



Hennepin Health

your community health plan

2024 Annual Report



Continued commitment



Helping residents lead healthy lives

I am pleased to share Hennepin Health's 2024 annual report. This report reflects our unwavering commitment to improving the health and well-being of Hennepin County residents through innovative collaboration, equitable care, and community-focused initiatives.

In 2024, Hennepin Health continued to offer three health insurance options: Prepaid Medical Assistance Program (PMAP), Special Needs BasicCare (SNBC), and MinnesotaCare. We offer these options through an accountable health model that includes Hennepin Healthcare, NorthPoint Health & Wellness Center, and Hennepin County's Human Services and Public Health departments.

During the past year, we have continued to advance our mission by expanding access to care, fostering health equity, and investing in community partnerships. These efforts have been instrumental in addressing the unique needs of our members.

This report provides a snapshot of who we are, what we do, and how we do it, as well as our financial performance. We are dedicated to transparency and accountability as we strive to build a healthier and more equitable community.

We extend our heartfelt gratitude to our partners and staff whose support and collaboration make our progress possible. Together, we are shaping a future where health equity is not just a goal but a reality for those we serve.

We welcome your feedback and look forward to continuing our journey together toward a healthier Hennepin County.

Mike Herzing

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

Chief Executive Officer



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Hennepin Health governance

2024 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
Hennepin County Commissioner Heather Edelson

2024 Leadership

Mike Herzing, Chief Executive Officer
Max Billings, Chief Financial Officer
Krishnan Subrahmanian, MD, Chief Medical Officer
Sean Barrett, Chief Compliance and Government Relations Officer
Derrick Woolridge, Business Information Officer
Mary Rowan, Director of Operations

About Hennepin Health

Hennepin Health is a health insurance plan that serves Hennepin County residents who are eligible for Medical Assistance and MinnesotaCare, which are Minnesota's publicly funded health care programs. We offer three insurance options that help residents get the care and services they need:

- **Prepaid Medical Assistance Program (PMAP)**
For families, children under age 21, pregnant women, and adults under age 65 who receive Medical Assistance
- **MinnesotaCare (MNCare)**
For people under age 65 who need access to affordable health care and do not qualify for Medical Assistance
- **Special Needs BasicCare (SNBC)**
For people ages 18-64 who have disabilities and receive Medical Assistance

We are Minnesota's only county-owned, state-certified health maintenance organization. We contract with the Minnesota Department of Human Services (DHS) to provide health insurance to eligible Hennepin County residents.

Hennepin Health takes a holistic approach to health care that blends medical, dental, mental health, and social services. Members can receive assistance with housing and social services. They also benefit from education, outreach initiatives, and care coordination that Hennepin Health offers directly or through its partner and community organizations.

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 from DHS contracts.



Membership by insurance plan option, as of December 31, 2024

Plan option	Members	Percentage
SNBC	1,934	7%
MinnesotaCare	2,296	9%
PMAP	22,218	84%
Total members	26,449	100%

Membership by race/ethnicity as of December 31, 2024

Race/ethnicity	Percentage
African American	27.4%
White	21.4%
Hispanic	10.7%
American Indian	3.5%
Asian/Pacific Islander	2.7%
Multiple race/ethnicity	2.1%
Unknown	32.3%

2024 Hennepin Health highlights

- **Implemented a new care management system** that shifts Hennepin Health into a new era of customer service, claims processing, and case management capabilities. Hennepin Health members will see their claims and benefits processed more accurately and quickly.
- **Created plan to launch Flavors of Health**, a program to improve nutritional wellness for members who have diabetes, congestive heart failure, or are pregnant. Members receive eight weeks of free groceries delivered to their home after taking a cooking class at NorthPoint Health & Wellness Center or the Hennepin Healthcare Redleaf Center for Family Healing.
- **Published a podcast** called “[Demystifying Medicaid with Dr. Krish](#).” Over four short episodes, the podcast answers basic questions about Medical Assistance (MA) and MinnesotaCare.
- **Met regularly with members of our Enrollee Advisory Council (EAC)**. The EAC gave Hennepin Health valuable input that shaped our work and strategic priorities.
- **Hosted Wellness Day and Dental Days** to provide easy access to health and well-being resources, education, and health care services.
- **Connected more than 1,000 Hennepin Health members** to 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.



From hospital to home: pharmacists ensure continuity of care



A person's ability to manage their medications after a hospital stay has a big impact on preventing them from being readmitted. A program funded by Hennepin Health is giving Hennepin Healthcare patients with unique medication needs – and their caregivers – support from pharmacists to ensure they succeed at home.

On the Friday before Labor Day 2024, Hennepin Healthcare Pharmacist Monika Tawfik made a bedside visit to John*, a patient who was hospitalized at Hennepin County Medical Center. John was due to be discharged later that day.

During the visit, Tawfik read a note about John that her colleague had written earlier that week: “Due to staffing issues, his home healthcare agency is not likely to be able to come out over the holiday weekend to help him with his medications.”

As Tawfik dug deeper into this note and John's pharmacy records, she realized the importance of not discharging John until a better plan was in place.

“His providers had made several medication changes, including four new meds and a different diuretic dosing,” she recalls. “And his pill boxes hadn't arrived.” Additionally, John was not a native English speaker, and it was clear to Tawfik that this made it harder for him to understand his complicated medication instructions.

Tawfik explained the situation to John's clinical team and encouraged them not to discharge him right away to avoid readmission. Working together, Tawfik and the floor's clinical coordinator reached out to John's home healthcare agency. Ultimately, the agency secured a nurse to come to John's home over the holiday weekend, and his son took him home.

“You can have the most evidence-based, pristine health care plan, but our role is to make sure the patient can execute the intended plan after discharge,” says Tawfik. “And the big thing is knowing the patient.”

By getting to know patients, the pharmacists can provide wide-ranging support. For example, they can help patients plan for how they will take their medications at home and help them transition their refills to a community pharmacy or discontinue prescriptions to prevent accidental refills of medications that they no longer need.

Read more stories about Hennepin Health innovation at hennepinhealth.org/blog.

Financial report for fiscal year 2024

This report of the 2024 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, 2024

Operations (statutory)	2024
Revenue earned	\$325,602,299
Investment income and other	\$5,544,789
Total revenues	\$331,147,089
Medical services provided	\$345,850,683
Administrative expenses and other	\$35,912,425
Net (deficiency) surplus	\$(50,616,019)
Retained earnings (statutory)	2024
Balance beginning of year	\$90,289,856
Adjustments and transfers	\$(1,571,647)
Net (deficiency) surplus	\$(50,616,019)
Balance end of year	\$38,102,189
Balance sheet (statutory)	12/31/2024
Assets (statutory)	
Cash & cash equivalents	\$81,231,429
Accounts receivable	\$25,335,497
Total current assets	\$106,566,926
Property, plant and equipment	\$646,160
Total assets	\$107,213,086
Liabilities and retained earnings (statutory)	12/31/2024
Accounts payable	\$63,884,749
Accrued expenses	\$5,226,148
Total current liabilities	\$69,110,897
Retained earnings	\$38,102,189
Total liabilities and retained earnings	\$107,213,086

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. 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

300 South Sixth Street, MC 604
Minneapolis, MN 55487-0604

hennepinhealth.org | facebook.com/hennepinhealth | linkedin.com/company/hennepin-health

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 សូមហៅទូរសព្ទតាមលេខខាងលើ ។

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. ဖဲနမ့ၢ်လိဉ်ဘဉ်တၢ်မၤစၤကလိလၢတၢ်ကကျိးထံဝဲဒၣ်လံာ် တီလံာ်မိတခါအံၤန့ၣ်,ကိးဘဉ် လိတဲစိနီၣ်ဂံၢ်လၢထးအံၤန့ၣ်တက့ၢ်.

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

ໂປຣດຊາບ. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ຟຣີ, ຈົ່ງ ໂທໂປຣໂປທິໝາຍເລກຂ້າງເທິງນີ້.

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



300 South Sixth Street, MC 604
Minneapolis, MN 55487-0604
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DHS approved 5/14/2025
MC-1747-MC