1. **Rural Stakeholders Meeting** DATE: Friday, October 15, 2021

TIME: 1:30 p.m. to 3:30 p.m.

## Health Plan Staff in Attendance:

* + Stephanie Bartelt, Director of Community Engagement
  + Kim Worrall, Director of Health Services
  + Melissa Campbell, Director of Provider Network
  + Chris Gartner, Communications Manager
  + Kayla Krenz, Compliance and Governmental Relations Manager
  + Cheri Lewer, Director of Operations
  + Dr. Tim Miller, Medical Director
  + Kirsten Rhodes, Care System Manager
  + Staci DeBus, Quality Manager
  + Jane Hanson, Provider Relations Representative
  + Nikita Woltersen, Communications/Materials Specialist
  + Kelsey Kahnke, Administrative Assistant – Community Engagement

## SNBC Members in Attendance

1. There were no SNBC members of South Country Health Alliance in attendance.
2. Number of SNBC family or friends in attendance: None.
3. How SNBC members are chosen or recruited for the meeting: Community Care Connectors, Care Coordinators, Invitation Letters, Rural Stakeholders information on the South Country website.
4. How all currently enrolled SNBC members or their family/friends were informed of the meeting: Meeting Flyers, South Country website, Care Coordinator.
5. How the MCO is including representatives of the LTSS population: None

## List of providers, advocates, or other community members (names, titles, agencies) in attendance:

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| --- | --- | --- |
| **Name** | **Title** | **Agency** |
| Dana Syverson | Community Care Connector | Goodhue County |
| Andrea Bartz | Public Health Nurse & Community Care Connector | Wabasha County Public Health |
| Kathy Burski | Director of Kanabec County Community Health | Kanabec County |
| Jennifer Schurhammer | Community Care Connector | Wabasha County Public Health |
| Susan Maricle | Member Advisory Committee | Dodge County |
| Rebecca O’Neil | SNBC Care Coordinator | Brown County Public Health |
| Kelly McDonough | Program Developer | Minnesota River Area Agency on Aging, Inc. |
| Denise Smith | Case Aide & Community Care Connector Backup | Goodhue County Health & Human Services |
| Melissa Dallenbach | Community Care Connector & Senior Care Coordinator | Brown County |

1. **Include the agenda for the meeting:**

Please reference Rural Stakeholders Meeting Agenda, October 15, 2021 (Attachment I).

## Include a copy of the presentations:

Please reference meeting packet for October 15, 2021 (Attachment II).

## Include any surveys conducted at the meeting and summarize responses. Describe how the surveys were administered. Please indicate if this is not applicable to the meeting.

## This is not applicable to this meeting.

## Include a summary of the meeting; include in the summary:

1. A description of issues/concerns brought up by SNBC members, responses given at the meeting and action items requiring MCO follow-up.

**Welcome and Introductions:** *Kayla Krenz, Compliance and Governmental Relations Manager,* facilitated the meeting via Microsoft Teams. Introductions were made by all attendees through Teams and the conference line.

## Follow-Up from the May 14, 2021 Meeting:

There were no follow-up questions from the May 14, 2021 meeting.

**Re – Carding & Open Enrollment:** *Presented by Chris Gartner, Director, Communication Manager*

Chris Gartner talked to the group about the re – carding of all members. This change is due to the fact that South Country is moving locations, and all of the member cards currently have the old address on the back of the cards. We will start this process in November and all members will be receiving new cards.

Chris stated that the open enrollment period for SeniorCare Complete and AbilityCare started on October 15, 2021 and will run until December 7, 2021. Our SeniorCare Complete product has been named a five-star out of five stars product for the 2022 year. This means that anyone who is looking to enroll in SeniorCare Complete will be placed in a special election, meaning that they can enroll one time within the year onto this product at any time. All the enrollment materials for 2021 are now available on the website.

**Supplemental Benefits – SeniorCare Complete and AbilityCare:** *Presented by Kim Worrall, Director of Health Services*

Supplemental Benefits are something that we pull together each year, review and analyze, and then we submit to CMS. Kim shared a document with the group that showed what benefits have been approved for 2022 for AbilityCare and SeniorCare Complete members.

Some of the benefits are not new to our Supplemental Benefits, such as the 24-hour Nurse Line, our Be Active! Exercise Program, and PERS (Personal Emergency Response System) for SeniorCare Complete members only. Two new benefits that will be coming in 2022 include Home Delivered Meals and A1C Home Monitoring Kits. These service both AbilityCare and SeniorCare Complete.

Home Delivered Meals can be accessed by the Care Coordinator submitting a request form and arranging meals with a designated vendor, which has been chosen to be Moms Meals. A summary of this benefit includes meal delivery for 4 weeks following a hospitalization. This benefit can only be accessed twice a year, totaling 28 meals per time. One of the requirements for this benefit is that the meals need to be ordered within 7 days of discharge.

A1C Home Monitoring Kit has replaced the DME/OTC Health and Safety Benefit for 2022. This benefit is still being finalized, but a doctor order is needed, and the preferred vendor, Sterling Pharmacy, has been selected. Members with Diabetes may choose to do their A1C blood glucose monitoring in home instead of at the clinic, and this benefit would allow for this.

**Quality Update (PIP):** *Presented by Staci DeBus, Manager of Quality*

Staci presented a PowerPoint to the group titled South Country Quality Updates, Diabetes Performance Improvement Project. This Performance Improvement Project was in partnership with DHS and will run from 2021-2023.

South Country is working with the Minnesota Managed Care Organizations (MCOS). Each participating MCO is supporting joint collaborative interventions, as well as individual MCO specific strategies. The MCOs are currently meeting twice a month to work on the joint collaborations and the internal team is meeting one to two times a month as well.

The Health Disparity Goal for South Country is to decrease the health disparity gap in HEDIS and/or process measures form 2021 thru 2023 by improving members self – management of their Diabetes for those members living in rural communities experiencing geographic health disparities in Minnesota such as geographic isolation or limited access to healthcare specialists and subspecialists.

South Country has been working hard and has completed a few interventions. We have expanded the current BeActive benefit to include SingleCare, SharedCare, and MSC+. South Country posted different Facebook posts each week in March education about Telehealth. Our spring Provider Newsletter had an article informing providers about the PIP. South Country also created a Diabetes Certificate that members can fill out with their doctor and send back in to be entered into a drawing.

South Country has sent out 231 letters to members explaining with a Statin is as the member is currently not on a Statin.. There was another article in the Provider Newsletter stating that we sent out the Statin letters to members. We are sending out quarterly A1c letters to members.

Some 2022 planning ideas that we have been working on include text messaging members with information, A1c/Blood Glucose Monitors, cultural tailoring of materials and messaging, and a collaboration with HyVee.

**COVID Vaccination Update:** *Presented by Kim Worrall, Director of Health Services*

Kim shared a PowerPoint with the group regarding COVID vaccination updates. In December 2020 the first round of vaccines rolled out for priority phases including LTC facilities, Health Care Professionals, 65 and older, and specific age groups with chronic medical conditions. On March 30, 2021 ages 16 and older were able to start getting the vaccine and on May 10, 2021 ages 12 and older were eligible.

Beginning May 3, 2021, the Health Equity Director – State Medical Director, Dr. Nathan Chomilo, requested that all health plans work collaboratively with member outreach. The goal was to identify members residing in the highest risk zip codes and complete targeted outreach to members across all the health plans. We then reported our results to DHS.

South Country’s outreach to members included outreach calls to nearly 600 members. We mailed 1,850 postcards to members who are 65 and older. We also mailed 5,500 postcards to members under the age of 65.

**Flu Shots:** *Presented by Dr. Tim Miller, Medical Director Representative*

Dr. Tim discussed with the group the importance of the flu vaccine. With the high COVID count during the last flu season and the low volume of flu cases last year, there is a concern that this will be a high year for flu cases. RSV is also something that might be higher this year verses last year as well.

Question asked by participant: Does RSV occurs in all ages? Dr. Tim explained that it can occur in all ages, but it mostly affects the children.

**20th Anniversary Update:** *Presented by Chris Gartner, Communications Manager*

Chris shared the South Country 20th Anniversary banner. South Country started enrolling the very first members in November of 2001.

South Country will be having an open house at our new location. We will also be having some other events that will be coming.

**MnCHOICES Update:** *Presented by Kirsten Rhodes, Care System Manager*

Kirsten shared that DHS issued an update on the MnCHOICES launch date. It will now be launching on November 15th. All member assessments will be completed within the new MnCHOICES system, except for the senior Nursing Home Assessment.

Assessments will no longer have ask/answer questions. They will be asked in a conversational format in which the Care Coordinators/Assessors will take notes on the conversations with each member. This means that the Care Coordinator may appear to be using/on their computers more as they will be recording the narrative from the conversations with members.

Support Plans received from your Care Coordinator will look a bit different as well. There will be a different form that is completed within the new MnCHOICES system. This will be for all Support Plans (waiver or non – waiver), except for senior Nursing Home members.

**Stakeholder Questions and Comments:**

Paricipant asked if there have been any updates on when we can have in person meetings again. Stephanie Bartelt stated that right now we are planning to start hosting in person meeting around the open house time in December.