



HealthPartners®

2018

Annual Report



Founded in 1957, HealthPartners is the largest consumer-governed, nonprofit health care organization in the nation providing health care, health plan financing and administration, and medical research and education.

MISSION

WHY WE'RE HERE

To improve health and well-being in partnership with our members, patients and community.

VISION

WHERE WE'RE HEADED

Health as it could be, affordability as it must be, through relationships built on trust.

VALUES

WHAT GUIDES OUR ACTIONS

Excellence | Compassion
Partnership | Integrity

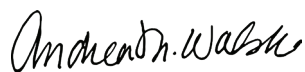
Message from Andrea

It's time for a change in health care. And lots of open, honest conversation about how to make it better. Our vision – health as it could be, affordability as it must be, through relationships built on trust – signals the kind of change we believe is needed.

As an organization providing care and coverage while conducting research and medical education, we've always had a unique view of the health care landscape. It inspires us to consistently improve and innovate for those we serve.

Today, that same perspective is helping us redouble our focus on what our members and patients want most. Great care and coverage that's convenient and reliable, no matter who you are. Costs that people can afford, with no surprises. Receiving value that feels worth it. And care and health support you can trust, no matter what. In short, we all want to make it simple and affordable for everyone.

We know this is an aggressive goal, and we firmly believe the health and well-being of our members, patients and community requires us to set our aims high. I'm proud that the team of 26,000 people at HealthPartners is working every day – in partnership with many others – to care for and serve our patients, members and the community. As we continue the conversation, I'm pleased to share some of our most important and innovative work in this annual report.



ANDREA WALSH

President and CEO, HealthPartners



Table of contents

Making care and coverage simple and affordable	4
Leading quality and innovation	6
Extending our mission through growth	10
Building healthy communities	12
Becoming the best place to work with the healthiest team	15

SmartCareSM gives people a choice and lets you know upfront costs

HealthPartners is expanding SmartCare, an innovative approach that gives people a choice in care and can help save money. A clinic guide helps SmartCare patients find the most convenient and affordable care option. You choose care from a team of doctors, nurse practitioners and physician assistants and whether you would like a virtual or in-person visit. SmartCare provides upfront pricing to avoid surprise medical bills and it's reduced total cost of care by 10 to 20 percent.

After a successful pilot program in St. Louis Park, HealthPartners opened two more SmartCare clinics in 2018 in Maplewood and St. Paul. The new clinics serve members who enroll in the SmartCare plan, a new offering for employer groups.



Virtuwell.com is another way patients can save time and money. Certified nurse practitioners are available 24/7 online or by phone to diagnose and treat more than 60 common conditions. A visit costs \$49 or less depending on insurance and saves an average of \$148 per visit compared to care in traditional settings.

 **virtuwell.com**

Members can comparison shop with healthpartners.com pharmacy tool

The price of one medication can vary from pharmacy to pharmacy and even week to week. A tool on [healthpartners.com](https://www.healthpartners.com) helps members find the lowest price based on their own health plan benefits. In 2018, more than 21,000 members transferred a prescription to a new pharmacy and saved \$15 or more. Many families transferred all of their medications and saved more than \$1,000.

Our pharmacy tool is just one convenient feature on [healthpartners.com](https://www.healthpartners.com). Patients can also log in to schedule an appointment, see test results and more.



Home test kits help more patients and members get screened for colon cancer

Colon cancer can be prevented if abnormal growths are caught early. However, some people are hesitant to have a colonoscopy. In 2017, HealthPartners began sending home test kits to patients in our clinics and to members enrolled in our Medicare and commercial health plans who had not had a screening in the recommended time.

More than 25,000 patients and 7,000 members who might not have been screened completed the home test. And it's potentially life-saving — the tests revealed that at least 80 people needed care to remove pre-cancer polyps or to treat cancer.

Home test kits allow people to mail a stool sample in to a lab to test for signs of colon cancer.



HealthPartners receives CMS Health Equity Award

HealthPartners is proud to be a recipient of the 2019 Health Equity Award from the Centers for Medicare and Medicaid Services. The award recognizes our commitment and progress in reducing and eliminating disparities in health care quality and access.

Donna Zimmerman, HealthPartners Senior Vice President of Government and Community Relations; Cara James, PhD, Director of CMS Office of Minority Health and Andrea Walsh, HealthPartners President and CEO



Award-winning care and coverage

TOP 15 HEALTH SYSTEM

For three years in a row (2017-2019), IBM Watson Health named HealthPartners a Top 15 Health System for preventing infections and complications, shorter emergency wait times, lower spending and higher patient satisfaction.



HIGH-PERFORMING HEALTH PLANS

For 14 years the National Committee for Quality Assurance has recognized HealthPartners as the highest or one of the highest performing commercial health plans in Minnesota for care and customer satisfaction.

HIGH-PERFORMING MEDICAL GROUPS

The 2018 MN Community Measurement report shows that HealthPartners Clinic and Park Nicollet Clinic are among the top performing medical groups in Minnesota for high-quality care.

AMERICA'S BEST HOSPITALS

Healthgrades named Regions Hospital one of America's 50 Best Hospitals™ (2016-2019), putting it in the top 1 percent of hospitals for clinical excellence. Methodist Hospital is among America's 100 Best Hospitals™ (2017-2018), putting it in the top 2 percent of hospitals for clinical excellence.



A safer way to diagnose appendicitis in children

Abdominal pain is one of the most common reasons children visit the emergency department. Doctors often order an ultrasound or CT scan to determine if the cause is appendicitis. That exposes kids to radiation and it adds cost. Researchers from HealthPartners Institute and Children's Minnesota developed a tool that is safer than these tests to help identify when kids have appendicitis. The research is published in the **April 2018 issue of Pediatrics.**

HealthPartners joins national cancer research database

HealthPartners Institute is part of a national effort to learn more about how to prevent and treat cancer. Funded by a \$12 million grant from the National Cancer Institute, our Institute researchers are analyzing blood, urine and saliva samples from 20,000 patients. Other organizations participating in the research include Henry Ford Health System in Michigan, Marshfield Clinics Research Institute in Wisconsin, Kaiser Permanente, Sanford Health, and the University of Illinois Chicago.

Groundbreaking research on treatment for Alzheimer's

HealthPartners Institute researchers continue to develop breakthrough treatment that slows the progression of Alzheimer's disease. Intranasal insulin works by delivering medication directly to the brain in a mist through the nose. Now, our International Diabetes Center is conducting a study to see if intranasal insulin can help patients with type 1 diabetes restore their ability to sense low blood sugar. Without this sense, patients miss warning signs that lead to medical emergencies.



HealthPartners Institute researcher William Frey II, PhD, developed intranasal insulin.

Treating chronic pain while reducing the use of opioids

5.4 MILLION

Reduced number of pills prescribed*

Opioids can help you recover after surgery or an injury that will heal in a few days. For chronic pain, our four pain management clinics provide treatment that is safer and more effective than opioids. We're making progress. Opioid prescriptions are down and our hospitals have seen a 23 percent decrease in the number of opioid overdoses between 2017 and 2018. Learn more at healthpartners.com/pain.

*Based on number of pills prescribed from August 2015–July 2016 compared to August 2017–July 2018

A better way to treat mental illnesses in any language

Group therapy is one of the most effective ways to treat mental illnesses. But that's often out of reach for people who do not speak English. In 2017, Regions Hospital began providing simultaneous interpretation. This allows patients to participate in group therapy without any slowdown. Using this technology has allowed patients to leave the hospital about four days sooner.



Community health workers bridge gaps to advance health equity

For people who are new to the U.S., the emergency room might seem like a good place to get care. However, for simple medical problems, a primary care clinic is often faster and less expensive. HealthPartners has two community health workers who connect patients to a primary care doctor and reduce unnecessary use of the emergency room. They also provide community resources for things that everyone needs to be in good health, such as housing, food and transportation.



Nearly 100
visits each month



Over 400
people served
in St. Paul



46%
reduction in ER visits
among those served

Hutchinson Health joins HealthPartners

As a nonprofit health care organization, we measure success by our progress in improving health and well-being. We started in 1957 with about 2,000 members and patients. Today, we serve more than 1.8 million medical and dental members and more than 1.2 million medical and dental patients.

We are continuing to grow with new regional partnerships. In 2018, our care group welcomed Hutchinson Health in central Minnesota. With a 66-bed, Level 3 Trauma Center, including 12 mental health beds, and primary and specialty clinics, Hutchinson Health has a five-decade tradition of providing excellent care in its community.



Hutchinson Health broke ground in 2019 for a new medical and surgical inpatient care unit that will add 18 patient rooms.



More choices for care and coverage

Residents in northeastern Wisconsin have more choices through our collaboration with Bellin Health and ThedaCare health systems. **Robin with HealthPartners** offers group insurance for employers, as well as Medicare coverage.

In Iowa and western Illinois, **HealthPartners UnityPoint Health** combines the award-winning health plan and administration of HealthPartners with an extensive provider network including UnityPoint Health. The plans are available to commercial and Medicare members.

In North and South Dakota, HealthPartners offers small and large group health plans with an extensive provider network. We also partner with **Sanford Health** to offer Medicare cost plan options.

Nearly 66,000 seniors enrolled in our new **Medicare Advantage and Supplement** plans for 2019. Seniors had to find new plans due to a change in rules by the Centers for Medicaid and Medicare Services.



More care for mental health

HealthPartners made a significant investment in behavioral health in 2018. We opened a new short-term residential treatment program in Maplewood called Afton Place. This provides treatment for patients who no longer need hospital care, but do need additional therapy to help them make a smooth transition home.

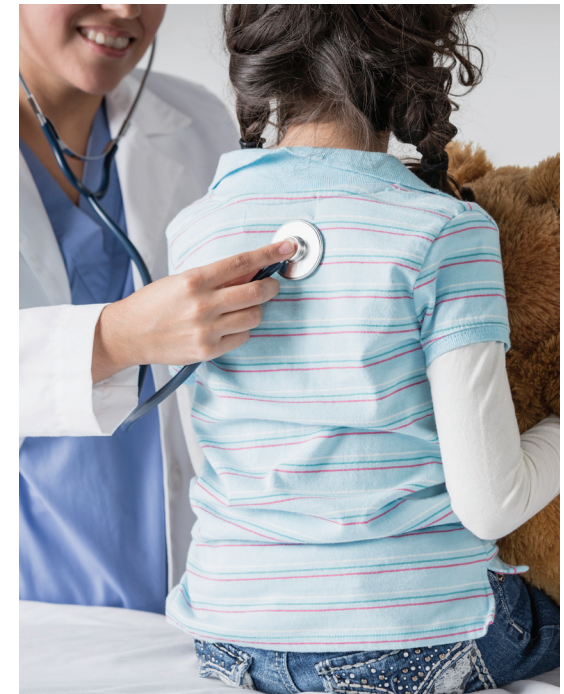
In addition, our new HealthPartners Regions Behavioral Health – Woodbury clinic is twice the size of the former clinic, with 16 additional clinicians. Services include child psychiatry, where the need is particularly great, developmental pediatrics and eating disorder therapy from Melrose Center.



This sensory integration room at Afton Place provides a healing space for patients to build resilience and calm and manage emotions.

HealthPartners Institute helps reduce doctor shortage in western Wisconsin

Two new residents in family medicine began training in 2018 in a HealthPartners Institute program to increase access to care in rural areas. The residents will train at Amery Hospital & Clinic or Westfields Hospital & Clinic in New Richmond. Since many physicians continue to practice where they complete a residency, the program is expected to increase the number of physicians in western Wisconsin.



Focusing on the importance of brain development in children

It might seem simple, but playing, talking, reading and singing are among the most important things kids need for brain development. And whether or not a young child experiences these moments will affect their learning and opportunities for the rest of their life. To make sure that every child in our community has this advantage, we're partnering with people from 200 organizations on a community campaign called Little Moments Count.

Other initiatives we're working on to improve the lives of children:

- Free books in seven languages for every child at well-child clinic visits
- Screening new mothers for postpartum depression
- Support for pregnant women to have a chemical-free pregnancy and birth
- Support for breastfeeding from lactation consultants



School Challenge makes the healthy choice the easy choice for kids and families

More than 60 elementary schools in Minnesota and western Wisconsin are participating in the 2019 season of our HealthPartners PowerUp School Challenge. Now in its eighth year, the program helps build a school culture that makes it fun and easy for kids to try to eat five fruits and vegetables and be physically active every day.



St. Paul Saints add more family fun with PowerUp Play Zone

A play area at the Saints' CHS Field gets kids moving and encourages better eating. It includes:

- A 12-foot high climbing wall with fruit and veggie hand grips
- The fruit chute slide
- Club Clementine where kids can twist and shout with Rad Raspberries and Groovy Grapes



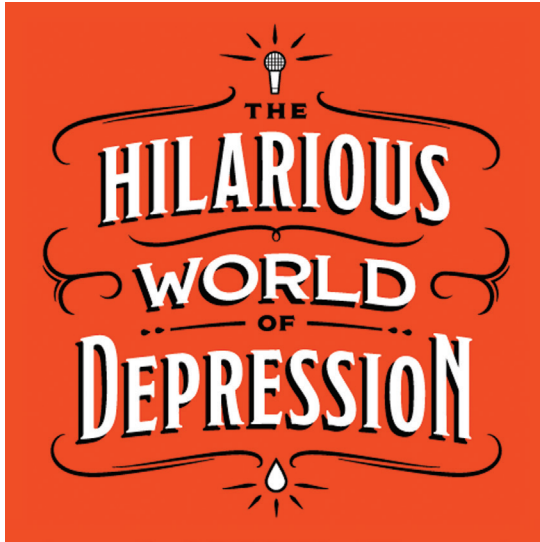
Veggie giveaways make it easy to try for five

Eating five fruits and veggies and being physically active on most days is the number one way we can all be in the best health possible. To promote good health in our community, our veggie giveaways have distributed more than 16,000 bags of fresh food since 2011.



Award-winning podcast helps reduce stigma of mental illness

HealthPartners and our Make It OK campaign have been proud to sponsor three seasons of this award-winning podcast. **The Hilarious World of Depression** features comedians, musicians and other artists who talk about living with depression or other mental illnesses. The podcast has had 9.5 million downloads since it launched in 2016.



Twin Cities Pride

HealthPartners has supported the Pride festival and parade for more than 20 years. In 2018 we were honored to receive the Corporate Champion of Pride Award. It recognizes our work to provide equitable care for the LGBTQ community.



Practice Greenhealth

HealthPartners is proud to receive Practice Greenhealth's System for Change Award, the highest honor from the nation's leading organization dedicated to environmental sustainability in health care.



A culture where every person is welcomed, included and valued

Mohammed Ahmed is a HealthPartners President's Award winner and one of more than 100 staff interpreters who serve patients in 11 languages at our hospitals and clinics. Fostering a culture where every colleague feels welcomed, included and valued is essential to providing quality care and ensuring health equity for every member and patient.

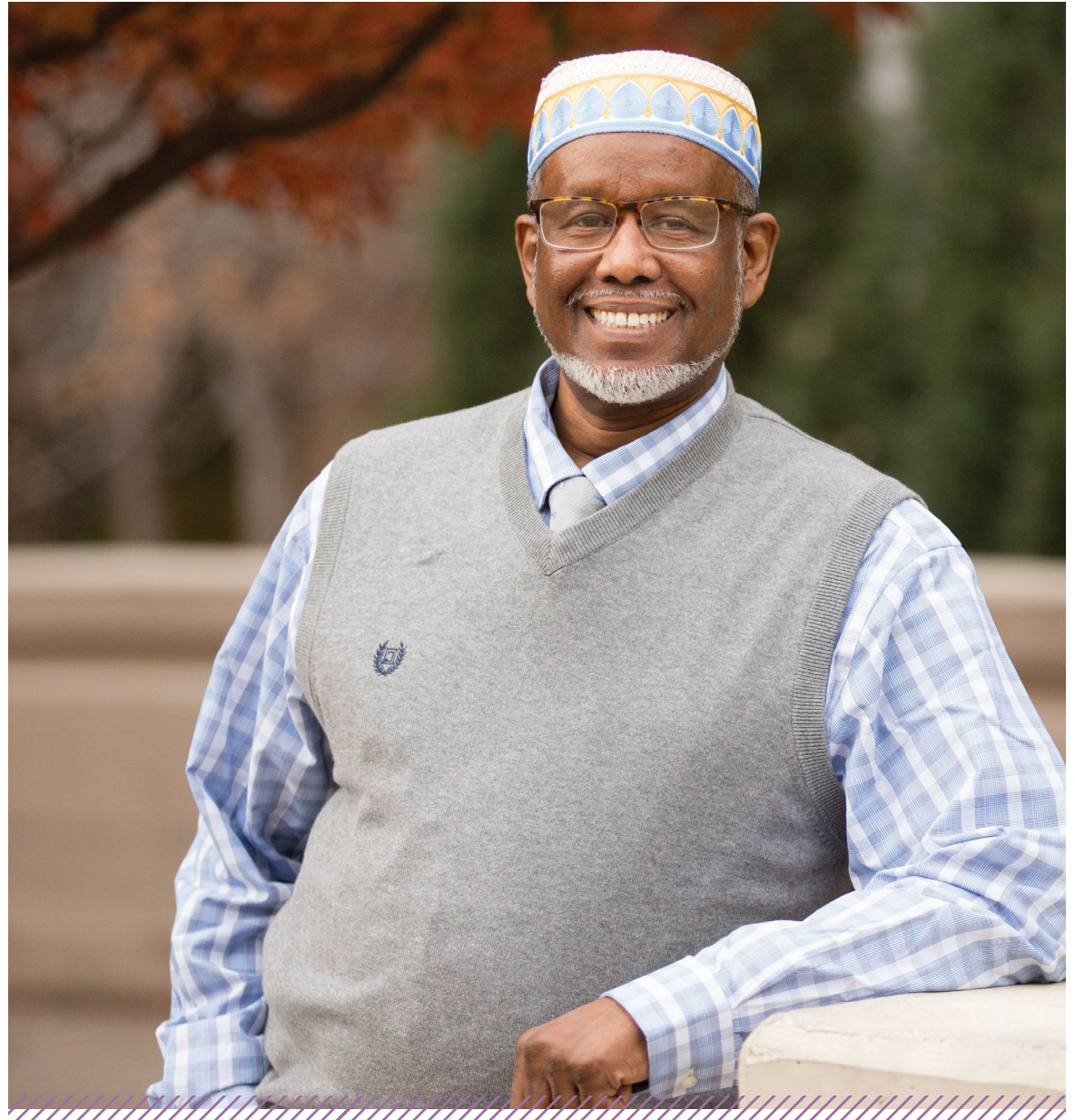
89% POSITIVE RESPONSE

Our annual engagement survey asks colleagues if they feel free to voice their opinion, feel valued as an individual, and if they feel they are treated with respect.

| 2018 Best Hospital Workplace

A Head + Heart, Together culture earned Methodist Hospital recognition from the Minnesota Hospital Association.

head+heart, together 





How to reach us:

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