

Chapter 16

Wellness Programs

South Country Health Alliance (SCHA) Take Charge!™ wellness programs offer resources and services beyond covered medical benefits. These programs include:

Be Buckled™ Car Seat Distribution & Education

Children ages 8 (i.e. 7 yrs 12 months) and younger, are eligible for one car seat per lifetime. Convertible seats, combination boosters or positioning boosters, in conjunction with child passenger safety education, are provided by county staff who are trained Child Passenger Safety Technicians. The child must be enrolled with SCHA during the month he/she received the car seat. A pregnant SCHA member is also eligible to receive a car seat on behalf of her unborn child during the third trimester of pregnancy (i.e. after 28 weeks) of pregnancy.

Childbirth & Pregnancy Education Classes

SCHA covers the full cost of pregnancy and childbirth education classes offered at hospitals, clinics, and through Community Education. Members should contact their local hospital, clinic, or Community Education program for class availability. Hospitals and clinics should bill medical claims for these services.

Be Fit/Be Active™ Exercise Reward Program

SCHA members ages 18 years and older can receive up to a \$20 monthly scholarship towards their health club fees for exercising at least 8* days per month. Members should contact SCHA Member Services or check our website to find participating health clubs in their community.

** The 8-day requirement does not apply to members enrolled in SeniorCare Complete or AbilityCare.

Community Education Scholarship

SCHA pays for up to \$15 of the registration fee for most Community Education classes, up to 5 classes per member per year. Members should contact the local Community Education program in their school district for class and registration information.

Early Childhood Family Education (ECFE) Scholarship

SCHA will reimburse cost of ECFE classes for newborn to kindergarten age children that include a parent/child component in the classroom. SCHA will also cover up to \$15 of the costs for ECFE "School Readiness" programs per member participating. The scholarship is applied when families register for the program, and not each month that the class meets. Members should contact their local ECFE program (school district) for class and registration information.

Pregnancy & Childbirth Education Classes Benefit Coverage

Topic	HCPSC Code	Billing Directions
Birth classes (per session)	S9442	Bill one unit for each time the class meets.
Lactation classes (per session)	S9443	Bill one unit for each time the class meets.
Enhanced prenatal services provided to “at-risk” pregnant women only. An “at-risk” determination is based on results of a prenatal risk assessment (e.g., ACOG’s Obstetric Medical history).	H1003	Bill one unit for the entire class (e.g., 3 wks of nutrition education = 1 unit)

Clinics & outpatient hospitals whose prenatal education program is directed by a South Country contracted provider may report S9442, S9443 and H1003 with one of the following:

- *Non-enrolled APRNs (NPs, CNSs, CNMs)*
- *RNs*
- *Health educators with at least a baccalaureate level degree in health education and/or national certification with ICEA, Lamaze or NCHC for prenatal certification or IBCLC for lactation certification*

Disease Management/Chronic Care Improvement Program Step Up! For Better Health

The Disease Management/Chronic Care Improvement Program is a clinical program that is focused on improving the health of specific, identified members with certain chronic conditions. The program interventions are based on each participant’s identified needs, interest in participating with the program and ability to learn improved self-care approaches. The program empowers individuals through adherence to medication regimes, regular physician visits, medical tests, standards of care, healthy diets, weight management, exercise, smoking cessation, and other lifestyle choices. The Disease Management/Chronic Care Improvement Program’s expected outcomes include the enhancement of members’ quality of life by reducing risk of acute and chronic complications, improving clinical outcomes, and encouraging appropriate use of clinical resources through an organized approach to self-management.

South Country Health Alliance currently implements five (5) Disease Management/Chronic Care Improvement Programs:

- Heart Failure
- Adult Diabetes
- Adult Asthma
- Child Asthma
- Depression: Antidepressant Medication Management

Participant Identification

Members who may benefit from participation in the Disease Management/Chronic Care Improvement Programs are identified in a variety of ways that include:

- Utilization Management Data
- Claims Data (Medical and Pharmacy)
- Case Management Referrals
- Provider referrals
- Encounter Data
- Enrollment Data
- Predictive modeling software that identifies high risk members

Information about the Disease Management/Chronic Care Improvement Programs is accessible to members and professionals through the South Country Health Alliance Web site (www.mnscha.org).

The Disease Management/Chronic Care Improvement Program does not take the place of existing medical providers or educators but assesses the member's knowledge of their condition and supports the established plan of care.

To make a referral to the Disease Management/Chronic Care Improvement Program, call 1-866-722-7770. Ask to speak with a Disease Management/Chronic Care Improvement Program nurse.

Tobacco Cessation Program

South Country covers tobacco cessation education, counseling and products when they are ordered by a primary care provider and provided by an eligible provider.

Prescriptions for smoking cessation products are subject to quantity limits. Prescriptions may not be dispensed for quantities in excess of the FDA-approved dose for any smoking cessation product.

SCHA Tobacco Cessation - The EX Program

The EX Program is a digital resource provided by South Country Health Alliance that can help you realize your goal of living a tobacco-free life. This program includes the following:

- EX Plan – A customized quit plan that learns and grows with you
- EX Coaches – Unlimited 1:1 coaching via live chat or phone for personalized support on your quitting journey
- Expert resources – Expert advice and tips from Mayo Clinic clinicians and tobacco treatment experts
- Medication support – Personalized and video-based support for choosing and using quit-smoking medications
- Medication delivery – Connect with an EX Coach by live chat or phone to have quitting medications (patches, gum or lozenge) sent directly to your home
- EX Community – Support from thousands of current and ex-tobacco users who know what it's like to quit
- Text messaging – Tailored, interactive text messages and on-demand support for cravings and stressful situations

- Email tips – Personalized tips, inspirational content and reminders to keep you engaged and on track with your quit plan

Website: BecomeAnEX.org

Phone: 1-833-EXCOACH

24 Hour Nurse Advice

Members can use our 24/7/365 nurse advice service by calling 1-866-538-1226 or TTY 1-877-777-6534. The nurse advice service is staffed by experienced registered nurses who answer questions about a multitude of health conditions, including:

- Caring for minor injuries and illnesses
- Seeking the most appropriate help based on medical concerns
- Identifying and addressing emergency medical matters
- Preparing for doctor visits, understanding prescription medications and medical test decisions
- Helping with lifestyle choices to improve well-being