

What's Inside

Title	Page
Dental Benefits Update	3
2024 Events Calendar	3
A Message from CEO Leota Lind	4
2023 Summary of Financial Statements	5
Health and Wellness Rewards	6
Quality Improvement Projects	7
Ask the Nurse Advice Service	8
Telehealth: Your Online Connection	8
Coming this Fall – Doctor On Demand	9
Marijuana: Legal Does Not Mean Safe	10
South Country Portraits	11
Ex Program Tobacco Cessation	12
Quick Reference Resources	13
Fraud, Waste and Abuse	15
Help Us Serve You	16

Delfina App for Expecting and Postpartum Mothers Launching

What is Delfina?

In February 2024, South Country Health Alliance (South Country) launched the Delfina app for all pregnant members and all members who have had a baby in the last year! Delfina is a pregnancy tracking app where members are able to log their weight, mood and symptoms throughout their pregnancy. The app provides instant feedback on the data entered, so members know if they should reach out to their provider or if what they're experiencing is common. The app also contains week-by-week pregnancy related articles for expecting and new mothers to read. From baby growth and nutrition to mental health and common pregnancy questions, the Delfina app has articles for every stage of pregnancy.

Beyond the app experience, Delfina also offers personalized services for each member to utilize. Every member is assigned a doula to work with every week of pregnancy and after a baby is born. Members are able to meet with their assigned doula on video calls, phone calls, and/or through text messaging as much or as little as they prefer for support.

Delfina also offers virtual registered dietitian visits, virtual mental health therapy visits, and virtual lactation consultant visits. These visits are completed one-on-one and tailored to each member's individual needs. Meeting a nutritionist, mental health provider, and lactation consultant at least once during pregnancy and once after having a baby is very beneficial, even if the member is not actively experiencing problems.

Continued on next page.



Senior Management

Leota Lind

Chief Executive Officer

Dr. Timothy Miller

Medical Director

Scott Schufman

Chief Financial Officer

Kelly Braaten

Director of Community Engagement

Matt Hoenck

Director of IT and Analytics

William Lawrence

Director of Human Resources

Cheri Lewer

Director of Operations

Kim Worrall

Director of Health Services

Jeff Marks

Compliance Officer

Joint Powers Board of County Commissioners

Scott Windschitl, Chair

Brown County

Doug Christopherson, Vice Chair

Waseca County

Rhonda Toquam

Dodge County

Brad Anderson

Goodhue County

Wendy Caswell

Kanabec County

Lyle Grochow

Sibley County

Greg Krueger

Steele County

Don Springer

Wabasha County

Continued from previous page.

Delfina doulas, lactation consultants, registered dietitians, and mental health therapists offer group classes. Members are able to sign up for and attend these classes all in the comfort of their own home. Class topics include breastfeeding, baby care, postpartum support, nutrition tips, managing stress, and more! Delfina also offers a virtual prenatal and postpartum yoga class, led by a certified prenatal and postpartum yoga instructor.

The Delfina program is included in the benefits for all South Country mothers who are expecting and/or have had a baby in the last year.

How can I sign up?

If you are pregnant or have had a baby in the last year and you would like to sign up for this benefit, please reach out to either your county public health team, your wellness support team case manager through South Country, or by calling member services Monday through Friday from 8 a.m. to 4:30 p.m. at 1-866-567-7242 and TTY 711 or through your preferred relay service. These calls are free. Each of these teams will be able to assist you. You can also sign up for Delfina by visiting <https://www.delfina.com/login>, downloading the app, and entering some basic information.

Congratulations on your new pregnancy or newest addition from all of us here at South Country!

Need more Information?

For questions/comments on this app, please contact our manager of clinical care, Brenna Toquam, MSN, RN at btoquam@mnscha.org or 507-431-3009. We would love to hear your feedback!

Patients Providers

Welcome!

Download the Delfina app:

Download on the App Store GET IT ON Google Play

We are excited to have you be part of the Delfina Care program. We are partnering with your care team to help deliver better outcomes for you and your baby. If you are interested in learning more, send us a note [here](#).

Dental Benefits Update for 2024

We have exciting news to share! All South Country members are now eligible for comprehensive dental care, regardless of age or pregnancy status.

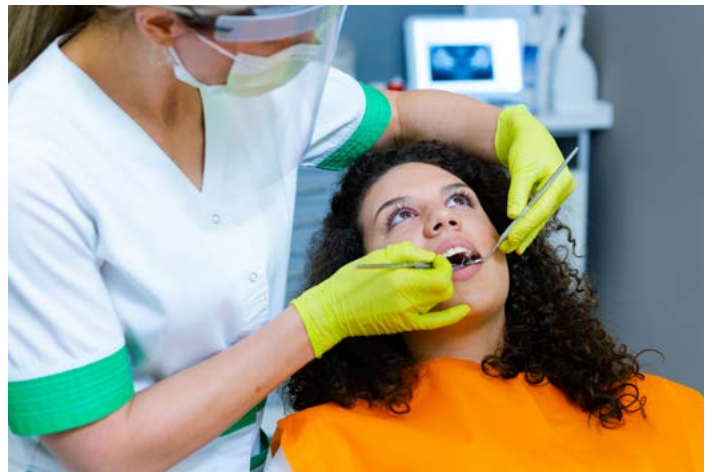
Regular checkups and preventive dental care are the keys to a healthy mouth. South Country's coverage includes exams, X-rays, dental cleanings, and protective fluoride varnishes. Keeping to a schedule as often as your dentist recommends, generally two times a year, will put you in the best position to stay healthy. Your dentist will be able to catch and treat any problems early on.

There are extra preventive services available, which may be appropriate for you. Sealants aren't just for kids anymore. These thin, plastic coatings are painlessly applied to unfilled back teeth. By sealing up the grooves on the chewing surfaces of teeth, cavities don't get a chance to start. If a cavity has already started, silver diamine fluoride is a liquid that can be applied to the tooth to stop the cavity from getting larger or spreading.

More restorative services are covered for everyone, including root canals, even on molars. Besides fillings, stainless steel or resin crowns are covered. This will allow more of our members to keep their teeth, rather than needing a tooth extraction. In addition, more anesthesia options are now covered when needed.

Caring for your gums is important. There are known links between gum health and chronic conditions, such as diabetes, heart disease, dementia, respiratory conditions and more. Non-surgical treatment for gum disease, or scaling and root planing, and follow-up care are covered and can take place at your dental clinic.

Dental coverage information can be found in your member handbook. For questions about your dental benefits or for help with finding a dental provider, please call 1-866-398-9419. We are happy to give you a reason to smile!



South Country 2024 Events Calendar

Stop by and visit with us at these events! South Country staff will be available to talk with you and answer any questions you may have.

July 10-14 Waseca County Fair

July 17-20 Wabasha County Fair

July 17-21 Dodge County Fair

July 18-20 GEM Days (Owatonna)

July 25-28 Kanabec County Fair

July 31-Aug 4 Sibley County Fair

August 6-10 Goodhue County Fair

August 7-11 Brown County Fair

August 13-18 Steele County Fair

Follow us on Facebook and Instagram for future events and information.



***“Together we make
a real difference!”***

Leota Lind
Chief Executive Officer

Health Care Coverage Focused on You!

As a local, county-based health plan, we are proud to continue to raise the bar on our efforts to ensure our members receive the care, services and supports they need to live healthy lives. We continue to be a fierce advocate for health and well-being of people living in rural Minnesota and I’m excited to share some of our progress and updates with you that showcase this.

In 2023 and 2024, we added to our health promotion programs and offerings. Members can receive gift cards for getting certain care/screenings and completing and returning a voucher. I encourage all members to check out our website for more information and to get rewarded for receiving preventive care.

We have also recently launched a partnership with Delfina to provide an innovative care management platform for members during their pregnancy and 12 months postpartum. Members can use this resource through their smartphone or tablet to have access to doulas, nutritional counseling, mental health visits, classes and other resources. Members can sign up for the app through local county public health nurses, by calling member services or the South Country wellness support team.

There is more! We have increased our supplemental benefits for our AbilityCare and SeniorCare Complete members. For example, South Country will cover lens

upgrades for eyeglasses. We also cover one porcelain crown annually, upon medical necessity. All our supplemental benefit offerings can be found in our member handbooks on our website. Members can also speak with their care coordinator or call member services for more information.

One of our strategic priorities continues to be focusing on health equity efforts to reduce disparities in our communities. Our Health Equity Committee has developed a strategic plan and goals. We are in the process of updating our website to provide information on our initiatives and additional resources for members so stay tuned!

I would like to take this opportunity to thank our Member Advisory Committee for their input and feedback this past year to help us ensure we continue to meet the needs of our members. The committee is a great way to get involved and we are looking for additional members to join. Please see the article about the Member Advisory Committee in this newsletter for more information.

I would also like to thank our county partners, care coordinators, community care connectors, community partners, providers and South Country staff for their hard work and dedication in serving our members every day. Together we make a real difference in advancing the health and well-being of people in our rural communities.

South Country's revenue decreased by 2.5% to \$273 million in 2023, due to a 7% year-over-year decrease in end of year membership combined with increased capitation rates paid to South Country on a per member per month basis.

The decrease in membership was due to the beginning of the disenrollment process when the continuous enrollment provisions under the national public health emergency ended mid-year. South Country's revenue included a reduction of about \$3.8 million related to federal minimum loss ratio requirements in its contract provisions. Health care claim costs decreased 6% overall in 2023, driven by lower medical costs partially off-set by increases in pharmacy and dental costs. Investment income earned on cash balances contributed \$3.9 million due to significantly higher interest rates. This contributed to an overall net surplus of \$27.3 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 2023, South Country was charged \$228 million for members' health care expenses. This was 92% of total expenses. The remainder was spread between claim adjustment and cost containment expense and general administrative expenses.

South Country had \$19.8 million set aside in claim liability reserves on our balance sheet at December 31, 2023, for future member medical benefit payments. In addition to these reserves, South Country had capital and surplus of \$71.9 million.

2023 Summary of Financial Statements

January - December 2023

Balance Sheet

Assets	\$101,363,241
Liabilities	\$29,420,378
Capital and Surplus	\$71,942,863

Statement of Revenues and Expenses

Capitation Revenues <i>(net of \$3,854,623 Federal MLR Due)</i>	\$273,311,053
Health Care Expenses	
Physician, Hospital and Dental Expenses	\$186,922,746
Pharmacy Expenses	\$41,852,623
Total Health Care Expenses	\$228,775,369
Net Reinsurance Expense (Recovery)	\$337,503
Other Expenses	
Claim Adjustment and Cost Containment	\$6,804,154
General Administrative Expenses	\$14,011,859
Total Other Expenses	\$20,816,013
Operating Income (Loss)	\$23,382,167
Investment Income	\$3,913,253
Net Income (Loss)	\$27,295,420

This capital and surplus exceeds the statutory net worth requirements of the state of Minnesota in 2023. South Country's financial position as of December 31, 2023, reflects a risk-based capital (RBC) level of 811%, more than four times the regulatory requirement of 200% RBC. South Country's 2024 budget calls for a net surplus from operations.

South Country Health and Wellness Rewards

South Country has new and returning wellness rewards where members can earn a gift card after receiving their screening and turning in their completed voucher. South Country wants to increase the percentage of our members going in for health screenings as recommended by their provider.

You can get these vouchers by calling member services at the number listed below or download and print individual vouchers from our website at www.mscha.org. Complete these important preventative care services to earn a reward!

A new reward for 2024:

Diabetes blood glucose (HbA1c) test - \$25 reward

- Members enrolled in AbilityCare, SharedCare, SingleCare, SeniorCare Complete (MSHO), or MSC+ with a diagnosis of Type 1 or Type 2 diabetes mellitus when they have a blood glucose (HbA1c) test.

\$75 rewards:

- Prenatal care;
- Postpartum care between seven and 84 days after delivery; and
- Infant checkups before 15 months of age.

\$50 rewards:

- Childhood immunizations by your child's second birthday; and
- Immunizations for adolescents by 13 years of age.

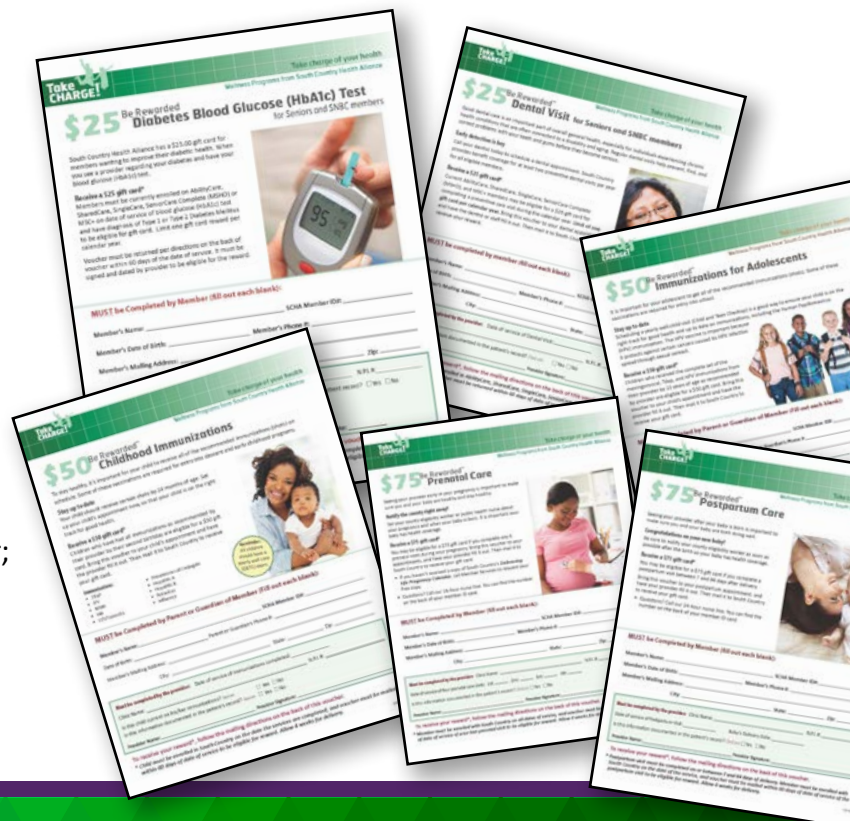
\$25 rewards:

- Lead test, one between 9-18 months and again between 18-30 months of age;
- Well-child visits, two between 15 and 30 months of age;
- Chlamydia testing;
- Cervical cancer screening, for ages 21 to 65;
- Breast cancer screening, for ages 40 and older;
- Colorectal cancer screening, for ages 45 and older; and
- Preventive dental care.

Other benefits you may be eligible for are:

- Be Buckled, earn a free car seat;
- Early childhood family education;
- Pregnancy and childbirth education classes;
- Free breast pump;
- Community education; and
- Be Active, earn discounts toward health club memberships.

For more information about vouchers or these additional benefits, please call member services Monday through Friday from 8 a.m. to 4:30 p.m. at 1-866-567-7242 and TTY 711 or through your preferred relay service. These calls are free. You can also visit our website at www.mnscha.org.



Quality Improvement Projects

In 2024 we have two focused studies, two performance improvement projects, and two chronic care improvement projects. Continue reading for more information.

Focused studies:

The focused studies are improvement projects where we “focus” our efforts to improve the health outcome of a specific set of members by increasing the rate they consult their physician. The two current projects are listed below:

Cervical cancer prevention screening – In this focused study we are working to get members in for routine prevention screenings for cervical cancer with their primary care physician. This is to improve the rate of early detection of cervical cancer.

Chlamydia screening – In this focused study we are working to get members to consult with their primary care physician and ask about routine prevention screenings for chlamydia.

Performance improvement projects:

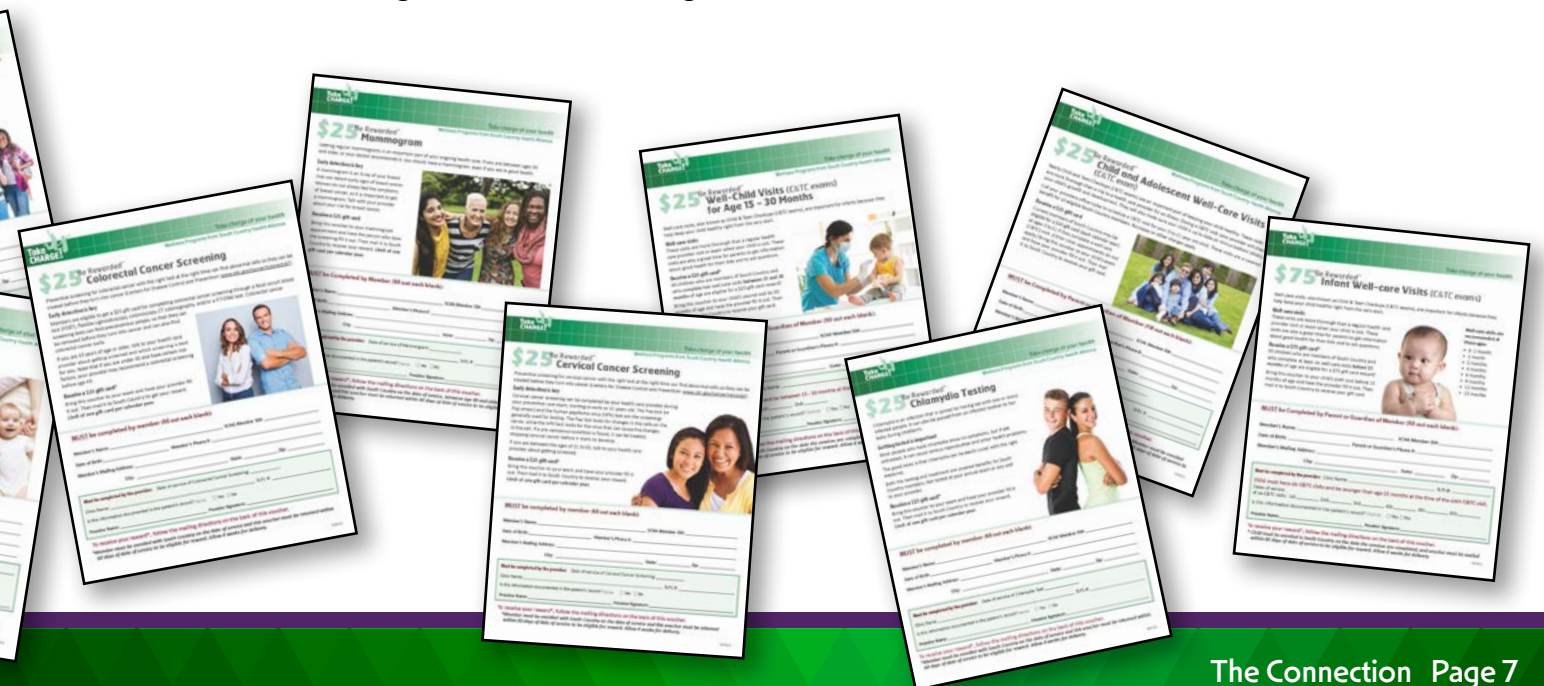
South Country is engaged in two performance improvement projects, which are aimed at addressing the comorbidities of diabetes and depression and to promote a “healthy start” for the mothers and children ages 0-30 months. The goal is

to decrease the health disparity gap by improving members’ self-management of their diabetes and depression for those living in a rural community. The healthy start goal is to decrease the health disparity gap by improving members’ prenatal care, postpartum care, and well-child visits for those living in a rural community.

Chronic care improvement projects:

Cancer screenings for SeniorCare Complete and AbilityCare members — these projects work to increase the number of members who are up-to-date on their colorectal and breast cancer screenings for early detection and to increase the percentage of our members going in for health screenings as recommended by their providers and physicians.

South Country collaborates with providers and various external stakeholders on various projects and initiatives, and is always open for new collaborative ideas and approaches to support our members’ health and wellness. Please feel free to reach out at any time if you would like to discuss opportunities to work together. Want to learn more about South Country’s Quality Program? Visit our website at <https://mnscha.org/about-us-a/our-commitment-to-quality/>.



Ask the Nurse Advice Service

South Country provides free nurse advice that's just a phone call away to all members.

What is the nurse advice service?

The nurse advice service can support you when you're faced with health problems and you need more information to decide what to do. The service is staffed with registered nurses who can advise you about your possible risks and choices for a wide range of health care issues.

If you or a family member is sick, nurse advice can help you decide what to do. Will your injury require a trip to the emergency room, or can you treat it at home? Did your doctor say you have a medical condition you don't understand and you want to know more about how it will affect you? The nurse advice service can help you with all of these situations.

The nurse advice service can help you understand tests, medicines, and other treatment options that your doctor advises. They are available 24 hours a day, seven days a week, so you can call them if you are unable to get to a doctor and don't want or need to go to the emergency department. You can talk to a nurse in your own home instead of traveling to a clinic or urgent care and having to wait for answers. The nurses can also help you prepare questions you can ask your doctor.

When you do need outside help, they can guide you to the level of care you would need. They can't diagnose or suggest a specific treatment, and they are not a substitute for primary care. The nurse advice service can give you information you can use to make decisions when you need it most.

To contact the nurse advice service, use the toll-free phone number on the back of your member ID card. The nurse advice service is a free benefit for all South Country members.

Telehealth: Your Online Connection

Telehealth uses internet-connected devices to let you and your health care provider communicate without having to go to their office. Using a tablet, computer or smartphone, you can speak with your provider over the phone or by using video. You can also send messages to your health care provider safely and securely.

Telehealth visits are a benefit for South Country members IF your provider offers them. Ask your provider if it is an option when you are scheduling a visit. Telehealth visits can differ between providers, so ask for what you will need to have a successful telehealth visit.

Most telehealth appointments will require a 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, and be required to download apps or software programs and set up an account or login information before your visit.





Coming this Fall to South Country Members – Doctor On Demand by Included Health!

South Country is adding a new virtual care option for members to get care this fall. Doctor On Demand is a mobile app for urgent care and behavioral health that will be available 24/7 for South Country members. Using a mobile phone or computer, members can meet with a doctor virtually instead of going to the clinic.

For urgent care, members will be able to connect with a doctor to check out and treat a wide range of conditions. Up to 90% of the most common ER complaints can be treated – from common colds to uncommon rashes. Doctors can order screenings, prescribe medications and order refills. Doctors are available, on call and standing by 24 hours a day, seven days a week, in as little as five minutes.

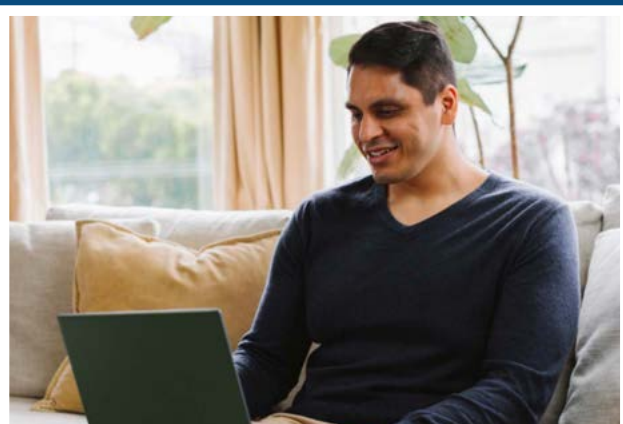
For behavioral health, members can connect with a therapist or psychiatrist who fits their needs. Doctor On Demand providers specialize in everything from anxiety and depression to bipolar disorder and PTSD (post-traumatic stress disorder). A face-to-face virtual visit can happen at a time and place that works for the member, whenever and wherever they are comfortable. Members can schedule behavioral health appointments in advance seven days a week.

More information will be coming this summer about this exciting new health care option. Bookmark our website at www.mnscha.org, or follow South Country Health Alliance on Facebook or Instagram to stay updated on future developments and news about this new service!



Online doctors available 24/7.

We're here for your cold & flu, prescription refill, covid treatment, mental health, and so much more.





Marijuana: Legal Does Not Mean Safe, Especially for Our Children

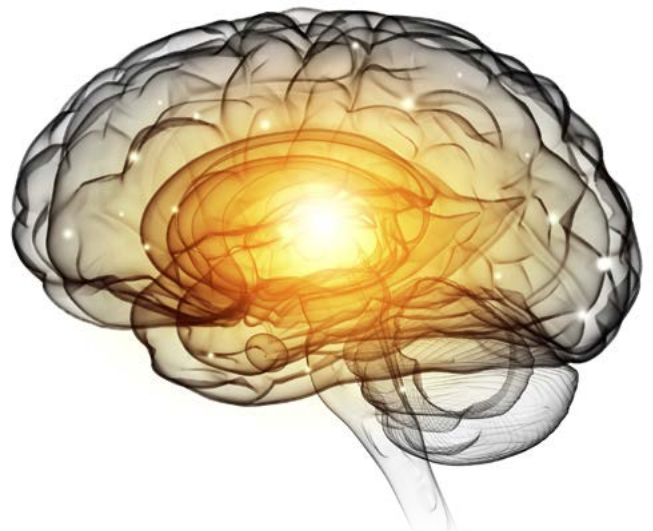
The state of Minnesota legalized recreational marijuana in 2023. Marijuana comes from the cannabis plant. People will sometimes refer to marijuana as cannabis. Tetrahydrocannabinol (THC) is the chemical in marijuana that is psychoactive, meaning it affects the brain. The potency of THC in marijuana in the past 30 years increased from 2-5% back in the 1990s to over 15% for most products and some as high as 30% to 99% THC. Higher potency means stronger.

Research has shown that teenagers and young adults have the greatest risks for marijuana use. These risks increase with higher potency, the frequency of use, and the duration of use. Young people are especially vulnerable because of the impact of marijuana on the developing brain. Early use of high-potency marijuana increases the risk of memory issues, attention, learning and problem-solving difficulties, problems with school, poor judgment, and decision-making.

High-potency marijuana use has proven to impact mental health, including increasing anxiety, depression and suicidal thoughts. In 2021, 35.6% of teenagers in Colorado who died by suicide had marijuana in their system. Research has shown that the use of high-potency marijuana increases the risk of psychosis, delusions, and schizophrenia, especially in young men.

Many people believe that marijuana is not addictive. This is not true. Just like most people who drink alcohol do not develop an alcohol use disorder, many people who use marijuana won't become addicted. However, 10% of people who use marijuana do become addicted. For those who start using it as teenagers, that risk increases to 17%. Over 30% of teens who use marijuana daily will become addicted. Each year, more teenagers enter substance use disorder treatment with a primary diagnosis of marijuana addiction than for all other illegal drugs combined. Sadly, only one in 10 teenagers who need treatment receive it.

Parents have a very important role in talking with their children about drug use. It is important to start having these conversations early because many children start being exposed to drugs or alcohol in their early teen years. Although talking about serious subjects like drugs can be hard, it is important to share what we know about drugs and to listen to our children about what they are hearing. Social media has a huge influence on our young people, and it is important that they hear the truth. To learn more about marijuana and other drugs, the Substance Abuse and Mental Health Services Administration (SAMHSA) has many resources. If you or someone you know is struggling with drug or alcohol use, help is available and covered by South Country. Please contact the behavioral health team at South Country. We are here to help!



Meet Andrea Bartz, Wabasha County 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? A little over 2 ½ years.

What does being a connector mean to you? To me, being a connector means supporting my community by being that reliable, personable point of contact they can reach out to with questions related to not only South Country, but health care in general. I believe it is important to have a local connection to reach out to.

What is the most fulfilling part of being a connector? I love being able to build relationships and trust with my community and South Country members. Also, it is no doubt that health care in general has become quite difficult to navigate. Plus, many people are trying to navigate it all while they are ill and faced with limited resources. It can feel pretty defeating trying to find the right care to better one's health, especially given these circumstances. I find it fulfilling knowing that I can help members not feel so alone in navigating this complex world.

Describe ways you help South Country members. I help members in many ways, including answering questions regarding their insurance coverage, helping find providers or doctors to seek care, following up and connecting with providers to solve issues with incorrect billing, providing education to members and the community about the importance of preventive care, and providing resources to members they may need to live a healthier, safer lifestyle (such as housing assistance, food shares, etc.).

“I see firsthand the challenges that community members face when trying to access resources and health care in rural Wabasha County. As a South Country connector, I may not have all the answers, but I make sure we figure out where to find them.”



ex program

Tobacco Cessation



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.

BUILT IN COLLABORATION WITH MAYO CLINIC, THE EX PROGRAM OFFERS:



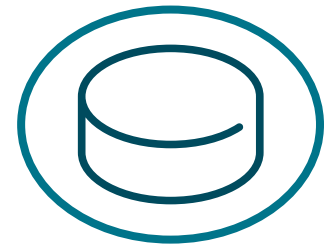
Online videos, exercises and self-guided tools on any device.



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



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



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

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.

Act now and sign up! Earn 1,000 points by December 31, 2024, to receive a \$50 gift card!

Must be currently enrolled with South Country to qualify. Promotion limited to the first 100 members who earn 1,000 points. Only one reward per member per year.

To get started, visit BecomeAnEX.org/signup/scha or call **1-833-EXCOACH (1-833-392-6224)**

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.

ያስተውሉ፡ ካለምንም ክፍያ ይህንን ዶኩመንት የሚተረጎምሎ አስተርጓሚ ከፈለጉ ከላይ ወደተጻፈው የስልክ ቁጥር ይደውሉ።

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.



Fraud, Waste and Abuse

South Country is committed to identifying, preventing, correcting, and reporting fraud, waste and abuse.

Some of the most common forms of health care fraud are:

Medical identity theft.
Billing for unnecessary services or products.
Billing for services or products not received.
Upcoding or billing more for services than were provided.
Kickbacks for referrals.

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 received the services, and where the services took place.

If you are aware of or suspect fraud, waste, or abuse, you may report it in the following ways:

- To the South Country compliance department by sending an email to compliance@mnscha.org.
- Anonymously to South Country through our Report it hotline by calling 1-877-778-5463 or online at www.reportit.net (Username: SCHA, Password: Owatonna).

Member Services Monday through Friday from 8 a.m. to 4:30 p.m. at 1-866-567-7242 and TTY 711 or through your preferred relay service. These calls are free.

Copyright © 2024 by South Country Health Alliance.

The Connection is a publication of South Country Health Alliance. For submission information or reprint permission, please contact:

South Country Health Alliance
6380 West Frontage Road Medford, MN 55049

Email: marketing@mnscha.org

Website: www.mnscha.org

SeniorCare Complete and AbilityCare are health plans that contract with both Medicare and the Minnesota Medical Assistance program to provide benefits of both programs to enrollees. Enrollment in either plan depends on contract renewal.

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.

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



6380 West Frontage Road
Medford, MN 55049

Health, Wellness, or
Prevention Information



Help Us Serve You

South Country is a locally owned health plan focused on our members, and your input is critical for us. We listen to members' feedback and use it to improve the services we provide.

The Member Advisory Committee (MAC) is where members of our plan can share their health care experiences and discuss ideas to help us improve our services. We are always looking for new MAC participants. By sharing your experiences and working with us, you can help us better serve you and other members like you.

Are you a family caregiver or a relative of a South Country member? You can join the MAC also!

If you have any interest in joining our MAC, call member services Monday through Friday from 8 a.m. to 4:30 p.m. at 1-866-567-7242 and TTY 711 or through your preferred relay service.

Another way to join is to scan this QR code. We will contact you with any questions and additional information about the next meeting. The MAC meets every other month. Meetings have an in-person and virtual option. Members receive a gas gift card for their participation.



Follow South Country Health Alliance on  Facebook and  Instagram for:

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



H2419, H5703_6901_C_Accepted