



Hennepin  
Health

Be covered.

Be well.

Belong.



2022

Annual Report

Be covered.  
Be well.  
Belong.



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](http://hennepinhealth.org) | [facebook.com/hennepinhealth](https://facebook.com/hennepinhealth)

# Investing in members and community



In 2022, Hennepin Health worked with our community. Together, we invested in our Hennepin Health members, in our accountable health model partners, in other Hennepin County organizations, and in our outstanding Hennepin Health team.

Our investments met present challenges and prepared for an exciting future. We look to build health equity, erase barriers to health, and meet the needs of our members and partners.

Over the past year, Hennepin Health continued to offer three core products to our 38,000-plus members: Prepaid Medical Assistance Program (PMAP), Special Needs BasicCare (SNBC) and MinnesotaCare.

We offer these through a model that is advanced and accountable. We remain aligned with Hennepin Healthcare, NorthPoint Health & Wellness Center and Hennepin County Human Services and Public Health.

**Transforming member spaces.** We moved to new offices in the Health Services Building in downtown Minneapolis. Hennepin Health members now can visit our Member Service Center (MSC) in the same place they find other county services, including:

- The Red Door Clinic
- Refugee Health Services
- The Women, Infants and Children (WIC) program
- Housing support, the Supplemental Nutrition Assistance Program (SNAP) and emergency assistance.

The MSC is accessible and welcoming. It's a place for members to renew bus cards, use the internet, meet with a Hennepin Health social service navigator in private, or just talk with our multilingual team and have a cup of coffee.

**Supporting the safety net and advancing innovation.** We made record investments, totaling over \$70 million, in our partners and community.

**Preparing for enrollment renewals.** During the COVID-19 public health emergency, the annual renewals of Medical Assistance were suspended. Renewals begin again in mid-2023. We have teamed with other county services to prepare.

- We've made new ways to update contact info.
- We're telling members and residents of deadlines.
- We're making it easier to renew. We want everyone to have the coverage they need for good health.

These investments prepare us to expand our work. The 2023 plan year has opportunities to strengthen our relationships with partners. We'll continue to invest together in the Hennepin Health accountable health model and our community.

The Hennepin Health team remains committed to partnering with our members to continue building healthy, equitable communities in Hennepin County and beyond.

With best wishes for good health in 2023,

Anne Kanyusik Yoakum



## **Hennepin Health governance**

### **2022 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 Chris LaTondresse  
Hennepin County Commissioner Jeffrey Lunde

### **2022 Leadership**

Anne Kanyusik Yoakum, Chief Executive Officer  
Abdirahman Abdi, Chief Financial Officer  
Nathaniel Scott, 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, 2022, Hennepin Health was serving 38,229 total members. This included 2,200 SNBC members, 2,297 MinnesotaCare members and 33,732 PMAP members (approximately 28.4% Black; 24.4% White; 8.7% Hispanic; 3.3% American Indian; 2.9% Asian/Pacific Islander; 2.4% multiple race/ethnicity and 29.8% 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 member 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 with this program.

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.

# 2022 Hennepin Health highlights

- Hennepin Health moved to new offices in the Hennepin County Health Services Building near other county services. The office is designed to meet the needs of Hennepin Health members to access technology, transportation services, care coordination and more.
- Allina Health joined Hennepin Health's PMAP/MinnesotaCare network, giving our members a broader network when choosing where they receive health care.
- Hennepin Health held an Enrollee Advisory Council (EAC) election and welcomed an engaged group of new and returning EAC members to provide input and advice on Hennepin Health's work.
- The Hennepin Health Customer Services team answered 59,091 member calls and 26,375 provider calls, and welcomed 171 members in-person at the Member Service Center following the reopening in September 2022.
- The award-winning Hennepin Health Social Service Navigation team accepted 179 referrals from community partners and member self-referrals. This resulted in 118 new episodes of care or engagement services. The team responded to at least 445 needs such as housing, care coordination, transportation, county benefits or financial assistance, and help with applications.
- The Hennepin Health accountable health model agreements produced over \$62 million in value-based payments to provider partners and safety-net programs across Hennepin County and Hennepin Healthcare and provided an additional \$8.5 million to fund new projects. Some examples:



- o Created a Child Wellness Center at NorthPoint that offers care for children, 6 months - 12 years, to allow caregivers to use services.
- o Integrated behavioral health and substance use disorder (SUD) treatment into multiple clinical care settings, including programs that bring SUD services into new and existing care relationships.
- o Expanded mobile clinic access to medical and dental services in community settings.
- The Hennepin Health accountable health model partners worked together to lay the foundation to help every eligible Hennepin Health member and Hennepin County resident stay enrolled in Medical Assistance and MinnesotaCare coverage when the continuous eligibility policies due to the COVID-19 public health emergency end.
- Hennepin Health successfully responded to the Special Needs BasicCare (SNBC) Request for Proposals. The Minnesota Department of Human Services (DHS) selected Hennepin Health to continue to provide health care coverage for Hennepin County residents living with disabilities in 2023 and beyond.

# Financial report for fiscal year 2022

This report of the 2022 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, 2022

<b>Operations (statutory)</b>	<b>2022</b>
Revenue earned	\$444,349,538
Investment income and other	(\$5,564,858)
<b>Total revenues</b>	<b>\$438,784,680</b>
Medical services provided	\$381,387,204
Administrative expenses and other	\$39,587,727
Net (deficiency) surplus	\$17,809,749
<b>Retained earnings (statutory)</b>	<b>2022</b>
Balance beginning of year	\$44,718,827
Adjustments and transfers	(\$728,506)
Net (deficiency) surplus	\$17,809,749
<b>Balance end of year</b>	<b>\$61,800,070</b>
<b>Balance sheet (statutory)</b>	<b>12/31/2022</b>
<b>Assets (statutory)</b>	
Cash & cash equivalents	\$114,542,947
Accounts receivable	\$31,926,151
<b>Total current assets</b>	<b>\$146,469,098</b>
Property, plant and equipment	\$190,000
<b>Total assets</b>	<b>\$146,659,098</b>
<b>Liabilities and retained earnings (statutory)</b>	<b>12/31/2022</b>
Accounts payable	\$79,236,030
Accrued expenses	\$5,622,998
<b>Total current liabilities</b>	<b>\$84,859,028</b>
Retained earnings	\$61,800,070
<b>Total liabilities and retained earnings</b>	<b>\$146,659,098</b>

# Important member information

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

**Covered services:** Services are 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**

## 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 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. ဝဲန့ၢ်လိဉ်ဘဉ်တၢ်မၤစၤကလီလၢတၢ်ကကျိးထံဝဲဒၣ်လံာ် တီလံာ်မိတခါအံၤန့ၣ်,ကိးဘဉ်လီၤဝဲစိနီၢ်ဂံၢ်လၢထးအံၤန့ၣ်တက့ၢ်.

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

ໂປຣດຊາບ. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ຟຣີ, ຈົ່ງ ໂທໂປຣໂປຣໂຮມາຍເລກຂ້າງເທິງນີ້.

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

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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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DHS approved 5/24/2023  
MC-1453-MC