Mission
Our mission is to improve the health of our members, our patients and the community.

Vision
Through our innovative solutions that improve health and offer a consistently exceptional experience at an affordable cost, we will transform health care. We will be the best and most trusted partner in health care, health promotion and health plan services in the country.

Values
Our values reflect HealthPartners at its best. They guide our actions each day as we strive to achieve our mission and vision.
• Passion
• Teamwork
• Integrity
• Respect

About HealthPartners
Founded in 1957, HealthPartners is the largest consumer-governed, non-profit health care organization in the nation. It is dedicated to improving the health of its members, patients and the community. HealthPartners provides a full-range of health plan services including insurance, administration and health and well-being programs. It serves more than 1.4 million medical and dental health plan members nationwide, and is the top-ranked commercial plan in Minnesota. Its Medicare plan has the highest rating (five stars), which only 11 plans in the nation achieved in 2013. Since its combination with Park Nicollet in 2013, its care system includes more than 1,700 physicians; five hospitals; 50 primary care clinics; 21 urgent care locations; and numerous specialty practices in Minnesota and western Wisconsin. In addition, Stillwater Medical Group, part of the HealthPartners family of care, includes 80 physicians serving the St. Croix Valley region. HealthPartners Dental Group has more than 60 dentists and 21 dental clinics. HealthPartners also provides medical education and conducts research through its Institute of Education and Research.

The HealthPartners family of health plans is underwritten and administered by HealthPartners, Inc., Group Health, Inc., HealthPartners Insurance Company or HealthPartners Administrators, Inc. Fully insured Wisconsin plans are underwritten by HealthPartners Insurance Company. Nothing in this report is intended as an offer of insurance.
At HealthPartners, we’re working hard to live up to our name. We know that to be your partner, we need to deliver top notch quality care, support your best health, offer more affordable care and coverage, a caring experience where you never feel lost, and a health plan that is simple to understand and use.

This year we made some remarkable progress. Here are a few examples:

• We opened a new mental health building at Regions Hospital. What is even more important than the building is the new hope-based approach to care and support for those experiencing mental illness, and the completely redesigned patient and family experience. Patients and families truly co-created this amazing approach to care with us. We appreciate that partnership.

• We received national endorsement for the first-ever total cost of care measure of affordability. In order to pay for better health results and offer more affordable care, we need a new way of paying for care that moves beyond “the more you do, the more you’re paid.” HealthPartners created a measure that focuses on making sure that the care is the right care at the lowest cost possible. It’s a real breakthrough in making care more affordable, and it’s now being adopted in many communities across the country.

• 50,000 people received care through virtuwell®, our new online and mobile-based clinic for treatment of 40 common health problems. virtuwell is a low cost, easy care option and it is available 24 hours a day, seven days a week. And, HealthPartners now offers worksite clinics for seven employers in our region, with more to come during 2013.

Each of these efforts, together with the others you’ll see highlighted here, are part of our strategy to truly improve health and health care, and to be the top choice for individuals and families in our communities. We won’t settle for less, and we know you won’t either.

Sincerely,

Mary K. Brainerd
HealthPartners President and CEO
2012
By the numbers

1,000 pounds of FREE veggies given away as a part of yumPower

40,000 VISITS to virtuwell®

Named one of the top 30 COMMERCIAL HEALTH PLANS in the nation*

1.4 million medical and dental MEMBERS

500,000 PATIENTS treated

#1 COMMERCIAL health plan in Minnesota*

300 active RESEARCH studies in the Institute for Education and Research

*NCQA Private Health Insurance Plan Rankings 2012-13
Health care in America is at a turning point. It still costs too much, too many people are left out, and it still isn’t as safe or as coordinated as it could be. Chronic illness incidence is on the rise, and health in our country is not nearly as good as many other places in the world. By the year 2021, the average family is projected to spend $41,868 on health care. These are the challenges we’re working to address.

We’re a unique organization that delivers care, insures people and their families, supports health and well-being, participates in education and research, and much more. Because of these capabilities we’re changing and improving the way we provide care and service to connect the dots to benefit our members, patients and the community.

Connecting the dots means expanding how we can best support those we serve. Many of the factors that determine how long and how well people live are outside of the exam room and hospital. In fact, research shows that only 20 percent of the length and quality of life is related to clinical care. The other 80 percent is based on factors like physical activity, tobacco and alcohol use, nutrition, where we live, education and family support. Simple things can make such a big difference – like walking 30 minutes a day, five days a week, which can cut the number of new diabetes cases in half, and lower the risk of heart disease by 40 percent.

By connecting the dots, we will transform health care—improving health through better quality, exceptional experience and more affordable care for our members, patients and the community.
Connecting the dots to support healthier, safer medicine use

With RxCheckup, members understand their medicines and save money

Medication and medication mismanagement are related to an estimated 1.5 million preventable adverse health events each year, according to the American Pharmacists Association.

For health plan members who take numerous medications, adverse events can be side effects they didn’t expect, taking a drug that is no longer needed or even unexpected interactions with herbal supplements. These events can result in emergency room visits, hospitalizations or even death.

RxCheckup helps members be safe, feel good – and sometimes save money. In a one-on-one appointment, a clinical pharmacist reviews the member’s medicines, including non-prescriptions, to check for interactions and help avoid side effects. They also discuss health goals and make sure the medications are a lifestyle fit. And if there’s a way to combine pills, find a generic, or get off of a medication, the pharmacist may save the member money.

The visits are worth it: 85 percent of participants said the program was completely worth their time. And 97 percent of participants made lifestyle changes that reduced their need for medicines.

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RxCheckup, HealthPartners Medication Therapy Management program, helps members be safe, feel good – and sometimes even save money.
Member finds back pain relief with coordinated care

Eighty percent of Americans will experience back pain at some point in life. For Connie Nelson, a HealthPartners patient and member, her pain was so excruciating that she was considering surgery.

With help from the Stillwater Medical Group, Physician’s Neck and Back Clinics and her HealthPartners plan, Connie was able to get her life back.

Connie’s options for pain relief were surgery or physical therapy. With advice from her care team, plus clear cost and coverage information from her plan, Connie decided to work with physical therapists on stretching, biking and lifting weights. “My pain was gone. The therapy totally changed my life.” Connie said. “I feel wonderful.”

Because HealthPartners designs health plans and provides care, we have a unique opportunity to provide better health and an exceptional experience for our members and patients. Like so many people who receive coordinated care from HealthPartners, Connie was able to trust that her providers were working as a team to support her, and she got quick information from her plan and providers to inform her care decision. Most importantly, she found pain relief and got back to her life.

“I never want to go back to that place of pain again,” Connie said.
Angie Ryden describes HealthPartners 24/7 online clinic virtuwell® in one word: priceless.

While up north at their cabin, Angie noticed her daughter had a mysterious rash on her neck. After completing a quick online survey at virtuwell.com, Angie got a call from nurse practitioner Gwen Verchota.

Angie uploaded a photo of her daughter’s rash from her iPhone, and within minutes, Gwen was able to make a diagnosis and get a prescription sent to a pharmacy of Angie’s choice.

For Angie, this “priceless” experience not only saved time – it saved money. Visits to virtuwell are no more than $40 or a copay, depending on your plan.

Connecting the dots to
get you quick, convenient care and service

**Online clinic saves family vacation**

Nine-eight percent of customers are willing to recommend the online clinic.

**Virtuwell® saves $88**

Research shows that virtuwell saves $88 per episode and an average of 2.5 hours of time.

**Five visits to virtuwell®** are covered under our Medicare plan, HealthPartners Freedom — and many of our groups offer covered visits under their employee plans!
Connecting the dots to

**take the guesswork out of health care costs and quality**

**Total Cost of Care measures are national standards**

Wouldn’t it be great if you could compare cost and quality of doctors as easily as doing a web search? Or if payment for care was based on good results instead of volume? Or if you could pinpoint the key drivers of health care costs at your company?

To do these things, you need information to help you. Over more than a decade, HealthPartners developed a set of total cost of care and resource measures that support these goals and others. In 2012, the measures were endorsed by the leading standards-setting body for health care – the National Quality Forum – and became a first-time national standard.

HealthPartners has released the measures free of charge so that hospitals and clinics, insurers, government agencies, employers and other organizations worldwide can use them to manage costs, improve affordability and delivery of health care – just as we have for our members and patients.
People across the community are eating more fruits and veggies thanks to HealthPartners yumPower, which aims to make eating better easy. Good nutrition can prevent many chronic diseases. yumPower is spreading this message throughout the community—from schools, to kitchens, to restaurants—and it’s making a difference.

This program was great. It raised awareness and kids began consciously choosing more fruits and vegetables from the salad bar.

- Teacher from Garlough Environmental Magnet School, School District 197

A year of eating better:
- 32 schools hosted the yumPower school challenge
- 1,400 people attended a yumPower cooking class
- 11,559 people downloaded the yumPower iPhone app
- 11,000 pounds of free veggies were given away.
- More than 200 gardens-in-a-box were grown for low-income families

Connecting the dots to encourage better-for-you eating

“More peas, please!”

People across the community are eating more fruits and veggies thanks to HealthPartners yumPower, which aims to make eating better easy. Good nutrition can prevent many chronic diseases. yumPower is spreading this message throughout the community—from schools, to kitchens, to restaurants—and it’s making a difference.

yumPower in the Schools
The HealthPartners yumPower School Challenge is a four-week pilot that encourages elementary students and teachers to increase fruit and vegetable intake by tracking how many fruits and vegetables they eat each week.

School Challenge success
- Students ate 16 extra tons of fruits and vegetables—an increase of 11 percent
- Students ate 22 percent more fruits and vegetables on the weekend
- Ninety-three percent of teachers would recommend the school challenge to other schools.
Almond-crusted chicken fingers

Description
Rather than a heavy coating, these chicken fingers are lightly covered in a spicy ground almond and whole-wheat flour mixture that’ll have the kids forgetting about fast food and begging for this dinnertime treat.

Ingredients
- Canola oil cooking spray
- ½ cup sliced almonds
- ¼ cup whole-wheat flour
- 1 ½ teaspoons paprika
- ½ teaspoon garlic powder
- ½ teaspoon dry mustard
- ½ teaspoon salt
- ¼ teaspoon freshly ground pepper
- 1 ½ teaspoons extra-virgin olive oil
- 4 egg whites
- 1 pound chicken tenders

Directions
1. Preheat oven to 475°F. Set a wire rack on a foil-lined baking sheet and coat with cooking spray.
2. Place almonds, flour, paprika, garlic powder, dry mustard, salt and pepper in a food processor; process until the almonds are finely chopped and the paprika is mixed throughout, about 1 minute. With the motor running, drizzle in oil; process until combined. Transfer the mixture to a shallow dish.
3. Whisk egg whites in a second shallow dish. Add chicken tenders and turn to coat. Transfer each tender to the almond mixture; turn to coat evenly. (Discard any remaining egg white and almond mixture.) Place the tenders on the prepared rack and coat with cooking spray; turn and spray the other side.
4. Bake the chicken fingers until golden brown, crispy and no longer pink in the center, 20 to 25 minutes.

Recipe Tips
Ingredient note: Dried egg whites are convenient in recipes like this one because you don’t have to figure out what to do with 4 egg yolks.

For more better-for-you recipes, cooking videos and tips for dining out, visit yumPower.com
How do you know when you're making a difference in people's lives? Usually, it's when they tell you!

Every year, J.D. Power and Associates gathers feedback directly from consumers on health plans nationwide. The results? HealthPartners has the “Highest Member Satisfaction among Commercial Health Plans in the Minnesota/Wisconsin Region” according to the J.D. Power and Associates 2013 U.S. Member Health Plan Study™.

Consumers rate overall member experience based on seven factors: coverage and benefits, provider choice, information and communication, claims processing, statements, customer service and approval process.

“Our organization is focused on making people healthier, making health care more affordable, and creating the best possible experience for patients and members,” said Mary Brainerd, President and CEO. “It is so rewarding for us to know that our efforts are not only being noticed, but standing out — especially when we hear it straight from our members.”

* HealthPartners received the highest numerical score among commercial health plans in the Minnesota-Wisconsin region in the proprietary J.D. Power and Associates 2013 U.S. Member Health Insurance Plan Study™. Study based on 33,533 total member responses, measuring eight plans in the Minnesota-Wisconsin Region (excludes Medicare and Medicaid). Proprietary study results are based on experiences and perceptions of members surveyed December 2012-January 2013. Your experiences may vary. Visit jdpower.com.
Connecting the dots to
make getting physical fun

Double dutch competition gets
St. Paul kids jumping

Can jumping rope improve the health of the community? You bet! Jumping rope is not only fun, it’s great exercise. In 2012, HealthPartners sponsored Jump Jam, a competition to find the best double dutch teams in the city of Saint Paul.

Nearly 300 kids and adults participated in the Jump Jam final competition, which was hosted by Radio Disney, the Saint Paul YWCA and the City of Saint Paul.

Jumping improves reading skills, memory and mental alertness.

Jumping rope for five to 10 minutes a day can provide the same health benefits as 30 minutes of jogging, two sets of tennis singles or 18 holes of golf.
Connecting the dots to

ease confusion about health insurance

At Ridgedale Center, current and prospective members find answers

Research shows that shopping for health insurance on your own is overwhelming and stressful. In fact, people liken it to the feeling of purchasing a car or a house!

This fall, HealthPartners found a way to meet potential customers face to face, to make shopping for health insurance by yourself less intimidating. At the health insurance shop at Ridgedale Center in Minnetonka, mall visitors could talk with licensed HealthPartners sales agents, ask questions and learn more about Medicare and individual plans. The shop also attracted current HealthPartners members, who could get quickly connected to Member Services for their questions.

The temporary shop was the first of its kind in Minnesota, and HealthPartners plans to continue to meet people where they are to help make insurance shopping easier.

975 people visited the HealthPartners insurance shop from Oct. 23 to Dec. 30.
Nothing can prepare you to hear the words, ‘You’ve got cancer.’

Connecting the dots to save lives

Cancer patient receives same-day diagnosis and treatment

Nothing can prepare you to hear the words “You’ve got cancer.” It was a Friday afternoon when John, a 39-year-old HealthPartners patient, got the news at the Nokomis Clinic.

John had been experiencing flu-like symptoms for weeks when he went to see a HealthPartners nurse practitioner who ordered blood tests. The tests showed he had leukemia and was in a crisis—more than 30 percent of his blood cells were abnormal. Clinicians knew that at this stage, hours, even minutes, count.

The entire care team knew he needed treatment fast. They connected dots on his behalf very quickly—all in one day. Between the clinic, the lab, the hospital, social work and oncology, John was able to begin treatment for his cancer that same day.

The oncologist personally met John at Regions with a wheelchair and brought him to the Cancer Center. Thanks to nearly a dozen colleagues who connected the dots for John, he was able to begin treatment at Regions Hospital Cancer Center that night.

A social worker met him to talk about ways to find comfort including managing his anxiety.

Complementary care therapists at Regions provided massage therapy and reiki, a Japanese technique for stress reduction and relaxation, to help offer John comfort and reduce his anxiety during this difficult time.

When you need to get care, a quick and coordinated experience is valuable. HealthPartners helped John start treatment for cancer the same day he was diagnosed.
Connecting the dots to **end stigma and create a healing space**

**Patients help design new mental health building, new model of care**

Mental illnesses affect individuals and families from every walk of life. In fact, one in five Minnesotans experience mental illness directly and countless others feel the effects of these illnesses every day. At HealthPartners, our approach is simple: invest in and bring together the full range of care, knowledge and compassion we’ve provided for decades – in the hospital, at the clinic or on the phone.

Melissa Hensley is an assistant professor in the social work department at Augsburg College and has worked extensively with patients experiencing mental illness. She has also received care for bipolar disorder. Hensley brought this experience to her role as a member of the new Circle of Support patient and family advisory council at Regions Hospital, which opened up a new 100-bed mental health building in December – the biggest private investment in mental health care in state history.

Hensley had a voice in helping the hospital create a new model for treating patients experiencing a mental illness, advised the hospital on the new mental health building and more.

Partnering with the National Alliance on Mental Illness (NAMI) and the community, the focus was to create a welcoming and caring environment for patients and family members, while connecting the dots for patients during and after the hospital stay. That means offering patients new tools and resources necessary to remain healthy after leaving the hospital.

Connecting the dots on behalf of mental health patients is just the beginning. In partnership with NAMI, HealthPartners launched an anti-stigma campaign titled “Make It OK” with a goal of spreading the message that it’s okay to have a mental illness, to talk about it and ask for help.

“Creating a supportive, healing environment was our top priority in planning this new space.”

*Brock Nelson, Regions Hospital president and CEO.*
**New clinics open across the region**

HealthPartners Clinics expanded across the Twin Cities in 2012 with several clinic openings and ground breaking ceremonies. The Stillwater Medical Group Mahtomedi Clinic opened in October with family practice, internal medicine, urgent care, an onsite lab and radiology services. The Nokomis Clinic opened in South Minneapolis in October and brings the neighborhood its first urgent care clinic.

HealthPartners also broke ground in the North Metro twice in 2012, beginning with the Anoka Clinic in August. The 60,000 square-foot clinic will be located off of Highway 10 in Anoka. The design of the clinic, which opens in August of 2013, will reflect input from patients, community members and health care professionals.

In partnership with Children’s Hospitals and Clinics, HealthPartners broke ground on a new Hugo clinic in November. The new location will have a HealthPartners Clinic for patients of all ages, a night and weekend urgent care and will also be home to the Northeast Pediatric Clinic. The clinic is expected to open in mid-2013.

**HealthPartners first in Minnesota to hire dental therapists, improving access to care**

Lack of access to dental care is one of the most pressing health issues for children and adults in Minnesota, especially for those who are low-income, have a disability or have special needs. HealthPartners is closing that gap by being the first dental clinic in the state to hire dental therapists. This mid-level provider is the dental equivalent of a nurse practitioner. In 2009, Minnesota became the first state in the nation to approve the creation of dental therapists. As part of the law, a majority of the dental therapist’s practice must be invested in public health or clinics that see Medicaid patients.

HealthPartners Dental Clinics see the state’s largest number of Medicaid patients.
Connecting the dots to

**make health care more mobile**

*With the touch of a finger, members access health care resources on-the-go*

One of the most common questions HealthPartners members ask is, “How much have I spent this year toward my plan deductible?”

This simple question about plan balances is now easier to answer. With the myHealthPartners app and mobile site, HealthPartners plan members can view balances of deductibles, out-of-pocket maximums, flexible spending accounts, and health savings accounts simply by pulling out their mobile phone.

The balance-checking capabilities of myHealthPartners make health care easier for consumers to use and understand – especially as both smartphones and health plans with deductibles, health savings accounts, flexible spending accounts, and health reimbursement accounts become popular.

myHealthPartners can also help members with needs like refilling a prescription, getting 24/7 nurse advice through HealthPartners CarelineSM service, finding a HealthPartners care location, or viewing and faxing a Member ID card.

The myHealthPartners app is free and available in the iTunes App Store or as a mobile site for users who visit healthpartners.com from a smartphone.
Connecting the dots to share best practices in health care

HealthPartners featured in new book on improving health

HealthPartners is featured in The Institute for Healthcare Improvement’s new book, Pursuing the Triple Aim: Seven Innovators Show the Way to Better Care, Better Health and Lower Costs.

The co-authors of the book, Institute for Healthcare Improvement (IHI) President and CEO Maureen Bisognano and health care journalist Charles Kenney, refer to HealthPartners as one of the greatest health care organizations anywhere in the world.

The Triple Aim—improving health, enhancing patient experience and making health care more affordable for all—is a key part of our mission to improve the health of our members, patients and the community. By working to deliver on these aims, HealthPartners is transforming the way health care is delivered.
Key milestones and accomplishments

- HealthPartners Freedom Medicare plan received a five-star rating from the Centers for Medicare and Medicaid Services 2013 plan ratings. Freedom is one of only 11 plans in the nation to receive Medicare’s highest rating, earning a spot in the top 1.95 percent.

- HealthPartners won the 2012 American Medical Group Association Acclaim Award for improving health outcomes and quality of life.

- Regions Hospital was named a Leapfrog Top Hospital.

- Lakeview Hospital was named a Thomson Reuters Top Hospital for the fifth time.

- NCQA named HealthPartners the top health plan in Minnesota for the eighth year in a row. HealthPartners health plan was also ranked 28th nationally, which is the top 6 percent.

- HealthPartners was named the “Most Awesome Healthiest Employer” by the Minneapolis/St. Paul Business Journal and was one of the first organizations in the country to earn HealthLead accreditation for being a healthy workplace.

- virtuwell expanded to Michigan. virtuwell also went mobile. Consumers can now access the convenient 24/7 online clinic on their smart phones too.

- HealthPartners Pharmacy medicine take-back program has properly disposed of 1,085 pounds of medication. In 2012, more than 1,222 people used the medicine take-back program. HealthPartners offers 12 collection sites as a part of our sustainability program, with more coming soon.
• HealthPartners West Clinic in St. Louis Park offered a drive-thru flu clinic in October, providing a convenient and easy way for patients to get flu shots.

• HealthPartners was named the ‘Most Wired’ by Hospital and Health Networks magazine for the third year in a row.

• Elizabeth Reeve, MD, HealthPartners Medical Group, was named the 2012 Psychiatrist of the Year by Minnesota Psychiatric Society.

• Gary Collins, MD, chief of surgery at Regions Hospital, was honored as one of the Minneapolis/St. Paul Business Journal’s ‘40 Under 40’.

• Megan Remark, senior vice president, HealthPartners Specialty Care, received the Minneapolis/St. Paul Business Journal’s 2012 Women in Business Award.

• Mary Brainerd, HealthPartners President and CEO was a finalist for Modern Healthcare magazine’s 2012 Community Leadership Award.

• HealthPartners volunteer Dave Kettering and his dog Sasha were named Volunteer of the Year by the Minnesota Network of Hospice & Palliative Care.

• For the past three years, HealthPartners has sponsored a Twin Cities Habitat for Humanity build, bringing together employees, from multiple locations to build a home for a family in need. In August, more than 60 colleagues volunteered time to build a house in Minneapolis.

• Hudson Hospital was named a 2013 Top 100 Critical Access Hospital by iVantage Health Analytics, a healthcare business intelligence and technology company.
Connecting the dots to be better, together

HealthPartners and Park Nicollet combine with shared vision

Our ability to connect the dots and improve care gained more strength this year through the combination of HealthPartners and Park Nicollet.

Together, we now serve more than a million patients and 1.4 million members. These numbers are big — but this partnership wasn’t created because “bigger is better.” The combination will improve health care by providing stronger coordination of patient care, shared planning and investments, and new links between care and insurance that will lead to more transparency, choice and value for consumers. “HealthPartners and Park Nicollet share the same mission: making people healthier, making health care more affordable, and creating the best possible experience for our patients and members,” said HealthPartners President and CEO Mary Brainerd. “Separately, and in partnership, we’ve worked toward these goals in the Twin Cities area for decades. Together, we’ll be better able to pursue this mission across our region for the benefit of the people we serve.”

By working together, we will be able to make a bigger impact toward positive change in health care for our entire community.

-Mary Brainerd, President and CEO
HealthPartners®

2012 Board of Directors

Standing l to r: Jim Malecha; Susan Hoyt; Tom Brinsko; John Gherty; Mary Brainerd; Brian Rank, MD; Teresa Morrow; Jane Brown; Matt Smith; Chris Tashjian, MD

Seated l to r: Luz Maria Frias; Ann Wynia; Barbara Kaufman