One of America’s **TOP HEALTH PLANS**

Making a measurable difference in the health of our members
Telling the story of improving health

The Healthcare Effectiveness Data and Information Set (HEDIS®) is an important tool that measures how effectively health plans across the nation are providing care and service. The results demonstrate if a health plan’s approach helps members get the care they need to improve their health.

The HEDIS 2011 results demonstrate that HealthPartners keeps members healthy and supports them when they are sick. These dedicated efforts improve health and lower costs for purchasers.

Long-standing results of excellence

NCQA combines overall HEDIS results with CAHP5® scores to rate health plans. For the last seven years, HealthPartners has been rated the top commercial health plan in Minnesota and one of the top 50 commercial plans in the country.

In 2011, HealthPartners was ranked 24th in the nation!* 

A picture of overall HEDIS results

HealthPartners is ranked in the top 10% to 25% of plans in the nation in more measures than the competition.

The National Committee for Quality Assurance (NCQA) developed HEDIS to collect, analyze and report annual performance measurements. HEDIS measures different outcomes across a health plan’s population.
Topping the charts

HEDIS measures health plans on a wide-range of topics from preventive care to chronic care management. The rates below demonstrate how HealthPartners keeps members healthy and makes health care affordable.

<table>
<thead>
<tr>
<th>HEDIS category</th>
<th>HEDIS measure</th>
<th>HealthPartners</th>
<th>Blue Plus</th>
<th>Medica</th>
<th>Preferred One</th>
<th>National average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancer screenings</td>
<td>Colorectal cancer screening</td>
<td>69%</td>
<td>53%</td>
<td>65%</td>
<td>57%</td>
<td>62%</td>
</tr>
<tr>
<td></td>
<td>Breast cancer screening</td>
<td>76%</td>
<td>71%</td>
<td>70%</td>
<td>71%</td>
<td>69%</td>
</tr>
<tr>
<td></td>
<td>Cervical cancer screening</td>
<td>80%</td>
<td>74%</td>
<td>77%</td>
<td>76%</td>
<td>75%</td>
</tr>
<tr>
<td>LDL cholesterol control</td>
<td>For patients with heart conditions</td>
<td>73%</td>
<td>64%</td>
<td>66%</td>
<td>64%</td>
<td>54%</td>
</tr>
<tr>
<td></td>
<td>For patients with diabetes</td>
<td>58%</td>
<td>52%</td>
<td>47%</td>
<td>51%</td>
<td>44%</td>
</tr>
<tr>
<td>Diabetes care</td>
<td>HbA1c testing</td>
<td>94%</td>
<td>94%</td>
<td>91%</td>
<td>92%</td>
<td>88%</td>
</tr>
<tr>
<td></td>
<td>Monitoring for nephropathy</td>
<td>88%</td>
<td>85%</td>
<td>85%</td>
<td>87%</td>
<td>79%</td>
</tr>
<tr>
<td></td>
<td>Blood pressure controlled (&lt;140/90mmHg)</td>
<td>79%</td>
<td>74%</td>
<td>77%</td>
<td>70%</td>
<td>60%</td>
</tr>
<tr>
<td>Antidepressant Medication Management</td>
<td>Medication continuation (3 months)</td>
<td>75%</td>
<td>75%</td>
<td>70%</td>
<td>71%</td>
<td>64%</td>
</tr>
<tr>
<td></td>
<td>Medication continuation (6 months)</td>
<td>60%</td>
<td>59%</td>
<td>54%</td>
<td>49%</td>
<td>48%</td>
</tr>
<tr>
<td>Prenatal Care</td>
<td>Timeliness of prenatal care</td>
<td>93%</td>
<td>92%</td>
<td>94%</td>
<td>89%</td>
<td>84%</td>
</tr>
<tr>
<td></td>
<td>Postpartum care</td>
<td>84%</td>
<td>79%</td>
<td>81%</td>
<td>78%</td>
<td>74%</td>
</tr>
</tbody>
</table>

Ninety percent of health plans in the United States use HEDIS to measure performance. As a result, HEDIS gives employers helpful data to evaluate the quality of different health plans.
**Breaking it down**

From educating members on preventive care to improving access to care to supporting members with chronic illnesses, health plans can make a difference in the health of their members.

HealthPartners is dedicated to improving the health of members – you can see our dedication in the HEDIS® results. Here’s what we do differently to achieve those results:

- Proactive outreach to members
- Design benefits to support preventive care
- Offer e-care, phone care and online services in benefit plans
- Support members in making decisions about their care
- Offer fully integrated health and wellness solutions
- Provide award-winning wellness, disease and case management programs
- Engage members in personalized programs based on their needs
- Measure and report results

For more information on each of the measures and a comparative tool, visit the NCQA website at [ncqa.org](http://ncqa.org).

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**NCQA’s ‘Excellent’ Accreditation status is reserved for the best health plans in the nation. It is only awarded to those plans that meet or exceed NCQA’s rigorous requirements for consumer protection and quality improvement and deliver excellent clinical care.**

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The scope of the NCQA HEDIS Compliance Audit includes the following domains: Effectiveness of Care; Access/Availability of Care; Satisfaction with the Experience of Care; Health Plan Stability; Use of Services; Cost of Care; and Health Plan Descriptive Information. HealthPartners has undergone a Full Audit. The included HEDIS measures were deemed reportable according to the NCQA HEDIS Compliance Audit Standards.

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For more information about HealthPartners award-winning care and service, call your broker or HealthPartners sales executive at 952-883-5200 or 800-298-4235.

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**General Notes:** HEDIS 2011 reports 2010 performance. These rates apply to HealthPartners commercial products.

“NCQA’s Private Health Insurance Plan Rankings 2011-12.”

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