



# Member Guide

For All Programs

# WELCOME



# South Country Health Alliance Member Services

1-866-567-7242 • TTY 711

Calls to these numbers are free.

8:00 a.m. – 8:00 p.m., Monday through Friday

7 days a week for SeniorCare Complete and AbilityCare members

Attention. If you want free help translating this information, call the above number.

ملاحظة: إذا أردت مساعدة مجانية في ترجمة هذه المعلومات، فاتصل على الرقم الموجود أعلاه.

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Pažnja. Ako vam je potrebna besplatna pomoć za prevod ove informacije, nazovite gornji broj.

Ceeb toom. Yog koj xav tau kev pab txhais cov xov no dawb, thov hu rau tus xov tooj saud.

ໂປຼດຊາບ. ຖ້າຫາກທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປຂໍ້ຄວາມດັ່ງກ່າວນີ້ພໍລີ, ຈົ່ງໂທລະຕາມເລກໂທລະທີ່ຢູ່ຂ້າງເທິງນີ້.

Hubaddhu. Yoo akka odeeffannoon kun sii hiikamu gargaarsa tolaa feeta ta'e, lakkoofsa armaa olii bilbili.

Внимание. Если вам нужна бесплатная помощь в переводе этой информации, позвоните по указанному выше телефону.

Ogow. Haddii aad dooneyso in lagaa kaalmeeoyo tarjama dda macluumaadkani oo lacag la'aan ah, wac lambarka kore.

Atención. Si desea recibir asistencia gratuita para traducir esta información, llame al número que aparece más arriba.

Chú Ý. Nếu quý vị cần dịch thông tin này miễn phí, xin gọi số nêu trên.

This information is available in other forms to people with disabilities by calling 1-866-567-7242 (toll free) or 711 (TTY for the hearing impaired), or through the Minnesota Relay at 1-800-627-3529 (TTY, Voice, ASCII, Hearing Carry Over), or 1-877-627-3848 (speech to speech relay service).

LB5-0013 (06-09)

South Country Health Alliance is a Coordinated Care plan with a Medicare Advantage contract and a contract with the Minnesota Medicaid program. The benefit information provided herein is a brief summary, not a comprehensive description of the benefits. For more information contact South Country at the number above.

**American Indians** can continue or begin to use tribal and Indian Health Services (IHS) clinics. We will not require prior approval or impose any conditions for you to get services at these clinics. For enrollees age 65 years and older this includes Elderly Waiver (EW) services accessed through the tribe. If a doctor or other provider in a tribal or IHS clinic refers you to a provider in our network, we will not require you to see your primary care provider prior to the referral.

## South Country provides coverage for these Minnesota Health Care programs

### **SeniorCare Complete (HMO SNP)**

is a Minnesota Senior Health Options (MSHO) program for people age 65 or older who are eligible for Medical Assistance and Medicare Parts A and B.



### **AbilityCare (HMO SNP)**

is a Special Needs Basic Care (SNBC) program for people with disabilities who are eligible for Medical Assistance with or without Medicare Parts A and B.



### **Minnesota Senior Care Plus (MSC+)**

is a program for people 65 or older who are eligible for Medical Assistance.



### **Medical Assistance**

is a program for families and children who meet income and asset limits.



### **MinnesotaCare**

is a program for people of any age. There is a monthly premium for most families that is based on family size and income.





## Welcome To South Country Health Alliance

Thank you for choosing South Country Health Alliance as your health plan. This guide will help you take advantage of the many benefits available to you in your health plan. Keep this guide in a handy location or near your telephone. For specific information about your benefits refer to your *Evidence of Coverage*.

When you have questions or problems, please call Member Services at the number on the next page. Member Services can answer questions about many health care topics and solve different kinds of health care problems before they become a cause for concern.

If you have access to the internet, we also have information on our website, [www.mnscha.org](http://www.mnscha.org), including an updated drug listing, where to locate our pharmacies, and copies of all the member publications you received from us.

We are always striving to do better, so we want your comments. Your feedback is important to help us improve our service. Please tell us what you think, good or bad. If we do something well, let us know! You can give us your feedback by calling Member Services, calling your Community Care Connector, write to us at the address below, or by emailing us at [marketing@mnscha.org](mailto:marketing@mnscha.org).

South Country Health Alliance staff is happy to serve you! Thanks again for choosing South Country!

South Country Health Alliance  
110 West Fremont Street  
Owatonna, MN 55060

# IMPORTANT PHONE NUMBERS

## *South Country Member Services*

**1-866-567-7242 or 711 (for hearing impaired)**

**Calls to both numbers are free.**

**Includes language interpreters**

**8 a.m. to 8 p.m., Monday through Friday**

***Ask Mayo Clinic Nurse  
Advice Line***

**1-800-504-3451 (toll free)**

**1-877-728-3311 (TTY)**

Talk with a trained nurse 24 hours a day, 7 days a week

***Clinical Resource Group  
(CRG)***

**1-866-281-1997 (toll free)**

For help finding a chiropractic provider near you

***DentaQuest***

**1-800-516-2940 (toll free)**

**1-800-466-7566 (TTY)**

For help in finding a dentist near you or scheduling an appointment

***Pharmacy Network Locator***

**1-866-567-7242 (toll free)**

For help in finding a pharmacy near you

***Medicare***

**1-800-Medicare (633-4227)**

24 hours a day, 7 days a week

**1-877-486-2048 (TTY)**

Information can also be found on South Country's web site:

**[www.mnscha.org](http://www.mnscha.org)**

## Community Care Connectors

South Country Health Alliance has Community Care Connectors. They help coordinate all the services and benefits that are available to you to make sure you have the best health outcomes possible. For information on how to contact your South Country Community Care Connector, call:

## Member Services

**1-866-567-7242**

**TTY** (hearing impaired)  
**711**

Calls to both numbers  
are free.

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This health plan may not cover all of your health care costs. Read your *Evidence of Coverage* carefully to determine what is covered.

## Why is South Country Health Alliance special?

South Country Health Alliance is here to make sure you get the health care you need when you need it. We are a *local* Minnesota health plan owned by the counties of our service area (Brown, Dodge, Freeborn\*, Goodhue, Kanabec, Morrison, Sibley, Steele, Todd, Wabasha, Wadena and Waseca). Our offices are located in Owatonna, Minnesota with a local Community Care Connector for every county. We work closely with your local, county, and state agencies and health care providers to ensure you'll have the best possible health care results.

We are responsive to your needs—when you call, we *will* answer. South Country has a Member Services team that provides friendly, personal support when you have questions or need help. When you call, you will be able to talk to one of them within two minutes or less. Member Services will provide quick responses to your questions and needs.

South Country can help you start and maintain healthy habits with programs like Take Charge! Rewards and the Mayo Clinic Tobacco Quitline. We provide education and information with our Disease Management support programs for asthma, heart failure, and diabetes. These wellness benefits can help you reach your health goals. They are provided at no cost to you as a member of South Country Health Alliance. More details about these added benefits are found in this member guide.

Keeping you healthy is our number one goal. It is not only good for you, it is good for your family and your community. We are here to help you stay healthy. We are here when you need us.

*\*Only AbilityCare, SeniorCare Complete and Minnesota Senior Care Plus are available in Freeborn County.*



# Your Member ID card

Your South Country member ID card is important. Your member ID card is your proof of health insurance. If you have Medicare coverage through South Country, it combines information from both Medicare and Medical Assistance onto one card. This makes it easier for both you and your health care providers to get the right information all in one place. Remember to have this card and your Minnesota Health Care Programs card available when you get medical and pharmacy services.

Do not let anyone else use your member ID card to access health care services—it is only for you. It is against the law for anyone else to use your ID card. If you lose your card, don't worry! We can have another one sent to you. Call Member Services as soon as you know your card is missing. Check your cards carefully when you get them. If they are not correct, or you have questions, call Member Services right away.

**South Country Logo**

**Your Name**

**Member ID & Date of Birth**

**Primary Care Provider & phone number**

**Copay Amounts**

**Contact Information for Member Services & Ask Mayo Clinic nurse line**

**South Country Web site**

**Program name**

**Effective Date of coverage**

**Prescription Info (For your pharmacy)**

**\*SeniorCare Complete and AbilityCare with Medicare through South Country are similar except there will be a Medicare Contract ID below the Program name and the Medicare Rx logo will be in the bottom right corner.**

**MEMBER SERVICES**  
 1-866-567-7242 or 711 (TTY)  
 Find a dental provider 1-800-516-2940 or 1-800-866-7516 (TTY)  
 Find a pharmacy 1-800-509-0545  
 Ask Mayo Clinic 24-hr Nurse Advice Line 1-800-594-3451 or 1-877-726-3311 (TTY)  
 For non-emergency services, contact the clinic on the front of this card. In an emergency, contact the clinic as soon as possible after receiving care.  
 Written appeals mail to: Appeals Office, DHS, PO Box 64941, St Paul, MN 55164  
 Phone appeals or grievances call: DHS State Director/Baron 1-651-431-2680 or 1-800-657-3729  
[www.mnscha.org](http://www.mnscha.org)

**PROVIDER SERVICES**  
 1-800-995-4543  
 Dental Provider Services 1-800-241-8478  
 Pharmacy Help Desk 1-866-325-6233  
**Medical claims to:**  
 MMSI  
 PO Box 4014  
 Rochester, MN 55903  
**Dental claims to:**  
 Dentalquest  
 12121 North Corporate Parkway  
 Mequon, WI 53092

**PRIME** Administered by **MMSI** **MedicareRx**  
 Prescription Drug Coverage

Preventive Office Visit: \$0.00 Non-Preventive Office Visit: \$0.00  
 Min-Emergency ER: \$0.00

**AbilityCare (HMO SNP) H5703001**

**Effective Date:** 01/01/2012  
**Medical Acct #:** XXXXXXXXXXXXXXXXXX  
**Service Type:** Medical/Rx  
**Care Type:** SCHA MA  
**Rx Bn:** 610455  
**PCN:** MPD5A

**Name:** SAMPLE, JOSEPH Q.  
**ID:** XXXXX123401  
**PMI:** 00015281  
**DOB:** 02/10/1981  
**PCP:** MY CLINIC  
**PCP Phone:** (555) 555-5555

**Date:** 01/01/2012  
**Acct #:** XXXXXXXXXXXXXXXXXX  
**Medical/Rx:** SCHA MA

**210455 MPD5A**  
 In Visit: \$0.00  
**MedicareRx**  
 Prescription Drug Coverage

## Your primary care clinic

Your primary care clinic is the first place you go for care, and they can provide most of the health care services you need. As a South Country Health Alliance member, you choose or are assigned your primary care clinic. It is important to establish a relationship with a Plan network primary care doctor before you become ill. Using a primary care clinic makes it easier for your care providers to know you and your family, and for you to know them. If you think you need to see a specialist, your primary care provider can help you make that decision and even recommend someone. You can see anyone in the South Country network without referral.

### How do I change my primary care clinic?

If you want to change clinics for any reason, call Member Services at **1-866-567-7242** (toll free) or TTY **711**.

Want to learn more about your doctor? Do not hesitate to call your provider or clinic directly.

Primary care clinics and other providers are listed in the Provider Directory, which is included in your member packet. The Provider Directory lists all the providers in the South Country network, in and around our service area. Each listing includes the name, address and office telephone of the provider location, as well as other information such as doctors' names, languages spoken at the facility, and specialty practices. If you have trouble finding a provider, you can call Member Services for help.

### What if I need an interpreter?

If you need a language interpreter for your medical appointment, call Member Services at **1-866-567-7242** (toll free) or TTY **711**.





## Need medical advice?

I have a fever. Do I need to go to an emergency room? I have fallen and my knee aches. Can I take care of it at home? South Country has a resource to help you when you need medical advice. The *Ask Mayo Clinic* nurse advice line is available to South Country members.

### *Ask Mayo Clinic*

*Ask Mayo Clinic* is a helpful service staffed by experienced, registered nurses who work with the Mayo Clinic. A registered nurse will listen to your symptoms and help you decide whether you should get care right away (when you are sick or injured) or whether you can safely care for yourself.

The toll-free *Ask Mayo Clinic* nurse advice line is **1-800-504-3451** or TTY **1-877-728-3311**. They will answer your calls 24 hours a day, 7 days a week.

### Is the nurse advice line private?

Yes, the nurse advice line is a confidential service. The nurses will not share information about your call with your doctor or anyone else.

***In a medical emergency, call 911***

## When you have an emergency

A medical emergency is a condition that needs treatment right away. It is a condition that a reasonable person believes needs prompt care, and without prompt care, it could cause serious physical or mental harm.

If you are not sure it is an emergency, call the *Ask Mayo Clinic* nurse advice line. They will answer your calls 24 hours a day, 7 days a week toll free at **1-800-504-3451** or TTY **1-877-728-3311**.

### Local emergencies

In an emergency that needs treatment right away, either call **911** or go to the closest emergency room. Show emergency room personnel your South Country member ID card and ask them to call your primary care clinic listed on your member ID card.

### Emergencies while traveling

If you are out of town, go to the closest emergency room. Show them your South Country member ID card and ask them to call your primary care clinic listed on your member ID card.

You or someone else must call your primary care clinic within 48 hours, or as soon as possible, after getting emergency care at a hospital that is not a part of South Country's network. Your primary care provider number is on the front of your member ID card.

South Country does not cover emergency or other health care services received from providers located outside the United States.





## Care Coordinator service

Do you have trouble understanding directions from your doctor, getting to and from your clinic, making appointments with specialists, or getting a prescription filled? You are not alone! If you are a member of **AbilityCare, SeniorCare Complete or MSC+**, you have a care coordination service available to you. A care coordinator is either a registered nurse or a social worker who can help you with your health care needs.

Your care coordinator can help you understand directions or information from your health care provider; find an interpreter for you if you do not understand the language; locate a dental provider; arrange for transportation to appointments; help you in getting medical supplies like walkers and hospital beds; and help you with a variety of other needed health services or supports. Your care coordinator will work closely with you to make sure you have what you need to get better and stay healthy.

Members of **AbilityCare, SeniorCare Complete and MSC+** will receive a letter with the name and phone number of their care coordinator. This number can be kept handy by writing it on the back cover of this book.

This service is provided at no cost and is voluntary.

If you have questions as to who your care coordinator is, contact Member Services at the number listed on the back cover of this booklet. They will be happy to connect you with a care coordinator for your county.

## Care services to help members 65 years of age or older stay in their own home

You may be eligible to get help in your home so you can stay as healthy and independent as possible. Your care coordinator can help arrange for an assessment to see if you are eligible for *Elderly Waiver* services. The *Elderly Waiver* program funds home and community-based services for members age 65 and older who require the level of medical care provided in a nursing home, but choose to stay in their home.

These services are more than regular Medical Assistance. You can get assistance with tasks such as housecleaning, doing laundry, and cooking meals. You can schedule a meal service to bring meals to your home or employ a personal medical alert service.

There are a variety of different services available to help keep your home a safe and healthy environment. Services will vary depending on the county in which you live.

*Elderly Waiver* providers can be found in the South Country Provider Directory. Your care coordinator will help arrange them for you. Contact your care coordinator for more information

## Nursing home services

If you cannot stay in your own home, South Country covers some nursing home services. Your *Evidence of Coverage* booklet explains what is covered.





## Checkups keep you healthy

Your health plan covers checkups.

### What is included in a checkup?

At a checkup, you will receive preventive care — tests and doctor visits that catch health problems before they are bigger medical issues. Examples of preventive care include physical exams, eye exams, hearing exams, flu shots, mammograms, and cancer screening.

Talk to your doctor about what preventive care and exams you need, and about a check-up schedule that is right for you.

### What if I want a second opinion?

You can get a second opinion from another health plan provider. Be sure to let the clinic know if you are scheduling an appointment for a second opinion. If you have questions about second opinions, please call Member Services at **1-866-567-7242** (toll free) or TTY **711**.

## Chiropractic care

Your plan covers manual manipulation of your spine and x-rays when needed.

South Country partners with Clinical Resource Group (CRG) to provide chiropractic service. A list of participating providers are listed in the Provider Directory. If you need help finding a chiropractic provider, call CRG toll free at 1-866-281-1997 or South Country Member Services.

## Vision care

Your health plan covers basic services like:

- Annual eye exams
- One pair of eyeglasses every 24 months
- Repairs to covered glasses

## Dental care

Your plan covers basic services like:

- Annual checkups and teeth cleanings
- Fillings
- X-rays when needed

### How do I choose a dentist?

South Country partners with DentaQuest to provide dental service. A list of participating providers are listed in the Provider Directory. If you need help in finding a dentist, or scheduling an appointment, call DentaQuest toll free at **1-800-516-2940** or TTY **1-800-466-7566**.

## Podiatry services

South Country covers treatment of injuries and diseases of the feet, as well as routine foot care for members with certain medical conditions affecting the lower limbs.

## Behavioral health

Mental health and chemical health is as important as physical health. Behavioral health care is a part of your health care benefit. It includes mental health care and treatment of drug and alcohol problems. It also includes treatment for autism and eating disorders.

### Who can I talk to about my mental health, drug or alcohol problem?

Call Member Services when you need help with any type of behavioral problem. Professional staff will help you find the care that is right for you and give you a list of providers to choose from. You do not need a referral from your primary care clinic.

### What if I am already seeing someone for my mental health, drug or alcohol problem?

Call Member Services to verify your current provider is in our network.





## Prescriptions

### What should I do when I get a prescription?

When you get a prescription from your doctor, take it to a network pharmacy to be filled. You should show the pharmacy your member ID card.

To locate a network pharmacy, you can refer to the Provider Directory in your member packet, visit our website at [www.mnscha.org](http://www.mnscha.org) > [Programs](#) > [select your program](#) > [Find a Pharmacy \(located in the Search Online block on the right side of the screen\)](#), or call Member Services toll free **1-866-567-7242** or TTY **711** from 8 a.m. to 8 p.m., Monday to Friday.

Do not wait until your prescription has run out before you call to have it refilled.

### I am new to South Country and my medication is not on your drug list. How can I get my prescription filled?

If your medications are not on our drug list, you should first contact Member Services and confirm that your drug is not covered. If you learn that South Country does not cover your drug, you have two options:

- Talk to your doctor and ask him to prescribe a similar drug that is covered by South Country.
- You can ask South Country to make an exception and cover your drug. Your doctor can help you start this process.

## Part D prescription drug coverage

South County provides Part D prescription drug coverage for members who have their Medicare coverage through South Country. If you are enrolled in Medicare and your medication is not on our drug list, there is a transition period in your first 90 days of enrollment where you can get your prescription filled. Talk with your doctor to decide what to do before your temporary supply runs out.

## Specialists

Surgeons, allergy doctors and oncologists (cancer) doctors are examples of specialists. You can see any specialist within our network without a referral, but you must have a service authorization if you need to see an out-of-network specialist.

### What happens when I need a specialist?

It is important to talk to your primary care doctor if you think you need a specialist.

You can see any specialist in our network without a referral. The Provider Directory has a section and index that lists in-network specialty care doctors, as well as other providers. You can call Member Services at the number on the back of this booklet if you need help finding a specialist.

## Open access services

You can choose *any* physician, clinic, hospital, pharmacy or family planning agency to receive some services, such as:

- Family planning
- Diagnosis of infertility
- Testing and treatment of sexually transmitted diseases
- Testing for AIDS or HIV-related conditions





## Transportation for medical appointments

*As a South Country member, you may get transportation to and from medical appointments if you do not have any other transportation. This is at no cost to you.*

Your *Evidence of Coverage* booklet explains if you are eligible for transportation to medical appointments and for urgent care.

Call your county financial worker or Community Care Connector to schedule common carrier transportation (bus or taxi) to and from your medical appointments. Call to schedule transportation as soon as your appointment has been scheduled. You may not use the transportation for non-medical purposes.

If you have other **special transportation** needs (such as a stretcher bed or a wheel chair), call Member Services toll free at **1-866-567-7242** or TTY **711** from 8 a.m. to 8 p.m., 7 days a week. They can arrange a ride for you.

**Special transportation** is for persons who, because of physical or mental impairment, can not safely use common carrier transportation but do not need an ambulance.

## Health and Wellness education programs

*These programs are designed to improve your health. There is no cost to you as our member for some of the programs; others are at a reduced cost to you.*

### Take Charge! Rewards

South Country offers a variety of rewards that are designed to encourage you to take good care of your health. Look for the **Take Charge!** flyer in your member packet for detailed information. Some of the rewards include:

#### *Be Fit rewards*

Members 18 years and older can join a participating health club and receive up to \$20 credit on your monthly health club membership fees for exercising at least 8 days per month. Visit [www.mnscha.org](http://www.mnscha.org) or call Member Services for a list of participating health clubs.

#### *Community Education class scholarships*

Community Education classes can be a way to brush up on special skills or learn a new hobby. Many programs also offer exercise classes—a great way to liven up your routine! South Country will cover up to \$15 of the registration fee for most Community Education classes. Call your local Community Education program or Member Services for more information.

#### *Free car seats*

Members with eligible children can receive a free car seat!

#### *Mammogram rewards*

Receive a reward for having your annual mammogram!

#### *Healthy checkups rewards*

Get rewarded for a variety of health checks like prenatal visits, and immunizations. See the **Take Charge!** flyer for details.

### Mayo Clinic Tobacco Quitline: 1-800-504-3451

Do you want to quit smoking? You can get help if you are thinking about quitting—in your own way, at your own pace. Special counselors give you personal support and encouragement by phone. This is a free service as long as you are a South Country member!





## Do you have a grievance (complaint)?

*You might have a problem with the care you receive. You may have a grievance about what care is covered. Many problems can be resolved with a phone call. Call South Country Member Services or visit the patient representative at your clinic. You may also contact your county financial worker.*

### What is a “grievance”?

A “grievance” is when you have a problem with South Country or one of our plan providers. A few examples of a grievance include:

- Problems with the service you receive from Member Services
- Waiting too long for prescriptions to be filled
- Rude behavior by doctors, nurses, receptionists, network pharmacists or other staff
- We fail to respect your rights

If you have a grievance, we encourage you to first call Member Services. You may have someone else file a grievance on your behalf. With your written consent, the person you choose will be your “appointed representative.” This person may be a friend, lawyer, advocate, doctor or anyone else to act for you.

We will try to resolve any complaint that you might have over the phone. If you request a written response to your phone grievance, we will respond in writing to you. If you are not happy about our decision after you call us, we have a formal procedure to review your grievance. This involves writing a letter or completing a Member Grievance Form that you can get by calling Member Services or by visiting the website [www.mnscha.org](http://www.mnscha.org). Click on “Members” and then find the “Grievances and Appeals” section in the orange menu bar. You can mail your formal written grievance to:

Grievance and Appeal Department  
South Country Health Alliance  
110 West Fremont Street  
Owatonna, MN 55060

Upon request, South Country will assist you in submitting a formal written grievance. Please contact Member Services for help using the number on the back cover of this booklet.

You may also notify the Minnesota Department of Health.

Send complaint to:

Minnesota Department of Health  
Health Policy and Systems Compliance Division  
Managed Care Systems  
P.O. Box 64882  
St. Paul, MN 55164-0882

## What is an “appeal”?

An “appeal” is when you want us to reconsider and change a decision we have made about what services or benefits are covered for you, or what we will pay for a service or benefit.

## What happens when I call with a request for an appeal?

You can call Member Services with your concern. Member Services can write down your appeal or assist you in filling out other forms. Member Services will send you a copy of what they have written for your review. You can add any other information. You will need to sign this form and return a copy to South Country in the self-addressed, enclosed envelope within 30 days. You will receive an answer within 30 days by mail. If your problem is about an urgently needed service, let us know and we will give you an answer within 72 hours.

## You can request a State Fair Hearing if you’re unhappy with the decision about your appeal.

If you do not agree with the decision about your appeal, you may request a State Fair Hearing with the Minnesota Department of Human Services.

You must request the State Fair Hearing within 30 days of when you get the letter from South Country telling you what was decided, or within 30 days of when you are told that service will be reduced or stopped. You have up to 90 days if you have a good reason for being late.

If we stop or reduce a service, you can keep getting the service until after your State Fair Hearing has been resolved. You must file a request for a State Fair Hearing in writing by the date your services will change or within 10 days (30 days for Personal Care Assistant services) after you receive the notice, whichever is later. If you lose the appeal or State





Fair Hearing, you may have to pay for these services yourself.

To request a State Fair Hearing, write to:

Minnesota Department of Human Services  
Appeals Office  
P.O. Box 64941  
St. Paul, MN 55164-0941  
or fax: (651) 431-7523

If you have Medicare, you also have the option of contacting Medicare directly. Check your *Evidence of Coverage* for more information about contacting Medicare for a grievance or appeal.

## Part D (prescription drug) grievance and appeal process

*This only applies to members receiving Medicare benefits from South Country.*

If you have a grievance regarding your Part D (prescription drug) benefits, you can call Member Services at the number on the back of this booklet.

### Coverage determination

You can request a coverage determination. For example:

- If you are not getting a prescription drug you believe may be covered by South Country Health Alliance.
- If you would like us to make an exception to our formulary (list of covered drugs).

To request a coverage determination, you can call Member Services, or write to:

South Country c/o Prime Therapeutics LLC  
Attn: Medicare Appeals Department  
1305 Corporate Center Drive  
Eagan, MN 55121

You can also fax: 1-800-693-6703.

### If you disagree with our coverage determination decision, you can appeal.

You can appeal our coverage determination decision by writing to the address listed above. If your health requires a “fast appeal,” call Member Services at the number on the back of this booklet and ask for a “fast appeal.”

You need to file your appeal within 60 calendar days from the date listed on the coverage determination.

### For more information

Your *Evidence of Coverage* has a comprehensive description of the grievance and appeals process for both medical, and if you have Medicare benefits through South Country, and Part D grievance or appeals issues.





## Your privacy rights

We cannot release personal information without your written permission. This includes health records, claims information or anything else that identifies you.

You have the right to approve or deny any request to release your information. If you approve release of your information, we will describe what will be shared. We will tell you how it will be used and how long your consent is valid.

By law, there are cases where your OK *is not required* to release personal medical information:

- Your OK is not required to release personal medical information to health care providers if they need to confirm your benefits or if we need to review their performance. (We have strict privacy rules with all of our health care providers.)
- Your OK is not required to release personal medical information to a health researcher or people doing insurance studies. Researchers only have access to data that does not identify you. However, if we take part in a research study that requires individual information, we will write to you and explain the study. Then you choose whether you want to be included.
- Your OK is not required to release personal medical information to South Country employees or contractors that we hire to process applications and claims.

If you are unable to sign an approval to release personal information, South Country will request approval from your legally authorized representative (parent, guardian or conservator who is your legal representative). Proof of identity is required.

# Your rights and responsibilities

## You have the right to:

- Receive all materials in a language you understand, in Braille, in large print, or other alternate formats.
- Be treated with fairness and respect at all times.
- Get timely access to your covered services and drugs.
- Choose a primary care provider in the plan's network.
- Choose where you get family planning services.
- Get a second opinion.
- Get appointments and covered services from the plan's network of providers within a reasonable amount of time.
- Get your prescriptions filled or refilled at any of our network pharmacies without long delays.
- Get services you need 24 hours a day, seven days a week.
- Privacy of your personal health information.
- Look at your medical records held at the plan and to get a copy of your records. You also have the right to ask to correct the records.
- Know how your health information has been shared with others for any purposes that are not routine.
- Get information about our plan, network providers and practitioners including our network pharmacies.
- Get information about your coverage and rules you must follow when using your coverage.
- Get information about why something is not covered and what you can do about it.
- Know your treatment options and participate in decisions about your health care.
- Receive an explanation if you are denied coverage for care.
- Give instructions about what is to be done if you are not able to make medical decisions for yourself. This could include written instructions that inform others of your wishes about your health care. This is called a "health care directive." It allows you to name a person (agent) to decide for you if you are unable to decide, or if you want someone else to decide for you.





- File a complaint if your medical decisions were not followed.
- Make complaints about South Country or the care we provide and to ask us to reconsider decisions we have made.
- Get a summary of information about the appeals and complaints that other members have filed against our plan in the past.
- Receive information about South Country's Member Rights and Responsibilities and to make recommendations about them.
- Call the Department of Health and Human Services if you are not treated fairly and your rights were not respected due to your race, disability, religion, sex, health, ethnicity, creed (beliefs), age, or national origin.
- Request a State Fair Hearing with the Minnesota Department of Human Services (also referred to as "the State"). You may request a State Fair Hearing before or at any time during our appeal process. You do not have to file an appeal with us before you request a State Fair Hearing.
- Request a copy of this *Evidence of Coverage* at least once a year.

**NOTE:** *South Country Health Alliance (South Country) makes authorization decisions using evidence-based standards of care, medical necessity criteria, and the member's benefit coverage. South Country does not reward providers or other individuals for denying services to members, nor does South Country reward decisions that result in under-utilization of services.*

### **You have the responsibility to:**

- Get familiar with your coverage and the rules you must follow to get these covered services. You can use the *Evidence of Coverage* and other information we give you to learn about your coverage and rules.
- Tell us if you have any other health insurance coverage or prescription drug coverage in addition to our plan.
- Tell your doctor and other health care providers that you are enrolled in our plan and show your membership ID card and Minnesota Health Care Programs card when you get medical care or Part D prescription drugs.

- Give your doctor and other providers the information they need to care for you, and to follow the treatment plans and instructions that you and your doctors agree upon.
- Establish a relationship with your primary care doctor before you become ill. This helps your doctor understand your total health condition. Tell your doctor about all of the drugs you are taking, including over-the-counter drugs, vitamins, and supplements.
- Act in a way that supports the care given to other patients and helps the smooth running of your doctor's office, hospital, and other offices.
- Understand your health problems and participate in developing mutually agreed-upon treatment goals.
- Pay any copayments you may owe for covered services.
- Call Member Services if you move.
- Let us know if you have any questions, concerns, problems, or suggestions. If you do, please call Member Services.

## How can we help YOU?

South Country is committed to helping you maintain a healthy life.

Call Member Services at  
**1-866-567-7242**

TTY (for the hearing impaired) **711**  
Both numbers are toll free.

8 a.m. to 8 p.m., Monday through Friday.  
Medicare members can call 7 days a week.

We are here to help you and answer any questions you may have.



***Thank you for choosing South Country Health Alliance.***

***We are here to help you.***

***Call 1-866-567-7242 or TTY 711  
(toll free numbers)***

**OTHER IMPORTANT NUMBERS**

Care Coordinator	Name	
	Phone	
Clinic	Name	
	Phone	
Pharmacy	Name	
	Phone	
County Financial Worker	Name	
	Phone	
Emergency Contact	Name	
	Phone	