

South Country Health Alliance  
Rural Stakeholder Meeting May 2022

**1. Rural Stakeholders Meeting**

DATE: Friday, May 20, 2022  
TIME: 1:30 p.m. to 3:30 p.m.

**2. Health Plan Staff in Attendance:**

- Stephanie Bartelt, Director of Community Engagement
- Kim Worrall, Director of Health Services
- Chris Gartner, Communications Manager
- Kayla Krenz, Compliance and Governmental Relations Manager
- Dr. Tim Miller, Medical Director
- Jane Hanson, Provider Relations Representative
- Nikita Woltersen, Communications/Materials Specialist
- Leota Lind, Chief Executive Officer
- Brenna Hagen, Manager of Clinical Care Management
- Matt Hoenk, Director of Information Technology and Analytics
- Kelsey Kahnke, Administrative Assistant – Community Engagement

**3. SNBC Members in Attendance**

- a. There were no SNBC members of South Country Health Alliance in attendance.
- 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
Kelly McDonough	Program Developer	Minnesota River Area Agency on Aging, Inc.
Kathy Burski	Director of Kanabec County Community Health	Kanabec County
Susan Maricle	Member Advisory Committee Member	Dodge County
Dana Syverson	Community Care Connector, Community Well & Waiver Case Management	Goodhue County

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Vikki Ebenhoh	Director of Nursing	South Central Human Relations Center
Michelle Kuske	Manager	Ridgeview Medical Center
Jason Swanson	Executive Director	Minnesota River Area Agency on Aging, Inc.
Melissa Dallenbach	Community Care Connector & Public Health Nurse	Brown County
Andrea Bartz	Community Care Connector, Care Coordinator & Public Health Nurse	Wabasha County
Jenny Friday	Nurse Care Coordinator & Educator	Welia Health
Lisa Krahn	Executive Director	Seven County Seniors

5. **Include the agenda for the meeting:**  
Please reference Rural Stakeholders Meeting Agenda, May 20, 2022 (Attachment I).
6. **Include a copy of the presentations:**  
Please reference meeting packet for May 20, 2022 (Attachment II).
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:** *Kim Worrall, Director of Health Services*, facilitated the meeting via Microsoft Teams. Introductions were made by all attendees through Teams and the conference line.

**Follow-Up from the October 15, 2021, Meeting:** There were no follow-up questions from the October 15, 2021, meeting.

**CEO Update:** *Presented by Leota Lind, Chief Executive Officer*, Leota Lind provided the group with some updates around the Request For Proposal (RFP). The Department of Human Services (DHS) is who we contract with in order to be able to administer the Minnesota Health Care Programs in our member counties. They do a procurement process typically every 5 years. This means that DHS sends an RFP to any health plan licensed within the state of Minnesota or County Based Purchasing plan that is

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authorized in a particular county and they are required to submit back a proposal. DHS then reviews these proposals in conjunction with the feedback from counties. They will then decide who they would like to contract with per county which then leads into the contract negotiation process. This process lasts until about the beginning of October when the contracts are officially signed, and it is announced to the public.

This year, we had the opportunity to respond to RFPs for all three of our contracts. Two of the proposals, Seniors and SNBC, were due February and the Families and Children proposal was due by April 1<sup>st</sup>. We are currently in the waiting process as the state is planning to make their offers for contracts in late May to early June for the Seniors and SNBC contracts, and more mid to late June for the Families and Children contract. When they do this, the contracts are usually for a 5-year period, however, each contract needs to be renewed on a yearly basis.

South Country has partnered with the other two County Based Purchasing plans (Itasca Medical Care and PrimeWest Health) to file a lawsuit against the state of Minnesota regarding the procurement process. Within the Families and Children contract in particular, they specifically stated in the RFPs that they intended to put two plans in every county. Under Minnesota Statute and under Federal Regulation there is the ability to do single plan. County Based Purchasing has historically been single plan in most of our counties. Leota stated that the group felt like it was in violation of the statute. At this point there is a hearing scheduled for June 23<sup>rd</sup>.

Susan Maricle asked the question on how the Legislature decides who to invite to submit an RFP. Leota responded by stating that it isn't the Legislature that decides this, it is DHS. Any health plan that is licensed in Minnesota or County Based Purchasing plans can submit a response.

Jason Swanson asked Leota if there has been any additional language added to the contracts in regard to COVID-19 vaccines or mandatory reporting. Leota stated that we have not seen any of the proposed language for any of the contracts.

**HealthFinders Collaborative (HealthFinders):** *Presented by Charlie Mandile, Executive Director,* Charlie Mandile, the Executive Director at HealthFinders, shared a PowerPoint with the group regarding what HealthFinders is about and the project they are working on with South Country in 2022.

HealthFinders started out in a church basement as a free clinic, but they have grown into a community health center. They serve members who are low income or are uninsured or on Medical Assistance. HealthFinders works really closely with Community Health Workers, who really help connect the members with the program. As they have grown, they have always been determined to keep up the Community Engagement staff and work within the community.

Another thing that they have done is a Return On Investment (ROI) study that shows their work. They found that they were able to help prevent emergency room or hospital stays with their work. In 2021, HealthFinders merged with The Free Clinic in Owatonna.

South Country has decided to partner with HealthFinders to engage community health workers, support members to be healthy by providing holistic support and access to HealthFinders services, study and build a scalable, sustainable, collaborative model, and leverage existing partnerships with health systems. South Country members would be identified in the following three groups from the Minnesota Prairie County Alliance (MNPrairie) patient population communities within Dodge, Steele, and Waseca counties: Patients seeking care at HealthFinders programs, including community-based wellness programming, patients referred to HealthFinders through partner health system, or patients referred to HealthFinders through South Country care coordinators/ connectors.

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### **2021 Highlights:** *Presented by South Country Team*

A PowerPoint presentation of our 2021 Highlights was shared with the group.

Kayla Krenz with the Compliance team shared that their team completes annual audits of our delegated entities. Our Program Integrity work is ongoing through investigations into allegations of suspected fraud, waste, and abuse. In 2021, we investigated 97 instances of suspected fraud, waste, or abuse, with a total of \$12,124.47 recovered from overpayments. The Compliance team includes our Grievance and Appeals department. Our team reviewed 50 Non-Quality of Care grievances, with the top grievance around Nonemergency Medical Transportation, and 11 Quality of Care grievances, with the top grievance around Dental Services. We had 4 Quality of Service grievances, with all cases being Nonemergency Medical Transportation. We did see an approximate 40% decrease in Pharmacy Medicaid appeals in 2021.

Grace Bartlett, the Manager of Member Services, shared information about the Member Services Team. Our team is the first line of contact for many of our members. In 2021, on average, we received 2,863 calls per month, which was a 16.8% increase in our calls from 2020-2021. The Member Services Team answered 79.9% of the calls within 30 seconds. This is just below our goal of 80%. We track our number of abandoned calls with a goal to keep the percent of abandoned calls below 5%. In 2021, we met our goal with only 3% of calls abandoned. A new survey was implemented in 2021 to help South Country evaluate the callers' experience with our Member Services Team. These surveys help provide valuable feedback about our members and callers' perspective of the team. 98% of survey responders said that our Member Services Specialist treated them with respect and dignity and 99% of survey responders said that our Member Services Specialist listened to their needs.

The Credentialing Supervisor, Jeanette Horn, provided the highlights for the Provider Network team. The Provider Network team completes the contracting and credentialing processes to provide South Country members with adequate access and availability to care. The Provider Network department completes annual Access and Availability surveys with providers. Based on the most recent surveys conducted, 100% of our primary care providers responded that they can get SC members in for regular and routine care within 45 days of the request; 80% of primary care providers responded that they can get South Country members into urgent care within 24 hours of the request; 51% of behavioral health providers responded that they can provide South Country members with an initial routine care visit within 10 business days of the request, and 83% of behavioral health providers responded that they can get South Country members in for follow up routine care within 30 days. In 2021, the South Country Credentialing team credentialed 1,292 new practitioners to the network, recredentialed 856 practitioners for continued network participation, and enrolled/re-enrolled 5,827 practitioners through our delegated credentialing organizations. In addition, South Country's Credentialing team also completed initial or reassessments of 94 organizational providers, which included the assessment completion of 183 facilities total, through a new process update to complete assessments for organizations grouped by their Tax ID numbers. This was initiated to streamline the process and make it more efficient for South Country credentialing staff and contracted organizations completing the assessment process.

Stephanie Bartelt, Director of Community Engagement, shared that the team oversees our Medicare Model of Care, which is a CMS reviewed and approved document that outlines how we provide care to our members on our SeniorCare Complete and AbilityCare products. Part of the Model of Care includes an annual health assessment to be completed with each member and a care plan after the health assessment is completed.

Our Quality Department had 93 unique members utilize the BeActive program. The BeActive program is a

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fitness club membership reimbursement program where members on specific products can get \$20 off their membership fees. In partnership with our local Public Health agencies, we were able to provide 138 car seats and safety education. A total of 249 members participated in a local Community Education and/or Early Childhood classes throughout the year. We had 254 BeRewarded vouchers distributed. Our BeRewarded voucher program is set up to encourage members to complete specific health related care visits. The Dental voucher was claimed the most. The Quality Department works with many other internal teams to complete our HEDIS submission which involves data pulls of claims, medical record review, and an audit of our processes. We continue to have successful completions of our HEDIS submissions. The team worked collaboratively with many other teams to develop new Quality Projects implemented in 2022. In 2021, South Country was notified by CMS that our SeniorCare Complete product received a 5 out of 5 stars.

South Country has an established Health Equity Committee that has implemented items in 2021. We have a long-standing partnership with Sibley County and their Community Health Workers. South Country and Sibley County work together on interventions to understand structural racism, social inequities and/or health disadvantages to improve the overall health outcomes of Latinx members. We evaluated our communities' access to recreational activity and identified that Kanabec County has limited access to recreational activities for their youth. Through a new partnership with the Mora Area Youth Recreation Association, we have improved access to social and recreational activity. We also transitioned to a new website in 2021 and with new website we were able to add translation services at the click of a button. All information with the web pages can be translated into our to spoken languages of Spanish, Somali, Hmong and Russian.

Our Population Health program is a partnership across many departments within South Country to ensure that the health and wellness of our members is maintained and enhanced. One of our goals was to increase the number of members joining our ExProgram or stop smoking program. We also had a goal to increase our membership with our BeActive Program. Our target was 35 new members, however, we had 39 new members join the program. Another Population Health intervention is to reach out to members who have an elevated blood pressure. Our team was able to contact 93 members who had an elevated blood pressure following our HEDIS submission information. Lastly, we monitor our outpatient mental health services to ensure our members are accessing the services they need. We saw that levels of our mental health outpatient services rose to levels nearly above all of our 2020 numbers with telehealth access being expanded.

Ruth Torres provided the group with the highlights around the Health Services team. Hospitalization follow-up is a critical component in South Country's Care Connect model, allowing South Country personnel to ensure member's post-hospitalization needs are met. In 2021, there were over 3,800 inpatient notifications received by Utilization Management. Hospitalization stays related to Behavioral or Mental Health concerns accounted for 13% of stays and stays related to obstetric needs accounted for 10% of stays. South Country enters these hospitalization stays into our case management system so that Care Coordinators and Connectors can conduct follow-up with members, and in 2021 they attempted follow-up with over 2,000 members on their hospitalization stays. South Country Complex Case Managers and Behavioral Health Professionals also follow-up with members post-hospitalization and those teams attempted contact to the remaining 1,800 members in 2021.

The Utilization Management team includes specialists, nurses and doctors that review requests for services and procedures that require further medical necessity review. Of the 4,600 requests received in 2021, the nurses reviewed over 3,100 of those requests. The top requested services in 2021 were Durable Medical Equipment, Assisted Transportation and Medical Pharmacy. For all the authorization requests reviewed for the year, the approval rating was 94%. As part of our Utilization Management program, South Country requests survey responses back from providers who have participated in the prior authorization process in order to evaluate the ease and effectiveness of our process. In 2021, the survey results indicated that most

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providers were mostly pleased with our authorization submission process and that our Provider Contact Center was appreciated for their ability to resolve issues.

South Country's Complex Case Management program for our members experiencing complex medical needs. We offer this program to help support members navigate the health care system, their diagnosis and any social drivers impacting their health outcomes. In 2021, the Complex Case Management team reviewed almost 2,500 hospitalizations to look for members that might benefit from the Complex Case Management program. This team completed over 750 referrals for the program and if a member or authorized representative agreed to participate in the program the case manager worked with the member to address their needs. The case managers also work with members experiencing a high-risk pregnancy and in 2021 there were almost 300 members that met these criteria and were offered case management. The Complex Case Management team has received positive feedback every year from members that have participated in the program and members are appreciative of the support, advocacy, and guidance they have received from their case manager.

The Behavioral Health Professionals (or BHPs) provide case management and assistance to members with behavioral health or substance use conditions. The BHPs work with members on accessing services that might need an authorization, member's that are discharging from residential treatment, encouraging members' decrease in opiate use, and members that are in the Restricted Recipient program. The BHPs work closely with county case managers who provide services like Mental Health Targeted Case Management and Healthy Pathways, by informing them of hospitalizations and ensuring access to needed services, along with collaborating with counties in our Behavioral Health Subcommittee workgroup. The Behavioral Health Team recorded over 600 encounters with members in 2021, with around 200 calls being conducted with members who had been newly prescribed an opiate medication. The Healthy Pathways program served 82 members last year, with many members utilizing the program as a transition service; however, members can be referred to this program for assistance with other health drivers like finding safe and affordable housing, connecting to mental health providers, filling out required paperwork and scheduling transportation. The BHP team has continued to monitor utilization of services and provide follow-up to members of all ages experiencing behavioral health and substance use conditions and assisting members with access to providers and needed services, especially during the pandemic when getting needed services proved to be a challenge.

In 2020, South Country started a new program called Healthy Transitions for transitional aged youth (ages 17-22). This program provides youth with relevant resource information for their transition into adulthood. There were over a thousand letters with resource mailers sent out to these members in 2021 and over 800 calls conducted with members that needed further assistance. Along with mail and telephonic outreach, South Country implemented secure texting with this group of members, and in 2021 sent out over 600 text messages. The primary reason the Behavioral Health Professional (or BHP) is communicating with members, is to address behavioral health or substance use conditions, and concerns the member might have in addressing those conditions. Youth that are interested in participating in a program receive more directed assistance from the BHP – addressing the member's medical and social drivers impacting their health. South Country has recognized the importance of early intervention with our young members when it comes to addressing their behavioral health or substance use conditions and this program has proven to be especially impactful for our young members over the past few years. As providing needed services for behavioral health conditions continue to be a top priority at South Country, this program will play a vital role in helping South Country members achieve better health.

South Country's Pharmacy Program Manager, Summer Hornemann oversees PerformRX, our pharmacy benefit manager. In 2021, approximately 33% of our Medicaid members utilized the pharmacy benefit. The

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average cost per utilizing Medicaid member was \$281.31. We also saw 86% of our Medicare members utilizing the pharmacy benefit in 2021, with an average cost per utilizing member of \$520.76. South Country delegates pharmacy Prior Authorization and Appeal reviews to PerformRx. In 2021, they completed 9,102 Medicaid Prior Authorizations and 970 Medical Prior Authorizations.

Michele Grose, our Dental Program Manager, oversees our dental program and work with Delta Dental of Minnesota. We have seen an increase in completed dental visits in 2021 when compared to 2020. Delta Dental completed 720 service reviews and helped with 1,874 requests through their Dental Care Coordination program. This program directly scheduled dental appointments for members in close to 300 cases. South Country members: use of the Delta Dental Care Coordination team increased approximately 20% during 2021, as compared to 2020.

**Quality Update (PIP):** *Presented by Stephanie Bartelt, Director of Community Engagement,* As part of our contract agreement with the Minnesota Department of Human Services (DHS), South Country Health Alliance (South Country) conducts Performance Improvement Projects (PIPs) designed to achieve, through ongoing measurements and intervention, significant improvement on member health outcomes and satisfaction. PIP topics are determined in partnership with DHS with discussions with all health plans and implemented following a cycle length determined by DHS along with annual status reports demonstrating progress toward achieving project goals. Additionally, the Center for Medicare and Medicaid Services (CMS) requires Chronic Care Improvement Programs (CCIPs) for AbilityCare and SeniorCare Complete. PIPs and CCIPs are very similar but use slightly different formats based on DHS and CMS requirements.

One of our PIPs for 2021-2023 is A Healthy Start for Mothers and Children. The interventions include prenatal care, postpartum care, and child well visits (6 or more visits by 15 months). All three of these interventions have a voucher that can be submitted.

South Country offers a Be Buckled Free Car Seat Program where we are able to distribute car seats to those who qualify for one. We have our ExProgram that is our stop smoking program to help assist our members in quitting smoking. Along with being able to give out a free car seat, we have a free breast pump program to provide our members becoming mothers with a breast pump. South Country offers 24-hour nurse advice line. Lastly, we offer prenatal and childbirth classes through various programs. New this year, we created a Baby's First Year calendar that allows new moms to track their babies first year.

Our 2021-2023 Comprehensive Diabetes PIP focus' on our Seniors and SNBC members to encourage A1C checks. In partnership with HyVee, South Country created a virtual diabetes nutrition tour of the grocery store. This video is provided in both English and Spanish, however, we are actively working on getting another one created in Somali.

We implemented two new CCIP projects, Breast and Colorectal Cancer Screening. Some interventions that South Country is completing for these CCIP projects include Provider Network newsletters, care coordinator education, a bi-annual mailing, member education in the member newsletter, and Facebook education in March for Colorectal Cancer Awareness month and in October for Breast Cancer Awareness Month.

This year we started a new focus study, Chlamydia Prevention Screening, with interventions including Provider Network newsletters, Facebook, mailing around birthdays, and a bi-annual mailing. Another focus study is around Cervical Cancer Prevention Screening, with interventions including Provider Network newsletters, Facebook, a new voucher, educational mailings, and a co-sponsored webinar.

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South Country has a Health Promotions program where we have the following vouchers available to members:

- Dental Voucher
- Prenatal Care Voucher
- Post-Partum Care Voucher
- Young Adult Well-Care Voucher
- Infant Well-Care Voucher
- Mammogram Voucher
- Colorectal Cancer Voucher
- Cervical Cancer Voucher

**2021 Survey Results:** *Presented by Stephanie Bartelt, Director of Community Engagement,* Consumer Assessment of Healthcare Providers and Systems (CAHPS) is an annual survey coordinated by DHS and is designed to rate how well health plans are meeting their member needs. The survey is mailed to a random selection of members every year to collect feedback about the services received. The results are received and compared against other Managed Care Organizations (MCOs) in Minnesota.

A summary of our 2020-2021 score improvements is listed below.

- PMAP
  - Above the state average for Rating of Health Plan, Rating of Personal Doctor, Rating of Specialist Seen Most Often, Getting Care Quickly, and Customer Service, Coordination of Care
  - Below the state average for Rating of All Health Care, Getting Needed Care, and How Well Doctors Communicate
- MinnesotaCare
  - Data combined with Hennepin Health, Itasca Medical Care, and PrimeWest Health due to small sample size
  - Above the state average for Rating of All Health Care, Rating of Specialist Seen Most Often, Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service
  - Below the state average in Rating of Health Plan, Rating of Personal Doctor, and Coordination of Care
- MSC+
  - Data combined with Itasca Medical Care and PrimeWest Health due to small sample size
  - At or above the state average for Rating of Health Plan, Rating of All Health Care, Rating of Specialist Seen Most Often, Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Coordination of Care
  - Below the state average for Rating of Personal Doctor
- SNBC
  - Data previously had been combined with PrimeWest Health due to small sample size which is why certain years are resulting in a Non-Trendable (NT) result
  - At or above the state average for Rating of Specialist Seen Most Often, Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service
  - Below the state average for Rating of Health Plan, Rating of All Health Care, Rating of Personal Doctor, and Coordination of Care



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The South Country Health Outcome Survey is administered on an annual basis to a random sampling of eligible South Country members at the beginning and the end of a two-year period. The survey is designed to assess a health plan's ability to maintain or improve the physical and mental health status of its members over this designated period.

South Country's ongoing efforts include the continuing to share Health Outcome Survey outcomes with stakeholders and care coordination teams, educate about consistent messaging around the intent of Health Outcome Survey, and grow our membership in both SeniorCare Complete and AbilityCare to improve sample size of the survey and reduce repetitively surveying the same members.

South Country formally evaluates member satisfaction with care coordination services by obtaining feedback from members through annually conducting a mailed survey. In 2021, the South Country Member Satisfaction survey was conducted with a random sample of members from our Dual Integrated Products (members with both Medicare and Medicaid managed by our health plan) – These products are AbilityCare (a SNBC product for members under the age of 65) and SeniorCare Complete (a MSHO product for members who are 65 or older). South Country uses a statistically valid sampling process that considers the following factors: Population size, confidence interval, and confidence level. Surveys were mailed to members who reside within all 9 of the counties that South Country served in 2021. The survey included a cover letter that listed the respective member's Care Coordinator's name. The Care Coordinator name is provided to help the member identify whose specific services South Country would like evaluated.

Member response rate by product trends show a consistent response by our senior members surveyed and a slight increase in the response of our SNBC members surveyed – resulting in an overall response improvement over the past three years. Our performance target for member satisfaction with South Country as their plan is 95%. We set this target rate years ago knowing that we would want 100% satisfaction but understanding that is not a realistic goal. Members are not required to complete each question and as a result the denominator may adjust per question asked.

Based on member responses as to if Care Coordinators are answering their questions – the results show a slight decrease over the past year, 2021. However, we had a 2% increase from 2019 to 2020. We saw a 1% increase in member's positive responses regarding Care Coordinators providing a timely response to their calls. We continue to meet our target rate of 95% for these measures.

South Country asked members how often they talk to or see their Care Coordinator to get the frequency of member integration with Care Coordinators from the member perspective. Care Coordinators are required to follow up with members at least every three (3) months if they have an active care plan or annually if the member does not have an active care plan. 63% of members shared that they talk with or see their Care Coordinators every three (3) months or more frequently.

Members were asked about their overall satisfaction with their Care Coordinator. The tabulated data shows the product breakdown for members who stated they were "Satisfied" or "Very Satisfied" with their Care Coordinator. We are experiencing an upward trend in AbilityCare at 86% in 2019, 95% in 2020, and 97% in 2021. Our SeniorCare Complete members had been stable at 95% the past two (2) years, and we saw a four percent (4%) decrease for 2021. The 3-year trend graph shows overall satisfaction remained consistent at 93%.

South Country has worked for the past five years to increase access to dental services, but this remains a statewide issue with limited providers willing to see Medicaid members. The rate of AbilityCare members who say they have a personal dentist has decreased - but they are still higher than the SeniorCare Complete

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members by slightly more than 30%. This could be partially related to individuals with dentures identifying they don't go to the dentist. South Country has specific educational resources to encourage members – even if they have dentures, a dental visit remains important for their overall health and well-being. There is a higher rate of Care Coordinators talking to AbilityCare members (and other SNBC members) about dentists. There was an overall increase of 5% in 2020 from 2019's data, and we saw another increase of 3% in SeniorCare Complete and AbilityCare members who replied “Yes” to having a personal dentist in 2021. The trend data demonstrates the overall members who have a personal dentist. Based on this report the rate is going up from 56% in 2019, 61% in 2020, and 64% in 2021.

Next, we will be presenting data on Social Determinants of Health. Social Determinants of Health (SDOH) are conditions in the places where people live, learn, and work that affect a wide range of health, functioning, and quality-of-life risks and outcomes. In 2020, as part of our response to the COVID-19 pandemic – South Country completed our first social determinants of health survey to assess the needs for our membership. This was added to the survey again in 2021 and the “overall” data shows that members have more social supports across all loneliness and isolation questions except for one. The question about how “Often” you feel left out marginally increased from 10% to 12% from 2020 to 2021. There was slight decline in members reporting “Hardly ever worrying about housing stability in the next two months” from 89% in 2020 to 88% in 2021. The data shows a small increase in members reporting “Hardly ever having difficulty getting food, getting utilities paid, and difficulty getting clothing” in the last year, this is a positive result.

**Enrollment with Ending Pandemic:** *Presented by Chris Gartner, Communications Manager*, spoke to the group about enrollment with the ending of the COVID-19 pandemic. He stated that what we know now is that we currently have 522 AbilityCare members and 1,471 SeniorCare Complete members. For the full enrollment, most of our members are on our Medicaid product, which has 32,136 members. CMS has stated that they will provide the states a 60 days' notice when things will be transitioning back to the way they were pre-COVID, but that notice has not been provided yet. South Country has been working very closely with our county partners to make sure we make it as smooth as possible with the transitioning process.

### **Stakeholder Questions and Comments:**

Chris Gartner stated that he would be fascinated to learn about how things are going at the October meeting from Charlie with HealthFinders and any updates.

Susan Maricle asked the group if there were any counties helping mothers with getting formula with the shortages and Jenny Friday asked if there was a way to add something on our website to inform members on different remedies mothers could use instead of going online themselves. At this time, we haven't heard of any counties getting formula for members, however, with the Federal Government opening up more brands has helped.