

What is the Wellness Support Team?

**We are
Complex Case
Managers who are
here to help you! We can:**

- ◆ Support you with your chronic health conditions
- ◆ Help manage your child's/children's complex health conditions
- ◆ Be an advocate for you and your health
- ◆ Assist you in navigating your health care needs
- ◆ Give you the tools and resources needed to manage your health
- ◆ Meet and exceed your health care goals
- ◆ Communicate with providers to align your expectations
- ◆ Provide education on medications and your health conditions

Am I eligible?

Members must be on Medicaid in the Family and Children's Plan (PMAP) or have Minnesota Care provided through South Country Health Alliance.

This program comes at no cost to you as our member.

Your information is held confidential while under the Wellness Support Program.

No English



1-866-567-7242

TRS: 711

Attention: If you speak English, free language assistance services are available to you free of charge and without unnecessary delay. Additionally, appropriate auxiliary aids and services to provide information in accessible formats are available free of charge in a timely manner. Please call the number above or speak to your provider. English

Fiiro gaar ah: Haddii aad ku hadasho Soomaali, waxaa si bilaash ah kuugu diyaar ah adeegyada caawinada luuqadeed oo aan lahayn daahitaan aan munaasib ahayn. Intaas waxaa dheer, waxaa la heli karaa adeegyada iyo kaabitaanka naafada ee haboon si macluumaadka loogu bixiyo qaabab la adeegsan karo oo bilaash ah laguna bixinayo waqqigeeda. Somali

Atención: si habla español, tiene a su disposición los servicios gratuitos de traducción sin costo alguno y sin demoras innecesarias. Además, se encuentran disponibles de forma gratuita y oportuna ayuda y servicios auxiliares adecuados con el fin de brindarle información en formatos accesibles. Llame al número indicado anteriormente o hable con su proveedor. Spanish

Ceeb Toom: Yog koj hais lus Hmoob, muaj kev pab txhais lus dawb rau koj siv. Koj tsis tas them nqi thiab yuav tsis qeeb. Kuj muaj cuab yeej thiab kev pab los pab koj nyeem cov ntaub ntauv kom yooj yim nkag siab. Koj hu tau rau tus xov tooj saum toj no lossis nrog koj tus kws kho mob tham. Hmong

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Wellness Support Team

by the Complex Case Managers

*Take control of your health,
today!*



**South
Country**
HEALTH ALLIANCE

“My Case Manager was easily available and always contacted me in a timely manner.”

“My Case Manager went above and beyond for me when I was going through an incredibly rough time.”

“I was completely lost at the beginning of my sickness and I feel like I’m in an upward swing now.”

“The Case Manager helped me find resources within my community and got me the support I needed.”

How to get started:

Call Member Services.

Toll Free: 1-866-567-7242

TTY users call: 1-800-627-3529 or 711

Hours: 8 a.m. to 4:30 p.m.,
Monday - Friday

State that you are interested in the Wellness Support provided by our Complex Case Managers.

What is Next?

Step 1: Once approved you will be assigned your own Wellness Support Coach.

Step 2: Your Wellness Support Coach will reach out by telephone call and talk about your health care goals. You will then set up another telephone call to discuss your medical history.

Step 3: Complete your medical history with your Wellness Support Coach. You are able to provide this history through a telephone call or the form sent to you by mail that you will return to South Country (an envelope with postage is included).

Step 4: Set goals and future meetings. Meetings are completed by telephone call or text messaging (must opt in).

Step 5:
Meet and exceed your goals!

“I was diagnosed with gestational diabetes in this pregnancy. The Wellness Support Team provided regular touch points to help me feel supported.”



The goal of the Wellness Support Team is to help you be a self-advocate for your health as well as implement positive and effective self-care habits.

