

eValue8 2005 Results Overview

HealthPartners — best in class for the second year in a row

About eValue8

Each year, the National Business Coalition on Health (in partnership with Watson Wyatt Worldwide, and with sponsorship from the Buyers Health Care Action Group in Minnesota) invites health plans to participate in a process called eValue8 to collect information on health plan quality, to guide purchase decisions and assess health plan performance.

Many of HealthPartners largest clients, including General Motors Corporation, 3M, Pitney Bowes, the University of Minnesota and Ford Motor Company use the information gathered in eValue8 during their purchasing process.

As patient outcomes improve and health plans develop more collaboration within the community, the goals of the eValue8 project become more ambitious. The project's key objectives in 2005 were to:

- Provide a community-based forum for communication between purchasers and plans
- Encourage health plans to evaluate the delivery systems that comprise the network
- Promote consumer engagement and informed decision making
- Recognize the importance of health on productivity and the bottom line
- Sustain movement to higher value

Several Minnesota plans participated in the 2005 eValue8 project, including:

HMOs: HealthPartners, Medica, Sioux Valley, Preferred One (results not available)

PPOs: HealthPartners, Blue Cross, Blue Shield of Minnesota, CIGNA, Patient Choice, Definity (results not available)

HealthPartners' best in class results

In both the HMO and PPO categories, HealthPartners outranked our competitors in nearly all evaluation areas. Several key factors contributed to HealthPartners "best-in-class" performance in many categories including:

- Excellent health promotion, disease management and behavioral health programming
- High rate of electronic claim adjudication and payment accuracy
- Excellent care-system performance reporting
- 90th percentile for generic dispensing rate
- Good safety guidance for members
- Excellent community collaboration

Evaluation Area	HMO Ranking*	PPO Ranking *
Primary Prevention & Health Promotion	1	1
Provider Measurement	1	1
Chronic Disease Management • Asthma • CAD • Diabetes	1	1
Prescription Drug Management	1	1
Plan profile	1	3 (tied)**
Consumer Engagement and Support	1	2**
Health Information Technology	2	2
Behavioral Health Screening & Management	1	1
PPO Operations	NA	1

* For the eValue8 RFI, HealthPartners used the following definitions: PPO - open access with and without out-of-network coverage. HMO/POS - primary care with and without out-of-network coverage.

** PPO Plan Profile and Consumer Engagement were lower because we do not obtain a separate PPO accreditation for our Open Access Products, and we do not administer a separate member satisfaction survey for our Open Access members. Our PPO members enjoy the same level of system performance as our HMO members - a higher quality result.