

Outperforming industry benchmarks

A consistent leader in driving lower costs through health improvement*

HealthPartners uses unique health programs, engagement initiatives and innovative payment approaches to incentivize and reward high-quality care that's affordable. By partnering with providers, members, purchasers and communities, **HealthPartners delivers 10% lower total costs than the Minnesota benchmark and 9% lower than the Wisconsin benchmark.**

HealthPartners results

- **Delivering care to members more effectively than the competition.** HealthPartners' illness burden-adjusted Total Cost of Care (TCOC) is measurably lower than comparative Minnesota, Wisconsin and regional benchmarks.
- **Effectively coordinating care delivery.** HealthPartners plans are one of the top-rated private (commercial) health plans in Minnesota and one of the highest-rated health plans in the nation, with a rating of 4.5 out of 5*
- **Eliminating barriers and engaging members in preventive care, successfully.** 89-90% of HealthPartners Minnesota, Wisconsin, and regional members are actively engaged in their health. These rates are 4-5% higher than the comparative benchmarks, indicating HealthPartners has fewer barriers to receiving preventative and acute care, and treatment of chronic conditions.

Pharmacy achievements

HealthPartners integrated clinical programs, regular formulary evaluation, specialty pharmacy management and aggressive manufacturer contracting contribute to our outstanding outcomes.

HealthPartners pharmacy results:

Minnesota	19% lower total pharmacy costs 6% better generic prescribing rate
Wisconsin	23% lower total pharmacy costs 7% better generic prescribing rate
Regional	20% lower total pharmacy costs 6% better generic prescribing rate

TCOC achievements

IBM Watson Health found HealthPartners' illness burden-adjusted Total Cost of Care to be lower than the Minnesota, Wisconsin and regional benchmarks.*

HealthPartners TCOC results:

Minnesota	10% lower total health care costs
Wisconsin	9% lower total health care costs
Regional	7% lower total health care costs

*HealthPartners engaged IBM Watson Health to compare their illness burden-adjusted Total Cost of Care results to IBM Watson Health's benchmarks, which consists of **17 million commercial members**.

Outperforming industry benchmarks

A consistent leader in driving lower costs through health improvement*

HealthPartners uses unique health programs, engagement initiatives and innovative payment approaches to incentivize and reward high-quality care that's affordable. By partnering with providers, members, purchasers and communities, **HealthPartners delivers 10% lower total costs than the Minnesota benchmark.**

HealthPartners results

- **Delivering care to members more effectively than the competition.** HealthPartners' illness burden-adjusted Total Cost of Care (TCOC) is measurably lower than comparative Minnesota and regional benchmarks.
- **Effectively coordinating care delivery.** HealthPartners plans are one of the top-rated private (commercial) health plans in Minnesota and one of the highest-rated health plans in the nation, with a rating of 4.5 out of 5*
- **Eliminating barriers and engaging members in preventive care, successfully.** 89-90% of HealthPartners Minnesota and regional members are actively engaged in their health. These rates are 4-5% higher than the comparative benchmarks, indicating HealthPartners has fewer barriers to receiving preventative and acute care, and treatment of chronic conditions.

Pharmacy achievements

HealthPartners integrated clinical programs, regular formulary evaluation, specialty pharmacy management and aggressive manufacturer contracting contribute to our outstanding outcomes.

HealthPartners pharmacy results:

Minnesota

19% lower total pharmacy costs
6% better generic prescribing rate

Regional

20% lower total pharmacy costs
6% better generic prescribing rate

TCOC achievements

IBM Watson Health found HealthPartners' illness burden-adjusted Total Cost of Care to be lower than the Minnesota and regional benchmarks.*

HealthPartners TCOC results:

Minnesota

10% lower total health care costs

Regional

7% lower total health care costs

*HealthPartners engaged IBM Watson Health to compare their illness burden-adjusted Total Cost of Care results to IBM Watson Health's benchmarks, which consists of **17 million commercial members.**

Outperforming industry benchmarks

A consistent leader in driving lower costs through health improvement*

HealthPartners uses unique health programs, engagement initiatives and innovative payment approaches to incentivize and reward high-quality care that's affordable. By partnering with providers, members, purchasers and communities, **HealthPartners delivers 7% lower total costs than the regional benchmark.**

HealthPartners results

- **Delivering care to members more effectively than the competition.** HealthPartners' illness burden-adjusted Total Cost of Care (TCOC) is measurably lower than comparative regional benchmark.
- **Effectively coordinating care delivery.** HealthPartners plans are one of the top-rated private (commercial) health plans in Iowa and one of the highest-rated health plans in the nation, with a rating of 4.5 out of 5*
- **Eliminating barriers and engaging members in preventive care, successfully.** 90% of HealthPartners regional members are actively engaged in their health. These rates are 5% higher than the comparative benchmarks, indicating HealthPartners has fewer barriers to receiving preventative and acute care, and treatment of chronic conditions.

Pharmacy achievements

HealthPartners integrated clinical programs, regular formulary evaluation, specialty pharmacy management and aggressive manufacturer contracting contribute to our outstanding outcomes.

HealthPartners pharmacy results:

Regional

20% lower total pharmacy costs
6% better generic prescribing rate

TCOC achievements

IBM Watson Health found HealthPartners' illness burden-adjusted Total Cost of Care to be lower than the regional benchmark.*

HealthPartners TCOC results:

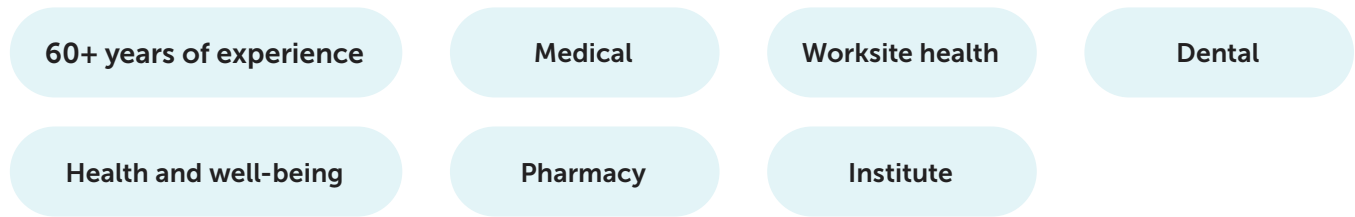
Regional

7% lower total health care costs

*HealthPartners engaged IBM Watson Health to compare their illness burden-adjusted Total Cost of Care results to IBM Watson Health's benchmarks, which consists of **17 million commercial members.**

A health solutions organization

Care and plan integration expertise



Fulfilling the Triple Aim



Health
HealthPartners plans are one of the top-rated private (commercial) health plans in Minnesota and one of the highest-rated health plans in the nation, with a rating of 4.5 out of 5*

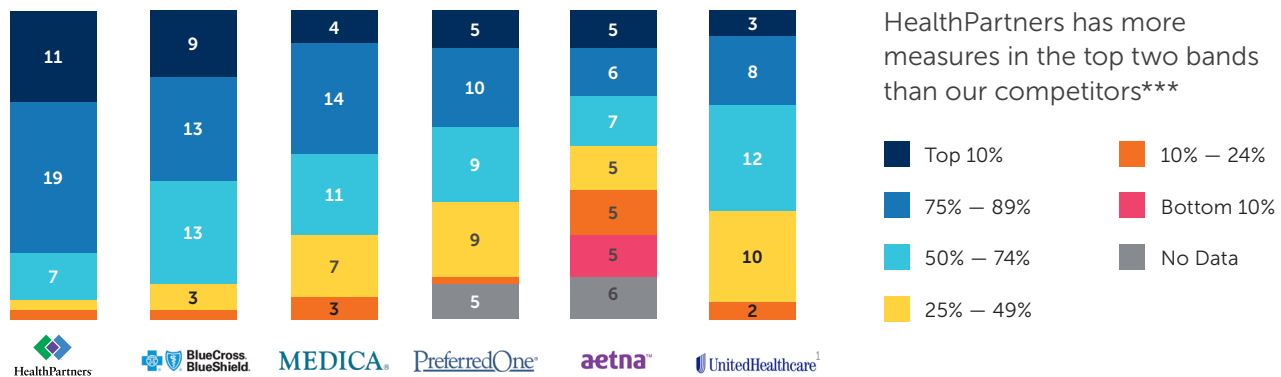
Affordability
IBM Watson Health compared HealthPartners' illness burden-adjusted total cost of care and found it to be lower than the IBM Watson Health's benchmarks:

- 10% lower than Minnesota costs
- 7% lower than regional costs

Experience
For the last 13 years, HealthPartners earned the highest overall member plan rating among Minnesota health plans**

Health plan quality measures: Minnesota plans

2019 HEDIS results: Commercial - 39 measures



*NCQA Private Health Insurance Plan Ratings 2019-2020.

**According to the 2007-2019 Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

***The source for data contained in this publication is Quality Compass® 2019 and is used with the permission of the National Committee for Quality Assurance (NCQA). Quality Compass 2019 includes certain CAHPS data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass is a registered trademark of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

¹ UnitedHealthcare has only recently entered the market in MN. As such, no data for 2018 was available for UHC: Minnesota, instead UHC: Wisconsin was used as a proxy. Additionally, note that as HEDIS measures are retrospective (they look back in time for services). Rates based off of current year dates of service (2019) will not be available for UHC: Minnesota until 2020.

A health solutions organization

Mission

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

Vision

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

Values

Excellence, compassion, partnership and integrity.

Fulfilling the Triple Aim



Health

HealthPartners plans are one of the top-rated private (commercial) health plans in Wisconsin and one of the highest-rated health plans in the nation, with a rating of 4.5 out of 5.*

Affordability

IBM Watson Health compared HealthPartners' illness burden-adjusted total cost of care and found it to be lower than the IBM Watson Health's benchmarks:

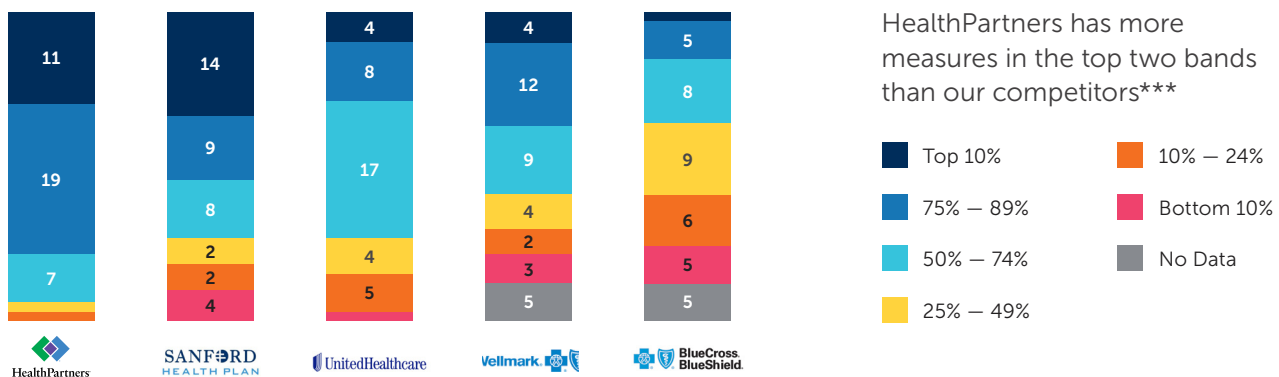
- 7% lower than regional costs

Experience

HealthPartners earned the highest overall member plan rating among Iowa health plans**

Health plan quality measures: Iowa plans

2019 HEDIS results: Commercial - 39 measures



*NCQA Private Health Insurance Plan Ratings 2019-2020.

**According to the 2007-2019 Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

***The source for data contained in this publication is Quality Compass® 2019 and is used with the permission of the National Committee for Quality Assurance (NCQA). Quality Compass 2019 includes certain CAHPS data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass is a registered trademark of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

A health solutions organization

Mission

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

Vision

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

Values

Excellence, compassion, partnership and integrity.

Fulfilling the Triple Aim



Health

HealthPartners plans are one of the top-rated private (commercial) health plans in Wisconsin and one of the highest-rated health plans in the nation, with a rating of 4.5 out of 5.*

Affordability

IBM Watson Health compared HealthPartners' illness burden-adjusted total cost of care and found it to be lower than the IBM Watson Health's benchmarks:

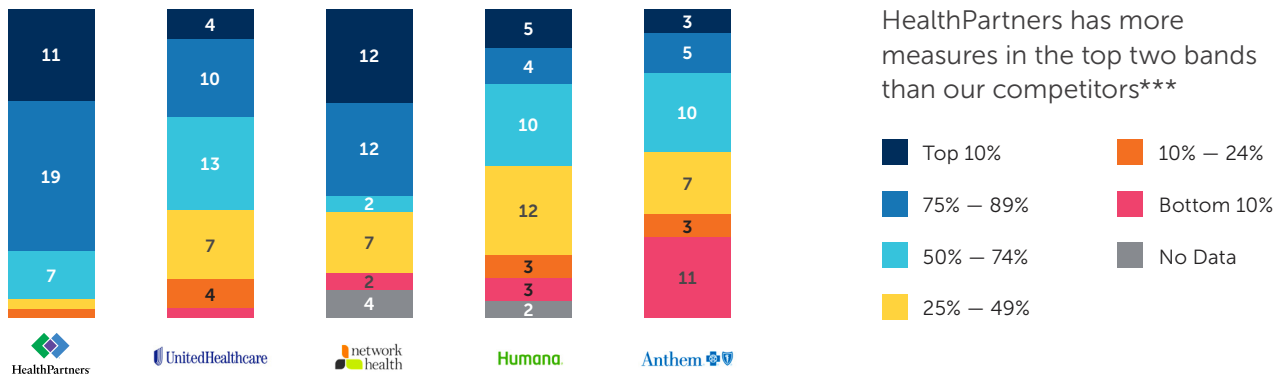
- 9% lower than Wisconsin costs
- 7% lower than regional costs

Experience

HealthPartners is a top plan for overall member satisfaction in the Minnesota/Wisconsin region, based on the 2020 J.D. Power Member Health Plan Study.

Health plan quality measures: Wisconsin plans

2019 HEDIS results: Commercial - 39 measures



*NCQA Private Health Insurance Plan Ratings 2019-2020.

***The source for data contained in this publication is Quality Compass® 2019 and is used with the permission of the National Committee for Quality Assurance (NCQA). Quality Compass 2019 includes certain CAHPS data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass is a registered trademark of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

A health solutions organization

Fulfilling the Triple Aim



Health

HealthPartners plans are one of the top-rated private (commercial) health plans in Minnesota and one of the highest-rated health plans in the nation, with a rating of 4.5 out of 5*

Affordability

IBM Watson Health compared HealthPartners' illness burden-adjusted total cost of care and found it to be lower than the IBM Watson Health's benchmarks:

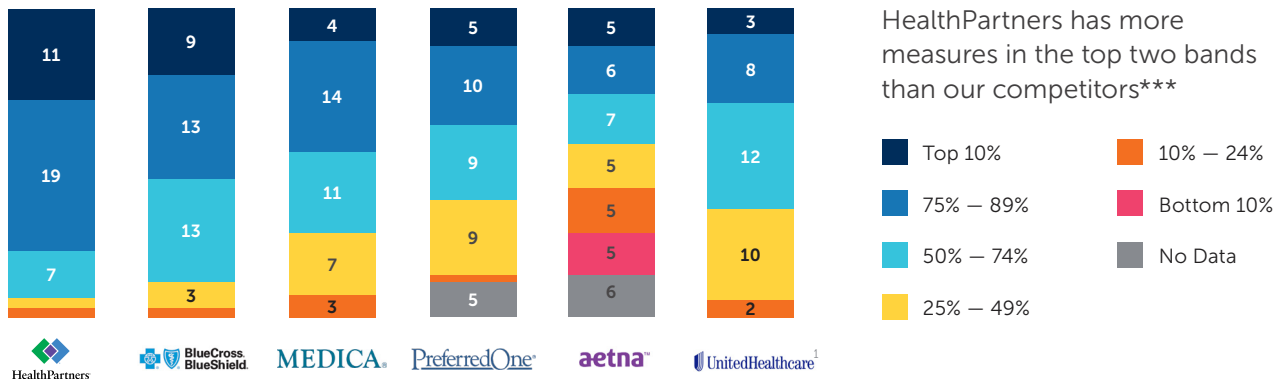
- 10% lower than Minnesota costs
- 7% lower than regional costs

Experience

For the last 13 years, HealthPartners earned the highest overall member plan rating among Minnesota health plans**

Health plan quality measures: Minnesota plans

2019 HEDIS results: Commercial - 39 measures



*NCQA Private Health Insurance Plan Ratings 2019-2020.

**According to the 2007-2019 Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

***The source for data contained in this publication is Quality Compass® 2019 and is used with the permission of the National Committee for Quality Assurance (NCQA). Quality Compass 2019 includes certain CAHPS data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass is a registered trademark of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

¹ UnitedHealthcare has only recently entered the market in MN. As such, no data for 2018 was available for UHC: Minnesota, instead UHC: Wisconsin was used as a proxy. Additionally, note that as HEDIS measures are retrospective (they look back in time for services). Rates based off of current year dates of service (2019) will not be available for UHC: Minnesota until 2020.