

The Connection

ANNUAL REPORT EDITION



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Medical Assistance/MinnesotaCare Renewals

Annual eligibility reviews for Medical Assistance (Medicaid) recipients were suspended during public health emergency for COVID-19. Earlier this year Congress passed legislation requiring states to return to the standard Medicaid eligibility renewal procedures.

Eligibility renewal reviews will begin for some Medical Assistance recipients in June 2023 and continue monthly through June 2024. MinnesotaCare members can expect their eligibility renewal to begin in October 2023 for coverage effective January 1, 2024.

To be enrolled with South Country Health Alliance (South Country), you must be eligible for Medical Assistance or MinnesotaCare. Many South Country members will need to go through an annual renewal review.

Here are actions you can take to ensure your renewal review is as smooth as possible.

1. Update your contact information with the state or your county human/social services agency if you have moved over the last several years.
2. Know when to expect your eligibility renewal. Your Medical Assistance renewal will take place on the anniversary month when you applied for coverage. South Country members can call either Member Services at 1-866-567-7242 or TTY 711, or the DHS Health Care Consumer Support at 1-800-657-3672 to ask about their renewal month. These calls are free.
3. Be prepared. You'll need to provide some documentation when it's time for your eligibility renewal. When your packet arrives, it will have instructions for you to follow. Documents you need include recent pay stubs and the most recent copy of your federal tax return.

This article is continued on the next page.

**South
Country**
HEALTH ALLIANCE

South Country Health Alliance is a county-owned health plan that provides health care coverage for Minnesota Health Care Program enrollees in 8 Minnesota counties.

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Medical Director

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Waseca County

Medical Assistance/MinnesotaCare Renewals *continued*

4. Get help if you need it. Don't delay your paperwork if you need help filling it out. Get help from your care coordinator, South Country Member Services, or a health care navigator.
5. Stay updated on the process. Go to the South Country website at www.mnscha.org or call Member Services with questions.

South Country Member Services is available Monday through Friday from 8 a.m. to 8 p.m. at 1-866-567-7242 and TTY 711 or through your preferred relay service. These calls are free.



Telehealth is providing and promoting patient-centered care through video and phone calls and email. It helps you to stay connected with your provider without going into see your provider face-to-face. Call your provider and ask whether they offer telehealth appointments.

Most telehealth appointments will require an internet-connected device (computer, tablet or smartphone) with a camera and microphone. Make sure your device is fully charged or plugged in and you have a reliable internet connection. You may also need to have an email address.

Ask your provider what you will need for the appointment. Download any required app or software program needed and set up your account or login information before your visit.

Telehealth is a benefit for South Country members.



Will I Get Billed if I Get Health Care?

South Country members generally should never be billed by a provider. South Country pays for almost all medically necessary care you would receive – there are very few exceptions such as copays. Sometimes it happens. If you get a bill from any provider, the first thing you should do is call Member Services to ask about it. South Country is not allowed to pay you back for most bills if you pay them yourself, so it is best to ask us first before you make ANY payment to your provider. We also do not allow our contracted providers to “balance bill” our members. This is when South Country pays the fee we and the provider agreed to in our contract but then the provider tries to collect from you anything else they think they are owed.

There are steps you can take to prevent an unexpected bill:

1. Show your South Country member ID card every time you get a health care service at the clinic, pharmacy, dentist, chiropractor or any other provider. Ask the provider to make a copy for their records if they don't automatically do it.
2. Before you get a service, ask if your provider accepts South Country Health Alliance insurance. Some Minnesota providers and most out-of-state providers are not contracted with South Country and not all providers will accept our plan. Except for emergencies and urgent care, if you use these providers without getting our approval first, you will have to pay the bill yourself.
3. Call Member Services if the provider asks you to pay and you don't think you should. Or ask the provider to call us or the Provider Contact Center number on your ID card. Do this even if you are at the provider or pharmacy. Remember we generally cannot pay you back for anything you pay the provider yourself.
4. Read the handbook for the plan you are on. Details about any costs you may have are shown in your handbook. We post the handbooks at www.mnscha.org and will send you a free printed copy if you ask for it.
5. If you get a bill, do not ignore it. Call Member Services immediately and tell us about it. We can advise you how to proceed. Chances are the provider has billed you by mistake.

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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 Health Alliance does not reward providers or other individuals for denying services to members, nor does South Country Health Alliance reward decisions that result in under-utilization of services.



“We are focused on health care coverage that is focused on you!”

Leota Lind
Chief Executive Officer

Health Care Coverage Focused on You!

For over 20 years, we have focused on ensuring our members receive the services and supports they need so they can be as healthy as can be. From our health promotion programs to our provider network and community care connectors/care coordinators who assist our members in accessing the care they need, we are focused on health care coverage that is focused on you! In fact, we are so committed to this, it is one of our 2023 communication themes. You will be seeing and hearing a lot more about South Country in our communities in the coming months, so stay tuned!

To kick off 2023, we enhanced our health promotions programs even more. Did you know that members can receive a gift card for getting certain care/services and completing and returning a voucher? We have added several new vouchers and increased the amounts of several of the rewards. You can visit our website for more information about these offerings.

You may have heard in the news that everyone on Medical Assistance and MinnesotaCare will need to renew their eligibility over the next year. It is important that you update your address if you have moved so you will receive the packet you will need to complete. When you receive your packet, be sure to complete and return it as soon as possible. See the “Medical Assistance/MinnesotaCare Renewals” article in this newsletter for more information about this process and feel free to reach out to us if you have any questions. We want to ensure you, our valued member, keep your coverage if you are still eligible.

As a local, county-based health plan, we have always been focused on health equity and closing the gaps in rural communities. We do this by bringing medical care and social support networks closer together and focusing on the needs of our members. We are excited to share that we have formed a Health Equity Committee that is focusing on building out our strategic plan for this focus area to advance our efforts even more. We look forward to sharing more about our plan and initiatives in the future.

As always, we welcome your feedback to help us be the best we can be. See the article on our Member Advisory Committee in this newsletter – a great way to speak up and be involved. We look forward to continuing to help you get the care you need and appreciate your input and support.

South Country's revenue increased by 13% to \$280 million in 2022, due to a 7% increase in membership combined with increased capitation rates paid to South Country on a per member per month basis.

The increase in membership was due, in part, to the continuous enrollment provisions under the public health emergency. South Country's revenue included a reduction of about \$3.3 million related to federal minimum loss ratio requirements in its contract provisions. Health care claim costs increased 9% overall in 2022, driven primarily by the increase in membership. Investment income earned on cash balances contributed \$1 million due to significantly higher interest rates. This contributed to an overall net surplus of \$17.6 million for the year.

South Country receives its revenue from the Minnesota Department of Human Services and Centers for Medicare & Medicaid Services based on membership. This revenue pays for our members medical expenses. In 2022, South Country was charged \$242 million for members' health care expenses. This was 93% of total expenses. The remainder was spread between claim adjustment and cost containment expense and general administrative expenses.

South Country had \$25.8 million set aside in claim liability reserves on our balance sheet at December 31, 2022, for future member medical benefit payments. In addition to these reserves, South Country had capital and surplus of \$45.2 million.

This capital and surplus exceeds the statutory net worth requirements of the state of Minnesota in 2022. South Country's financial position as of December 31, 2022, reflects a risk-based capital (RBC) level of 451%, more than twice the regulatory requirement of 200% RBC. South Country's 2023 budget calls for a net surplus from operations.

2022 Summary of Financial Statements

January - December 2022

Balance Sheet	
Assets	\$85,652,729
Liabilities	\$40,469,985
Capital and Surplus	\$45,182,744
Statement of Revenues and Expenses	
Capitation Revenues <i>(net of \$3,278,535 Federal MLR Due)</i>	\$280,248,437
Health Care Expenses	
Physician, Hospital and Dental Expenses	\$202,741,605
Pharmacy Expenses	\$39,851,928
Total Health Care Expenses	\$242,593,533
Net Reinsurance Expense (Recovery)	\$1,538,043
Other Expenses	
Claim Adjustment and Cost Containment	\$6,619,346
General Administrative Expenses	\$12,912,283
Total Other Expenses	\$19,531,629
Operating Income (Loss)	\$16,585,232
Investment Income	\$1,035,486
Net Income (Loss)	\$17,620,718

Be Active™ Exercise Reward Program

South Country offers the Be Active™ program that rewards members for exercising. South Country AbilityCare, SingleCare, SharedCare, MSC+ and SeniorCare Complete members will be eligible for up to \$20 off the cost of their monthly health club membership fees. There is no limit per household, as long as each participant is eligible and enrolled during the respective month and has a paid health club membership. Here's how it works:

- 1. JOIN a participating health club.** Find a participating health club in your community online at NIHCarewards.org or call Member Services at 866-567-7242, TTY 800-627-3529 or 711. If your local club is not on the list, call Member Services for help nominating your health club for the Be Active™ program.
- 2. SIGN UP for the Be Active™ program.** Fill out the Be Active™ program enrollment form at your health club. Remember to bring your member ID card with you. Or go to NIHCarewards.org. Under MEMBER options choose First Time Enrollment. Follow the steps to get enrolled. You can also scan the QR code on this page to start to enroll.
- 3. EXERCISE!** SingleCare, SharedCare and MSC+ members will get up to \$20 off your monthly membership fee each month with a minimum of four visits per month. SeniorCare Complete and AbilityCare members will get up to \$20 off your monthly membership fee each month with no minimum amount of visits. We recommend you record your attendance at a health club for each workout completed.

Members must be enrolled with South Country and the health club during the month they exercise. Members must complete the Be Active™ program enrollment prior to participating. You'll see your discount 30-60 days after you've exercised. You'll continue to get the discount every month you're eligible.



Medication Tips

Keeping Informed:

For every medication you take, ask your health care provider:

- Why am I taking this medication?
- How and when do I take the medication?
- How long does it take for the medication to work? When will I feel better?
- What are the side effects? What should I do if I experience the side effects?
- What do I do if I miss a dose?

Taking Your Medication

- Read the instructions that come with each prescription. Ask your pharmacist or health care provider questions if you don't understand the instructions.
- Take the medication exactly as directed.
- If you have trouble swallowing pills, ask if another form of your medication is available.
- Be sure to bring enough medication when you travel using the original labeled container.
- It may take weeks or months before you will feel the effects of some medications, so ask your provider or pharmacist what to expect.
- Continue to take your medication even if you are feeling better.
- Tell your provider about any side effects you are experiencing.
- Never stop taking your medication without first talking to your health care provider.

Staying on Track

- Create a routine that works for you for taking your medication.
- Take your medication at the same time you do another activity, such as starting the coffee pot, brushing your teeth or before a meal.
- Keep your medication in a place where you will see it every day.
- Use a pill box marked with the days of the week.
- Keep a pocket calendar with you or near your medication to mark down when you take your medications.
- Set reminders on your watch or smartphone. Or leave yourself notes on the bathroom mirror or on the door to help you remember.

Refilling Your Medication

- Plan ahead for refills. Write "refill medication" on your calendar about a week before your medication will run out.
- Ask family or friends to help you remember to fill your prescription or give you a ride to the pharmacy if you need transportation.
- Make sure you have enough refills to last until your next health care provider visit.





The Silent Epidemic - Not Knowing Spreads It.

In 2021, a total of 1,644,416 cases of chlamydia infection were reported to the CDC, making it the most common notifiable sexually transmitted infection in the United States for that year. This epidemic threatens the health and well-being of thousands of Minnesotans, especially young people aged 15-25. Untreated infections can cause long lasting damage to reproductive organs, chronic pelvic pain and even infertility. The lack of obvious symptoms is why the disease is called silent. Regular screening is necessary for timely diagnosis and treatment.

What is Chlamydia?

- Chlamydia is a common sexually transmitted infection (STI) or sexually transmitted disease (STD).
- Chlamydia and gonorrhea are the primary causes of infertility and other long-term reproductive health problems in women.
- When diagnosed, chlamydia can be easily treated and cured.
- It can also be easily prevented with abstinence or the consistent use of condoms.

How Do People get Chlamydia?

- Chlamydia can be transmitted during unprotected vaginal, anal or oral sex.
- Any sexually active person can be infected with chlamydia.
- The greater the number of sex partners, the greater the risk of infection.
- Chlamydia can also be passed from an infected mother to her baby during vaginal childbirth.

Who Is at Risk for Getting Chlamydia?

- Anyone who is sexually active is potentially at risk of getting the infection.
- Because the cervix (opening to the uterus) of teenage girls and young women is not fully matured and is more susceptible to infection, they are at particularly high risk for infection if sexually active.
- Men who have sex with men are also at risk for chlamydial infection.

What Are the Symptoms in Women?

- Chlamydia is known as a “silent” disease because 75 to 80 percent of women and 50 percent of men who are infected have no symptoms.
- If symptoms do occur, they usually appear within one to three weeks after exposure. In women, the bacteria initially infects the cervix and the urethra (urine canal).
- Women who have symptoms might have an abnormal vaginal discharge or a burning sensation when urinating.
- If the infection spreads from the cervix to the fallopian tubes (tubes that carry fertilized eggs from the ovaries to the uterus), some women will have lower abdominal pain, low back pain, nausea, fever, pain during intercourse or bleeding between menstrual periods; others will have no signs or symptoms.

What Are the Symptoms in Men?

- Untreated chlamydia in men typically causes urethral infection.
- Men with signs and symptoms might have a discharge from their penis or burning and itching around the penis and a burning sensation when urinating.
- Untreated chlamydia may also result in complications such as swollen and tender testicles; however, this is uncommon.
- Most infections among men produce symptoms within a few days but testing may not be soon enough to prevent transmission to others.

For more information:

**Minnesota Department of Health
STD and HIV Section**
(651) 201-5414
www.health.state.mn.us/std

**Minnesota Family Planning and
STD Hotline**
1-800-783-2287 Voice
TTY: (651) 645-9360
<https://sexualhealthmn.org/>

**CDC National STD and
AIDS Hotlines**
1-800-CDC-INFO
TTY: 1-888-232-6348
www.cdc.gov/std

References:

www.health.state.mn.us/diseases/chlamydia/mcp.html
www.cbsnews.com/news/chlamydia-a-silent-epidemic/
www.cdc.gov/std/statistics/2021/overview.htm#Chlamydia





Meet Kathy Hines, Community Care Connector

Community care connectors are county employees of public health or human services who work directly with South Country staff and with South Country members in their county. They are experts in South Country benefits and often the first point of contact for members who need help.

How long have you been a connector? For a little over 2 years.

What does being a connector mean to you? It means having the opportunity to serve the community by providing resources, education and opportunities that will help meet basic needs, medical needs as well as enhance the quality of life.

What is the most fulfilling part of being a connector? Talking with individuals on the phone or in person – to listen to their needs and provide resources to help meet those needs. Also, going out into the community and meeting other care professionals who have the common goal of serving people and making their lives better.

Describe ways you help South Country members. I call members after they have been in the hospital to make sure they get their medications and any equipment they need, answer any questions they have or address any aftercare concerns. I also call people who recently visited the ER and connect them with a primary care provider to get any follow-up care they needed. I help address barriers to getting needed medical care – such as transportation or trouble getting needed prescriptions. I mail out resource information and vouchers to new mothers to help them care for themselves and their newborns.

Recently I helped a member get medical care he needed. His care needs were challenging and unique, so I organized a team of professionals who brought their expertise to the situation to get transportation to and from his medical appointments and to apply for programs that allowed him to get his medical and activities of daily living met.



“I really enjoy being a community care connector. It provides me with opportunities to be creative and helpful to others. I enjoy the variety of tasks I get to do. Most of all I really enjoy the connections I have with people in the communities we serve.”

Naloxone and Narcan Prescriptions

By the end of this week, 1,500 Americans will die from a fentanyl overdose. Next week another 1,500 Americans will die from a fentanyl overdose. It will be the same week after week after week. The United States is experiencing an epidemic of drug overdoses, driven mostly by fentanyl, which is 50 times stronger than heroin and 100 times stronger than morphine. Fentanyl overdoses are currently the No. 1 cause of death among individuals between the ages of 18 and 49. Recently a 7-month-old died of fentanyl toxicity due to exposure to fentanyl in her home. That these deaths are preventable is especially tragic. Fentanyl overdoses are robbing people of their children, their parents, their siblings and their friends.

Many individuals are overdosing on opioids, including counterfeit illegal drugs, which look like prescription opioids such as hydrocodone and oxycodone. Other people are overdosing on street drugs, such as methamphetamine, marijuana and cocaine, which may be laced with fentanyl. Because fentanyl is so potent, the amount the size of a grain of salt can be fatal. Individuals often are unaware that fentanyl is in their drug.

South Country covers naloxone in an injection form and Narcan in a nasal spray without prior authorization. Both can reverse the effects of an opioid overdose. Your doctor or pharmacist can prescribe naloxone or Narcan and South Country will cover it. You can receive a prescription if you are concerned about your risk for a drug overdose or a family member's or friend's risk of overdose.

The following are signs of an opioid drug overdose:

- Small constricted, pinpoint pupils.
- Falling asleep or losing consciousness.
- Slow, weak, or no breathing.
- Choking or gurgling sounds.
- Limp body.
- Cold and/or clammy skin.
- Discolored, bluish skin especially in lips and nails.
- Presence of drugs near the person.

It may be hard to tell if someone is high or experiencing an overdose. If you aren't sure, treat it as an overdose - you could save a life! Giving someone naloxone or Narcan who hasn't overdosed will not harm them.

- Call 911 immediately.
- Administer naloxone or Narcan immediately if available. Do not wait for emergency personnel to arrive.
- Try to keep the person awake or breathing.
- Lay the person on their side to prevent choking.
- Stay with the person until emergency assistance arrives.

If you have children in the home, it is important to talk with them, especially teenagers, about the risk of fentanyl in street drugs. Too many opioid overdoses result in a tragic unintentional death. South Country is here to help. If you have any questions about Narcan or naloxone or accessing treatment for drug use or mental health services, both of which are covered by South Country, please contact Member Services to connect with one of our behavioral health professionals.





Are You Ready to Kick Your Smoking or Chewing Habit?

If you are thinking about quitting smoking, you can get help. The EX Program helps you develop the skills and confidence you need to live tobacco-free. This service is free for South Country members.

In the EX Program, you will get expert advice and tips from Mayo Clinic and create a customized quit plan that learns and grows with you. You also have access to live chat support and an active EX Community of real tobacco users to help you.

There has never been a better time to join because the EX Program has been upgraded to give users more freedom, resources and support than ever before.

The EX Program includes:



Live-chat coaching from experts and personalized texts and emails.



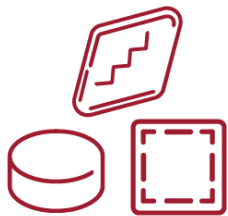
Online videos, exercises and self-guided tools on any device.



Offers free quitting support tailored to e-cigarette users.



Active online community to lean on for advice, tips and motivation.



Nicotine patches, gum or lozenges delivered right to your home.



A customized quit plan that learns and grows with you.



Smart, interactive guides and tools for you to navigate your tobacco-free journey.

Visit [BecomeAnEX.org/signup/scha](https://www.becomeanex.org/signup/scha) or call
1-833-EXCOACH (1-833-392-6224)
to get started!

Quick Reference Resources

Listed below are references to resources you have available.

Resource	What they do	Contact
Member Services	Call with benefit questions, get a new ID card, order plan materials and more	Phone: 1-866-567-7242 TTY: 1-800-627-3529 or 711 Hours: 8 a.m - 8 p.m. M-F (<i>April - September</i>) 7 days a week (<i>October - March</i>)
EX Program	Tobacco cessation help	Phone: 1-833-EXCOACH www.becomeanex.org/signup/SCHA
24 Hour Nurse Advice Phone Service	Confidential, reliable health information from experienced nurses	Check your member ID card for the number
RideConnect	Schedule a ride to a medical or dental appointment	Phone: 1-866-567-7242 TTY: 1-800-627-3529 or 711
Delta Dental	Help find a dentist or answer dental questions	Phone: 1-866-398-9419

Community care connectors

Connectors are local South Country experts. Working either in the county public health or human service department, a connector bridges the gap between medical services, public health, human services and other community resources. They work together with South Country staff to provide support locally.

County	Contact	Phone Number
Brown County	Melissa Dallenbach	507-233-6816
Dodge County	Deb Harlow	507-635-6153
Goodhue County	Dana Syverson	651-385-6118
Kanabec County	Kelly Zaiser	320-679-6478
Sibley County	Erin Pauly	507-237-4326
Steele County	Kathy Hines	507-431-5766
Wabasha County	Andrea Bartz	651-565-5200
Waseca County	Kathy Hines	507-431-5766

TTY users can call 1-800-627-3529 or 711 for all the community care connectors above.

Truth Initiative's Quit E-Cigarette Text Line

Three million+ young people use e-cigarettes, like JUUL, which means they're all at risk for nicotine addiction — but there are ways to help. Youth and young adults can **text DITCHVAPE to 88709** to join This is Quitting, a free text-to-quit program from @truthinitiative.

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

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

သတိ။ ဤတွဲရက်စာတမ်းအားအခမဲ့ဘာသာပြန်ပေးခြင်း အကူအညီလိုအပ်ပါက၊ အထက်ပါဖုန်းနံပါတ်ကိုခေါ်ဆိုပါ။

កំណត់សំគាល់ ។ បើអ្នកត្រូវការជំនួយក្នុងការបកប្រែឯកសារនេះដោយឥតគិតថ្លៃ សូមហៅទូរស័ព្ទតាមលេខខាងលើ ។

請注意，如果您需要免費協助傳譯這份文件，請撥打上面的電話號碼。

Attention. Si vous avez besoin d'une aide gratuite pour interpréter le présent document, veuillez appeler au numéro ci-dessus.

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

ဟ်သူဉ်ဟ်သးဘဉ်တက့ၢ်. ဝဲနမ့ၢ်လိဉ်ဘဉ်တၢ်မၤစၢၤကလိလၢတၢ်ကကျိးထံဝဲဒဉ်လံာ် တီလံာ်မိတခါအံၤန့ၢ်.ကိးဘဉ် လိတဲစိနီၢ်ဂံၢ်လၢထးအံၤန့ၢ်တက့ၢ်.

알려드립니다. 이 문서에 대한 이해를 돕기 위해 무료로 제공되는 도움을 받으시려면 위의 전화번호로 연락하십시오.

ໂປຣດຊາບ. ຖ້າທາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ຟຣີ, ຈົ່ງ ໂທໂປທີ່ໝາຍເລກຂ້າງເທິງນີ້.

Hubachiisa. Dokumentiin kun tola akka siif hiikamu gargaarsa hoo feete, lakkoobsa gubbatti kenname bilbili.

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 (afcelinta) 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.

A Health Plan PLUS

South Country has a variety of other benefits available to our members besides comprehensive medical, pharmacy, and dental:

- Members with no means of getting to and from medical, dental, mental health and pharmacy appointments can get rides by calling and scheduling a ride with our RideConnect staff.
- SeniorCare Complete, MSC+, AbilityCare, SingleCare and SharedCare members can use a care coordinator to help coordinate and make the most of their health care benefits.
- Local community care connectors can help members on Families and Children and MinnesotaCare with supports and community resources. Connectors can help members get the most out of their South Country and county benefits.
- South Country rewards members for getting preventive care with gift cards ranging from \$25 to \$75 for wellness and screening checks they would normally need.
- South Country covers the cost of Early Childhood Family Education classes and covers \$15 per community education class for up to 5 classes a year for most classes.
- A free car seat and training how to install and use them for parents of children up to 8 years old.
- Tobacco cessation help with the EX Program.
- 24/7 nurse advice phone service to call when you or a loved one are sick or injured and need to know what to do next.



Help Prevent Fraud, Waste and Abuse

South Country believes it is the responsibility of everyone to report suspected fraud, waste or abuse. To learn more about fraud, waste and abuse as it relates to your health care, go to <https://mnscha.org/about-us-a-compliance/fraud-waste-abuse/>. As a member you can help prevent fraud, waste and abuse by keeping track of who provided your health care services, what services you received, when you got the services and where the services took place. Call South Country if you think the provider may have billed wrong or offered you a service you didn't think you needed.

Remember, do not:

- Give your ID card or numbers to anyone other than your health care provider.
- Ask your provider for medical services or supplies you don't need.
- Sign your name on a blank form.
- Share your medical records with anyone other than your health care provider.

Report any suspicious activity to South Country's Compliance Department at compliance@mnscha.org, by calling anonymously through the Report it hotline at 1-877-778-5463, or online at www.reportit.net.

Username: SCHA, Password: Owatonna.



HEALTH ALLIANCE

6380 West Frontage Road
Medford, MN 55049

Health, Wellness, or
Prevention Information



Let Your Voice be Heard

South Country Health Alliance is local health care coverage focused on communities, focused on health, and focused on our members. Our members are at the heart of all we do. We are always working to do better, and your input is critical for us. We listen to members' feedback and use it to improve the service we provide.

Our member advisory group is where members get the chance to share their health care experiences and offer ideas to help us improve our services. This year, we are renewing our efforts to gather the group back together. We will be participating in local community events and speaking with our county partners to find members who are willing to share their experiences with us, provide feedback, and help us improve our plan. If you see us at one of your community events stop by and say hi!

Are you a South Country member or family of a member? If you have any interest in joining this advisory group, call Member Services or scan this QR code to let us know.



Follow South Country Health Alliance for...

- South Country news
- Health and wellness tips
- Community events



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