

# 2021 PrimeWest Health ANNUAL REPORT

PrimeWest Health is a County-Based Purchasing (CBP) health plan. This means we have contracts with the Minnesota Department of Human Services (DHS) and the Federal Centers for Medicare & Medicaid Services (CMS). These contracts allow us to purchase and manage health care services for Minnesota Health Care Programs (MHCP)-eligible people who live in the counties we serve. PrimeWest Health is owned by 24 rural Minnesota counties. Our service area includes 13 of these counties: Beltrami, Big Stone, Clearwater, Douglas, Grant, Hubbard, McLeod, Meeker, Pipestone, Pope, Renville, Stevens, and Traverse. Eleven more counties joined PrimeWest Health in 2020 in anticipation of providing service in 2023: Chippewa, Cottonwood, Jackson, Kandiyohi, Lac qui Parle, Lincoln, Lyon, Nobles, Redwood, Swift, and Yellow Medicine. The governing body of PrimeWest Health is the Joint Powers Board (JPB). The JPB includes 2 county commissioners (1 voting and 1 alternate) from each PrimeWest Health county.

We have contracts with DHS and CMS to offer the following programs in our service area:

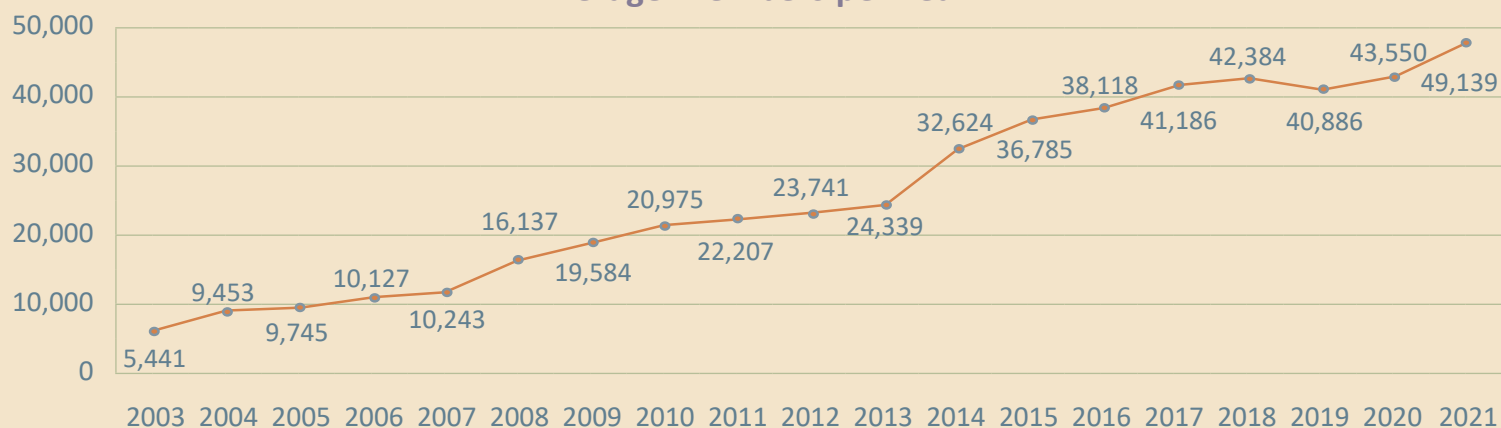
- **Families and Children** – For children under age 21, parents or relative caretakers of dependent children, adults without children, and pregnant women who have Medical Assistance
- **MinnesotaCare** – For adults without children, parents or relative caretakers of dependent children, and children who are eligible for the State MinnesotaCare program; members pay a monthly premium to the State

- **Minnesota Senior Care Plus (MSC+)** – For people age 65 or over who have Medical Assistance
- **Special Needs BasicCare (SNBC)** – For people who have a certified disability, are ages 18 – 64, and have Medical Assistance but do not have Medicare through PrimeWest Health
- **PrimeWest Senior Health Complete (HMO SNP) (PWSHC)** – For people age 65 or over who have both Medical Assistance and Medicare through PrimeWest Health (*a Minnesota Senior Health Options program*)
- **Prime Health Complete (HMO SNP) (PHC)** – For people who have a certified disability, are ages 18 – 64, and have both Medical Assistance and Medicare through PrimeWest Health (*an SNBC program*)

## GROWTH

PrimeWest Health's average monthly enrollment increased in 2021, our 18<sup>th</sup> year of operations. The chart that follows shows the average monthly enrollment each year since 2003. In addition, an average of 50% of our members received health care services from one of 5 local health care systems that are part of PrimeWest Health's Accountable Rural Community Health (ARCH) program. ARCH is our person-centered, local, provider-based approach for coordinating care and services for our members' health care and wellness needs. Through ARCH, PrimeWest Health and our outstanding providers are improving the quality and outcomes of care for our members, advancing health equity, improving our members' satisfaction with the care they get, improving the overall health of our member population, and reducing health care spending.

Average Members per Year



In July 2003, PrimeWest Health began serving members in Big Stone, Douglas, Grant, McLeod, Meeker, Pipestone, Pope, Renville, Stevens, and Traverse counties. In March 2008, we expanded and began serving members in Beltrami, Clearwater, and Hubbard counties.

## ACCESS

To serve our members, PrimeWest Health contracts with over 14,309 providers and 2,674 facilities. This large provider network ensures our members have optimal access to health care services and a choice of providers. Our network includes nearly every health care provider of covered services in and around our service area counties. This includes medical, behavioral, human services, and allied health care providers. Our network also includes a full range of specialists and facilities in all metropolitan areas in Minnesota and eastern North Dakota and South Dakota.

PrimeWest Health continues to work hard to improve member access for all services, including dental care. Our dental provider network has grown from 3 providers in 2003 to more than 225 providers and 120 clinics today. PrimeWest Health has helped fund new dental clinics and upgraded equipment for members in Alexandria, Bemidji, Montevideo, Hutchinson, Arlington, Park Rapids, and Pipestone. During 2020, mobile dental outreach clinics were paused due to COVID-19, but in 2021 many outreach clinics began operating again. PrimeWest Health will continue to work with our provider partners to increase outreach. This includes at schools, Head Start sites, nursing homes, assisted living facilities, Public Health and Human Services offices, and primary care clinics. PrimeWest Health is also working to find new ways to add dental clinics to our provider network.

PrimeWest Health continues to support providers in their efforts to bring mental health services to underserved areas. In 2020, PrimeWest Health quickly approved telehealth appointments for all mental health services during the COVID-19 pandemic to help keep members healthy and maintain their access to necessary services. In 2021, PrimeWest Health also continued our efforts to advance health equity for all of our members. Through our Advancing Health Equity Grant & Scholarship Initiative, PrimeWest Health awarded over \$1.75 million in grants and scholarships to 14 health care provider, county, and community resource organizations for projects that addressed health equity and access challenges for our members.

## SUMMARY OF FINANCIAL STATEMENTS, JANUARY – DECEMBER 2021

This is an overview of PrimeWest Health's financial position and performance for calendar year 2021. It is published in accordance with the requirements of MN

Stat. sec. 62D.09, subd. 3. This is not a full financial statement, but a summary provided for our members' information.

PrimeWest Health's primary expenses are for hospital, physician, pharmacy, dental, and other health care and social services used by PrimeWest Health members. Our primary revenues are premiums paid by DHS (State) and CMS (Federal) on behalf of our members.

A net gain of 3.1% of total revenue was realized in 2021, compared to a net gain of 3.2% in 2020. The favorable results in 2021 are due to positive trends in health care utilization and expenses from State and Federal programs. The average net gain for 2012 – 2021 was 1.6%. From 2020 to 2021, PrimeWest Health revenues increased 14.5%, primarily as a result of increased enrollment. Enrollment increased 12.7%, total health care expenses increased 15.4%, and average health care expenses per member per month increased 2.5%. Reserves for health contracts, established when projected future expenses are greater than projected future revenues, did not change due to projected 2022 revenues being greater than expenses. As of December 31, 2021, PrimeWest Health is in compliance with statutory net worth requirements under MN Stat. Chap. 62D and MN Stat. secs. 60A.60 – 696.

## FINANCIALS

| Balance Sheet as of December 31, 2021          |                |
|------------------------------------------------|----------------|
| Assets                                         | \$ 127,223,602 |
| Liabilities                                    | \$ 49,087,030  |
| Statutorily Required Net Worth                 | \$ 78,136,572  |
| 2021 Statement of Revenues and Expenses        |                |
| Revenues                                       | \$ 365,601,558 |
| Expenses                                       |                |
| Hospital and Skilled Nursing Facility Services | \$ 135,747,386 |
| Physician and Allied Health Services           | \$ 127,802,818 |
| Pharmacy                                       | \$ 55,842,295  |
| Dental Services                                | \$ 8,911,635   |
| Claims Adjustment and Cost Containment         | \$ 13,862,735  |
| Non-Claim Expenses                             | \$ 12,258,070  |
| Total Expenses                                 | \$ 354,242,939 |
| Change in Reserves for Health Contracts        | \$ 0           |
| Net Gain (Loss)                                | \$ 11,176,619  |

## QUALITY INITIATIVES

PrimeWest Health strives to meet the highest quality and safety standards. We follow standards developed by the National Committee for Quality Assurance (NCQA). NCQA requires us to tell our members each year about our work to improve quality. Below we describe our quality improvement activities for 2021 and some that we are working on for 2022.

### Quality Goals

1. To continually improve our members' experience, including health care quality and outcomes, and member satisfaction with the care and services they receive (Member Health Care Experience)
2. To continually improve the health of our member population (Population Health)
3. To focus and coordinate resources to provide each of our members the opportunity to pursue their full health potential (Health Equity)
4. To eliminate preventable and unnecessary health care costs that drain financial resources from advancing individual and population health improvement and health equity (Health Care Cost Reduction)

### Quality Improvement Activities

Quality improvement activities aim to improve any of the following:

- Clinical components
- Organizational components – aspects of PrimeWest Health that affect accessibility, availability, comprehensiveness, and continuity of health care
- Member components – members' perceptions about the quality of PrimeWest Health's services

### Quality Plan and Work Plan

PrimeWest Health has a Quality Plan and an annual Work Plan to help us carry out each year's quality improvement activities. These plans are designed by the Quality and Care Coordination Committee (QCCC) and approved by the JPB. Some of the activities included in the Work Plan are as follows:

- **Performance Improvement Projects (PIPs)** – projects that focus on improving member health outcomes or business processes for member service initiatives
- **Healthcare Effectiveness Data and Information Set (HEDIS®)**<sup>1</sup> – the measurement tool used by the nation's health plans to evaluate their clinical quality and customer service
- **Member and provider surveys**

<sup>1</sup>HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA)

<sup>2</sup>CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ)



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### PIPs

Current PIPs include:

- **Statin Therapy in Members with Diabetes – Goals:**

- Increase the number of members with diabetes who receive statin therapy
- Increase the compliance rate of members with diabetes who are on a statin

This project includes provider and member education and collaboration with county case managers. It began in 2021. Measurement One data will be available in 2<sup>nd</sup> quarter 2022.

- **Postpartum Depression Screening with a Focus on American Indian Members – Goals:**

- Increase the rate of postpartum depression screening for members who have recently given birth
- Decrease the disparity between races/ethnicities in our population

This project includes member and provider education and member and stakeholder outreach. It began in 2021. Measurement One data will be available in 2<sup>nd</sup> quarter 2022.

### HEDIS Performance Measures

For more information on HEDIS, go to [www.primewest.org/hedis](http://www.primewest.org/hedis). Our goal is to remain at or above the national mean.

### Surveys

- **Member Satisfaction Survey – Consumer Assessment of Healthcare Providers and Systems (CAHPS®)**<sup>2</sup>

2021 results show that PrimeWest Health has both strengths and areas for improvement. Some strengths are as follows:

- Getting care/tests/treatments needed
- Customer service
- How well doctors communicate

Some areas for continued improvement are as follows:

- Rating of health plan
- Doctor discussed tobacco cessation methods/strategies
- Member had flu shot on/after July 1 of the measurement year
- Rating of all health care

PrimeWest Health reviews CAHPS results and takes corrective action as needed to improve member satisfaction.

- **Health Outcomes Survey (HOS)**

Members' perception that providers discussed and addressed certain problems with them showed mixed results from 2016 – 2021. PrimeWest Health continues to encourage providers to discuss and address the following topics with members:

- Fall risk management
- Urinary incontinence
- Osteoporosis testing
- Physical activity in older adults
- Depression screening

- **County Case Manager Satisfaction Surveys**

MSC+/PWSHC/SNBC/PHC Satisfaction Surveys: Surveys were mailed to 2,193 members. They could complete the survey by mail or online. The combined response rate for all programs was 25%. The results show that 98% of respondents rated their overall satisfaction as "good," "very good," or "excellent."

- **Focused Wellness (previously known as Disease Management) Satisfaction Survey:**

The satisfaction survey was mailed to 1,702 members, with a response rate of 13%. The results show that 80% of respondents were satisfied with the Focused Wellness Program.

## Lessons Learned

PrimeWest Health identified the following lessons learned based on our 2021 quality activities:

- To build an effective quality program, staff from the entire organization should be involved
- Member outreach should be attempted via multiple avenues
- Telehealth is an option that can increase access and

satisfaction for members, helping remove barriers related to transportation, COVID-19 concerns, and time constraints

- Health equity is the foundation of our mission to improve health care for our members; we are working to promote health equity by collecting information that will help us better serve members and improving access to resources that address members' social well-being as well as health care needs

## Working Together

PrimeWest Health works with our county partners to assess member health care needs. All of our members in MSC+, PWSHC, and PHC have a county case manager to help them meet their health care goals, if they choose.

In 2021, we worked closely with Public Health and Social/Human/Family Services departments in our 13 service area counties to improve health outcomes in the following areas. Similar efforts will continue for 2022 with additions to improve rates for races/ethnicities with disparities. *(Note: There is a one-year lag in data for these measures, so data reviewed for 2021 is actually from 2020 as shown below.)*

- **Increase annual well-care visit rates among adolescents.** The Measurement Year (MY) 2019 rate was 47.20%. In MY 2020, this measure was replaced with the annual child and adolescent well-care visits (WCV) measure. The MY 2020 total rate was 36.05%.
- **Increase childhood immunization status (CIS) combination 10.** The MY 2020 rate was 43.07%. The prior year rate was 38.69%.
- **Increase immunizations for adolescents (IMA).**
  1. IMA Combination 2 Human Papillomavirus (HPV) Vaccine: The MY 2020 rate was 32.36%. The prior year rate was 29.44%.
  2. IMA Combination 2 Meningococcal: The MY 2020 rate was 74.21%. The prior year rate was 80.54%.
  3. IMA Combination 2 Tdap/TD: The MY 2020 rate was 75.91%. The prior year rate was 80.54%.
  4. IMA Combination 2: The MY 2020 rate was 31.63%. The prior year rate was 28.22%.
- **Increase prenatal and postpartum care (PPC).** The MY 2020 PPC prenatal care rate was 87.10%. The prior year rate was 91.48%. The MY 2020 PPC postpartum care rate was 81.02%. The prior year rate was 85.16%.
- **Ensure collaboration plans are developed and used by Public Health agencies 100% of the time.** This goal has been met and remains at 100% at the end of 2021.



PrimeWest Health wants your feedback to help us improve. Please call Member Services at **1-866-431-0801** to share your ideas with us. TTY users call **1-800-627-3529** or **711**. These calls are free.

**1-866-431-0801 (toll free); TTY 1-800-627-3529 or 711**

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။

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ဟ်သျှ်ဟ်သးဘၣ်တက့ၢ်. ဖဲနမ့ၢ်လိၣ်ဘၣ်တၢ်မၤစၤကလိလၢတၢ်ကကျိးထံဝဲဒၣ်လံာ် တီလံာ်မိတခါအံၤန့ၣ်,ကိးဘၣ် လိတဲစိနီၣ်ဂံၢ်လၢထးအံၤန့ၣ်တက့ၢ်.

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ໂປຣດຊາບ. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ຟຣີ, ຈົ່ງ ໂທໂປໂຫຼ້າຍເລກຂ້າງເທິງນີ້.

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

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## Civil Rights Notice

**Discrimination is against the law.** PrimeWest 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 discrimination complaint if you believe you were treated in a discriminatory way by PrimeWest Health. You can file a complaint and ask for help filing a complaint in person or by mail, phone, fax, or email at:

Rebecca Fuller, Civil Rights Coordinator  
 PrimeWest Health  
 3905 Dakota St  
 Alexandria, MN 56308  
 Toll Free: 1-866-431-0801  
 TTY: 1-800-627-3529 or 711  
 Fax: 1-320-762-8750  
 Email: [rebecca.fuller@primewest.org](mailto:rebecca.fuller@primewest.org)

**Auxiliary Aids and Services:** PrimeWest 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 PrimeWest Health at [memberservices@primewest.org](mailto:memberservices@primewest.org), or call Member Services at 1-866-431-0801 or TTY 1-800-627-3529 or 711. The call is free.**

**Language Assistance Services:** PrimeWest 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 PrimeWest Health at [memberservices@primewest.org](mailto:memberservices@primewest.org), or call Member Services at 1-866-431-0801 or TTY 1-800-627-3529 or 711. The call is free.**

## Civil Rights Complaints

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by PrimeWest 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 for 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](mailto:ocrmail@hhs.gov)

**Minnesota Department of Human Rights (MDHR)**

In Minnesota, you have the right to file a complaint with the MDHR if 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)  
[Info.MDHR@state.mn.us](mailto:Info.MDHR@state.mn.us) (email)

**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 the 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 administrative 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 see your primary care provider prior to the referral.