

# What is the Wellness Support Team?

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

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

## **Am I eligible?**

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

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

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

### **South Country Health Alliance**

6380 West Frontage Road  
Medford, MN 55049

Toll Free Phone: 1-866-567-7242

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

[members@mnscha.org](mailto:members@mnscha.org)

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

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# Wellness Support Team

*by the Complex Case Managers*

*Take control of your health,  
today!*



**South  
Country**  
HEALTH ALLIANCE

#5965

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

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

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

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

## **How to get started:**

Call Member Services.

Toll Free: 1-866-567-7242

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

Hours: 8 a.m. to 5 p.m., Monday - Friday

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

## **What is Next?**

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

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

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

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

## **Step 5:**

**Meet and exceed your goals!**

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



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

