



Hennepin Health

your community health plan

2023 Annual Report





Hennepin Health

your community
health plan



Hennepin Health
300 South Sixth Street, MC 604
Minneapolis, MN 55487-0604
612-596-1036 or 800-647-0550 | TTY 711 or 800-627-3529
hennepinhealth.org | facebook.com/hennepinhealth

Continued commitment



In 2023, Hennepin Health continued to offer three core products to our members: Prepaid Medical Assistance Program (PMAP), Special Needs BasicCare (SNBC) and MinnesotaCare. We offer these products through a model that is advanced, accountable and aligned with Hennepin Health-care, NorthPoint Health & Wellness Center and Hennepin County Human Services and Public Health.

Last year, we helped keep our community covered by health insurance, connected people to county services, advanced innovation, and more. This annual report is a snapshot of our work, but it underscores our continued commitment to health equity and system reform.

Keeping community covered

In 2023, Hennepin Health responded to the end of the COVID-19 public health emergency, working to ensure that eligible Hennepin Health members and Hennepin County residents knew how to renew their health insurance and stay enrolled in Medicaid and MinnesotaCare. Together with partners, we messaged about renewals across the community. During this time, we learned lessons about how best to reach our members and residents that we'll apply going forward.

Connecting people to county services

One thing that makes Hennepin Health unique is the easy access we provide members to other Hennepin County services. In 2023, more than 1,000 members visited our Member Service Center (MSC), co-located in downtown Minneapolis in the same building as the Public Health Clinic, housing support, emergency assistance, and other county services. Our social service navigation team also worked hard, connecting 800 individuals to personalized care and social services.

Advancing health innovation

In 2023, we grew our population health infrastructure and took steps to launch a four-year plan to improve metrics like breast cancer and colorectal screening rates. We prepared to transition to a new care management system which will help us improve care coordination and identify and focus on high risk populations. We also made record investments, totaling over \$35 million, in our partners and community. Data shows that these investments are having positive impacts, such as reductions in emergency department visits and inpatient hospitalizations. Later in this report, you'll read more about these investments, including one initiative that won a 2023 Minnesota Hospital Association award.

Looking ahead – continued commitment to health equity and system reform

We are excited for the future. We remain committed to our mission of improving the health of Hennepin County residents through innovative collaboration with our partners and to our vision of building healthy and equitable communities. Thank you for your support and partnership,

Mike Herzing

A handwritten signature in black ink, appearing to read 'Mike Herzing', written over a white background.

Interim Chief Executive Officer



Hennepin Health governance

2023 Governing board

Hennepin County Commissioner Kevin Anderson
Hennepin County Commissioner Angela Conley
Hennepin County Commissioner Irene Fernando
Hennepin County Commissioner Debbie Goettel
Hennepin County Commissioner Marion Greene
Hennepin County Commissioner Jeffrey Lunde

2023 Leadership

Mike Herzing, Interim Chief Executive Officer
Abdirahman Abdi, Chief Financial Officer
Krishnan Subrahmanian, MD, Chief Medical Officer
Teresa Julkowski, Chief Compliance and Government Relations Officer
Derrick Woolridge, Business Information Officer
Mary Rowan, Director of Operations

About Hennepin Health

Hennepin Health is Minnesota's only county-owned, state-certified health maintenance organization. Hennepin Health contracts with the Minnesota Department of Human Services (DHS) to provide health care coverage to Hennepin County residents who are enrolled in a Minnesota Health Care Program (Medical Assistance and MNCare). Hennepin Health offers three plans: Hennepin Health PMAP (Prepaid Medical Assistance Program), Hennepin Health MNCare (MinnesotaCare), and Hennepin Health SNBC (Special Needs BasicCare).

As of December 31, 2023, Hennepin Health was serving 35,023 total members. This included 2,170 SNBC members, 2,544 MinnesotaCare members and 30,309 PMAP members (approximately 27.7% African American; 24.3% White; 9% Hispanic; 3.1% American Indian; 2.9% Asian/Pacific Islander; 2.6% multiple race/ethnicity and 30.3% unknown).

To serve its members, Hennepin Health has a robust network of quality providers in Hennepin County and the surrounding metro counties. The network has hospitals and clinics in neighborhoods throughout the county. The network includes Allina Health, Children's Minnesota, Hennepin Healthcare, M Health Fairview, North Memorial Health and NorthPoint Health & Wellness Center. Members benefit from an open network for mental health treatment.

Hennepin Health takes a holistic approach to health care that blends medical, dental, mental health and social services in a patient-centered care model. Members can address their health issues and receive assistance with any needed housing or social service. Members benefit from education, outreach initiatives and care coordination that Hennepin Health offers



directly or through its partner and community organizations. A variety of health and wellness programs ensure that members' physical, mental and emotional health needs are met. Hennepin Health's close relationships with county human services and public health have contributed to the positive impact members experience.

Hennepin Health is a Hennepin County department that contracts with providers. Hennepin Health does not have any ownership interest in administrative offices, clinics, physician groups, hospitals, or other service providers or facilities. None of the health care programs are financially supported by Hennepin County taxpayer dollars. Earnings are made from DHS contracts.

2023 Hennepin Health highlights

- With the end of the COVID-19 public health emergency, Hennepin Health and its partners worked together to help eligible Hennepin Health members and Hennepin County residents renew their health insurance and stay enrolled in Medical Assistance and MinnesotaCare.
- The Hennepin Health Customer Services team answered 68,816 member calls and 29,726 provider calls and welcomed 1,022 members in-person at the Member Service Center.
- Hennepin Health and Hennepin Healthcare won a Minnesota Hospital Association award for their work connecting patients with substance use disorder (SUD) to support services. The project continues to reduce emergency department use and hospital readmission rates.
- The Hennepin Health Population Health team took steps to launch a four-year strategic plan to improve population health metrics, including breast cancer and colorectal screening rates.
- Hennepin Health began transitioning to a new care management system which will help us improve care coordination, identify and focus on high risk populations, and more.
- Hennepin Health met regularly with members of its Enrollee Advisory Council (EAC). The EAC gave Hennepin Health valuable input and advice that shaped its work and strategic priorities.
- The Hennepin Health Social Service Navigation team connected nearly 800 individuals to a social service professional like a nurse, social worker, or peer support



specialist. These connections resulted in our members receiving help with housing, transportation, financial assistance, health insurance renewals, and more.

- The Hennepin Health accountable health model agreements produced more than \$35.4 million in value-based payments to provider partners and safety-net programs across Hennepin County and Hennepin Healthcare. It also provided an additional \$1.2 million to fund eight innovative projects, including:
 - The continued development of a culturally responsive model of psychiatric care at Hennepin Healthcare for Somali, East African, and Muslim patients and their families that works to reduce disparities by incorporating community voices into health care.
 - A child wellness center at NorthPoint Health & Wellness Center that helps improve health care access by allowing parents and/or caregivers to access free childcare while they attend appointments (pictured above).
 - A project for people experiencing substance use disorder (SUD) that aims to reduce unnecessary hospitalization by connecting patients experiencing SUD with personalized support services in the community.

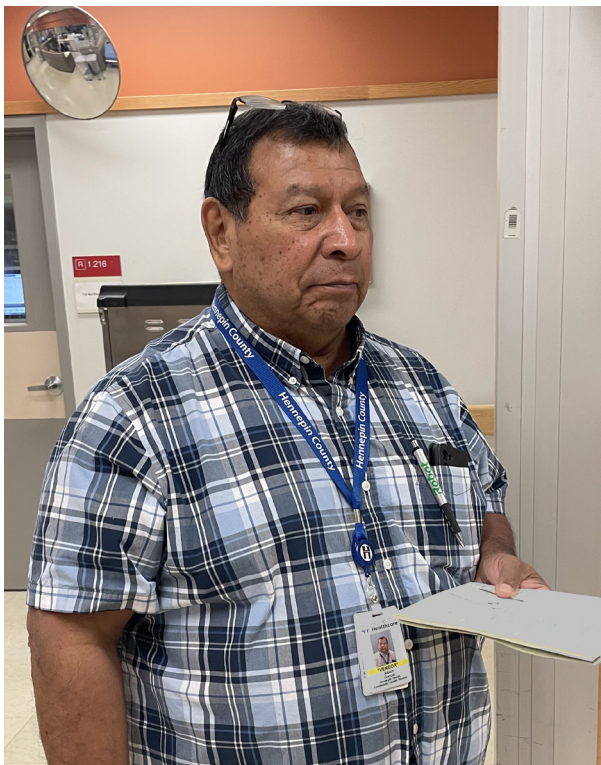
Success story: Hennepin Health program connects members with substance use disorder to a peer who can help

A new program connects Hennepin Health members who are 18 years or older and have a substance use disorder (SUD) to a certified peer support specialist (CPSS) who can help. The CPSS can provide members with peer support counseling and connect them to basic needs and treatment and recovery services. They have lived experience with SUD.

CPSS Albert Garcia's life shapes his work

Albert Garcia, a CPSS who works with the Hennepin Health program, has lived through experiences that help him understand members' challenges and point them in the right direction.

As a child, Albert was abused and started drinking to dull the pain.



Later, as an adult, Albert experienced mental health issues, was homeless for five years, and began taking drugs. "Using drugs was all I knew to take care of the feelings and emotions I had," he says. "Trying to come out of addiction, you want it so bad. But every time you go to treatment, there are barriers and challenges that break you down. Sometimes, it's like, 'Why even try?'"

Helping people with similar struggles

At age 50, Albert got sober. A few years later, he learned about Minnesota's certified peer support specialist program. "It clicked," Albert says. "I lived through this already, so I can learn how to move forward and help others do the same."

In his role with Hennepin Health, Albert receives a daily list of Hennepin Health members who are hospitalized at Hennepin Healthcare's hospital in downtown Minneapolis for SUD. Then he goes to see them and offers to provide them peer support counseling and connect them to basic needs like a bus pass or treatment and recovery services.

"It's giving them all the connections they are going to need to move forward instead of coming to the hospital for every incident," Albert says. "I tell people I've been doing this my whole life because it's my story. I lived through it. Now I have to go share it and share everything I've come across as resources."

Peer support in action

In a normal week, Albert sees 25 to 40 Hennepin Health members. He can work with members for up to one year.



“One individual, I followed him through [the health system] for three months,” Albert says. “He wanted to apply for a job. I helped him write a resume and fill out a job application. He got the job. He was very proud of himself, and a few months later he got a promotion.”

In another case, “A young gentlemen kept coming into the ED,” says Albert. “He got an infection that went to his heart. He was doing drugs, drinking. He kept leaving the ED, but I talked him into staying. I said, ‘Take care of yourself or something bad is going to happen.’ He stayed, he got his infection taken care of, and he said, ‘I want to go to treatment. I’m ruining my heart. I need to do something different.’ I told him, ‘You’re the only one who can do that.’ It’s empowering people to make their own choices.”

Growth and recognition for the program

Over 1,000 Hennepin Health members have been screened for program services between

Albert Garcia and Hennepin Healthcare’s Heather Rhodes, shown at center, accept MHA award on behalf of their organizations

July 2021 (when it started) and November 2023.

Since then, the rate of emergency department visits for SUD has decreased by one-third for Hennepin Health members in the program. Overall, there’s been a significant decrease in 30-day hospital readmissions for SUD complications among Hennepin Health members.

In 2023, this work won a Quality and Safety Improvement award from the Minnesota Hospital Association. Albert accepted the award on behalf on Hennepin Health and Hennepin Healthcare. “This work means everything to me,” Albert says. “It means to never leave anybody behind or alone.”

Financial report for fiscal year 2023

This report of the 2023 financial position and operating results of Hennepin Health is published in accordance with requirements of Minnesota Statutes, Section 62D.09, subdivision 3. It is not intended to serve as a full financial statement, but rather as a summary for members.

Statement of operations and retained earnings for the year ended December 31, 2023

Operations (statutory)	2023
Revenue earned	\$425,206,5324
Investment income and other	\$5,750,322
Total revenues	\$430,956,846
Medical services provided	\$365,544,565
Administrative expenses and other	\$37,394,913
Net (deficiency) surplus	\$28,017,368
Retained earnings (statutory)	2023
Balance beginning of year	\$61,800,070
Adjustments and transfers	\$472,418
Net (deficiency) surplus	\$28,017,368
Balance end of year	\$90,289,856
Balance sheet (statutory)	12/31/2023
Assets (statutory)	
Cash & cash equivalents	\$121,692,601
Accounts receivable	\$34,115,787
Total current assets	\$155,808,388
Property, plant and equipment	\$349,083
Total assets	\$156,157,471
Liabilities and retained earnings (statutory)	12/31/2023
Accounts payable	\$60,801,409
Accrued expenses	\$5,066,206
Total current liabilities	\$65,867,615
Retained earnings	\$90,289,856
Total liabilities and retained earnings	\$156,157,471

Important member information

Pursuant to Minnesota Statutes, Section 62D.07, subdivision 3.

Covered services: Services covered by Hennepin Health are covered only if they are provided by participating Hennepin Health providers or authorized by Hennepin Health. Exceptions to this rule include emergency and post-stabilization services as well as services listed as open access services in the Member Handbook. Your member handbook fully defines what services are covered, any cost-sharing and the procedures you must follow to obtain coverage.



Providers: Enrolling in Hennepin Health does not guarantee services by a specific provider on the list of participating providers. When a provider is no longer participating with Hennepin Health, you must choose another Hennepin Health provider.

Referrals: Certain services are covered only upon referral. See your Member Handbook for referral requirements. All referrals to providers not participating with Hennepin Health and certain types of health care providers must be authorized by Hennepin Health.

Emergency services: Emergency services received from providers who are not participating with Hennepin Health are covered (except if received outside the United States) if proper procedures are followed. Your member handbook explains

the procedures and benefits associated with receiving emergency care from providers not participating with Hennepin Health.

Exclusions: Certain services or medical supplies are not covered. Your member handbook provides a detailed explanation of all exclusions.

Cancellation: Your coverage may be cancelled if you are not eligible for Medical Assistance or MinnesotaCare or if you enroll in a different health plan as outlined in your member handbook.

Newborn coverage: If your health plan provides for dependent coverage, a newborn infant is covered from birth, but only if services are provided by participating Hennepin Health providers or are authorized by Hennepin Health. Certain services are covered upon referral.

Prescription drugs and medical equipment: Enrolling in Hennepin Health does not guarantee that a particular prescription drug or piece of medical equipment will be available, even if the drug or equipment is available at the start of the contract year.



Member Bill of Rights

Pursuant to Minnesota Statutes,
Section 62D.07, subdivision 3

Members have the right to:

- Available and accessible services as defined in your member handbook, including emergency services 24 hours a day and seven days a week.
- Be informed of health problems, and receive enough information regarding treatment alternatives and risks to make an informed choice.
- Refuse treatment, and have their medical and financial records maintained and kept private by Hennepin Health and its health care providers in accordance with existing law.
- File a complaint with Hennepin Health and the Minnesota Department of Health, and start a legal proceeding when experiencing a problem with Hennepin Health or its health care providers.



Hennepin
Health
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Contact us

8 a.m. to 4:30 p.m., Monday-Friday

612-596-1036 (800-647-0550)

Member Services: Press 1

Provider Services: Press 2

TTY: 711 (800-627-3529)

HealthConnection (24/7 nurse help line)

888-859-0202

TTY/hearing impaired

711 or 800-627-3529

Hennepin Health Toll Free 1-800-647-0550 TTY 1-800-627-3529

Attention. If you need free help interpreting this document, call the above number.

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ملاحظة: إذا أردت مساعدة مجانية لترجمة هذه الوثيقة، اتصل على الرقم أعلاه.

သတိ။ ဤတွဲရက်စာတမ်းအားအခမဲ့ဘာသာပြန်ပေးခြင်း အကူအညီလိုအပ်ပါက၊ အထက်ပါဖုန်းနံပါတ်ကိုခေါ်ဆိုပါ။

កំណត់សំគាល់ ។ បើអ្នកត្រូវការជំនួយក្នុងការបកប្រែឯកសារនេះដោយឥតគិតថ្លៃ សូមហៅទូរស័ព្ទតាមលេខខាងលើ ។

請注意，如果您需要免費協助傳譯這份文件，請撥打上面的電話號碼。

Attention. Si vous avez besoin d'une aide gratuite pour interpréter le présent document, veuillez appeler au numéro ci-dessus.

Thov ua twb zoo nyeem. Yog hais tias koj xav tau kev pab txhais lus rau tsab ntaub ntawv no pub dawb, ces hu rau tus najnpawb xov tooj saum toj no.

ဟ်သူဉ်ဟ်သးဘဉ်တက့ၢ်. ဝဲန့ၢ်လိဉ်ဘဉ်တၢ်မၤစၤကလီလၢတၢ်ကကျိးထံဝဲဒၣ်လံာ် တီလံာ်မိတခါအံၤန့ၣ်,ကိးဘဉ် လီၤဝဲစိနီၢ်ဂံၢ်လၢထးအံၤန့ၣ်တက့ၢ်.

알려드립니다. 이 문서에 대한 이해를 돕기 위해 무료로 제공되는 도움을 받으시려면 위의 전화번호로 연락하십시오.

ໂປຣດຊາບ. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ຟຣີ, ຈົ່ງ ໂທໂປຣໂປຣໄພາຍເລກຂ້າງເທິງນີ້.

Hubachiisa. Dokumentiin kun tola akka siif hiikamu gargaarsa hoo feete, lakkoobsa gubbatti kenname bilbili.

Внимание: если вам нужна бесплатная помощь в устном переводе данного документа, позвоните по указанному выше телефону.

Digniin. Haddii aad u baahantahay caawimaad lacag-la'aan ah ee tarjumaadda (afcelinta) qoraalkan, lambarka kore wac.

Atención. Si desea recibir asistencia gratuita para interpretar este documento, llame al número indicado arriba.

Chú ý. Nếu quý vị cần được giúp đỡ dịch tài liệu này miễn phí, xin gọi số bên trên.

Civil Rights Notice

Discrimination is against the law. Hennepin Health does not discriminate on the basis of any of the following:

- race
- color
- national origin
- creed
- religion
- sexual orientation
- public assistance status
- age
- disability (including physical or mental impairment)
- sex (including sex stereotypes and gender identity)
- marital status
- political beliefs
- medical condition
- health status
- receipt of health care services
- claims experience
- medical history
- genetic information

You have the right to file a complaint if you believe you were treated in a discriminatory way by Hennepin Health. You can file a complaint and ask for help filing a complaint by mail, phone, fax, or email at:

Hennepin Health
300 South Sixth Street MC 604
Minneapolis MN 55487-0604
Toll-free: 1-800-647-0550 (voice)
TTY: 1-800-627-3529 (MN Relay)
Fax: 612-632-8815
Email: hennepinhealth@hennepin.us

or in person at:

Hennepin Health
525 Portland Avenue South, 8th Floor
Minneapolis

Auxiliary Aids and Services: Hennepin Health provides auxiliary aids and services, like qualified interpreters or information in accessible formats, free of charge and in a timely manner to ensure an equal opportunity to participate in our health care programs.

Contact: Hennepin Health Member Services at hennepinhealth@hennepin.us, or call Hennepin Health Member Services at 612-596-1036 (toll-free 1-800-647-0550) or your preferred relay service.

Language Assistance Services: Hennepin Health provides translated documents and spoken language interpreting, free of charge and in a timely manner, when language assistance services are necessary to ensure limited English speakers have meaningful access to our information and services. **Contact:** Hennepin Health Member Services at hennepinhealth@hennepin.us, or call Hennepin Health Member Services at 612-596-1036 (toll-free 1-800-647-0550) or your preferred relay service.

Civil Rights Complaints

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by Hennepin Health. You may also contact any of the following agencies directly to file a discrimination complaint.

U.S. Department of Health and Human Services Office for Civil Rights (OCR)

You have the right to file a complaint with the OCR, a federal agency, if you believe you have been discriminated against because of any of the following:

- race
- color
- national origin
- age
- disability
- sex
- religion (in some cases)

Contact the OCR directly to file a complaint:

Office of Civil Rights, U.S. Department of Health and Human Services
Midwest Region
233 N. Michigan Avenue, Suite 240
Chicago, IL 60601
Customer Response Center: Toll-free: 800-368-1019
TDD Toll-free: 800-537-7697
Email: ocrmail@hhs.gov

Minnesota Department of Human Rights (MDHR)

In Minnesota, you have the right to file a complaint with the MDHR if you believe you have been discriminated against because of any of the following:

- race
- color
- national origin
- religion
- creed
- sex
- sexual orientation
- marital status
- public assistance status
- disability

Contact the **MDHR** directly to file a complaint:

Minnesota Department of Human Rights
540 Fairview Avenue North, Suite 201
St. Paul, MN 55104
651-539-1100 (voice)
800-657-3704 (toll-free)
711 or 800-627-3529 (MN Relay)
651-296-9042 (fax)

Minnesota Department of Human Services (DHS)

You have the right to file a complaint with DHS if you believe you have been discriminated against in our health care programs because of any of the following:

- race
- color
- national origin
- religion (in some cases)
- age
- disability (including physical or mental impairment)
- sex (including sex stereotypes and gender identity)

Complaints must be in writing and filed within 180 days of the date you discovered the alleged discrimination. The complaint must contain your name and address and describe the discrimination you are complaining about. We will review it and notify you in writing about whether we have authority to investigate. If we do, we will investigate the complaint.

DHS will notify you in writing of the investigation's outcome. You have a right to appeal if you disagree with the decision. To appeal, you must send a written request to have DHS review the investigation outcome. Be brief and state why you disagree with the decision. Include additional information you think is important.

If you file a complaint in this way, the people who work for the agency named in the complaint cannot retaliate against you. This means they cannot punish you in any way for filing a complaint. Filing a complaint in this way does not stop you from seeking out other legal or administration actions.

Contact **DHS** directly to file a discrimination complaint:
Civil Rights Coordinator
Minnesota Department of Human Services
Equal Opportunity and Access Division
P.O. Box 64997
St. Paul, MN 55164-0997
651-431-3040 (voice) or use your preferred relay service

American Indians can continue or begin to use tribal and Indian Health Services (IHS) clinics. We will not require prior approval or impose any conditions for you to get services at these clinics. For elders age 65 years and older this includes Elderly Waiver (EW) services accessed through the tribe. If a doctor or other provider in a tribal or IHS clinic refers you to a provider in our network, we will not require you to go to your primary care provider prior to the referral.

DHS approved 11/19/2021 CO-1254-HC



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