

2024 PrimeWest HEALTH ANNUAL REPORT



A MESSAGE FROM OUR CHIEF EXECUTIVE OFFICER

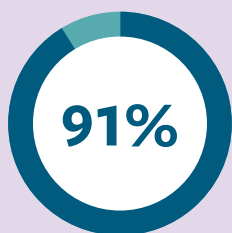
Welcome to PrimeWest Health's 2024 Annual Report!

PrimeWest Health considers it a great honor and privilege to be the Minnesota Health Care Programs health plan of choice for thousands of residents of our 24 owner counties. If you chose PrimeWest Health as your health plan, I want to personally thank you! We are a local health plan, owned and governed in part by your county. This means that you're not only a PrimeWest Health member, but also our neighbor and the sole reason why PrimeWest Health exists.

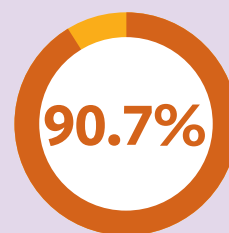
As a member, your health and well-being are the heart and soul of PrimeWest Health's mission. In 2024, we pursued our mission of helping our members achieve healthier, fuller lives with renewed vigor from a new strategic plan. The plan includes new and improved programs and benefits for our members. And its focus goes beyond supporting our members' health care. New Care Management programs and new benefits also help our members address their health-related social needs and personal health and well-being goals.

The 2024 PrimeWest Health Annual Report, like most annual reports, charts the year's highlights for the organization. But annual reports don't always tell how we achieved the successes and addressed the challenges. I want to take a moment to highlight some of these.

For example, PrimeWest Health received the following Consumer Assessment of Healthcare Providers and Systems (CAHPS®)¹ **Customer Service ratings:**



A 91% score from our PrimeWest Senior Health Complete members



A 90.7% score from our Families and Children members

We believe our Member Services Contact Center contributed greatly to those scores.



Unlike many health plans, all calls to our Member Services Contact Center are **answered in 18 seconds** on average by **experienced staff** (not a computer or recording).



How experienced? PrimeWest Health Member Services Contact Center staff have a combined **60 years of experience!**

¹CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ)



Another example is PrimeWest Health's Centers for Medicare & Medicaid Services (CMS) Star Rating. Each year, CMS evaluates Medicare Advantage health plans on a 5-star rating system. In 2024, **PrimeWest Health received 4.5 stars for PrimeWest Senior Health Complete**. We believe this is largely due to the outstanding person-centered care provided by our owner counties' case managers, our network health care and human services providers, and our PrimeWest Health care coordinators.

Finally, we always strive to improve our members' access to care and choice of providers. PrimeWest Health's Provider Services staff continually work to expand our network of health and human services providers. In 2024, PrimeWest Health **added 220 health care organizations and 1,372 health care and human services providers to our network**.



Not all successes make it into a health plan's annual report. Yet from an individual member's perspective, these are often the most important successes of all. For example, members taking part in PrimeWest Health's new Care Management programs like COACH, Focused Wellness, and Behavioral Health, reported achieving many personal goals such as the following:

- Getting their COPD under control
- Boosting their self-confidence to live a healthier life
- Better controlling their depression and earning their GED
- Better managing their heart disease through healthier eating and decreased smoking
- Securing the in-home support services necessary to transition to the community from a residential treatment facility

And these are just to name a few.

We are pleased that our members and PrimeWest Health experienced both measurable and immeasurable successes in 2024. But we are even more excited about the future for our members as we roll out our new strategic plan. The activities, programs, services, and benefits in our plan reflect our local, rural roots. And they were developed with the input of our members, local health care providers, county public health and human services directors and staff, county commissioners, community resource organization leaders, and others from the community and around the state. All, like PrimeWest Health, care deeply about the health and well-being of our members. On behalf of the PrimeWest Health Joint Powers Board of Directors and staff members, I wish you the best of health and look forward to serving you in 2025 and beyond!

Sincerely and humbly yours,

A handwritten signature in black ink, appearing to read "Jim Przybilla".

Jim Przybilla, Chief Executive Officer
PrimeWest Health



ABOUT PRIMEWEST HEALTH

PrimeWest Health is a County-Based Purchasing (CBP) health plan headquartered in Alexandria, Minnesota. 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 and serves 24 rural Minnesota counties: Beltrami, Big Stone, Chippewa, Clearwater, Cottonwood, Douglas, Grant, Hubbard, Jackson, Kandiyohi, Lac qui Parle, Lincoln, Lyon, McLeod, Meeker, Nobles, Pipestone, Pope, Redwood, Renville, Stevens, Swift, Traverse, and Yellow Medicine. The governing body of PrimeWest Health is the Joint Powers Board (JPB). The JPB includes 2 county commissioners (1 primary and 1 alternate) from each PrimeWest Health county.

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

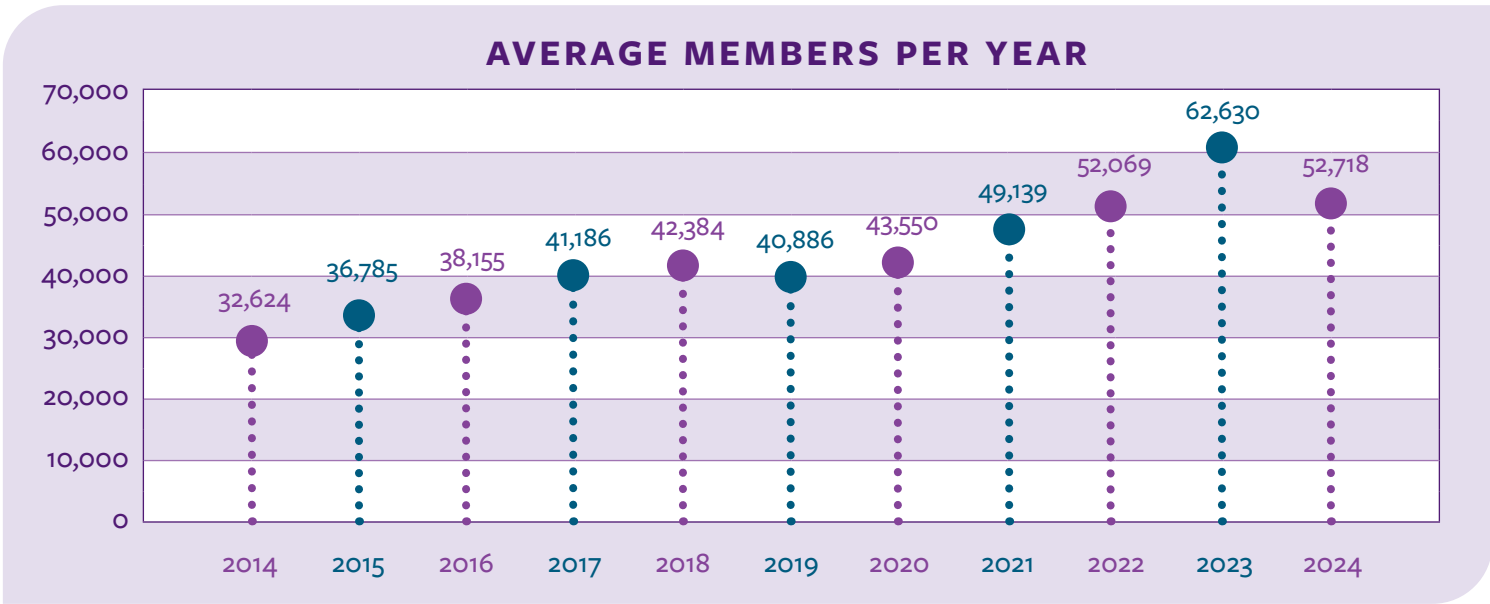
- **Families and Children** – For children under age 21, parents or relative caretakers of dependent children, adults without children, and pregnant women who have Medical Assistance
- **MinnesotaCare** – For adults without children, parents or relative caretakers of dependent

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 and may have Medicare but not through PrimeWest Health
- **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)** – 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)** – For people who have a certified disability, are ages 18 – 64, and have both Medical Assistance and Medicare through PrimeWest Health (*an SNBC program*)

MEMBERSHIP

PrimeWest Health’s average monthly enrollment decreased in 2024, our 21st year of operations. This is a direct result of the end of the continuous enrollment that took place during the COVID public health emergency. The chart that follows shows the average monthly enrollment each year since 2014.



In July 2003, PrimeWest Health began serving our original 10 counties. In March 2008, we added 3 more counties. In January 2023, we expanded to an additional 11 counties. We now serve 24 counties.

SUMMARY OF FINANCIAL STATEMENTS, JANUARY — DECEMBER 2024

This is an overview of PrimeWest Health's financial position and performance for calendar year 2024. It is published in accordance with the requirements of MN Stat. sec. 62D.09, subd. 3. This is not a full financial statement. It is 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 loss of 3.4% of total revenue was realized in 2024, compared to a net gain of 4.8% in 2023. The unfavorable results in 2024 are due to negative trends for risk-adjusted revenue from State programs and medical expense trends greater than projected. The average net gain for 2015 – 2024 was 1.9%. From 2023 to 2024, PrimeWest Health revenues decreased 6.1%, primarily as a result of decreased enrollment. Enrollment decreased 15.6%. Total health care expenses increased 0.5% and average health care expenses per member per month increased 19.1%. The change in reserves for health contracts is due to projected 2025 expenses being greater than 2025 revenue. As of December 31, 2024, PrimeWest Health is in compliance with statutory net worth requirements under MN Stat. Chap. 62D and MN Stat. secs. 60A.60 – 696.



Balance Sheet as of December 31, 2024

Assets	\$ 171,432,195
Liabilities	\$ 48,747,368
Statutorily Required Net Worth	\$ 122,684,827

2024 Statement of Revenues and Expenses

Revenues	\$ 458,379,318
Expenses	
Hospital and Skilled Nursing Facility Services	\$ 165,463,060
Physician and Allied Health Services	\$ 171,858,641
Pharmacy	\$ 75,524,543
Dental Services	\$ 15,923,284
Claims Adjustment and Cost Containment	\$ 23,233,049
Non-Claim Expenses	\$ 16,502,106
Total Expenses	\$ 468,504,683
Change in Reserves for Health Contracts	\$ 5,242,290
Net Gain (Loss)	\$ (15,367,655)

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

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

သတိ။ ဤတွဲရက်စာတမ်းအားအခမဲ့ဘာသာပြန်ပေးခြင်း အကူအညီလိုအပ်ပါက၊ အထက်ပါဖုန်းနံပါတ်ကိုခေါ်ဆိုပါ။

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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.

ဟ်သုဉ်ဟ်သးဘဉ်တက့ၢ်. ဖဲနမ့ၢ်လိဉ်ဘဉ်တၢ်မၤစၤကလိလၢတၢ်ကကျိးထံဝဲဒၣ်လံာ် တီလံာ်မိတခါအံၤန့ၣ်,ကိးဘဉ် လိတဲစိနီၣ်ဂံၢ်လၢထးအံၤန့ၣ်တက့ၢ်.

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

ໂປຣດຊາບ. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ຟຣີ, ຈົ່ງ ໂທໂປໂຫຍາຍເລກຂ້າງເທິງນີ້.

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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.

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