

THE

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Connection

Keeping South Country Members Informed



Reinvesting In Our Communities

South Country Health Alliance is rooted in the communities we serve. We gave nearly \$3 million in grants to improve the health and wellbeing of our members.

As a county-owned health plan, South Country has a strong commitment to support the local providers and organizations that serve our members and the residents of our member counties. South Country was founded on the principle of reinvesting in our communities in ways that will overcome barriers to health care and improve the health of our members.

At the end of 2014, we were fortunate to be able to put nearly \$3 million back into our communities. We received 32 applications, requesting more than \$7.3 million for projects that would benefit South Country members, their providers, and the communities they live in.

After closely evaluating the applications, 17 projects were selected for grant funding. These projects address a variety of challenges within our communities and work to expand and develop services our members need. Our grants will support improved dental services, mental health services, children welfare programs, care coordination, care for the elderly, and other community facilities providing for basic needs.

South Country cares for our members, and we are excited about this opportunity to support and reinvest in the communities that make us possible.

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SOUTH COUNTRY
HEALTH ALLIANCE
Bringing Wellness Home

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

Reinvesting In Our Communities

See what organizations received grant funding in your community:

County	Organization
Brown	• New Ulm Medical Center
Dodge*	• Southeastern Minnesota Area Agency on Aging
Goodhue	• Goodhue County Health & Human Services
Morrison	• Apple Tree Dental
Sibley	• Sibley County Developmental Achievement Center • Sibley County Public Health & Human Services
Steele	• Fernbrook Family Center • Owatonna Hospital/Allina Health • Steele County Clothesline • Steele County Human Services
Todd	• Todd County Health & Human Services
Wabasha	• T.J. Schoen Family Dentistry • Wabasha County Social Services
Wadena	• City of Wadena • Tri-County Health Care
Waseca	• Waseca County Early Childhood Initiative • Waseca County Human Services

*Programs also in Freeborn, Goodhue, Steele, and Wabasha Counties

To learn more about these organizations and their grant funding, visit the South Country website at www.mnscha.org. Click on the Community Reinvestment Program Awards link on the homepage.

South Country thanks all organizations for submitting grant proposals. We appreciate your efforts to serve our members and the community.

New! Added Dental Benefits

South Country's added benefits for **adults with Medicaid coverage** makes it easier for members to take care of their oral health.

For adult members of Medical Assistance (PMAP), MinnesotaCare, Minnesota Senior Care Plus (MSC+), SingleCare (SNBC), and SharedCare (SNBC)

A healthy smile is an important part of your overall health. Poor oral hygiene can actually lead to other health problems, such as gum infection or disease, digestion problems, and even problems with the heart and other major organs. That is why regular dental checkups are vital to your health.

South Country knows it is important for our members to visit the dentist regularly. As of January 1, 2015, South Country enhanced its dental benefits for adults with Medicaid coverage. **This supplemental benefit will allow adult members to receive two oral exams, cleanings, and fluoride treatments per year, instead of just one.**

At least two oral exams, cleanings, and fluoride treatments are also covered benefits for children, pregnant women, and members of SeniorCare Complete and AbilityCare. To see what dental services are covered for you, see your *Evidence of Coverage* (or *Member Handbook* for members of SeniorCare Complete).

Need help finding a dentist in your area and scheduling an appointment? Call DentaQuest, a scheduling assistance program offered to South Country members, at **1-800-516-2940** from 8 a.m. to 5 p.m., Monday through Friday. Hearing impaired call **1-800-466-7566 (TTY 711)**.

Take advantage of this additional benefit and schedule your dentist appointment today!

Source: DentaQuest, 2015



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SCHA, 2300 Park Drive, Suite 100, Owatonna, MN 55060

Email: marketing@mnscha.org

Website: www.mnscha.org

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

Fraud, Waste, and Abuse

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

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

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

Prepare for Dental Emergencies

Know what to do if your child faces one of these common dental problems.

Toothache

Rinse the mouth with warm water to clean it out. Gently use dental floss to remove anything that may be caught between the teeth. If the toothache persists, try to see the dentist. Don't rely on painkillers, since these only temporarily relieve pain.

Broken Tooth

Rinse the mouth with warm water to clean the area. Use an ice pack on the outside of the cheek to help reduce the swelling and go to the dentist.

Knocked-Out Tooth

Try to find the tooth and rinse it in water. Hold the tooth in its socket if possible while you head to the dentist. If that's not possible, put the tooth in a cup of milk and bring it to the dentist. Get to your dentist immediately.



Healthy Smiles for Kids

February is National Children's Dental Health Month, making it the perfect time to help kids brush up on good oral health habits.

Developing good habits at an early age and scheduling regular dental visits helps children get a good start on a lifetime of healthy teeth and gums. Teach your children to create a dental routine at an early age and help them stick to it.

Children should follow these four simple rules to keep a healthy smile:

1. Brush your teeth for two minutes, two times a day.
2. Floss and clean between your teeth every day.
3. Limit snacks, and eat healthy meals.
4. Visit your dentist regularly.

Young children need help brushing and flossing. As a parent or guardian, you will need to help your child with oral care until he or she is about 7 years old. If you are unsure of proper brushing techniques, ask a dentist to show your child how to brush his or her teeth at your next appointment.

The sooner children begin getting regular dental checkups, the healthier their mouths will stay. The American Dental Association recommends that every child should visit a dentist by age 1, or as soon as the first tooth appears. Kids with healthy teeth chew food easily, learn to speak clearly, and smile with confidence.

If your family does not have a regular dentist, call DentaQuest at **1-800-516-2940**. A customer service specialist will help you find a dentist in South Country's network and schedule an appointment for you or your child.



Did You Know? Fun Dental Facts!

The average person has 32 teeth.

Humans usually have 8 incisors, 4 canines, 12 molars, 8 pre-molars, and 4 wisdom teeth. The most teeth ever found in a person's mouth is 37.

Tooth enamel is the hardest substance in the human body.

The enamel makes up the top part of the tooth. It is even harder than bone. Because it's so durable, healthy tooth enamel protects teeth from cavity-causing bacteria.

The design of your tongue is 100% unique.

Just like fingerprints, everyone also has a unique tongue print.

You get two sets of teeth in your lifetime.

The first set is your baby teeth. You will start to lose your baby teeth at around 6-7 years of age. By the time you are 21 years old, you will only have permanent teeth.

Source: American Dental Association, 2015



Seasonal Affective Disorder

Winter's dark, cold conditions are tough, but they affect some of us worse than others. Learn the signs of Seasonal Affective Disorder and what you can do to brighten your mood.

Seasonal Affective Disorder (SAD) is a type of depression that is closely linked to the changing seasons, specifically the variations of light. Symptoms typically appear in the fall and continue throughout the winter months, sapping your energy and making you moody. These symptoms can become more severe as the season progresses.

Fewer hours of sunlight can disrupt your body's internal clock and lead to a drop in serotonin levels, negatively affecting your mood. Your body may also produce higher levels of melatonin, making you sleepy and lethargic.

Here are some other SAD symptoms you might notice:

- Depression
- Anxiety
- Difficulty concentrating
- Extreme mood changes
- Sleep difficulty
- Lethargy or fatigue
- Social problems
- Sexual problems
- At times, thoughts of self-harm or suicide

One treatment option for people diagnosed with SAD is "phototherapy treatment," or light therapy. This is a safe and effective treatment in most cases of SAD. Other people with SAD also benefit from antidepressant treatment, especially if symptoms are severe.

It is normal to feel down some days, but if your bad mood persists for days at a time and you find it difficult to get motivated to participate in activities you typically enjoy, see your primary care doctor. It is especially important to call 911 immediately if you have feelings of extreme hopelessness or thoughts of self-harm or suicide.

Source: Mayo Clinic, WebMD

Creative Ways to De-Stress

Too much stress can negatively affect your health and wellbeing. Try these creative ways to relax.

Breathe

Breathing exercises are a great overall stress reducer. Breathing exercises can help you calm down quickly, think more clearly, and release tension in your body. When you're feeling stressed or overwhelmed, try these steps:

1. Sit in a relaxed position.
2. Slowly inhale through your nose for five seconds.
3. Let the air out from your mouth for eight seconds.
4. Repeat several times.

Meditation

During meditation, you focus your attention and eliminate the jumbled thoughts crowding your mind. This helps you gain a new outlook on stressful situations and reduce negative emotions.

There are different ways to meditate, all sharing the same goal of achieving inner peace. You can try visualizing a place you find relaxing, silently repeating a calming word, or centering on the present.

Yoga

Yoga can combine the benefits of controlled breathing and meditation, while improving your strength, balance, and flexibility. Try a beginner's class in your community or find yoga poses online. Work at your own level of flexibility, and allow your mind and body to relax.

2015 Member Materials

South Country member materials provide information about health care benefits, covered drugs, network providers, and all the "extra" benefits offered to members.

All Programs: Medical Assistance (Medicaid) and Medicare Advantage Programs

- Evidence of Coverage (or Member Handbook for SeniorCare Complete)
- Primary Care Network Listing
- Provider and Pharmacy Directory
- Health Care Directive
- Take Charge! Wellness Programs Brochure

Medicare Advantage Programs ONLY

- Annual Notice of Changes
- List of Covered Drugs (or Comprehensive Formulary)
- Summary of Benefits

If you have questions about your member materials or are missing a document, call Member Services at **1-866-567-7242 (TTY 711)**. They will be able to answer your questions or send you the materials you need.

Electronic versions of all of our member materials are also available on the South Country website at www.mnscha.org. Go to the Programs tab, select your program, and search the 2015 Member Materials box on the right-hand side of the page.

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: Will my prescription drug be covered?

Answer: South Country offers several ways for you to find out if your drugs are covered.

Members with Medicare benefits: You should have received a List of Covered Drugs (or Comprehensive Formulary) in your membership packet when you joined South Country. Look in the List of Covered Drugs to see if your drug is covered.

All members can use our online Drug Search tool. Go to our website at www.mnscha.org. Under "We can help you find a...", click "Prescription Drug." This tool will help you search for your drug and find other drugs that are covered by South Country.

If you still aren't sure, call Member Services. A Member Services specialist will answer your questions and look up the information for you.

Question: What dentist can I go to in my area?

Answer: We work with DentaQuest to provide your dental services. You can call DentaQuest, and a customer service specialist will find a dentist in your area that is accepting patients. DentaQuest will even schedule a dental appointment for you and will call to remind you about your appointment.

Call DentaQuest at **1-800-516-2940** and press option #4.

You can also search for dentists in the South Country Dental Provider Directory. This document is available on our website at www.mnscha.org. Under "We can help you find a...", click "Provider," then "Dental Provider Directory" near the bottom of the Web page.

Question: How do I get to my health care appointments if I don't have transportation?

Answer: Depending on the South Country program you are enrolled in, you may be eligible to get transportation assistance. To find out if transportation is available to you, call Member Services.

If you are eligible and need transportation to and from health services that we cover, call your county financial worker or case manager. You may also call Member Services. Member Services, your county worker, or case manager will help you arrange the most appropriate and cost-effective transportation.

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

Statin Drugs for Cholesterol

A healthy lifestyle is the first defense against high cholesterol, but sometimes diet and exercise aren't enough. Learn more about how you can control your cholesterol with statins.

Doctors often prescribe **statins**, a class of drugs used to lower the cholesterol levels in the blood. Statins can reduce the risk of heart attack, stroke, and even death from heart disease.

Your doctor can do a simple blood test to determine the amount of cholesterol in your blood. If you have high levels of LDL ("bad") cholesterol, you have a greater chance of heart disease. Based on your overall risk, your doctor may recommend you take statins to help lower your cholesterol.

These statins are currently approved and available:

- Lovastatin (Mevacor, Altoprev)
- Pravastatin (Pravachol)
- Simvastatin (Zocor)
- Pitavastatin (Livalo)
- Fluvastatin (Lescol)
- Atorvastatin (Lipitor)
- Rosuvastatin (Crestor)

Statins work to lower LDL ("bad") cholesterol, as well as lower triglycerides and raise HDL ("good") cholesterol levels. Too much cholesterol in the blood can cause a buildup of plaque on the walls of the arteries. Statins help stabilize these plaques, which makes heart attacks less likely.

Most people who take statin drugs tolerate them well, but some experience side effects. The most common side effects include constipation, nausea, diarrhea, stomach pain, muscle soreness, and weakness. If you have side effects, talk to your doctor before you stop taking a statin. The side effects can be reduced by making a change in your medication.

Medication can help control your cholesterol, but regular exercise, healthy eating, and other positive habits are key to keeping cholesterol levels down.

How to Avoid Problems with Statin Drugs

As with any medication, it is important that you take statins as prescribed by your doctor. Taking medicine as your doctor suggests will improve your health and may prevent future problems. If you don't take your medicines properly, you may be putting your health at risk.

If you miss a dose of your statin drug, the rule of thumb is to take the missed dose as soon as you remember. If it is almost time for your next dose, skip the missed dose and take your medication at your next regularly scheduled time. Do not take a double dose of your medication to make up for your missed dose.

If you take a statin drug or other cholesterol medications, you should see your doctor regularly. Your doctor can check your cholesterol levels and make adjustments to your medications or treatment plan if necessary. You and your doctor can work together to create a treatment plan that works best for you.

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 wellbeing and have the tools to help you succeed. Through friendly telephone calls and educational materials, we help you manage your condition and start living your life fully. South Country nurses also help schedule appointments and find the right care from a doctor you can trust.

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

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



Four Myths of Older Adult Falls

Myth: Falling happens to other people, not to me.

1 in 3 older adults—about 12 million—fall every year.

Myth: Falling is normal when you get older.

Falling is not a normal part of aging. Strength and balance exercises, managing your medications, and making your living environment safer will help you prevent a fall.

Myth: I won't fall if I limit my activity.

Performing physical activities will actually help you stay independent, as your strength and range of motion benefit from remaining active. Social activities are also good for your overall health.

Myth: If I tell someone, I will lose my independence.

Fall prevention is a team effort. Your doctor, family, or loved one can help you maintain your mobility and reduce your risk of falling.

Source: NCOA

Survive Spring Allergy Season

Here in Minnesota, we are all eager for the snow to melt and spring to arrive. But with warmer weather comes seasonal allergies, which can trigger an asthma attack.

Asthma and allergies often go hand-in-hand. When different allergens are in the air, such as pollen, mold spores, or dust mites, they can cause uncomfortable reactions for someone who has asthma. These symptoms include coughing, shortness of breath, wheezing, or chest tightness.

Mild asthma episodes are generally more common, but excessive exposure to allergens can worsen asthma symptoms. Here are some ways to avoid more severe asthma episodes:

Stay Inside

Depending on the weather, some days your allergy symptoms may be worse than others. Keep an eye on pollen and mold counts, and try to stay indoors when levels are high. Leaving your doors and windows shut will help.

Clean Up

During the day, your hair, clothes, and bedding collect pollen and other allergens. Take a shower every night to rinse the pollen out of your hair. Wash your bedding and clothes as often as possible.

Don't Wait

Once symptoms start, they can get out of hand quickly and turn into more serious problems. Stay ahead of your allergy symptoms by taking medicine *before* allergy season begins. If you can anticipate when and where you'll have symptoms, you can often prevent them from developing.

Source: WebMD

A Lifetime of Healthy Vision

Regular eye exams are just as important as seeing your doctor or visiting the dentist. Get them checked now to avoid problems later.

Regular eye exams not only help detect vision problems, but act as a preventive measure for maintaining your overall health. An eye exam can help your doctor see signs of common health conditions, such as high cholesterol, high blood pressure, or diabetes.

It is recommended that you get a baseline eye exam at age 40. From there, your eye doctor will tell you how often you should have your eyes checked. As you age, you shouldn't go longer than two years between exams.

South Country covers eye exams, eyeglasses, medically necessary tints or polarized lenses, and contact lenses under certain conditions. Call Member Services toll-free at **1-866-567-7242 (TTY 711)** if you have questions about your coverage or need help finding an eye doctor in your area.





Care For You and Your Baby

You can boost your chances of having a problem-free pregnancy and a healthy baby when you take the right steps to taking care of your physical and emotional health.

When you're pregnant, it's more important than ever to take care of your health. Today, good prenatal care can significantly improve the quality of your pregnancy and the outcome for you and your baby.

Doctor Visits

Visiting the doctor early in pregnancy is the first step to ensure a mom and her baby are healthy and stay healthy. South Country helps pregnant women with their prenatal doctor visit. Our Prenatal Care reward program offers a \$75 gift card to Walmart when a woman completes her initial prenatal visit during the first trimester of pregnancy.

It is just as important for a new mom to see the doctor *after* delivery to make sure she is recovering normally and her baby is healthy. South Country also has a Postpartum Care reward program. When women complete a postpartum visit on or between 21 and 56 days after delivery, they can receive a \$75 gift card to Walmart.

Embracing Life Book

South Country has an *Embracing Life* book made especially for our members. *Embracing Life* is a reference guide to help support new and expecting moms with information about both prenatal care and the care for a newborn during their first year of life. Call Member Services at **1-866-567-7242 (TTY 711)**, and ask for a free copy of *Embracing Life*.

Member Services can also give you more information about our Prenatal and Postpartum Care reward programs and send you the vouchers you need.

Control Your Blood Pressure

By making these four lifestyle changes, you can lower your blood pressure and reduce your risk of heart disease.

Lose the Extra Pounds

Blood pressure often increases as weight increases. Losing just 10 pounds can help lower your blood pressure. You and your doctor can determine your target weight and the best way to achieve it.

Exercise Regularly

Regular physical activity—at least 30 to 60 minutes most days of the week—can reduce your blood pressure. If you haven't been active, increasing your exercise level can lower your blood pressure within just a few weeks.

Eat a Healthy Diet

Eating a diet that is rich in whole grains, fruits, vegetables, and low-fat dairy products can lower your blood pressure. Cut back on foods high in sodium, saturated fat, and cholesterol. Try keeping a food diary or making a grocery shopping list each week.

Limit Alcohol & Tobacco

In small amounts, alcohol can potentially lower your blood pressure, but drinking excessively can raise your blood pressure by several points. Smoking also raises your blood pressure for up to an hour after you smoke. Avoid tobacco products and try to have only one or two drinks per day.

Source: Mayo Clinic, 2012

Care for Caregivers

Caring for an aging parent or friend has its rewards and its trials. If you are a caregiver, these tips can help you cope.

Millions of Americans are involved in some form of helping elderly family members or friends with their daily routines. If you are part of this group, here are some ways you can manage your responsibilities:

Prepare for Care

While your loved ones are still able to manage aspects of their daily lives, have a frank conversation with them about caregiving plans. Initiate the topic by talking about the type of care you'd prefer for yourself, but don't assume that the method of care you want is also what your loved one wants.

Allocate Responsibilities

Caregivers need to delegate specific responsibilities to others. Establish a schedule and say, for example, "On Sunday, you can take Mom to church; on Monday, you can drive her to the store."

Keep It Balanced

A burned-out caregiver isn't much help to anyone. Try to get enough sleep; exhaustion is a common complaint among caregivers. Also, get regular exercise. Exercise helps relieve stress, gives you a break from caregiving responsibilities, and keeps depression at bay.

Source: Blue Cross & Blue Shield



Limit Your Screen Time

People are spending more time than ever in front of screens. Limiting your screen time each day can positively affect your physical and mental wellbeing.

Television, computers, smartphones, and video games all fight for our attention every day. Screens offer a wealth of information and entertainment, but they can have negative effects on your physical and mental health.

Obesity

Research has shown a positive relationship between screen time and obesity in children and adults. This could be because of decreased physical activity or frequent snacking while watching TV, playing video games, or browsing the Web. Set time aside every day to turn off your devices and get active: take a walk, play with friends, garden, or walk the dog.

Irregular Sleep

Using screens before bedtime can mess with your sleep. The light from screens suppresses melatonin levels, making it harder to fall asleep and stay asleep. This sleep deficiency can lead to other health problems, such as obesity, diabetes, and heart disease. Avoid screens before you go to bed by reading a printed book or magazine. Try keeping your phone away from your bedside or even out of your bedroom entirely.

Behavioral Problems

Studies have found that elementary students who spend more than two hours a day watching TV, using a computer, or playing video games are more likely to have emotional, social, and attention problems.

If you're not watching a show, turn off your TV. Keep screens out of the bedroom, and don't eat in front of the TV. Screens are okay in moderation, but make sure to unplug from time to time.

Source: Minnesota Department of Health, Mayo Clinic

We Are a 4-Star Health Plan!

South Country's Medicare Advantage plan, SeniorCare Complete (HMO SNP), has improved its Star Rating.



SeniorCare Complete is a 4-Star Medicare Advantage plan.

Medicare uses a Star Rating system to measure how well Medicare Advantage and prescription drug (Part D) plans perform. Medicare collects information from members, health plans, and health care providers to give overall performance Star Ratings to the health plans.

Medicare evaluates plans based on a 5-star rating system. The ratings are on a scale of 1 to 5, with five being the highest and one being the lowest score. Medicare calculates Star Ratings each fall, so a plan's Star Rating may change from one year to the next.

The Star Rating scores how well a health plan did in several categories, including quality of care and customer service. The overall Star Rating score provides a way to compare performance among several plans. You can find more information on a plan's Star Rating in the Medicare Plan Finder tool (www.medicare.gov/find-a-plan) or by calling **1-800-MEDICARE**.

South Country is pleased that the services we offer are satisfactory to our members. We are dedicated to providing quality care and services and will continue to strive for improvement as a health plan.

South Country Needs YOU!

Next MAC Meeting:
Friday, March 13, 2015,
10 a.m.-noon

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.

Member Satisfaction Survey: CAHPS

South Country members get the opportunity to rate their health care experiences in an annual survey. Watch your mail in February for the CAHPS survey.

Have you been satisfied with your health care experiences? Now is your chance to let us know!

The CAHPS survey, or Consumer Assessment of Healthcare Providers and Systems survey, is a survey sent each year to a random selection of South Country members. The CAHPS survey asks members about their experiences with their health plan, medical providers, drug plan, care coordinators, and quality of care, among other topics.

Your answers tell us what we're doing well and where we need to improve. South Country takes your responses seriously and uses them to improve the quality of services for our members.

If you have been happy with South Country and your health care services, tell us! Some survey questions ask you to rank your satisfaction level on a scale from 1 to 10. By answering with 9s or 10s, you're letting us know that South Country is doing a good job and meeting your health care needs.

Call Member Services toll-free at **1-866-567-7242 (TTY 711)** if you have questions about these or any health surveys you receive. A Member Services specialist can help you complete the survey or answer other questions you may have.

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.

Member Services can answer your questions about covered benefits and prescription drugs, help you find a primary care clinic or other health care providers, access South Country wellness programs, find an interpreter to explain our programs in your language, and much more! If you are having problems getting health care services, Member Services can help you.

Member Services is 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 if you are hearing impaired call **711 (TTY)**.

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 ។

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. ຖ້າທາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ຟຣີ, ຈົ່ງໂທໄປທີ່ໝາຍເລກຂ້າງເທິງນີ້.

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

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