

Connection

Keeping South Country Members Informed



Back-to-School Checklist

Summer is coming to an end, and kids are heading back to school. A little advance preparation can help your family make the transition.

✓ Stock up on school supplies.

Many schools release a list of school supplies that children need before returning to the classroom. Find out what your child needs, and make sure they are prepared for their grade level. Supplies are often available inexpensively at discount retailers. Other stores like Shopko and Salvation Army collect school supply donations, which are available for families in need.

✓ Find school-appropriate clothes.

Make sure your kids have the right clothes for the new school year. Some schools have a dress code, so there are certain clothes kids can and can't wear. Other schools require uniforms. Learn what is acceptable ahead of time, and send your kids off wearing what's school- and weather-appropriate.

✓ Take care of vaccines.

School-age children, from preschoolers to college students, need certain vaccines in order to attend school. See our vaccination chart on page 9-10 to learn more about what vaccines are recommended for your child.

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Know where you should go to receive the right medical care.

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Find out what you should know about your medications and how South Country can help you manage your medications.

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Use these schedules to see what health screenings you and your family will need.

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Learn what immunizations are required for your child.

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South Country uses a new system for health care providers to share information that can improve your care.

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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Back-to-School Checklist

✓ Make time for a checkup.

Back to school time is a good opportunity for parents to check up on their kids' health. Even if your child seems perfectly fine, it's important to get him or her checked out by the doctor. Children can get their necessary vaccines at checkups. They can also get their vision and hearing tested to make sure they are able to perform their best in the classroom. Parents can also talk to the doctor about other concerns, like your child's growth, nutrition, development, and behavior. See the screening schedule on page 8.

✓ Notify the school of any medical needs.

Visit with the school nurse so he or she knows about your child's medical needs. Some medical issues you should discuss include medications, allergies, asthma, diabetes, or other disabilities.

✓ Find out what's for lunch.

Will your children buy lunch at school or bring it from home? If they do buy a school lunch, find out how much it will cost. Many schools in Minnesota participate in the National School Lunch Program, which gives kids lunch at a reduced price. See if you qualify by visiting www.benefits.gov/benefits/benefit-details/1998.

✓ Get them there safely.

Whether your kids walk, bike, ride the bus, or get dropped off at school, it's best to plan their transportation arrangement ahead of time. Find out what time school starts and make a plan. Also, talk to your child about traffic safety information, like the importance of crossing at crosswalks and waiting for the bus to stop before approaching it. Don't forget to make an emergency plan in case of delays, early dismissals, or school cancellations.

First Aid: Animal Bites

Wild animals and house pets alike can be dangerous if not treated properly. Keep you and your family safe from unwanted bites.

Cute as they may be, domestic pets cause most animal bites. Wild animals usually avoid people, but they still can attack if they feel threatened or sick. Animal bites are rarely life-threatening, but if they become infected, you can develop serious medical problems.

It is best to do what you can to prevent bites altogether. Here are some steps you can take to protect yourself against animal bites:

- Never pet, handle, or feed unknown animals
- Leave snakes alone
- Watch your children closely around animals
- Vaccinate your cats, dogs, or other pets against rabies
- Get a tetanus shot if you have not had one recently. Doctors recommend getting a tetanus booster every ten years.

If an animal does bite you or your child, follow these guidelines:

- **For minor wounds.** If the animal bite barely breaks the skin and there's no danger of rabies, treat it as a minor wound. Wash the wound thoroughly with soap and water. Apply an antibiotic cream to prevent infection, and cover the bite with a clean bandage.
- **For deep wounds.** If the bite creates a deep puncture of the skin or the skin is badly torn and bleeding, apply pressure with a clean, dry cloth to stop the bleeding. See your doctor.
- **For infection.** If you notice signs of infection, such as swelling, redness, increased pain, or oozing, see your doctor immediately.
- **For suspected rabies.** If you suspect the bite was caused by an animal that might carry rabies, see your doctor immediately. Rabies is more common in bats, raccoons, skunks, and foxes than in cats and dogs. Rabbits, squirrels, and other rodents rarely carry rabies.

Although dogs are more likely to bite than cats, cat bites are more likely to cause infection. When cats bite, they usually create puncture wounds and can't be thoroughly cleaned. Cat scratches are also prone to infection.

If you are sleeping and discover bats present, seek medical advice, even if you don't think you've been bitten. Bat bites can be hard to see.

Source: Mayo Foundation for Medical Education and Research



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SeniorCare Complete and AbilityCare are HMO SNP plans sponsored by South Country and have contracts with Medicare and the Minnesota Medical Assistance (Medicaid) program. 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.

Getting the Right Health Care

Where you go for medical care matters. But sometimes, it can be hard to tell where you should go to receive care. Use this guide to learn when it's most appropriate to seek care from a primary care provider, Urgent Care clinic, or Emergency Room (ER).



Primary Care

When to Go

No one knows you like your family doctor. If you see a primary care provider regularly, he or she often has your full medical history and best understands your health care goals. For most medical concerns, you should schedule an appointment with your primary care provider first.

Medical Problems

- Routine checkups, health screenings, or vaccines
- Minor illnesses, such as cold or flu symptoms
- Aches and pains
- Diagnostic testing
- Chronic disease management

Good to Know

You must schedule an appointment to visit your primary care provider. Sometimes, it can take several days or weeks before you are seen. If you are in need of more urgent medical attention and can't wait for your appointment, visit Urgent Care.

For a complete listing of network primary care providers, look in the South Country **Provider Directory**, available on our website at www.mnscha.org.

Urgent Care

When to Go

Urgent Care, also known as a Same Day Clinic, is the right choice if your condition does not pose an immediate, serious threat to your health or life. Visit Urgent Care when you have a medical problem that is too urgent to wait for your primary care provider, but not serious enough to go to the ER.

Medical Problems

- Cold or flu symptoms
- Sore throat
- Ear or eye infections
- Fever or migraines
- Minor burns
- Minor fractures/sprains
- Rash or allergic reactions
- Scrapes or minor cuts
- Bladder infection

Good to Know

Urgent Care clinics are often open evenings and weekends and usually do not require patients to make an appointment. Also, it is typically cheaper, faster, and less of a hassle than visiting the ER.

See South Country's **Provider Directory** to find where you can receive Urgent Care in your community.

Emergency Care

When to Go

An emergency is a serious health condition or symptom caused by an injury, illness, or mental illness. **If you think someone could suffer significant harm or even die without immediate medical attention, go to the ER or call 911.**

Medical Problems

- 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
- Suicidal feelings

Good to Know

Visiting the ER doesn't always mean you will get immediate medical attention. Since ER doctors treat patients with more severe health problems first, you may have to wait hours before you are seen.

Call 911 right away if you think a health problem is life-threatening or could get worse on the way to the hospital.



South Country Will Help You Manage Your Medications

Taking your medicines correctly can help you avoid a repeat visit to the hospital. South Country teams up with your county's Public Health agency to help you manage your medicine.

Correct medication management is all about taking the right medicine in the right amount at the right time. This can be tricky for some people, especially for those who take several medications.

If you go to the hospital, the doctor may change your medications or add new ones. These changes can make taking your medications more confusing, but you must be sure you take the right medications when you go home. Research shows that one in five patients return to the hospital within 30 days after going home, often due to taking the wrong medicine.

South Country wants to help make sure you take the right medications after you return home from a hospital stay.

After you go home from the hospital, a Public Health nurse or care coordinator may call you to set up a time to visit you at home. This visit is a covered benefit for members. During the visit, you can discuss your medications and learn how to take them correctly. If you follow the nurse's or care coordinator's instructions, you will hopefully avoid another hospital stay.

Know About Your Medications

The best way to make sure you are taking the right dose of the right drug at the right time is by learning about your medications.

When you receive your medication from the pharmacy, make sure that you understand all of the following information:

- What did your doctor tell you the medication was for?
- What are both names of your medication (“brand” and generic name)?
 - Brand name—the name given to a medication by the manufacturer
 - Generic name—the chemical name of the medication
- What will the medicine do?
- How did your doctor tell you to take the medication?
 - How many times a day?
 - How many days?
 - How much to take at one time?
 - How to take the medication (with water, juice, etc.)?
 - When to take the medication (before or after meals)?
- What did the doctor tell you to expect from the medication?
 - What results to look for?
 - What to do about possible side effects?
 - What monitoring will be needed to be done?
- How should you store the medication?
- How do you refill the medication if necessary?

Keep a list of your medications and the times of day you should take them. You can even ask your pharmacist to review your drug list and schedule to make sure it is correct.

Source: National Patient Safety Foundation

What is Open Enrollment?

Open enrollment for 2015 Medicare coverage starts October 15, 2014.

Medicare open enrollment is the only time most Medicare beneficiaries can change their Medicare health plan and prescription drug coverage. However, SeniorCare Complete and AbilityCare members can change their health plan and prescription drug coverage any time of the year.

What You Can Do

If you are happy with SeniorCare Complete or AbilityCare from South Country, then you don't need to do anything! You will automatically be re-enrolled for 2015.

We'd hate to lose you, but you might find another health plan that better meets your needs. If you want to change health plans, you can contact either Medicare or the new health plan and enroll with them. After you enroll in your new plan, you will automatically be disenrolled from your South Country plan on the first day of the next month.

If you have questions about enrollment, you can call the Senior LinkAge Line at 1-800-333-2433. This free service provides information and assistance for seniors about Medicare and Medicare Advantage plans where you live.

Also, if you have any questions, problems, or concerns as a South Country member, call us toll-free at 1-866-567-7242 (TTY 711).

Member Services Q&A

South Country is there for our members. Here are some of the things our members have been calling us about lately.

Q: I received a bill in the mail from my doctor's office. What should I do?

A: Typically, our network providers bill South Country directly for your covered services. As a South Country member, you should never be billed for a covered service for any amount other than your cost share amount.

If you get a bill for the full cost of medical care you have received, call Member Services right away. A Member Services Specialist will check the claim and determine if the services you received should be covered. If we decide they should be covered, South Country will pay the provider directly.

Q: Is my prescription covered by South Country?

A: You have a few options. If you are enrolled in SeniorCare Complete or AbilityCare, you can look up covered drugs in the Comprehensive Formulary. Members of any South Country program can also use the online drug search tool on our website at www.mnscha.org. Click on the Programs tab, then the Drug Search link on the left-hand menu.

You can also have your pharmacy or doctor's office call PerformRx to see if a prescription drug is covered by South Country. They can also check if there are alternative drugs that are covered.

Q: What is my premium for Medical Assistance (PMAP)?

A: If you are enrolled in Medical Assistance (PMAP), you do not have to pay a premium for your health care benefits. Even if you signed up through MNsure, Medical Assistance (PMAP) members do not have a monthly premium payment.

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

Living with Diabetes

There is no cure for diabetes, but it can be managed. Balancing the food you eat with exercise and prescribed medicine will help you keep your blood glucose in a healthy range.

Diabetes care is a lifelong responsibility, but following your treatment plan can reduce your risk of serious complications. If you make a commitment to managing your diabetes, you can live a long, healthful life.

Learn All You Can

People with diabetes and their families should learn as much as possible about the disease and how to effectively treat it. The more you know about diabetes, the more you know about how to take care of yourself.

Eat Well and Exercise

Make healthy eating and physical activity part of your daily routine, and try to maintain a healthy weight. Not only will this help you manage your diabetes, but it will go a long way toward controlling high blood pressure and cholesterol too.

Pay Attention to Your Teeth & Feet

Diabetes may leave you prone to gum infections. Brush your teeth at least twice a day and floss once a day. You should try to visit the dentist at least twice a year.

High blood sugar can damage the nerves in your feet and reduce blood flow. Because of this, untreated cuts and blisters may lead to serious infections. Wash, dry, and moisturize your feet daily, and check often for blisters, cuts, sores, or swelling. If you have a sore or other foot problem that doesn't heal within a few days, talk to your doctor.

Source: American Diabetes Association, 2014

Stay Hydrated, Stay Healthy

When temperatures rise, getting enough to drink is important, especially for those with heart disease. Whether you're playing sports, traveling, or just sitting in the sun, make sure you stay hydrated.

Keeping the body hydrated allows the heart pump blood more easily through the blood vessels to the muscles. Plenty of water helps your muscles remove waste so they can work efficiently. In other words, if you are hydrated, your heart doesn't have to work as hard.

For most people, water is the best thing to drink to stay hydrated. You can also get water from foods, such as fruits and vegetables which contain a high percentage of water. Fruit juices and sugary drinks, such as soda, can be hard on your stomach if you're dehydrated.

People who have a heart condition, are older than 50, or are overweight should take extra precautions. You shouldn't wait until you're thirsty to start drinking water. If you get thirsty, you're already dehydrated. Keep water with you throughout the day, and try to drink about 9-13 cups of total beverages a day.

Source: American Heart Association, 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)**.

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		Every year	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?

The following immunizations are required beginning September 1, 2014.

To enter into child care, early childhood programs, and elementary or secondary schools (public or private), children need to have certain immunizations. Use this chart as a quick reference to determine which vaccines are required for enrollment. See below for exemption information.

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 ✓ at 7 th grade
Polio ✓✓✓	Polio ⁵ ✓✓✓✓	Polio ✓✓✓	Polio ✓✓✓
MMR ✓	MMR ✓✓	MMR ✓✓	MMR ✓✓
Hib ✓			Meningococcal ⁸ ✓ at 7 th grade & ✓ at age 16
Pneumococcal ² ✓✓✓✓			
Varicella ³ ✓	Varicella ✓✓	Varicella ✓✓	Varicella ✓✓

The following immunizations are recommended but not required by the Immunization Law.

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 for 7th grade. However, if it was only a Td, a Tdap for 7th grade is needed.

⁸One dose is required for 7th grade, a second dose at age 16 years (10th/11th grade).

To go to school in Minnesota, students must show they've had these immunizations or file a legal exemption with the school. 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 651-201-5503 or 1-800-657-3970.

Source: Minnesota Department of Health, March 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

Vaccines recommended but not required by the Immunization Law

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

Our New Diamond View

A Community Health Information Exchange

South Country Health Alliance's mission is to empower and engage you, our members, to be as healthy as you can be, build connections with local agencies and providers who deliver quality services, and be an accountable partner to the counties we serve. To meet this mission we follow our core Diamond Values: Collaboration, Stewardship, Communication, and Excellence.

Diamond View, a Community Care Health Information Exchange, is a secure computer system for doctors, hospitals, and other health care providers to share information that can improve your care. Your health care providers will be able to deliver better, easier, safer care by linking your key medical information into your own single electronic patient health record.

Benefits to you, our members, will include the following:


- Better coordination between health care providers
- Fewer medical errors
- Improved patient safety
- Better patient health outcomes
- Fewer repeat tests and procedures
- Reduced health care cost
- Better reporting of public health information

Safeguarding your health information is very important to us at South Country. Because of this, we have chosen Sandlot Solutions as our technology partner. Sandlot Solutions is a state-certified Health Data Intermediary that specializes in highly secure data collection, analysis, and population health management. Sandlot also provides a consent management tool that keeps you in control of your data and that meets all consent requirements in Minnesota.

Look for Diamond View. It will be rolling out in your community over the next several months.

SOUTH COUNTRY

HEALTH ALLIANCE
Bringing Wellness Home

Just as the diamond  is the center of who we are, our Diamond Values are the center of all we do.

South Country's Diamond Values

Collaboration

We value the contributions of many individuals, partners, and agencies in helping meet the needs of our members.

Stewardship

We responsibly manage our resources, using them in the best way possible for our members.

Communication

We communicate openly, honestly, and frequently, responsibly sharing information and ideas in all areas of our business.

Excellence

We provide quality through our programs and services that make a difference in people's lives.

2300 Park Drive, Suite 100
Owatonna, MN 55060

Health, Wellness, or
Prevention Information

Quit for yourself and future generations

You might not know what your future holds, but you can still take steps to manage your health risks – such as tobacco use! **Mayo Clinic Tobacco Quitline** can help you start your tobacco-free journey. Call today toll-free at **1-800-504-3451**.

We Are Here For You

Call South Country's Member Services to answer your questions.

When it comes to helping our members, Member Services is here. Member Services staff are 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 711 for the hearing impaired.

Member Services can answer your questions about covered benefits, prescription drug coverage, primary care clinics, wellness programs, interpreter needs, and so much more! If you are having problems getting services, Member Services is here to help you.

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.

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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. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ພໍລີ, ຈົ່ງໂທໄປທີ່ໝາຍເລກຂ້າງເທິງນີ້.

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

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