



## SAVE YOUR SKIN

It's important to cover up with coats, hats, mittens, and boots to fight off the cold Minnesota winters. These items not only keep you warm, but they help protect your skin too. This winter, don't neglect your skin—protect it! Here are some tips to help you care for your skin:

### WATCH WHAT YOU WEAR

You know you should wear warm clothes, but you might not realize that how you layer these items can affect your skin's health. Avoid wearing itchy fabrics like wool next to your skin. Instead, wear softer fabrics like cotton closest to your body. Also, keep your clothes dry. Wet socks and gloves can irritate your skin and cause itching and cracking.

### MOISTURIZE MORE

Dry skin can be miserable, but you can take steps to protect your skin. Avoid long, hot baths and showers. Hot water strips the oil away from your skin, which dries out your skin faster. Moisturize regularly, and find lotions that are oil-based. This will create a protective layer on the skin that retains more moisture. If you can, use a humidifier in your home to replace the indoor moisture lost to your heating system.

### GIVE YOURSELF A HAND

It's harder to keep your hands moisturized, especially in cold, dry weather. Many people also wash their hands more often this time of year to avoid cold and flu germs. However, this can cause excess chapping, drying, and cracking.

If your hands become irritated because they are too dry, try replacing your regular hand soap with a cleanser that's mild or soap-free. Your hands might also benefit from applying moisturizer after each wash.

For extra moisture, apply a thick moisturizer before you go to bed and cover your hands with cotton gloves while you sleep.

Since the skin on your hands is thinner than on most parts of the body, it is crucial that you cover them up when outdoors—every time! ■

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**SOUTH COUNTRY**  
**HEALTH ALLIANCE**  
*Bringing Wellness Home*



## FIGHT THE CHILL

Though many people like to stay inside in the winter, kids still like to play outside despite the cold weather. Before sending your child out to the bus stop, dropping them off at school, or taking them to a nearby snow hill, take a few moments to make sure they are dressed appropriately for the weather.

### WHAT'S UNDERNEATH?

Look at what your child is wearing even before the winter coat or boots go on. They should be wearing a long sleeved shirt, long pants, and socks. Usually when it gets cold outside, it also gets cold inside some schools. Appropriate winter clothing also adds an extra layer for when kids are outdoors too.

### DON'T FORGET WINDCHILL

It's important to pay attention to both the temperature and the windchill. Sometimes the actual temperature may not seem that cold, but once the windchill is factored in, the temperature is dangerously cold.

### WINTER GEAR MUST-HAVES

Most people know that children should wear a **winter coat** during these cold months, but don't forget about the extras. **Snow pants** are important for protecting your child's bottom half from the cold. Also, **boots** with plenty of insulation will help keep children's feet warm and dry.

Keep fingers, ears, and cheeks warm with **mittens**, **hats**, and **scarves**. The goal is to have as little exposed skin as possible. Covering your child's skin will help protect them from frostbite and keep their skin from becoming dry and cracked.

### RESOURCES

Many stores like Salvation Army, Goodwill, and local thrift shops sell inexpensive children's winter gear. Check for coat, hat, and mitten donation drives in your community as well. ■

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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Email: [marketing@mnscha.org](mailto:marketing@mnscha.org)  
Website: [www.mnscha.org](http://www.mnscha.org)

South Country Health Alliance is  
a Coordinated Care plan with a  
Medicare contract and a contract  
with the Minnesota Medical  
Assistance (Medicaid) program.

## REPORTING Fraud, Waste, and Abuse

South Country believes it is the  
responsibility of everyone to report  
suspected fraud, waste, or 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.



## CHILDREN'S TOY **SAFETY TIPS**

The holiday rush is done, decorations are put away, and children are busy playing with their new toys. Many parents and guardians know to take precaution when unwrapping gifts, throwing away toy packaging, and keeping small parts away from young children. But some dangers are still there, even if you can't see them. What about leftover strings and films attached to toys or poisonous lead in the paint of brightly colored blocks? You can help children be safe with toys by following these guidelines:

### **CHOKING AND STRANGLING**

Small toys and pieces are a hazard to children, but also be aware of the plastic film that is sometimes attached to toys. Plastic film is part of the packaging that is used to prevent mirrors or other surfaces from being scratched. This film should be removed by parents and caregivers before a child is allowed to play with the toy.

Toys with strings and straps also put children in danger. These can become twisted around the neck and strangle a young child. Parents should cut off or remove the cords, strings, and straps on toys before giving them to kids.

### **LEAD POISONING**

Parents should watch out for toys containing lead paint. Lead is a toxic substance that can cause permanent problems in a child's growth and development. Beware of thrift stores and consignment shops that resell older toys because they are not required to follow safety regulations like new toys. You should also consider throwing out older toys in your home, especially those with chipping paint.

*South Country encourages children to have a blood lead test by 12 months of age and then again by 24 months of age. Current members are eligible to receive a **\$25 gift card** after completing the test. Just bring a South Country **Lead Test Voucher** to the doctor appointment and have the doctor or nurse fill it out. Then mail it back to South Country to receive your gift card! The child must be enrolled with South Country on the date of service to be eligible for the gift card. Ask your county worker for a voucher. ■*



## DRUG LIST UPDATES

Changes to Part D Prescription Drug Coverage for SeniorCare Complete (HMO SNP) and AbilityCare (HMO SNP)

Our list of covered drugs is called a Formulary or "Drug List." We made changes to our Drug List, including changes to the drugs we cover and changes to the restrictions that apply to our coverage for certain drugs.

You can find the Drug List on South Country's website at [www.mnscha.org](http://www.mnscha.org). You can also request a copy from Member Services by calling 1-866-567-7242 (TTY 711).

Review the Drug List to make sure your drugs will be covered in 2014 and to see if there will be any restrictions. If you are affected by a change in coverage, you can do one of the following:

- Work with your doctor or other prescriber and ask us to make an exception to cover the drug. See Chapter 9 of your Evidence of Coverage to learn how to ask for an exception.
- Find a different drug that we cover.

In some situations, we will cover a one-time, temporary supply. During that time, you should talk with your doctor to decide what to do when your temporary supply runs out. You can either switch to a different drug covered by the plan or ask the plan to make an exception to cover the drug. Formulary exceptions approved in 2013 will still be covered in 2014. ■

## UPDATES TO MEMBER ID CARDS

Your South Country member ID card is important. If you have Medicare coverage through South Country, it combines information from both Medicare and Medical Assistance on one card. This makes it easier for you and your health care providers to get the right information all in one place.

South Country recently updated all member ID cards. \*Carry the most current card with you. You can tell this by the Date Issued.

SCHA Logo

Your Name & Member ID  
Primary Care Provider & Phone #

Program Name

Program Name

DOB: 02/10/1981  
Effective Date: 01/01/2007  
Issue Date:  
Issuer: 80840

Date of Birth  
Effective Date & Date Issued\*

Medical Acct #: MYACCOUNT  
Service Type: MEDICAL/RX  
Care Type: SCHA MA

Medicaid PCN: 06180000  
Medicaid Bin: 600428

Prescription Info (for your pharmacy only)

Office Visit Copay: \$0.00  
Non-Preventive Office Visit Copay: \$0.00  
Non-Emergency ER Copay: \$0.00  
Eyeglasses Copay:

Copay Amounts

SOUTH COUNTRY  
HEALTH ALLIANCE  
Bringing Wellness Home

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

Administered by  
Mayo Clinic Health Solutions

Member Services ..... 1-866-567-7242 TTY ..... 711  
Find a dental provider ..... 1-800-516-2940 TTY ..... 1-800-466-7566  
Find a pharmacy ..... 1-866-567-7242 TTY ..... 711  
24-hr Nurse Advice Line ..... 1-800-504-3451 TTY ..... 711  
Tobacco Quitline ..... 1-800-504-3451 TTY ..... 711

Contacts for Members

Written appeals mail to: DHS Appeals Unit, PO Box 64941, St. Paul, MN 55164.  
Appeals or grievances call: SCHA at 1-866-567-7242, or Managed Care Ombudsman 1-651-431-2660 or 1-800-657-3729.

For non-emergency services, contact the clinic on the front of this card. In an emergency, contact the clinic or SCHA as soon as possible after receiving care.

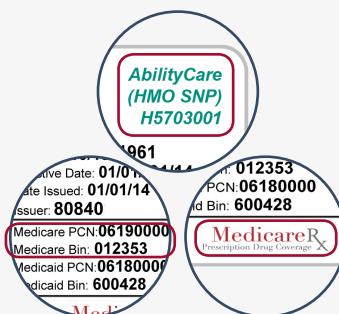
Provider Services: Medical ..... 1-800-995-4543  
Dental ..... 1-800-341-8478 Pharmacy ... 1-866-935-6681

Medical claims to: Mayo Clinic Health Solutions, Electronic Payer ID # 41154, or mail to: P.O. Box 211698, Eagan, MN 55121.

Dental claims to: Dentaquest, 12121 North Corporate Parkway, Mequon, WI 53092.

Contacts for Providers

Cards for SeniorCare Complete and AbilityCare members (with Medicare through South Country) are similar, except there will be a Medicare Contract ID below the Program Name in the top right corner. Medicare Prescription Info will also be included, as well as the Medicare Rx logo in the bottom right corner. ■



## NEW NAME, SAME CARE

We want to remind you of a change to AbilityCare that is effective on January 1, 2014.

South Country is adding two new plan names for benefits previously covered under the AbilityCare name. **This is only a name change.** AbilityCare members will receive the same benefits they would have been entitled to before the change.

### **AbilityCare (HMO SNP)**

AbilityCare *will continue* to be the name of the plan for members who have both their Medicaid and Medicare benefits managed by South Country.

### **NEW! SingleCare (SNBC)**

SingleCare (SNBC) will cover members who are not eligible for Medicare and have their Medicaid benefits managed by South Country.

### **NEW! SharedCare (SNBC)**

SharedCare (SNBC) will cover members who have their Medicaid benefits managed by South Country, but also have Medicare benefits managed by other health plans.

If you have questions or concerns, please contact South Country's Member Services toll-free at **1-866-567-7242 (TTY 711)**.

*AbilityCare, SingleCare, and SharedCare are all part of South Country's Special Needs Basic Care (SNBC) programs that serve adults with disabilities living in our service area. ■*



## LATEST DENTAL **CHANGES**

South Country now covers more dental benefits for non-pregnant adults in our health plan. These adults will get benefits similar to those already received by children and pregnant women covered by South Country.

Here are some recent changes to dental benefits for non-pregnant adults:

- Relines, repairs, and rebases for dentures do not require prior authorization.
- Oral and IV sedation are now covered if a covered dental service cannot be performed safely without it. Prior approval is required.
- Oral and IV sedation are also covered if a covered dental service would have to be performed under general anesthesia in a hospital or surgical center. Prior approval is required.
- Prophylaxis (deep tissue cleaning of gums) is covered if the member is following an individualized treatment plan. However, this can only be done four times per calendar year, with prior approval after the first time.
- House calls and extended care facility calls are covered when a member needs to have a covered dental service delivered to his or her home or care facility. Prior approval is required.
- Behavioral management is covered when additional staff time is required to care for members with behavioral challenges and sedation is not used. Prior approval is required.

**Remember**, annual dental checkups are covered for all South Country members. Maintaining good oral health is important, and we want you to take care of your smile!

If you need help scheduling a dentist appointment, you can call our DentaQuest Customer Service Line at **1-800-516-2940**. A representative will help you schedule an appointment with a dentist in your area.

South Country's Member Services can also help you find a dentist and answer questions you have about your benefits. Call them toll free at **1-866-567-7242 (TTY 711)**. ■

# This is your year!

South Country wants to help you start the new year right.  
 Want to try a new hobby? **Do it!** Thinking of exercising more? **Go for it!**  
 We have what you need to check off all your New Year's resolutions.

## EAT RIGHT, FEEL BETTER

Healthy eating is at the top of many to-do lists, but sticking with it is not as easy. Follow our tips to eating right:

### EAT MORE FRUITS AND VEGGIES

Fruits and veggies are nutritious and delicious! Try to eat at least one more fruit or vegetable at every meal. Keep them in places where you'll see them, like the front of your refrigerator or on the counter.

### EAT LESS FAST FOOD

Try to reduce fast-food temptations. If you normally eat fast food every day, cut back to once a week or once a month. You'll be cutting calories and saving money because you're not having the food as often. If you can't resist, choose healthier options like grilled chicken or salad. Avoid value meals and select smaller sizes. Drink water instead of sugary drinks.

### SNACK HEALTHIER

Reach for a handful of nuts, low-fat yogurt, or trail mix instead of cookies or chips. Sometimes people eat snacks when they are bored or stressed. Try to only snack when you are really hungry, and eat one or two servings.

### HAVE BREAKFAST EVERY DAY

Even if you don't like typical breakfast foods, it's important to eat something in the morning to fuel your body. If you're too rushed, take your breakfast to go. Items like granola bars, containers of yogurt, instant oatmeal packets, or fresh fruit are great options to eat on the go.

### BE SUCCESSFUL

Make one small, specific healthy eating goal at a time, and then reward yourself for meeting it. Don't overwhelm yourself by making many changes at once. Remember to be persistent! ■



## KEEP LEARNING

Did you know learning doesn't have to stop after you are done with school? Many cities and towns offer local **Community Education programs** for both children and adults.

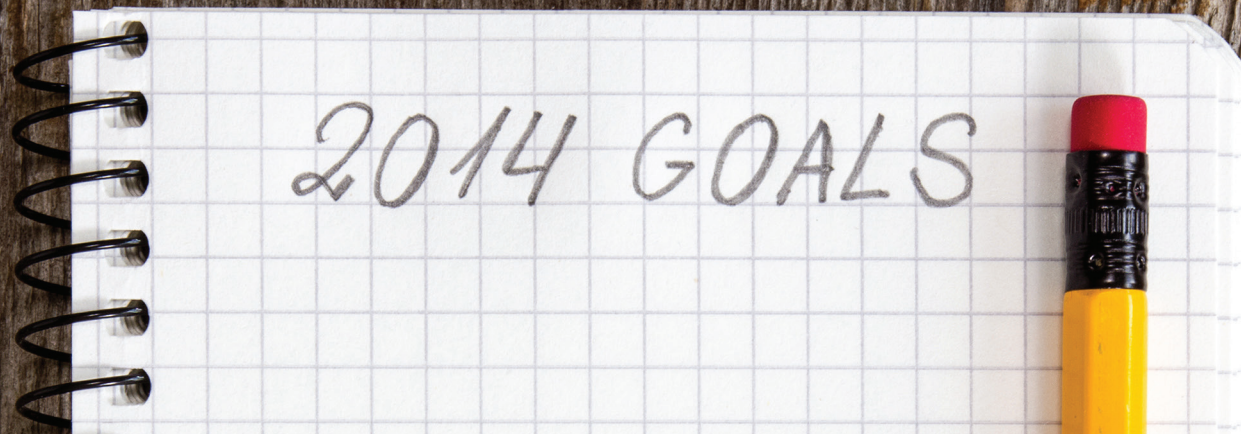
Community Education promotes lifelong learning. Through fun classes and activities, you can develop new skills that interest you.

South Country will cover up to \$15 of your registration fee for most Community Education classes (up to five classes per calendar year).

Families with children can also take Early Childhood Family Education classes at no cost to South Country members.

There are several classes offered throughout the year. Call your local Community Education program for more information.

Member Services can also help you find Community Education programs in your area. Call them toll-free today at **1-866-567-7242 (TTY 711)**. ■



## KNOW YOUR NUMBERS

While you're making resolutions this year, you should include getting better control of your cholesterol levels. It doesn't have to be difficult to make adjustments to your lifestyle to keep your cholesterol levels—and your heart—healthy.

### THE GOOD, THE BAD, THE UGLY

Cholesterol is one of the major lipids (fats) in the body and is essential for nourishment. It is classified into categories, including HDL (good) and LDL (bad).

#### THE GOOD

HDL Cholesterol—**keep it high**

#### THE BAD

LDL Cholesterol—**keep it low**

#### THE UGLY

Too much cholesterol, which can lead to heart attack and stroke

A lipid profile screening is a test to check for cholesterol levels in your blood. This test can check your HDL and LDL cholesterol. Ask your doctor for a screening test.

### FINDING THE BALANCE

Reducing "bad" LDL cholesterol and increasing "good" HDL cholesterol may lower your risk of heart disease. Work with your doctor to set your target cholesterol level. Then make healthy lifestyle changes, like giving up smoking, losing weight, exercising more, and eating a healthy diet. Your lifestyle has the single greatest impact on your cholesterol levels. ■

## BE FIT™ & BE ACTIVE™

Get up and get moving this year! Regular exercise has many benefits. It can help you control your weight, combat health conditions, improve your mood, and boost your energy.

South Country's **Be Fit™** and **Be Active™** programs will reward you for your efforts. By working out at a local health club, you can get \$20 off your monthly membership fee. Here's how it works:

- 1. Join a participating health club.** Find a health club in your neighborhood by visiting [www.nihca.org](http://www.nihca.org).
- 2. Sign up.** Fill out the program enrollment form at your health club. Remember to bring your member ID card with you.
- 3. Exercise 8 days\*.** The health club will keep track of how many days you exercise. If you exercise 8 days during the month, the health club will take \$20 off your monthly membership fee for that month.

*\*The 8-day requirement is not applicable to members enrolled in SeniorCare Complete or AbilityCare. However, all members should record their attendance at the health club for each workout completed.*

Members 18 and older must be enrolled with South Country and the health club during the month they exercise. Members must also complete the Be Fit™ and Be Active™ enrollment form prior to participating. ■



## MAKE CONTROL **YOUR GOAL**

If you have high blood pressure (also known as hypertension), you're not alone. Over 67 million Americans have high blood pressure today—that's one of three adults. Unfortunately, more than half of these people do not have their condition under control. Follow these tips to make control your goal:

### LEARN

In order to control high blood pressure, you should first understand what it is. Blood pressure is the force of blood on the walls of blood vessels as the heart pumps blood. If this pressure rises and stays high over time, it is called "high blood pressure" and can damage the body in many ways.

### CHECK IT

High blood pressure is a "silent" problem. It doesn't always show noticeable signs, so many people don't know they have high blood pressure until it is checked by a doctor. Ask your doctor to check your blood pressure at your next appointment and set a blood pressure goal that is best for you.

You can also check your blood pressure regularly with home blood pressure monitors\*. Many pharmacies also have machines you can use to check your blood pressure. Keep a record of your readings in a notebook, and take it along to your next doctor visit.

\*South Country members can get a home blood pressure monitor at no cost with a prescription from the doctor. Check with your pharmacy or medical equipment supplier first to make sure they can fill the prescription.

### CHANGE YOUR HABITS

If you eat a healthy diet and get physical exercise every day, it will be easier to control your blood pressure. For example, choose foods that say "low in sodium" to help cut down on your salt intake. Walk around, lift your arms and legs up and down—even 10 minutes every day adds up over time. Finally, if you drink or smoke, try to cut back. It's easier said than done, but it *is* possible and will have a *big* impact on your overall health. ■

## BREATHE **EASY**

Asthma is a disease that affects your lungs. It causes repeated episodes of wheezing, loss of breath, chest tightness, and nighttime coughing. It is a long-term disease that cannot be cured, but it can be controlled.

Take an active role to control your asthma and follow these tips:

- **Work closely with your doctor.** Keep your doctor updated on symptoms. Develop an Asthma Action Plan that works for you.
- **Take medications exactly as they are prescribed.** Your doctor knows the right dose and frequency you need to gain control. Just because you feel better doesn't mean you no longer need to take your medicine.
- **Watch for symptoms.** If you feel like your control is slipping, take action. Keep an inhaler close at hand.
- **Manage your home.** Use an indoor air filter and purifier. Use a dampened cloth when dusting furniture. Close the windows when pollen and humidity levels are high.
- **Don't forget your allergies.** Asthma attacks are often triggered by an allergy. Learn what allergic substances trigger your symptoms and try to avoid them.

Asthma symptoms can begin and progress very quickly. If your rescue inhaler doesn't relieve symptoms, you should call 911. ■





## DON'T GET CAUGHT WITHOUT THE SHOT!

Flu season is here! If you haven't gotten your flu shot yet, there is still time.

Getting a yearly flu vaccine is the best way to protect yourself from influenza (flu) viruses. Everyone 6 months of age and older should get the vaccine.

Some people, such as senior citizens, young children, and people with certain health conditions, are at an even higher risk for serious flu complications. It is important to get vaccinated and stay healthy this season!

**Remember, South Country will cover the cost of your vaccination if you see an in-network provider.**

**South Country will also cover the cost of flu shots given at pharmacies. Many pharmacies do not require an appointment, so it is quick and easy to get vaccinated.**

Call South Country's Member Services at **1-866-567-7242 (TTY 711)** to find out where you can get a flu vaccine today! ■



## CARE FOR **BABY AND ME**

Pregnancy is an exciting time, but it is important that you take all the necessary steps to stay healthy during and after pregnancy. Doing all you can to take care of yourself while pregnant will help give your baby a healthy start in life.

Visiting your doctor early in pregnancy is the first step in ensuring that you and your baby are healthy throughout your pregnancy. This is called **prenatal care**. As soon as you learn you are pregnant, you should make an appointment with your doctor to be seen within the first trimester (before 12 weeks).

Taking care of yourself *after* you have the baby is also important. This is called **postpartum care**. By seeing your doctor at a six-week postpartum visit, you will make sure you are recovering normally and your baby is healthy.

South Country can help you stay healthy! We offer two reward programs for women enrolled in South Country to participate in while pregnant.

1. In our **Prenatal Care Reward Program**, you can receive a \$25 gift card for completing the initial prenatal visit during the first trimester or within 60 days of enrollment with South Country.
2. Similarly, our **Postpartum Care Reward Program** offers a \$25 gift card for women who complete their six-week postpartum visit.

To get the reward, just take our Prenatal Care or Postpartum Care voucher to your appointment, have your doctor or nurse fill it out, and return it to South Country within one month after the date of service.

**Remember, you should let your financial worker know right away after you have the baby.** This will ensure your baby gets the best health coverage available.

You can call Member Services at **1-866-567-7242 (TTY 711)** to ask questions about our reward programs or to request reward vouchers. Our vouchers are also on the South Country website at [www.mnscha.org](http://www.mnscha.org). ■



## HOW ARE WE **DOING?**

Every year, a CAHPS survey, or a Consumer Assessment of Healthcare Providers and Systems survey, is sent to a random selection of South Country members. This survey is designed to measure your satisfaction with health plan performance, quality of care issues, and your overall satisfaction with providers and South Country.

The survey is mailed between January and April to collect your feedback about the services you receive. If there is no response, a follow-up phone call is made to get the information. It is important that you complete the survey. We want to hear from you so we can improve our service to you!

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

## **SOUTH COUNTRY HEALTH ALLIANCE EARNED TOP RATINGS IN 2013**

Last year, CAHPS survey results showed that South Country was among the top performing Minnesota health plans for the following measures in our Medical Assistance, MinnesotaCare, SeniorCare Complete, and AbilityCare programs.

### Medical Assistance

Getting Needed Care  
Getting Care Quickly  
How Well Doctors Communicate  
Rating of Specialist Seen Most Often

### SeniorCare Complete

Getting Needed Care  
Getting Care Quickly  
How Well Doctors Communicate  
Customer Service  
Rating of All Health Care

### MinnesotaCare

Getting Needed Care

### AbilityCare

Getting Care Quickly  
How Well Doctors Communicate  
Rating of All Health Care  
Rating of Personal Doctor

## DON'T BE **SAD**

Some people experience a serious mood change during the winter months. This condition is called **seasonal affective disorder** (or **SAD**), and it is a type of depression that occurs at the same time every year.

Don't brush off this yearly slump as a case of the "winter blues." Take steps to keep your mood steady throughout the year.

### **LET THERE BE LIGHT**

Make your environment sunnier and brighter. Reduced sunlight in the winter can cause a drop in a brain chemical called "serotonin" that may trigger depression. Open your blinds and sit closer to bright windows at home or in the office. Get as much natural sunlight indoors as you can.

### **THE GREAT OUTDOORS**

Despite the Minnesota cold, you should try to go outside every day. Bundle up and take a walk. Even on cold, cloudy days, outdoor light can help.

### **GET MOVING**

Regular physical exercise helps relieve stress and anxiety, both of which can increase seasonal affective disorder symptoms and boost your mood.

### **STILL DOWN?**

It's normal to have some days when you feel down, but if you can't see to get motivated to do activities you normally enjoy, see your doctor. You may receive treatment used for more serious cases of seasonal affective disorder. ■

## NEED HELP? CALL US!

New to South Country? Have questions about your health benefits? South Country's **Member Services** can give you the information you need!

Member Services is available to answer your questions from 8 a.m. to 8 p.m., Monday through Friday. You can call them toll-free at **1-866-567-7242**, or for the hearing impaired, dial **711**.

Our friendly Member Services team can help you with almost any health care problem or can connect you with someone who will help you.

Member Services specialists can answer a variety of questions you may have about your health plan. These are just a few of the things Member Services can help you with:

- Billing
- Covered benefits
- Program eligibility
- Clinic changes
- In-network providers
- ID cards
- Prescriptions
- Wellness programs
- And much, much more!

When it comes to helping our members, South Country Health Alliance **Member Services** staff is here for you.

Talk to a representative today by calling **1-866-567-7242** (toll free) or **TTY 711!** ■



## HEALTH CARE FOR **TOMORROW**

It is hard to think about, but South Country wants you to be prepared for a future time when you may no longer be able to make or communicate your own health care decisions. You have the option to inform others of your medical care wishes in *advance*.

### **HEALTH CARE DIRECTIVES**

A **health care directive** (or **advance directive**) is a way for you to specify your wishes about health care treatment options. It is a way of making sure your voice is heard when you no longer can speak. With a health care directive, you can communicate your wishes to family, friends, and health care professionals *now* to avoid confusion *later on*.

When you prepare a health care directive, you are allowed to appoint a person called an “agent.” This person will be able to communicate your health care wishes if you can’t because of illness or injury.

You have many choices of what health care decisions you can put in your health care directive. You may include the types of medical treatment you would want (or would *not* want), where you want to receive care, how you want your agent to decide, and much more.

Health care directives are not just for the elderly. People of all ages who want to direct their medical care for the future should complete a health care directive.

You will still receive medical treatment if you don’t have a health care directive. However, the best way to be sure your wishes are followed is to have a health care directive and to give a copy to your doctor.

Call Member Services at **1-866-567-7242 (TTY 711)** to request a health care directive form from South Country. You can also find the form on our website at [www.mnscha.org](http://www.mnscha.org).

For more information about health care directives, you can contact your health care provider, your attorney, or the Minnesota Board on Aging’s Senior LinkAge® Line at **1-800-333-2433** (toll free). ■

2300 Park Drive, Suite 100  
Owatonna, MN 55060

Health or Wellness or  
Prevention Information

**NURSE HELPLINE: ASK MAYO CLINIC**  
**1-800-504-3451**

Ask Mayo Clinic is a 24-hour nurse line that guides you to the appropriate level of care if you're sick or injured. Experienced registered nurses answer your health questions and offer reliable information to help you make better informed health care decisions. If you have an emergency, call 911.

**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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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.

ໄປຮດຊາບ. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ຟຣີ, 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).

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