

MEMBER COUNTY BOARD 2024 FALL REPORT

Leota Lind, CEO



MISSION

South Country Health Alliance's mission is to empower and engage our members to be as healthy as they can be, build connections with local agencies and providers who deliver quality services, and be an accountable partner to the counties we serve.

VISION

South Country Health Alliance will continue to be a fierce advocate for the health and well-being of people living in rural Minnesota.

DIAMOND VALUES



COLLABORATION

We value the contributions of many individuals, partners, and agencies in helping meet the needs of our members.

STEWARDSHIP

We responsibly manage our resources, using them in the best way possible for our members.

COMMUNICATION

We communicate openly, honestly, and frequently, responsibly sharing information and ideas in all areas of our business.

EXCELLENCE

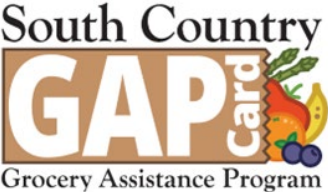

We provide quality through our programs and services that make a difference in people's lives.

2025 Supplemental Benefits SeniorCare Complete & AbilityCare



Medicare Advantage Value-Based Insurance Design (VBID)






- No Part D Drug co-pays
- Help address health related social needs

SCC and AbilityCare Benefit	Benefit Description
 <p>Grocery Assistance Program</p>	Members will receive a quarterly grocery card to purchase eligible healthy foods from participating retailers (Walmart, Dollar General, Family Dollar, Dollar Tree, Walgreens, Cub Foods).
 <p>Home and Safety Modifications</p>	Members can receive home and safety devices or modifications that promote independent living (grab bars, shower/bathtub seats, handrails, non-slip flooring, temporary wheelchair ramps, lift chairs, etc).

2025 Supplemental Benefits

SeniorCare Complete & AbilityCare



SCC and AbilityCare Benefit	Benefit Description
 <p>Be Active! Exercise Program</p>	<p>Members receive \$40 off monthly health club memberships. No “max number of visits” to receive discount.</p>
 <p>Post Discharge Home Delivered Meals</p>	<p>Mom’s Meals delivered meals after inpatient hospitalization 2 times a day for up to 85 for SeniorCare Complete and up to 89 days for AbilityCare.</p>
 <p>Dental Crown</p>	<p>Members can receive 1 dental porcelain crown annually upon medical necessity.</p>
 <p>Eyewear Lens Upgrade</p>	<p>Members can receive any combination up to \$148.80 per year, up to 2 lenses: anti-glare coating, photochromatic lens tinting, and progressive lenses.</p>
 <p>Personal Emergency Response System</p>	<p>Members can receive MedScope Personal Emergency Response System. No annual maximum.</p>

In-Lieu of Services

RightBites for Life Program provides people with or at risk for diabetes 16 weeks of delivered food and a dedicated nutrition coach.

RightBites
for **Life**



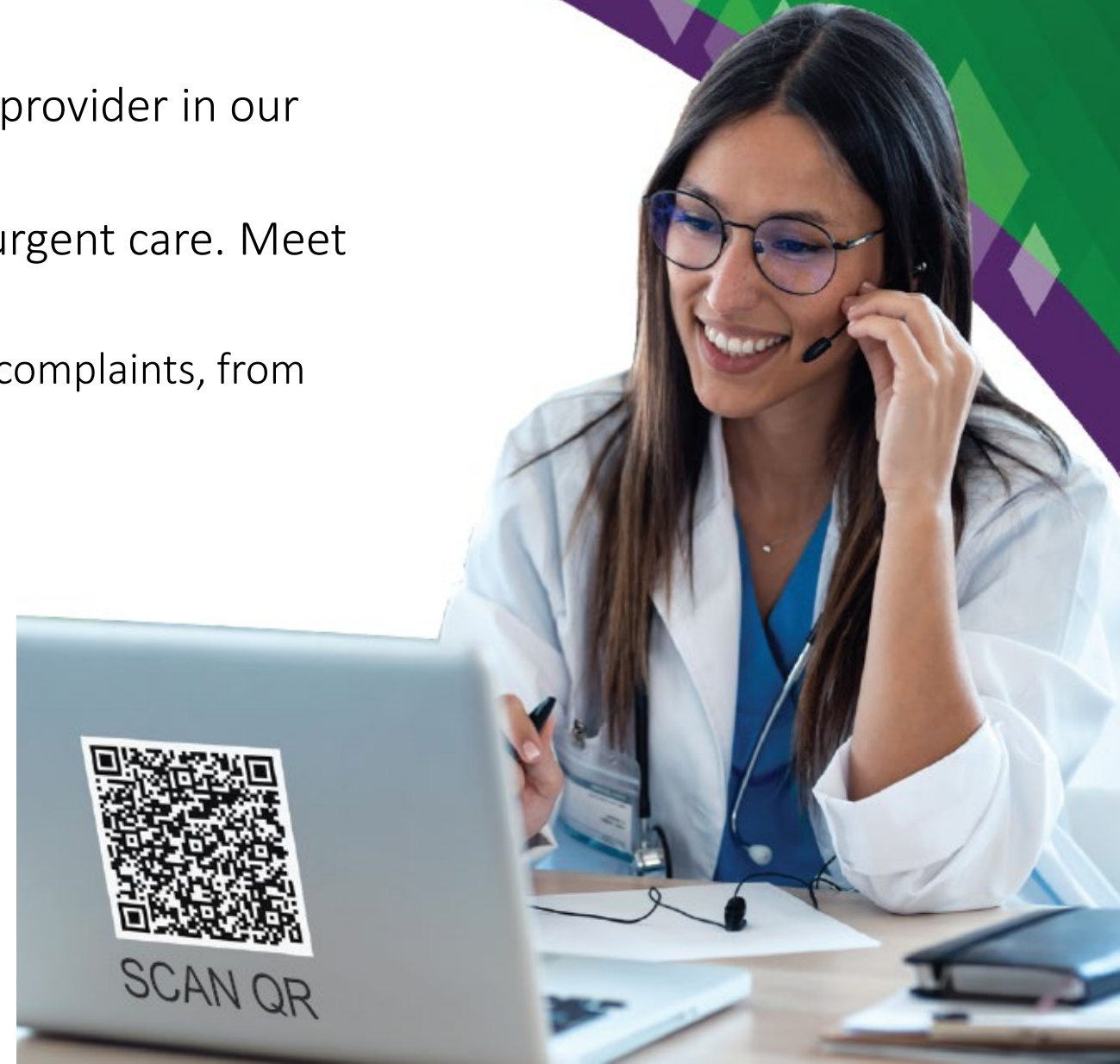
DELFINA

DelfinaCare, a partnership with Public Health, provides support for members 1st trimester through 12 months postpartum.



Doctor On Demand® by Included Health

- Doctor On Demand is a new telehealth-only provider in our network.
- Available 24 hours a day, 7 days a week, for urgent care. Meet with a doctor in a little as 10 minutes.
 - Online treatment for 90% of all common ER complaints, from common colds to uncommon rashes.
 - \$0 co-pay.
- Book an online therapy or psychiatry visit when and where they're comfortable. Mental health appointments scheduled in as little as 7 days.
- In some cases, same-day appointment options may be available.



Community Care Connector the local South Country expert

- Our Community Care Connectors live in the community and understand the barriers members face.
- They go the extra mile to find solutions faster and more effectively helping members get timely, cost-effective care and overcome challenges like food insecurity, mental health problems, addiction and homelessness.

BRINGING
BETTER
HEALTH
CLOSER.



South
Country
HEALTH ALLIANCE

Community Care Connector

The Community Care Connector plays a crucial role in bridging the gap between medical services, public health, human services, and other community resources.



Local Expertise: They are the local experts in each county.



Resource Connection: They connect members with primary care providers, help overcome barriers to accessing medical care (like transportation or prescription issues), and provide resources and vouchers to new mothers



Support and Coordination: They help members access medical, dental, and other health care services including coordinating care after hospital visits, ensuring members get their medications and necessary equipment, and addressing any aftercare concerns.



Community Engagement: They work collaboratively with South Country staff to provide support at the local level, enhancing the quality of life for community members.

Community Care Connector Refresh

- South Country and county staff worked together to enhance the Connector role.
 - Help identify and recommend community engagement opportunities. Attend when available.
 - Reach out, follow up, and connect members to resources to address identified needs including social determinants of health.
 - Help educate about the Member Advisory Committee to help recruit members to participate.
 - Provide communication and education to county staff, community partners and providers about the Connector role.





Healthy Pathways Refresh

A behavioral health program developed by South Country and county staff.

- Provides rapid engagement to members (17 years+) experiencing impaired emotional health due to mental health or substance use disorder.
 - Includes members ineligible for other case management services; eligibility unknown, or currently receiving services and needs step-down support
- Case Manager connects members to ongoing treatment services, care coordination services, Medicaid benefits, and available supports.



Community Reinvestment

Along with ensuring that taxpayer dollars stay local, we reinvest funds back into the communities we serve strengthening rural health care and providing significant economic impact in the areas we serve.

- \$22 million reinvested back into our communities through Community Care Connector, Grants, Technology, Programs & Services
- Up to an additional \$4.2 million in grants in January 2025

Thank You

for Your Time & Effort.

**Your dedication is truly
appreciated.**



Like all states, Minnesota maintained health care coverage for Medicaid enrollees during the COVID-19 pandemic. With continuous coverage in place, enrollment in Medical Assistance and MinnesotaCare grew by more than 30%.

In the spring of last year, states returned to standard Medicaid eligibility procedures, including the need for most enrollees to have their eligibility reviewed through the renewal process. This was a significantly larger volume of work than has ever occurred in Minnesota's public health care program history.

Much of this work fell into the hands of county eligibility workers. We recognize the hard work of your financial worker teams and thank them for their role in helping South Country members maintain their coverage where appropriate.

~A heartfelt **THANK YOU** from my South Country team to yours. We truly appreciate our partnership.