

Chapter 16

Wellness Programs

South Country Health Alliance (South Country) 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 years 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 South Country during the month he/she received the car seat. A pregnant South Country member is also eligible to receive a car seat on behalf of her unborn child during the third trimester (i.e., after 28 weeks) of pregnancy.

South Country will provide an additional or specific car seat for a member if the provider/county in working with member identifies a special circumstance and deems it appropriate. Example of special circumstance may be low birth weight (premature), child is 8 or older and has low weight/height, child is under 8 and has increased weight/height, disability that requires specific seat, etc. Provider/county can reach out to South Country to communicate special circumstance and South Country will work with provider/county and distributor to obtain appropriate car seat for member.

Childbirth & Pregnancy Education Classes

South Country 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 Active™ Exercise Reward Program

South Country members enrolled in SeniorCare Complete (HMO D-SNP) can receive up to \$40 monthly, AbilityCare (HMO D-SNP) can receive up to \$65 monthly, MSC+, SingleCare, and SharedCare can receive up to a \$20 monthly scholarship towards their health club fees. MSC+, SingleCare, and SharedCare members must attend 4 health club visits per month to receive the \$20 monthly scholarship. Members should contact South Country Member Services or check our website to find participating health clubs in their community.

Be Rewarded™

The Be Rewarded™ program offers rewards to eligible South Country members who complete important preventive care services and return the completed voucher paperwork. South Country vouchers can be found on South Country's website.

Community Education Scholarship

South Country 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.

Embracing Life Prenatal Guide and Calendar

The prenatal guide and calendar are made especially for new and expecting mothers. It has helpful information about prenatal care and care for newborns during their first year of life. It includes a pregnancy care calendar for members to follow from week to week as well as additional online content. Members can call their county public health department or South Country member services for a free copy of the Embracing Life Prenatal Guide and Calendar.

Early Childhood Family Education (ECFE) Scholarship

South Country will reimburse the cost of ECFE classes for newborn to kindergarten age children that include a parent/child component in the classroom. South Country will cover the total cost for ECFE “school readiness” programs per member participating. There is no annual limit of classes per year. 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.

Topic	HCPCS 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 weeks 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; and*
- *Health educators with at least a baccalaureate level degree in health education and/or national certification with ICEA, Lamaze or NCHCEC for prenatal certification or IBCLC for lactation certification.*

South Country Tobacco Cessation - The EX 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.

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;
- Nicotine replacement therapy - up to eight weeks; and
- 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 (1-833-392-6224)

24 Hour Nurse Advice

Members can use our 24/7/365 nurse advice service. Find the 24-hour nurse advice phone number on the back of South Country Health Alliance member ID cards. 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; and
- Helping with lifestyle choices to improve well-being.

Misuse of Medical Services

Abuse of medical services is defined by the Minnesota Department of Human Services as the use of health services that result in unnecessary costs to the programs or in reimbursements for services that are not medically necessary.