

Connection

Keeping South Country Members Informed



We Are South Country, Proud to Serve Our Members

South Country Health Alliance regained its contracts for MinnesotaCare and Medical Assistance (MA) in all 11 of our member counties.

The Minnesota Department of Human Services (DHS) announced late July that South Country's coverage for MinnesotaCare and MA would be discontinued in all but one county, threatening the survival of our health plan.

However, following a mediation hearing held mid-September, DHS reconsidered its decision, and South Country will be one of two potential Managed Care Plans in each of the 11 counties for MinnesotaCare and MA.

"We are pleased that South Country has the opportunity to provide health care services in all of our counties," said South Country's CEO Leota Lind. "We will continue our commitment to our members and counties to provide quality services and work together to improve the health of our communities."

Members: You will soon receive a letter from DHS for its annual health plan selection process. This letter shows which health plans will be available in your county. **Current members who want to stay with South Country DO NOT have to do anything.** You will remain enrolled in South Country's plan for 2016. If you do want to change plans, you must follow the instructions included in the letter.

What's Inside

Where to Go for Care, Page 4
Read our guidelines to help you decide when you need urgent, emergency, or primary care.

Manage Unused Meds, Page 5
Old, unused medications pose a threat when they are kept in the home. Learn how to properly dispose of your meds.

"Take 3" to Fight the Flu, Page 7
Take the right actions to protect yourself and others from the flu this year.

Screenings and Immunizations Guidelines, Page 8-10
Use these schedules to see what health screenings you and your family will need. Also learn what immunizations are required for your child.

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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We Are South Country, Proud to Serve Our Members

Thank You!

We were overwhelmed with support from our counties, legislators, providers, and you, our members. We greatly appreciate your encouraging words and actions in support of our organization. On behalf of everyone at South Country Health Alliance, we thank you and look forward to continuing to serve you.

New in 2016

Satisfaction surveys and other quality measures indicate that South Country continues to rate high in member satisfaction and maintain excellent quality in services.

To further our efforts of improving customer service, South Country's Member Services call center plans to take all member calls in 2016, including calls for dental and chiropractic services. This means there will be one phone number for all member benefits.

Beginning January 1, 2016, our Member Services specialists can help you find a dentist or chiropractor in your area, schedule an appointment, and answer any other questions you have about your dental and chiropractic benefits. The Member Services number is **1-866-567-7242** (TTY users call **1-800-627-3429** or 711).

Healthy Snacks for Kids

When a snack attack strikes, be ready with one of these easy and tasty snacks to give your kids a nutritional boost.

- Peel a banana and dip it in yogurt. Roll in crushed cereal and freeze.
- Spread celery sticks with peanut butter or low-fat cream cheese. Top with raisins. Enjoy your "ants on a log."
- Stuff a whole-grain pita pocket with ricotta cheese and Granny Smith apple slices. Add a dash of cinnamon.
- Mix together ready-to-eat cereal, dried fruit, and nuts in a sandwich bag for an on-the-go trail mix.
- Spread a scoop of frozen yogurt on two graham crackers and add banana slices to make a yummy sandwich.
- Top low-fat vanilla yogurt with crunchy granola and fresh blueberries.
- Make snack kabobs with cubes of low-fat cheese, grapes, and pretzel sticks.
- Spread peanut butter on apple slices.
- Blend low-fat milk, frozen strawberries, and a banana for 30 seconds for a delicious smoothie.
- Make a mini-sandwich with tuna or egg salad on a dinner roll.
- Microwave a cup of tomato or vegetable soup and enjoy with whole grain crackers.
- Fill a waffle cone with cut-up fruit and top with low-fat vanilla yogurt.
- Spread mustard on a tortilla, top with a slice of turkey or ham, low-fat cheese, and lettuce. Then roll it up.
- Toast an English muffin, drizzle with pizza sauce, and sprinkle with low-fat mozzarella cheese.
- Dip animal crackers in low-fat pudding.
- Dip graham crackers in applesauce.
- Toss dried fruit and chopped nuts on instant oatmeal.

Source: American Dietetic Association, 2009



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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.

Is It Urgent or an Emergency?

Urgent Medical Care

- Cold or flu symptoms
- Severe sore throat
- Ear or eye infections
- Fever or migraines
- Minor burns
- Minor fractures/sprains
- Rash or allergic reactions
- Scrapes or minor cuts
- Urinary tract infections
- Moderate back problems

Emergency Medical Care

- Loss of consciousness
- Severe chest pain or pressure
- Face/arm/leg numbness
- Severe shortness of breath
- Seizures
- Trauma to the head
- Coughing or vomiting blood
- Major injuries
- Large wounds, broken bones
- Poisoning
- Fever in newborns
- Suicidal feelings

Dial 911 immediately for any medical problem that appears to be life-threatening.

Where to Go for Care

It can be difficult to know what kind of care you need and where you should get it. Here are some questions to consider when deciding where to go for medical care.

How severe is your condition?

If you are facing a medical problem that is life-threatening, head to the emergency room (ER) for immediate care. **Dial 911 immediately for any medical problem that appears to be life-threatening.** Sometimes it can be difficult to tell if a medical problem is truly an emergency. See the examples to the left of when it's appropriate to go to Urgent Care or to the ER.

Is convenience most important?

You can schedule appointments with your regular primary care provider, but sometimes it can take several days or weeks before you are seen. Urgent Care is built around patient convenience. Urgent Care clinics, also known as Same Day Clinics, are often open evenings and weekends and do not require patients to make an appointment. Also, Urgent Care is usually cheaper, faster, and less of a hassle than visiting the ER.

Do you need to address multiple issues?

Primary care physicians typically offer the highest level of skill necessary to care for complex health problems or multiple issues. They can also refer you to specialty care if needed. In addition, your primary care provider can prescribe medications in larger quantities and best identify potential drug interactions if you take several prescriptions.

Even if you have complex or multiple issues, you should still visit Urgent Care or the ER if your health problems are potentially life-threatening or harmful if you wait to receive care.

Benefits of a Primary Care Provider

Everyone should have a provider who can step back and look at the big picture of their health. Learn how primary care physicians can have a big impact on your health.

Even if you feel healthy, it's still important to visit a primary care provider. A primary care provider gets to know you and your health goals and helps you manage your overall progress. Only a primary care provider can give you *continuous* care that helps keep you healthier as you age.

A primary care physician watches over you. He or she learns your health history and habits and can more easily recognize signs of potential changes in your health. Additionally, your primary care physician can track problems over time, which increases the likelihood that you'll receive a correct diagnosis and appropriate treatment.

A primary care physician can save time down the line. Building a relationship with one consistent provider can help you get care more quickly if you get sick in the future. Because your primary care physician is familiar with you and your health, he or she may even be able to help you resolve issues over the phone or email in some cases.

A primary care physician helps prevent future illness. Seeing your provider for regular physicals is valuable to your long-term health. Your primary care provider can educate you about your unique health needs and goals.



Managing Unused Medicines

October is Medicine Abuse Awareness Month, making this the perfect time of year to clean out your medicine cabinet and safely dispose of unused or unwanted medications.

Old and unused medicines in your home can pose a risk for accidental poisoning, theft, and drug abuse. But because of environmental hazards, it isn't safe to throw your medications in the trash or flush them down the toilet. Fortunately, many communities have around-the-clock collection boxes for unused and unwanted medications. Find a drop-box near you:

County	Drop-Off Site
Brown	New Ulm Police Department, Sleepy Eye Police Department, Springfield Police Department
Dodge	Dodge County Sheriff's Office, Kasson Police Department
Freeborn	Freeborn County Law Enforcement Center
Goodhue	Goodhue County Law Enforcement Center, Goodhue County Sheriff's Office
Kanabec	Kanabec County Jail
Morrison	Little Falls Police Department
Sibley	Sibley County Sheriff's Office
Steele	Steele County Law Enforcement Center, Blooming Prairie City Center
Todd	Long Prairie City Hall
Wabasha	Wabasha County Sheriff's Office, Mazepa City Hall
Wadena	Wadena County Sheriff's Office
Waseca	Waseca County Sheriff's Office

Continue reading "Preparing For Drop Off" to the right to learn about what types of medicines you can take to a medication collection site.

Preparing for Drop Off

What's accepted?

Prescription, over-the-counter, and pet medication in any form:

- Pills
- Capsules
- Creams
- Gels
- Inhalers
- Blister packs
- IV bags
- Patches
- Powders
- Sprays
- Vials

What is NOT accepted?

Needles, syringes, lancets, liquids, or thermometers are typically not allowed at medication collection sites.

How to Prepare

- Keep meds in their original containers. Place them in a clear, sealed plastic bag.
- Use a marker to cross out your name on the container. Drop off is anonymous.
- If you don't have the original container, place meds in a clear plastic bag and write the name of the medication on the bag.

No Collection Site?

Follow specific disposal instructions on the label. **Do not flush medicines down the sink or toilet unless the directions instruct you to do so.** If there are no disposal instructions and no collection site in your area, you can also mix your medications with coffee grounds, dirt, or kitty litter, which helps disguise the drugs and make them less appealing. Place the mixture in a sealable bag and throw it in the trash.

Source: MPCA, 2015



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 don't just help you manage your health condition. They care about your well-being and have the tools to help you succeed.

Step Up! For Better Health supports you with friendly telephone calls and educational materials to help you manage your condition. We help you understand your health condition and medications. Our nurses also help you 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.

Joining the program is easy. Just tell us you want to be in the Step Up! For Better Health program by calling toll-free at **1-866-722-7770** (TTY users call **1-800-627-3429** or **711**).

If you would like more information about the Step Up! For Better Health program, you can also call the number above.

Step Up!, join us, and get control of managing your health.

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: I lost my member ID card. How do I get a new one?

Answer: If you lose your member ID card or have it stolen, just call Member Services and ask for a new one. Simple as that. We will order a new ID card for you that you will receive in the mail within two weeks.

If you need to use your ID card in the meantime for a doctor's appointment or to pick up a prescription, call Member Services. A Member Services specialist can give you your member ID number and any other information that you need over the phone.

Question: How can I get a prescription I need if it's not covered?

Answer: First, find out for sure if the prescription is covered or not. Look for the drug in our List of Covered Drugs (or Comprehensive Formulary), available in print or on our website at www.mnscha.org. You can also use our online Drug Search tool, which can be found on our homepage under "We Can Help You Find A Prescription Drug." If you still aren't sure, call Member Services. A Member Services specialist will answer your questions and look up the information for you.

If your prescription is not included in the List of Covered Drugs or online formulary, you should work with your doctor and with Member Services. Together, they can help you find an alternative drug that is covered by South Country. A Member Services specialist can also help you with other questions or concerns related to prescriptions.

Question: I moved. Do I need to let anyone know?

Answer: It's important for South Country to have the correct contact information for our members so we can send you the most current information about your health care programs and services.

If you change your address or phone number, call Member Services with your current phone number and mailing address. A Member Services specialist will update your contact information in our system so you start receiving the updates, materials, and information you need right away.

Make sure you also notify your county financial worker or county MNSure worker to update your information as needed. Similarly, tell your county financial worker about other changes, such as income changes or a new pregnancy or birth. These changes may impact your health care benefits and coverage.

South Country Health Alliance Member Services
1-866-567-7242 • TTY 1-800-627-3429 or 711
Calls to these numbers are free.
8:00 a.m.-8:00 p.m., Monday-Friday

"Take 3" Actions to Fight the Flu

Source: Centers for Disease Control and Prevention, 2015

1 Vaccinate

- CDC recommends a yearly flu vaccine as the first and most important step in protecting against flu viruses.
- While there are many different flu viruses, the flu vaccine protects against the viruses that research suggests will be most common.
- Flu vaccination can reduce doctors' visits and missed work and school due to flu, as well as prevent flu-related hospitalizations and deaths.
- Everyone 6 months of age and older should get a flu vaccine ideally by October.
- Vaccination of people at high risk of serious flu complications is especially important. These include young children, pregnant women, people 65 years and older, and people with chronic health conditions like asthma, diabetes, heart disease, or lung disease.
- Vaccination is also important for health care workers and other people who live with or care for high-risk people. People who care for children younger than 6 months should also be vaccinated.

2 Stop Germs

- Try to avoid close contact with sick people.
- If you are sick with flu-like symptoms, CDC recommends that you stay home for at least 24 hours after your fever is gone, except to get medical care or for other necessities. Your fever should be gone without the use of a fever-reducing medicine.
- While sick, limit contact with others as much as possible to keep from infecting them.
- Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.
- Wash your hands often with soap and water. If soap and water are not available, use an alcohol-based hand rub.
- Avoid touching your eyes, nose, and mouth. Germs spread this way.
- Clean and disinfect surfaces and objects that may be contaminated with germs.

Flu-Like Symptoms Include:

Fever
Body Aches
Cough

3 Antiviral Drugs

- If you get the flu, antiviral drugs can treat your illness.
- Antiviral drugs are different from antibiotics. They are prescription medicines (pills, liquid, or an inhaled powder).
- Antiviral drugs can shorten your illness and make it milder. They can also prevent serious flu complications, like pneumonia.
- It's very important that antiviral drugs be used early to treat people who are very sick with the flu (like people in the hospital) and people who are sick with the flu and have a greater chance of getting serious flu complications, either because of their age or because they have a high-risk medical condition. Other people also may be treated with antiviral drugs by their doctor. Most otherwise-healthy people who get the flu, however, do not need antiviral drugs.

Headache
Sore Throat
Chills
Runny Nose
Fatigue
Nausea

Get the Screenings You Need

Health screenings are tests that look for diseases before you have symptoms. Even if you feel fine, it is still important to see your health care provider regularly to check for potential problems. Use these schedules to know which screenings you and your family need and how often to have them done.

Women & Men

Which tests you need depends on your age, your family history, and whether you have risk factors for certain diseases. Talk with your doctor about what screenings you need.

You may need to be screened for high blood pressure, high cholesterol, diabetes, hearing loss or vision loss, osteoporosis (weak bones), sexually transmitted diseases, or certain types of cancer.

The American Cancer Society recommends women 40 years and older get a mammogram every year for detection of breast cancer. Women and men over 50 should test for colon cancer.

After a screening test, remember to ask your doctor when you will get the results and who to talk to about them.

Children

Children should be taken to the doctor for developmental screenings, which can help find problems or delays during normal childhood development. As children get older, you can learn about how their physical and mental health is changing at physical exams.

You can also address your child's nutritional and physical activity needs. At a doctor visit, ask about your child's BMI, or Body Mass Index. BMI uses height and weight to measure a person's total body fat.

Women

Screening	Age 18-39	Age 40-49	Age 50+
Physical Exam	Every year	Every year	Every year
Body Mass Index	Every year	Every year	Every year
Cholesterol Test	Ask your doctor	Ask your doctor	Ask your doctor
Blood Pressure	Every year	Every year	Every year
Diabetes	Every year	Every year	Every year
Depression	Every year	Every year	Every year
Pap Smear	Every 1-3 years	Every 1-3 years	Every 1-3 years
Mammogram		Ask your doctor	Every year
Bone Density			After menopause or bone fracture
Colonoscopy			Starting at 50
Sexually Transmitted Disease Screenings	Ask your doctor	Ask your doctor	Ask your doctor

Men

Screening	Age 18-39	Age 40-49	Age 50+
Physical Exam	Every year	Every year	Every year
Body Mass Index	Every year	Every year	Every year
Cholesterol Test	Ask your doctor	Ask your doctor	Ask your doctor
Blood Pressure	Every year	Every year	Every year
Diabetes	Every year	Every year	Every year
Depression	Every year	Every year	Every year
Prostate Exam		Ask your doctor	Ask your doctor
Bone Density			Yearly over 60
Colonoscopy			Starting at 50
Sexually Transmitted Disease Screenings	Ask your doctor	Ask your doctor	Ask your doctor

Children

Screening	Birth-18 Months	Age 2-21
Physical Exam	2 wks, 2 mos, 4 mos, 6 mos, 9 mos, 12 mos, 15 mos, 18 mos	Every year
Health & Development History	Every visit	Every visit
Health Education & Guidance	Every visit	Every visit

Are Your Kids Ready?

Use this chart as a guide to determine which vaccines are required to enroll in child care, early childhood programs, and school (public or private). Find the child's age/grade level and look to see if your child had the number of shots shown by the checkmarks under each vaccine. The table on the back also describes each vaccine and disease, how they're spread, their symptoms, and other complications.

Birth through 4 years Early childhood programs & child care	Age: 5 through 6 years ¹ For Kindergarten	Age: 7 through 11 years For 1 st through 6 th grade	Age: 12 years and older For 7 th through 12 th grade
Hepatitis A ✓✓			
Hepatitis B ✓✓✓	Hepatitis B ✓✓✓	Hepatitis B ✓✓✓	Hepatitis B ⁶ ✓✓✓
DTaP/DT ✓✓✓✓	DTaP/DT ⁴ ✓✓✓✓✓	✓✓✓ tetanus and diphtheria-containing doses	Tdap ⁷ ✓
Polio ✓✓✓	Polio ⁵ ✓✓✓✓	Polio ✓✓✓	Polio ✓✓✓
MMR ✓	MMR ✓✓	MMR ✓✓	MMR ✓✓
Hib ✓			Meningococcal ⁸ ✓ & booster
Pneumococcal ² ✓✓✓✓			
Varicella ³ ✓	Varicella ³ ✓✓	Varicella ³ ✓✓	Varicella ³ ✓✓

Immunizations recommended but not required:

Influenza Annually for all children age 6 months and older		
Rotavirus For infants		Human papillomavirus At age 11-12 years

¹First graders who are 6 years old and younger must follow the polio and DTaP/DT schedules for kindergarten.

²Not required after 24 months.

³If the child has already had chickenpox disease, varicella shots are not required. If the disease occurred after 2010, the child's doctor must sign a form.

⁴Fifth shot of DTaP not needed if fourth was after age 4. Final dose of DTaP on or after age 4.

⁵Fourth shot of polio not needed if third was after age 4. Final dose of polio on or after age 4.

⁶An alternate 2-shot schedule of hepatitis B may also be used for kids from age 11 through 15 years.

⁷Proof of at least three doses of diphtheria and tetanus vaccination needed. If a child received Tdap at age 7-10 years, another dose is not needed. Td does not meet the Tdap requirement.

⁸One dose is required beginning at 7th grade. The booster dose is usually given at 16 years, depending on when the first dose was given.

To enroll in child care, early childhood programs, and school in Minnesota, children must show they've had these immunizations or file a legal exemption. Parents may file a medical exemption signed by a health care provider or a conscientious objection signed by a parent/guardian and notarized. For copies of your child's vaccination records, talk to your doctor or call the Minnesota Immunization Information Connection (MIIC) at 1-651-201-5503 or 1-800-657-3970.

Source: Minnesota Department of Health, October 2014

Tear off this page and save for easy reference.

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Are Your Kids Ready?

Vaccine-Preventable Diseases and the Vaccines that Prevent Them

Vaccine/Disease	Disease Spread By	Disease Symptoms	Disease Complications
DTaP or Tdap vaccine protects against diphtheria, pertussis, and tetanus	Diphtheria: Air, direct contact Pertussis: Air, direct contact Tetanus: Exposure through cuts in skin	Diphtheria: Sore throat, mild fever, weakness, swollen glands in neck Pertussis: Severe cough, runny nose, apnea (a pause in breathing in infants) Tetanus: Stiffness in neck and abdominal muscles, difficulty swallowing, muscle spasms, fever	Diphtheria: Swelling of the heart muscle, heart failure, coma, paralysis, death Pertussis: Pneumonia (infection in the lungs), brain damage, death Tetanus: Broken bones, breathing difficulty, severe muscle spasms, death
Hib vaccine protects against <i>Haemophilus influenzae</i> type b	Direct contact, air	May be no symptoms unless bacteria enters the blood; generalized weakness and fever, stiff neck, confusion, irritability, local infections, joint pain	Meningitis (infection of the covering around the brain and spinal cord), shock due to blood infection, swelling of the throat that can lead to serious breathing problems, hearing loss, pneumonia, bone and heart infections, death
Hep A vaccine protects against hepatitis A	Direct contact, contaminated food or water	Fever, stomach pain, loss of appetite, fatigue, vomiting, jaundice (yellowing of skin and eyes), joint pain, dark urine or no symptoms	Liver failure
Hep B vaccine protects against hepatitis B	Contact with blood or body fluids	Fever, headache, weakness, vomiting, jaundice, joint pain, or no symptoms	Chronic liver infection, cirrhosis, liver failure, liver cancer
MMR vaccine protects against measles, mumps, and rubella	Air, direct contact	Measles: High fever, cough, runny nose, red watery eyes, rash Mumps: Swollen salivary glands (under the jaw), testicle or ovary swelling, fever, headache, tiredness, muscle pain Rubella: Rash, fever, swollen lymph nodes	Measles: Brain swelling, seizures, ear infection, pneumonia, death Mumps: Meningitis, brain swelling, deafness, sterility Rubella: Very serious in pregnant women—can lead to miscarriage, stillbirth, premature delivery, birth defects
MCV vaccine protects against meningococcal	Air, direct contact	Severe headache, fever, nausea, vomiting, bruising rash, confusion, extreme sleepiness	Blood infections, amputation, deafness, nervous system problems, developmental disabilities, seizures, death
PCV vaccine protects against pneumococcal	Air, direct contact	Fever, cough or difficulty breathing, weakness, severe headache or irritability, or no symptoms	Blood infections, meningitis, pneumonia, death
Polio vaccine protects against polio	Direct contact, through the mouth, air	Sore throat, fever, nausea, headache, leg weakness, or no symptoms	Paralysis, chronic muscle weakness, death
Varicella vaccine protects against chickenpox	Air, direct contact	Itchy rash, fever, tiredness, headache	Skin infection, bleeding disorders, brain swelling, pneumonia

Immunizations recommended but not required:

Vaccine/Disease	Disease Spread By	Disease Symptoms	Disease Complications
HPV vaccine protects against human papillomavirus	Sex, intimate contact	Warts on genitals, or no symptoms	Cervical, vaginal, or vulvar cancer in females; penile cancer in males; anal or oral cancer and genital warts in males and females. Chronic infections requiring ongoing treatment.
Flu vaccine protects against influenza	Air, direct contact	Fever, muscle pain, sore throat, cough, extreme fatigue	Pneumonia, Guillain-Barré syndrome, death
Rotavirus vaccine protects against rotavirus	Through the mouth	Diarrhea, fever, vomiting	Dehydration, fainting



Choose SeniorCare Complete

SeniorCare Complete is a Minnesota Senior Health Options (MSHO) plan that combines your Medicare and Medical Assistance into one plan.

Understanding the ins and outs of Medicare and health insurance can be confusing, especially when it takes several plans to meet your needs. Having just **one plan** makes managing your health care less complicated.

South Country Health Alliance offers SeniorCare Complete, a Medicare Advantage plan for members age 65 and older who have Medical Assistance and Medicare Part A and B. With SeniorCare Complete, all the benefits of Medical Assistance, Medicare Part A (hospital), Part B (doctor visits), and Part D (prescription drugs) are combined under one plan.

You have a choice.

Many members who are new to Medicare are enrolled into Minnesota Senior Care Plus (MSC+) and assigned a Part D prescription drug plan. Others choose a different Medicare plan so they can start getting their care as soon as they're eligible. **Even if you're currently getting coverage from another plan, you can still choose to join SeniorCare Complete at any time.** You don't have to wait for Open Enrollment to change plans. When you join SeniorCare Complete, you will no longer be enrolled in the other plan.

What does it cost?

There is no premium and no deductible with SeniorCare Complete like there can be with other Medicare plans. (If you get a separate Part D prescription drug plan, you may have a deductible.)

What's covered?

SeniorCare Complete helps you pay for basic medical care (doctor visits, medicine, hospital stays), dental care, treatment for mental health issues and drug and alcohol abuse, preventive care, eye exams and glasses, hearing tests, and emergency care.

Other Advantages

SeniorCare Complete members have access to a broad provider network of local clinics, dental offices, and pharmacies to take care of your health care needs. If you need medical care that we are required to cover but cannot get it from a network provider, you can get this care from an out-of-network provider.

You can also get additional coordinated services when you need them. Some of these voluntary services include Care Coordination, Disease Management, Medication Therapy Management, and more.

As a 4.5-star health plan (using Medicare's 5-star rating scale), SeniorCare Complete consistently rates high in customer satisfaction. South Country strives to make SeniorCare Complete the best plan for members.

If you are interested in SeniorCare Complete, call South Country's Member Services toll-free at **1-866-567-7242** (TTY users call **1-800-627-3429** or **711**) from 8 a.m. to 8 p.m., Monday through Friday. A Member Services specialist will be happy to answer your questions about SeniorCare Complete and help you join the plan.

2300 Park Drive, Suite 100
Owatonna, MN 55060

Health, Wellness, or
Prevention Information



South Country Needs YOU!

We invite you to join the Member Advisory Committee (MAC)! Your feedback will 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 users call **1-800-627-3429** or **711**) or email us at members@mnscha.org.

South Country Health Alliance Member Services

1-866-567-7242 • 1-800-627-3429 or 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 ntawv no pub dawb, ces hu rau tus najnpawb xov tooj saum toj no.

ໂປຣດຊາບ. ຖ້າທາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ພຣີ, ຈົ່ງໂທໂປທີ່ໝາຍເລກຂ້າງເທິງນີ້.

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

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