	\$	191,388,971
Net Reinsurance Expense	\$	1,060,778
Other Expenses		
Claim Adjustment and Cost Containment	\$	8,719,245
General Administrative Expenses	\$	12,191,993
Total Other Expenses	\$	20,911,238
Operating Income	\$	4,887,738
Investment Income	\$	25,678
<b>Net Income</b>	<b>\$</b>	<b>4,913,416</b>

2300 Park Drive, Suite 100  
Owatonna, MN 55060

Health, Wellness, or  
Prevention Information



## South Country Needs YOU!

Next MAC Meeting: Friday, June 12, 9:30 a.m.-12:30 p.m.

**We invite you to join the Member Advisory Committee (MAC) in 2015!**  
Your feedback can help us be a better health plan.

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

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

## 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.

កំណត់សំគាល់ ។ បើអ្នកត្រូវការជំនួយក្នុងការបកប្រែឯកសារនេះដោយឥតគិតថ្លៃ សូមហៅទូរស័ព្ទតាមលេខខាងលើ ។

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