

South Country Health Alliance
Rural Stakeholder Meeting October 2022

1. Rural Stakeholders Meeting

DATE: Friday, October 28, 2022

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

2. Health Plan Staff in Attendance:

- Leota Lind, Chief Executive Officer
- Dr. Tim Miller, Medical Director
- Matt Hoenck, Director of Information Technology and Analytics
- Kelly Braaten, Director of Community Engagement
- Kim Worrall, Director of Health Services
- Cheri Lewer, Director of Operations,
- Chris Gartner, Communications Manager
- Kayla Krenz, Compliance and Governmental Relations Manager
- Justin Smith, Manager of Quality
- Sarah Bailey, Pharmacy Manager
- Tara Seykora, Care Systems Manager
- Kirsten Rhodes, Care Systems Manager
- Jane Hanson, Provider Relations Representative
- Nikita Woltersen, Communications/Materials Specialist
- Andrea McGregor, Executive Assistant

3. SNBC Members in Attendance

- a. SNBC members of South Country Health Alliance in attendance: None
- b. Number of SNBC family or friends in attendance: None.
- c. How SNBC members are chosen or recruited for the meeting: Community Care Connectors, Care Coordinators, Invitation Letters, Rural Stakeholders information on the South Country website.
- d. How all currently enrolled SNBC members or their family/friends were informed of the meeting: Meeting Flyers, South Country website, Care Coordinator.
- e. How the MCO is including representatives of the LTSS population: Community Care Connectors, Care Coordinators, providers.

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

Name	Title	Agency
Rebecca O'Neill	Care Coordinator	Brown County Public Health
Kathy Burski	Director	Kanabec County Community Health
Kathy Hines	Community Care Connector	MNPrairie County Alliance
Rebecca Stewart-Peterson	Care Coordinator	Dodge and Steele Counties
Jennifer Therring	Care Coordinator	Dodge County

South Country Health Alliance
Rural Stakeholder Meeting October 2022

Denise Smith		Goodhue County
Andrea Bartz	Community Care Connector, Case Manager and Care Coordinator	Wabasha County
Jennifer Friday	Nurse Care Coordinator & Educator	Welia Health
Lindsey Beyer		
David Brooks		Aster Drug Incorporated and Sterling Pharmacies
Kelly Zaiser	Community Care Connector and Care Coordinator	Kanabec County Community Health
Erin Pauly	Community Care Connector and Care Coordinator	Sibley County Human Services
Jessica Astrup Ehret	Owner, Pharmacist	Sterling Pharmacies
Annie Brown	Social Service Supervisor	Brown County Human Services
Holly Berg	Case Management Care Coordinator	Brown County Human Services
Tammy Hoffman	Case Management Care Coordinator	Brown County Human Services
Carrie Barker	Case Aide	Brown County Human Services
Katie Penkert	Care Coordinator	Brown County Human Services
Madeline Manriquez	Care Coordinator	Brown County Human Services
Cathy Fischer		Brown Country Human Services
Becky O'		Brown County Public Health
Julie Hogen		Brown Country Human Services
Kelly Ellefson		Fieldcrest Care Center
Deb Harlow	Community Care Connector and Care Coordinator	Dodge County Public Health
Roxanne Jenkins	Associate Vice President, Older Adult Services	Lutheran Social Service of Minnesota

5. **Include the agenda for the meeting:**
See Attachment I: Meeting Agenda_10.28.2022

6. **Include a copy of the presentations:**
See Attachment II: Meeting Presentations_10.28.2022

South Country Health Alliance
Rural Stakeholder Meeting October 2022

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

This is not applicable to this meeting.

8. **Include a summary of the meeting; include in the summary:**

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

Welcome and Introductions: *Matt Hoenck, Director of IT and Analytics*, facilitated the meeting from South Country offices in Medford, Minnesota. Attendees participated via Microsoft Teams, conference line, and in-person at South Country, Brown County, Goodhue County, and Kanabec County meeting locations. Introductions were made by all attendees.

Follow-Up from the May 20, 2022, Meeting: There were no follow-up items from the May 20, 2022, meeting.

Provider Spotlight: Sterling Pharmacy A1C At Home Testing Supplemental Benefit: *Presented by Jessica Astrup Ehret, Owner and Pharmacist, Sterling Pharmacies.* In 2022, Sterling Pharmacies partnered with South Country in developing the A1C At Home Testing program as a supplemental benefit for AbilityCare and SeniorCare Complete members. The program includes an in-home kit with 4 strips for quarterly testing (prescribed by a physician). It is designed to provide members with the ability to test and monitor their A1C levels at home as well as receive education and follow-up from a pharmacist regarding their results. This benefit will continue to be available to members in 2023.

Affordable Connectivity Program: *Presented by Matt Hoenck, South Country Director of IT and Analytics.* A PowerPoint presentation of the Affordable Connectivity Program was shared. (See Attachment II: Meeting Presentations_10.28.2022)

The Affordable Connectivity Program (ACP) is a new Federal Communications Commission (FCC) benefit that provides high-speed internet to low-income households including Medicaid enrollees. The program was developed to improve access to internet that is becoming more frequently needed for school, work, and healthcare.

ACP provides up to a \$30 per month discount on high-speed internet service. For many of our members, there is no out-of-pocket cost as the majority of local internet providers offer a \$30 plan. Members are directed to check eligibility and register at GetInternet.gov. A demonstration of the simple registration process was provided.

Benefits of SeniorCare Complete and AbilityCare Programs: *Chris Gartner, Communications Manager*, provided an overview of South Country Medicare Advantage Plans, SeniorCare Complete and AbilityCare. Informational materials explaining the programs and their benefits were provided. (See Attachment II: Meeting Presentations_10.28.2022).

AbilityCare is a Medicare Advantage Special Needs BasicCare (SNBC) program for people with disabilities. The program integrates Medical Assistance and Medicare Part A (hospital), Part B (medical) and Part D (prescription drug) in one simple plan. To be eligible for AbilityCare members must be certified disabled by

South Country Health Alliance Rural Stakeholder Meeting October 2022

the Social Security Administration or State Medical Review Team; be at least 18 and under the age of 65 at the time of enrollment; be eligible for Medical Assistance; have Medicare Parts A and B; and live in our service area.

SeniorCare Complete is a Minnesota Senior Health Options, MSHO, program that integrates Medical Assistance and Medicare Part A, Part B, and Part D. To be eligible for SeniorCare Complete members must be at least 65 at the time of enrollment; be eligible for Medical Assistance; have Medicare Parts A and B; and live in our service area.

Tara Seykora, South Country Care Systems Manager, shared a pre-recorded interview with a member, Steve, who recently transitioned from MSC+ to SeniorCare Complete. Steve described his experience with South Country and how being enrolled in an integrated program has simplified his healthcare - stating his first thought was "it sounded too good to be true". He also expressed his appreciation for South Country and having staff readily available to answer questions, address concerns, and help with his goals.

Supplemental Benefits for SeniorCare Complete and AbilityCare: *Kim Worrall, Director of Health Services*, highlighted the following supplemental benefits available to SeniorCare Complete and AbilityCare members in 2022 and 2023. (See Attachment II: Meeting Presentations_10.28.2022)

- Personal Emergency Response System (PERS): Members can receive an additional \$300 for PERS that is not otherwise covered by their benefit set. This medical alert system is intended to be used to support independent living.
- Post-hospital Stay Home Delivered Meals: Eligible members can receive a daily meal delivered to their home for up to 4 weeks following an inpatient hospital stay.
- A1C Home Monitoring Kit: (also highlighted by Sterling Drug in the above Provider Spotlight) With a physician prescription, members diagnosed with diabetes can receive a A1C Home Monitoring kit and testing strips. With this benefit members also receive education and support from a pharmacist.

Quality Update: *Justin Smith, Manager of Quality*, presented a PowerPoint highlighting South Country Take Charge!™ Wellness Programs and current quality projects. (See Attachment II: Meeting Presentations_10.28.2022)

South Country Take Charge!™ Wellness Programs

- Be Active™ Program is available to members enrolled in AbilityCare, SingleCare, SharedCare, MSC+, and SeniorCare Complete and offers up to \$20 off the cost of a monthly health club membership.
- Be Rewarded™ Preventative and Well-Care Rewards program promotes seeing the doctor for preventative services by awarding gift cards to eligible members. These services include Prenatal and Postpartum Care, Well-Care Visits (infant and young adult), Dental Visits, and Cancer Screenings (colorectal, mammogram, and cervical).
- Community Education Discounts are offered to eligible members, both children and adults. South Country provides up to \$15 towards the registration fee for most Community Education classes (up to 5 classes per year).

South Country Health Alliance Rural Stakeholder Meeting October 2022

- Embracing Life calendar guide, available online and in print, is a helpful resource for new and expecting mothers regarding prenatal care and care for newborns.
- Be Buckled™ Free Car Seat Program. In partnership with our local county public health offices, South Country provides one car seat per child ages 7 and under. Along with the car seat, parents receive training on how to properly install and safely use the car seat.

South Country Population Health Management (PHM) is a collaboration of departments, community partners, and counties aimed to improve the health of our communities with four focus areas: Keeping Members Healthy; Managing Members with Emerging Risk; Patient Safety or Outcomes Across Settings; and Managing Multiple Chronic Illnesses.

As part of our contract agreement with the Minnesota Department of Human Services (DHS), South Country conducts Performance Improvement Projects (PIPs) designed to achieve improvement on member health outcomes and satisfaction through ongoing measurements and intervention. PIP topics, project length, and project goals are determined by DHS in partnership with the health plans.

The current PIPs for calendar years 2021 through 2023 are designed to help address geographic health disparities and include:

- Diabetes PIP provides comprehensive diabetic care for members enrolled in AbilityCare, SingleCare, SharedCare, MSC+ and SeniorCare Complete. The goal is to improve members self-management of their diabetes, particularly members living in rural communities. In partnership with Hy-Vee, a virtual diabetes nutrition tour of the grocery store is available to members. South Country also offers a chance to win a monthly gift card drawing for members who receive diabetes care.
- A Healthy Start for Mothers & Children PIP promotes a “healthy start” of our new mothers and children ages 0-15 months. The project is for members enrolled in PMAP and MinnesotaCare programs experiencing the effects of geographic disparities due to living in rural communities. Interventions include voucher rewards, Embracing Life and Baby First Year Calendar, and providing South Country member county connectors a listing of members who are pregnant.

Similar to PIPs required by DHS, the Center for Medicare and Medicaid Services (CMS) requires Chronic Care Improvement Programs (CCIPs) for AbilityCare and SeniorCare Complete. The current CCIPs target SeniorCare Complete and AbilityCare members who are due for a colon cancer screening (ages 45-75) and breast cancer screening (ages 50-74). In collaboration with the American Cancer Society, some of South Country interventions include informational and educational materials, voucher rewards, and member outreach.

In addition to PIPs and CCIPs, South Country is also performing the following focused studies:

- Cervical Cancer Screening focused study with the goal of increasing screenings for members ages 21-64 enrolled in PMAP, MNCare, and SNBC programs. Interventions include collaborating with the American Cancer Society in developing educational mailings, Provider Network newsletters, Facebook, and vouchers.
- South Country implemented a Chlamydia Screening focused study to promote chlamydia screening of PMAP, MNCare, SingleCare SNBC, and SharedCare SNBC members ages 16-24 who are identified as sexually active. Interventions include Provider Network newsletters, Facebook, mailing around birthdays along with a bi-annual mailing.

South Country Health Alliance Rural Stakeholder Meeting October 2022

Unwinding of the Pandemic: *Cheri Lewer, Director of Operations*, shared a presentation that outlined the unwinding of the public health emergency and the continuation of Minnesota Health Care Programs (MHCP) eligibility renewals. (See Attachment II: Meeting Presentations_10.28.2022)

During the federal public health emergency (PHE), the Minnesota Department of Human Services (DHS) put special rules in place to help MHCP recipients keep their health care coverage. DHS will restart the regular renewal process for these programs when the federal government ends the emergency.

Using the assumption that CMS will provide a 60-day notice on November 11, 2022, which will end the PHE on January 10, 2023, DHS worked with the health plans in drafting a timeline for restarting eligibility renewals. The process begins with mailing pre-renewal notices in December 2022 and continues with sending monthly notices and packets to MA recipients based on their renewal month.

To ensure members receive their renewal information and help avoid potential gaps in care, members are encouraged to report addresses and/or phone number changes as soon as possible. Health plans and DHS are working together to make this as easy as possible. Members will soon have the ability to report these changes through South Country as well as the county and DHS. Additional information can be found www.mn.gov/dhs/renewmycoverage.

As a reminder, the Annual Health Plan Selection process for PMAP and MinnesotaCare programs is taking place. Current South Country members will automatically renew on January 1, 2023.

Stakeholder Questions and Comments:

Chris Gartner invited meeting attendees to visit the South Country website <https://mnscha.org/about-us-a/rural-stakeholders-group/> to provide feedback about the Rural Stakeholders' Group and submit topics for future meetings.

Tara Seykora requested additional information regarding the timing and process for members reporting address/phone number changes to South Country. Cheri Lewer clarified that DHS is completing system upgrades and although the launch date has not been announced, they are hopeful it will be available next month. Once this happens, Member Services will have a form to complete and submit to DHS on the member's behalf. It was noted that this must be reported by the member or their authorized representative. In the meantime, members are to continue to report changes to their county financial workers.