



Thriving Forward

 VOLUME 1

An update on innovation in
action for the people and
communities we serve





A message from Andrea

HealthPartners was founded on a simple goal: help our patients, members and communities thrive.

In 1937, a group of Minnesotans came together to help people pay medical bills that were hard to afford. Their efforts led to Group Health, one of the first consumer-governed, prepaid health plans in the country. That spirit of innovation, rooted in community, partnership and new ideas, continues today.

HealthPartners now serves more than 1.6 million medical and dental health plan members nationwide and more than 1.4 million patients through our multispecialty care system. Through HealthPartners Institute, we're advancing medical research and clinical education. And every day our 28,000 colleagues work together to make health care and coverage simpler and more affordable.

Our unique model – bringing together care delivery, health plan financing and research – gives us the opportunity to see challenges from many perspectives and create solutions that make a meaningful difference.

In “Thriving Forward,” you’ll see examples of innovation in action. Our teams are redesigning systems to make mental health care easier to access, advancing genetic medicine and transforming preventive care. None of this work happens in isolation. Across these stories, you’ll see how HealthPartners collaborates with other health systems and organizations to help people not only live but thrive.

From our founding roots to the innovative solutions we’re building today, HealthPartners continues to show what’s possible when we combine bold ideas with strong partnerships and a clear focus on the people and communities we serve.



Andrea Walsh
President and Chief Executive Officer



Advancing care + coverage

Redesigning the front door to mental health

Due to high demand for care, patients experiencing anxiety, depression, grief or overwhelming stress often wait weeks for an appointment.

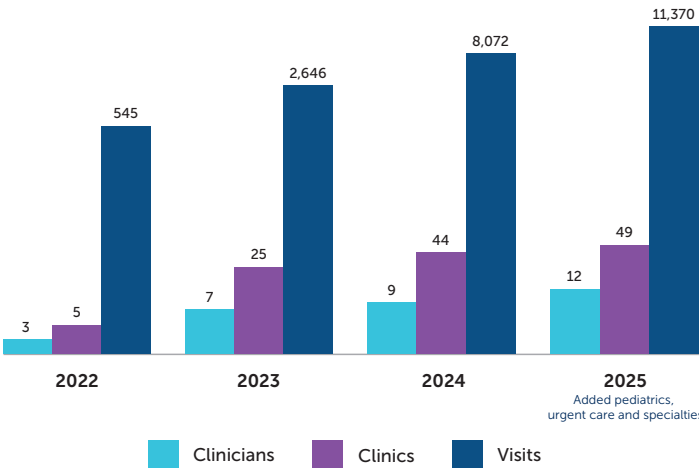
HealthPartners is changing that through the Mental Health Rapid Access program, **an innovative care model that has helped more than 18,000 patients get easier access to mental health care without the wait.** Instead of placing patients on lengthy waitlists, clinicians can connect them with a behavioral health consultant the same day or the very next day, providing support when it can have the greatest impact.

The rapid access team helps patients navigate immediate concerns. Behavioral health consultants also determine when someone would benefit from ongoing therapy, ensuring specialty behavioral health resources remain available for patients with more complex needs. About 80% of patients have found that a single visit provided the support they needed.

Why it matters

By making behavioral health care available when people are ready to seek help, HealthPartners is reducing barriers to treatment, improving mental health outcomes and ensuring more patients receive the right level of care before problems become more serious.

Mental Health Rapid Access expands to care for more patients



Avoidable emergency department visits reduced thanks to new clinics

HealthPartners is reimagining primary care for patients with the most complex health needs through its Advanced Care Primary Care clinics. Designed for people living with multiple chronic conditions who frequently rely on emergency departments or hospital care, these clinics bring medical care and social services together under one coordinated team.

Patients receive personalized care plans and support across primary care, pharmacy, social work, care management and specialty care. By proactively addressing medical needs alongside social drivers of health, the team helps patients access the right care at the right time while avoiding unnecessary hospital visits.

Why it matters

Coordinated medical, behavioral health and social support helps people with the most complex needs stay healthier, avoid unnecessary hospital visits and experience a better quality of life.

60% reduction

of avoidable emergency department visits



15,100

second-level triage consults across all payers led to a recommendation other than an emergency department visit, since October 2024.

\$2.9 million

was saved by our health plan from 4,800 consults that were with HealthPartners members attributed to our care group.

Second-level triage has diverted 55% of emergency department visits

HealthPartners is rethinking how patients access emergency care through a second-level triage model that brings nurses and clinicians together in real time to ensure patients receive the most appropriate level of care.

Instead of automatically directing certain callers to the emergency department, triage nurses consult with a clinician to determine the safest and most effective care options based on each patient's symptoms.

The approach has significantly improved care navigation. Since expanding across the organization, second-level triage has reduced emergency department recommendations by an average of 55%, helping more patients receive timely care through primary care, urgent care or same-day virtual visits when appropriate.

The model also eases pressure on busy emergency departments while giving patients greater confidence that they're receiving the right care in the right setting.

Why it matters

Helping patients receive the right care in the right setting improves outcomes and reduces unnecessary emergency department visits, and it makes health care more convenient, connected and affordable.

Simplica takes guesswork out of care cost

As health care costs continue to rise, HealthPartners is redesigning the health plan experience to make it easier for members to compare and confidently choose care. With its new health plan option, Simplica NextGen Copay, members can search for providers, compare care options and see exactly what they'll pay before scheduling.

There are no deductibles or coinsurance, and copays are tied to provider quality and affordability – helping members make informed decisions while encouraging high-value care. The approach delivers greater cost predictability while helping employers reduce health care spending.

Building on strong early interest, HealthPartners is expanding Simplica in 2027 to additional markets, including fully insured large-group employers in Minnesota and self-insured employers in Wisconsin.

Why it matters

Giving members clear, predictable costs and better information empowers them to make confident health care decisions while improving affordability and access to high-value care.



From left are Marguerita Scott, Devin Hight, Lindsay Keogh and Katherine Johnson, several of the colleagues behind the new Simplica NextGen Copay health plan.



Looking ahead

Oncology is partnering with Tempus AI to use artificial intelligence to connect more patients with cancer with clinical trials, bringing precision medicine to more people who could benefit from the latest treatments. Patient data such as diagnoses, treatment history and genetic information will be analyzed to identify potential matches with open clinical trials.





Scan this QR code to watch a video featuring myGenetics participant, Deenya, and her daughter, Rachel.



Designing systems for health

Building a healthier future through DNA health screening

Inherited cancer or heart disease risk isn't something most people think about until a diagnosis changes everything. Through myGenetics, HealthPartners is helping change that by giving people the opportunity to uncover hidden genetic risks before disease develops – creating more opportunities to prevent illness, detect it earlier and improve long-term health.

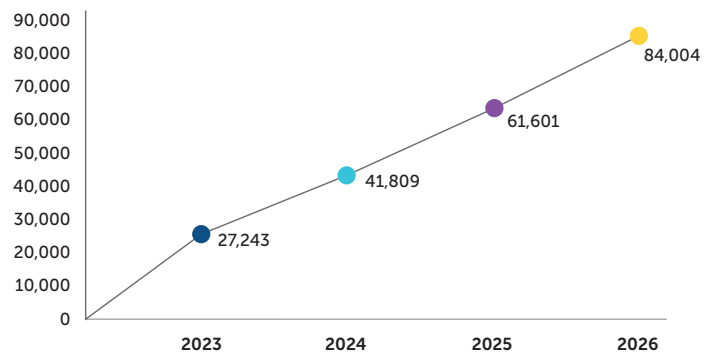
The no-cost community health research program offers genetic screening for inherited risks linked to certain cancers and familial hypercholesterolemia, an inherited condition that causes dangerously high cholesterol. Since launch, 2.1% of participants have learned they have an actionable genetic health risk factor. For those individuals and their families, **that knowledge can lead to earlier screenings, preventive treatments and informed decisions that could save lives.**

When participants receive a positive result, HealthPartners genetic counselors help them understand what it means and guide them through next steps. They connect patients with evidence-based recommendations, specialists and screening plans tailored to their individual risk, ensuring genetic discoveries translate into meaningful care rather than unanswered questions.

Why it matters

As a leader in health care, we're investing in groundbreaking research. For myGenetics, we teamed up with Helix, a leading population genomics company that was awarded the first and only FDA authorization for its whole-exome-sequencing platform. Together, we're giving patients and their care teams the information they need to prevent disease, detect cancer earlier and improve long-term outcomes.

Number of participants enrolled in myGenetics



My dashboard evolution guides users on health journey

HealthPartners has transformed My dashboard – the personalized online account homepage available to more than 1.2 million members and patients – from a traditional digital portal into an intelligent, action-oriented experience that helps people identify and complete the next best step in their health journey.

Following the successful 2024 redesign, research showed people wanted a more personalized experience that clearly highlighted the next steps to manage their health. The latest enhancements reorganize the dashboard to better prioritize information and recommended actions.

Why it matters

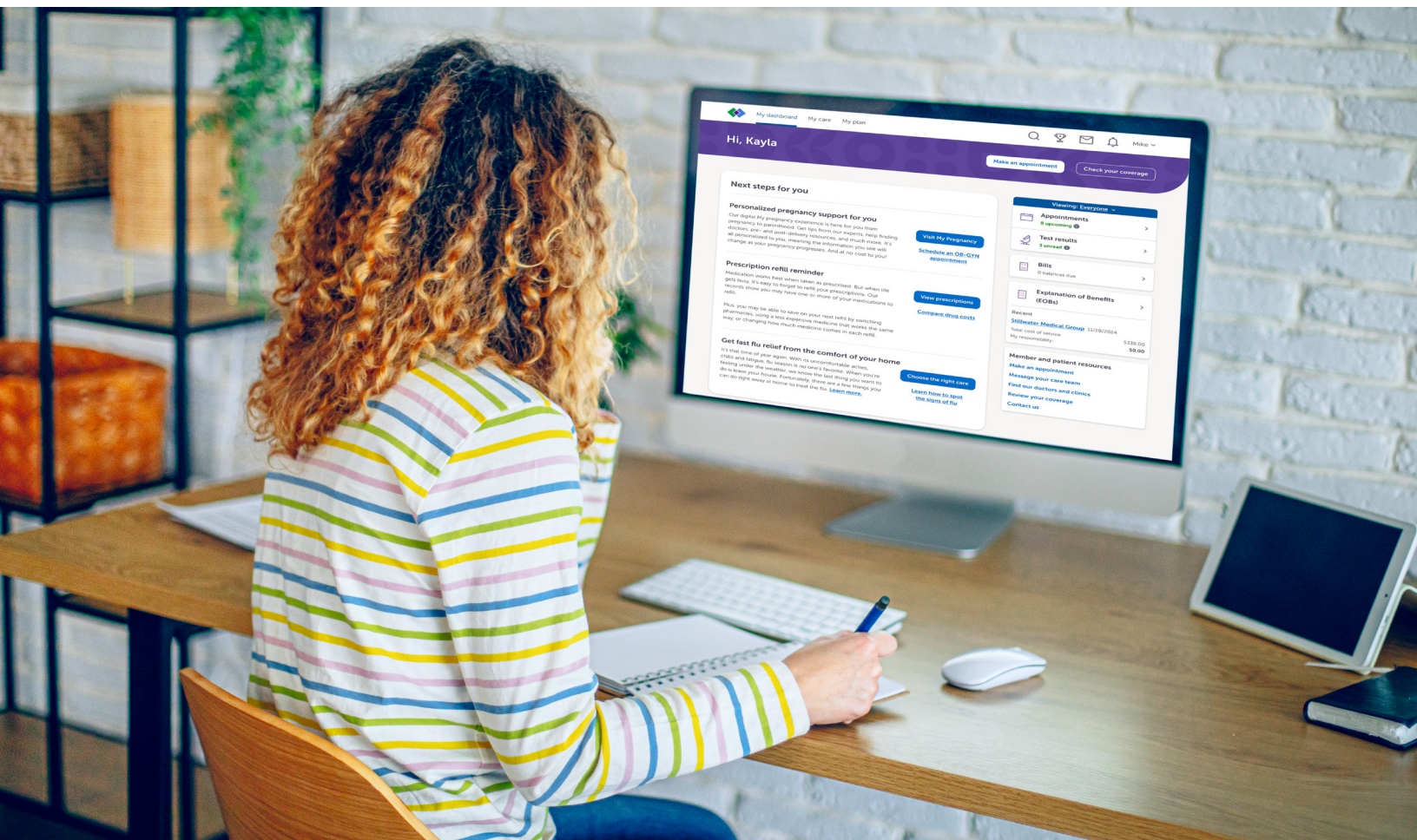
A more personalized digital experience helps people better understand their health, take action sooner and stay connected to the care and resources they need to live healthier lives.

3,500 women

used My dashboard from July 2025 to July 2026 to directly schedule their mammograms. They were more than twice as likely to complete their mammogram as women who were due but didn't engage with their My dashboard prompt.

7,000 members

used My dashboard from July 2025 to July 2026 to find a provider or directly schedule with our care group to complete labs and exams that are important to managing their diabetes. Those who used it for diabetes care were 1.5 times more likely to get that important care.



Expanding access to essential mental health prescriptions

Access to medication can be the difference between stability and crisis for people living with severe mental illness. Through the Mental Health Drug Assistance Program (MHDAP), HealthPartners and other organizations help cover the cost of essential psychiatric medications for people who can't afford them, while they secure longer-term assistance.

MHDAP helps people stay connected to treatment during some of their most difficult moments, ensuring that a temporary financial barrier doesn't become a setback to recovery.

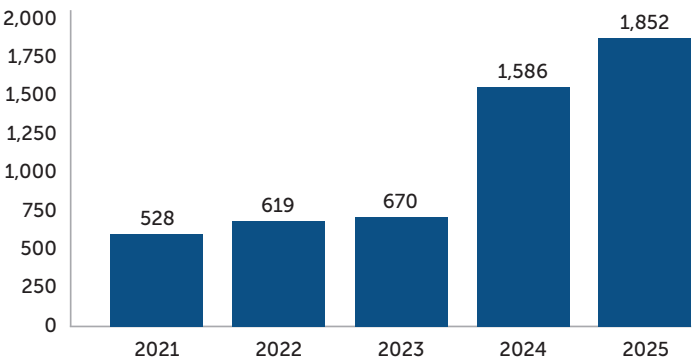
In 2025 MHDAP provided the full cost or copays for more than 1,800 prescriptions.



Why it matters

By removing financial barriers to medication, MHDAP strengthens behavioral health support across the community while helping reduce avoidable emergency care.

Prescriptions



Total prescriptions rose 17% from 2024 to 2025.



Looking ahead

November 2026, HealthPartners will launch a program designed to help more members with insulin-treated diabetes benefit from continuous glucose monitor (CGM) technology. By pairing advanced diabetes tools with trusted, local support from community-based medication therapy management pharmacists, the program looks to increase CGM use and improve diabetes management for members in rural communities.





Enabling health and well-being

Building healthier futures through life's little moments

For more than 10 years, HealthPartners and a growing number of community partners have formed a coalition focused on helping families and communities across Minnesota and western Wisconsin understand the powerful role simple interactions – talking, reading, singing and playing – have in building healthy brains during a child's first 1,000 days of life.

Research shows that early experiences shape the brain's architecture, creating the foundation for learning, behavior and lifelong physical and mental health. During the first few years of life, the brain forms neural connections at an extraordinary pace, making everyday connections and supportive interactions between caregivers and children some of the most important investments in a child's future.

HealthPartners and Minnesota Public Radio have brought together more than 128 organizations – including health systems, schools, libraries, nonprofits and businesses – to **help families access practical resources and encouragement wherever they live, work, learn and play.** By convening partners across Minnesota, Little Moments Count is making brain-building activities part of everyday life, reaching families through trusted community connections.

Why it matters

Investing in healthy brain development during the earliest years of life helps children thrive, strengthens families and creates healthier communities for generations to come.

175,000 families

with young children received Little Moments Count information during care visits with partner organizations in 2025.

10,000 families

were reached by the Little Moments Count Birth Center program in 2025.

Creating healthier communities through sustainability

HealthPartners has embedded sustainability into how it designs and delivers care. Through innovative operations, smarter resource management and clean energy investments, the organization is reducing its environmental footprint while building more resilient, efficient health care facilities.

- Between 2018 and 2025, HealthPartners reduced total organizational carbon emissions by 22% through energy efficiency improvements, reduced transportation mileage and lower-impact anesthetic gas use.
- In 2025, reuse and recycling efforts kept more than 6 million pounds of material out of landfills, and teams saved more than \$80,000 by using 17,500 fewer reams of paper than in 2024.

The environmental sustainability leadership at HealthPartners has earned national recognition, including the Practice Greenhealth System for Change Award for 12 consecutive years and top honors for waste reduction, sustainable procurement and green building.

Why it matters

By reducing its environmental footprint, HealthPartners is protecting the health of today's patients while building more resilient communities for the future.



Mammo a-go-go by the numbers

Since its inception:

16,000
mammograms provided

900
events attended

65
non-symptomatic
cancers detected

30
unique languages
served each year

Taking preventive care into the community

Early detection is one of the most effective tools for improving breast cancer outcomes, yet many women face barriers that make routine screening difficult. Through the Mammo a-go-go mobile mammography program, HealthPartners is bringing breast cancer screening directly into communities, making preventive care more convenient, accessible and equitable.

For more than a decade, the mobile program has delivered no-fee 3D screening mammograms, diagnostic services and breast health education at community locations like clinics, churches, parks and community centers. The team works to remove barriers that extend far beyond geography, helping patients overcome concerns related to transportation, cost, language, cultural differences and fear.

Why it matters

Bringing breast cancer screening directly into communities helps detect cancer earlier, saves lives and ensures more women can access preventive care regardless of the barriers they face.

Prescribing healthy food to improve health outcomes

HealthPartners is helping older adults access nutritious food through an expansion of its long-running Fruits and Veggies Rx program.

Eligible members enrolled in the Minnesota Senior Health Options (MSHO) (HMO SNP) plan receive two \$25 vouchers each month to purchase fresh produce at participating grocery stores.

The vouchers help eliminate barriers that might prevent members from accessing nutritious food critical to health and well-being. Members can select their favorites or try new varieties while considering how different fruits and vegetables can fit into their daily lives.

Members have responded positively since the benefit was introduced in early 2026. In the first months of the expanded program, more than 5,200 members received vouchers, with nearly 4,700 redeemed.

Why it matters

As health care continues to focus on prevention and whole-person health, the Fruits and Veggies Rx program demonstrates how innovative health plan benefits can address social drivers of health.

4,676 vouchers

redeemed in Q1 2026 totaling **\$108,000**

14,529 vouchers

redeemed in Q2 2026 totaling **\$343,907**



Looking ahead

HealthPartners is building on its longstanding relationship with Open Arms to launch a new pilot program that will provide medically tailored meals and groceries to about 100 patients and members experiencing food insecurity during pregnancy. This partnership aims to reduce stress during pregnancy, improve access to nutritious food and better understand how food support can strengthen health outcomes for families.



HealthPartners is a nonprofit organization with a mission of improving health and well-being in partnership with its members, patients and community. For more information visit **healthpartners.com**.

