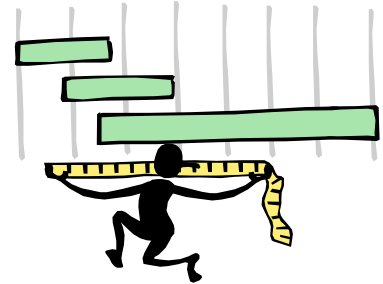


PERFORMANCE MEASUREMENT

A Descriptive Analysis of 2000 Clinical Indicator and HEDIS Results

MEASURING PERFORMANCE

Every year, HealthPartners measures how well the medical groups who participate in our health plan network do at preventing, diagnosing and managing certain diseases. We report 21 measures of health care quality in our annual Clinical Indicators Report, including findings on behavioral health, coronary artery disease care, diabetes care, mammography, pediatric immunization, tobacco and preventive care and counseling. The report helps medical group leaders better plan how to continually improve their group's quality of care. It also helps advance HealthPartners in national health care performance rankings like the Health Plan Employer Data Information Set (HEDIS®), the nation's premier measurement tool for managed care quality and service.



QUALITY MEASURES

HEART HEALTH

HealthPartners is a leader when it comes to the treatment and management of heart disease. The Comprehensive Coronary

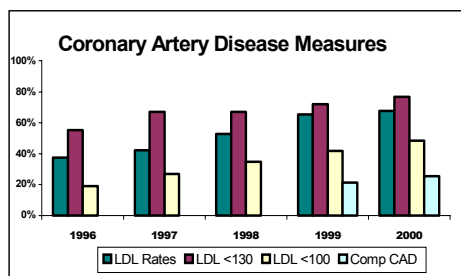
Artery Disease (CAD) clinical indicator measure assesses the proportion of members with optimally managed modifiable risk factors of members with

CAD. The components included in the measure are:

- LDL cholesterol <130 mg/dl within the past 12 months
- Aspirin use
- Exercise and nutrition advice
- Blood pressure control at target
- Tobacco assessment and advice.

All component rates are moving in a positive direction with the exception

of tobacco advice. Tobacco prevalence, however, declined in the CAD population. One in four CAD patients has all cardiovascular risks optimally managed.



cholesterol screened compared to 1996 and 2,400 more members had their LDL optimally managed.

The average LDL cholesterol level for the HealthPartners CAD population has decreased from 109 mg/dl in 1999 to 104 mg/dl in 2000. Small changes in averages across a large number of persons has a significant impact on lowering heart attacks and stroke.

Lower LDL cholesterol prevent heart attacks and strokes. In 2000, 3,100 more members with coronary heart disease had their LDL

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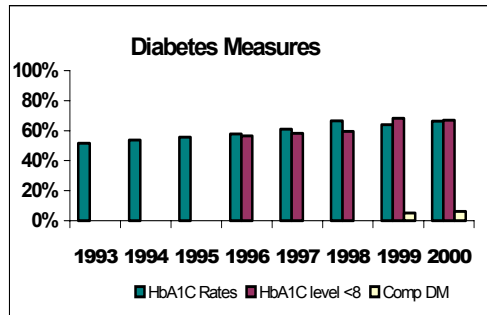
QUALITY MEASURES

DIABETES CARE

HealthPartners is a leader when it comes to the treatment and management of diabetes. We've made major strides in providing systematic best care for people with diabetes. Reducing the rate of type II diabetes and increasing the quality and years of healthy life for members affected by diabetes is a Partners for Better Health® 2005 goal.

The components included in the measure are:

- HbA1c ≤ 8.0 within the past 12 months
- LDL cholesterol < 130 mg/dl within the past 12 months
- Tobacco assessment and advice
- Blood pressure control to target
- Aspirin use in those > 40 years of age.



All component rates are moving in a positive direction with the exception of tobacco assessment. Tobacco prevalence, however, declined in our diabetes population. Poorly controlled blood pressure, primarily systolic pressure, played a significant role in limiting the comprehensive diabetes rate.

The Comprehensive Diabetes Care measure takes a look at the care our 13,800 members with diabetes are receiving. The measure assesses the proportion of members with optimally managed modifiable risk factors.

Non-aspirin usage is creating a second opportunity for improvement in the rate. One in sixteen diabetes patients has all cardiovascular risks optimally managed.

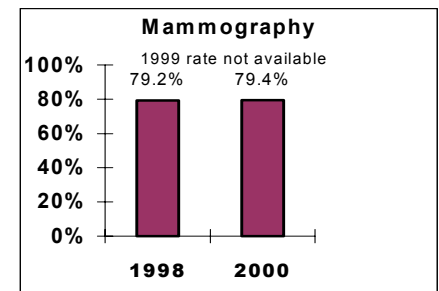
The average HbA1c level for the HealthPartners diabetes population has decreased 0.47% from 7.87% in 1996 to 7.49% in 2000. Blood sugar control prevents heart attacks, strokes, kidney failure and blindness. This drop in average HbA1c level predicts 65 fewer major vascular events per year.

HealthPartners has demonstrated a decrease in the average LDL cholesterol level for this population from 116 mg/dl in 1999 to 111 mg/dl in 2000. Managing LDL cholesterol levels in people with diabetes helps reduce the risk of developing heart disease.

MAMMOGRAPHY



Breast cancer is the most common form of cancer among American women.

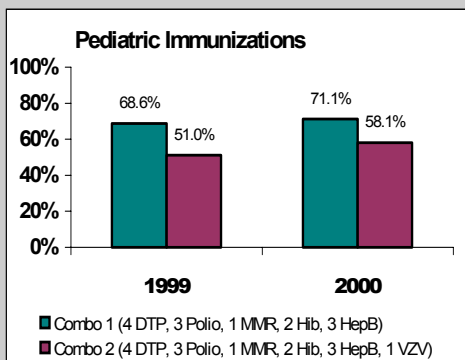


Mammography screening detects breast cancer in its early and most treatable stages, greatly reducing the breast cancer death rate, improving the recovery rate, and making more treatment options available.

HealthPartners mammography rate has remained stable over several years and exceeds the national HEDIS average.

PEDIATRIC IMMUNIZATIONS

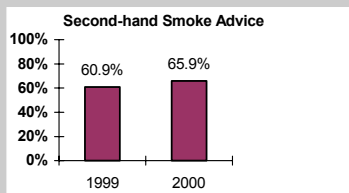
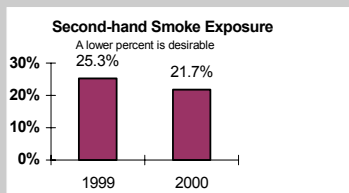
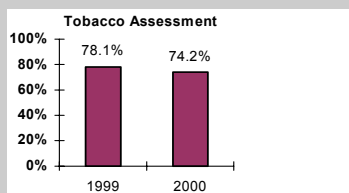
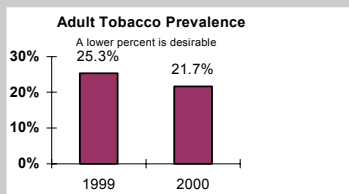
Immunization is the most effective intervention in preventing childhood diseases such as diphtheria, pertussis, tetanus, hepatitis, poliomyelitis, measles, mumps and rubella. In fact, they save more money than they cost.



Immunizations are most effective when received on time. HealthPartners' goal is to increase to 90% the number of children in our system who are fully immunized by age two.

QUALITY MEASURES

TOBACCO USE AND CESSATION EFFORTS



Tobacco use is the leading cause of preventable illness and death in the United States. It is a major health risk for cancer, heart attack, stroke, high blood pressure and emphysema. Two of four smokers die early because of their smoking.

Advice from a physician carries weight with smokers and goes a long way toward encouraging tobacco users to quit.

HealthPartners tobacco assessment rate has increased by more than 25% since 1997. Currently 74% of members who visit their clinic are asked about their tobacco use. Compared with 1996, 99,000 more members are being asked about tobacco use. HealthPartners adult tobacco prevalence rate is 22%. This rate is in alignment with reported national rates.

This year we assessed the proportion of members who use tobacco products and receive assistance to quit.

Baseline tobacco assistance rate is 46.5% which translates to 60,000 members who were provided assistance to quit in 2000.

HealthPartners surveys parents and assesses second-hand tobacco exposure in children and whether or not they were given information about the dangers of second-hand exposure. Our parental advice rate significantly increased from 52% in 1997 to 65% at present. At the same time, second-hand exposure is dropping. This is good news and reflects HealthPartners continued efforts toward reducing second-hand tobacco exposure for our children.

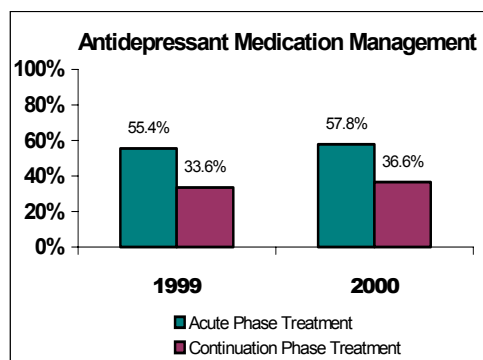


BEHAVIORAL HEALTH

Major depression and recurrent depression affect nearly 10% of American adults at some point during their lifetime. Persons who have moderate to severe cases of major depression typically recover with the assistance of antidepressant medication. This helps the individual live a healthy life.

Improving the understanding, recognition, diagnosis and treatment of depression is a Partners for Better Health® 2005 goal. The Antidepressant

Medication Management clinical indicator measures the proportion of members newly diagnosed with depression, treated with antide-



pressant medication, and who were effectively managed. Effective management is defined by HEDIS as three visits in the first 12 weeks of treatment and remaining on medication for six months.

Depression treatment remains an area of opportunity to improve care for HealthPartners members. The Partners for Better Health® Depression Team has developed strategies focused on improving the diagnosis and treatment of depression

QUALITY MEASURES

ADULT PREVENTIVE CARE

They say with age comes wisdom. At the very least, age brings with it reminders that our bodies are not designed for eternity.

Medical science has shown that while miraculous things can be done to prolong life, very simple things can greatly reduce the risks of a premature death.

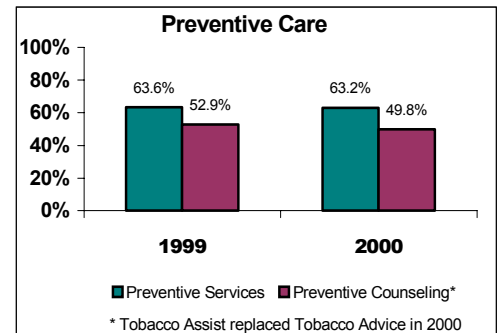
Developing good nutrition habits, not smoking and remaining physically active can add years to a per-

son's life. Medical advice on healthy lifestyles helps HealthPartners members.

The preventive counseling rate, which represents the percent of surveyed members who recalled receiving advice on tobacco cessation, diet and exercise, has increased significantly and has resulted in 32,000 more members being counseled. One in two members recalled receiving advice from their healthcare provider on healthy lifestyles in 2000.

The preventive services measure represents the proportion of members who have received all

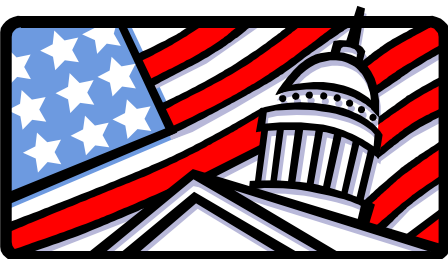
age and gender appropriate preventive services. From 1997 to present our rates increased from 52% to 63%. This increase represents more than 98,000 additional members who are up-to-date on preventive care.



GOVERNMENT PROGRAMS

HealthPartners Medicare plans are among the top performers nationally for breast cancer screening (mammography), diabetes HbA1c screening and control, LDL screening and control in members with heart disease.

Medicare members are included in all quality initiatives through HealthPartners population approach to care improvement. CMS also mandates quality improvement projects for this population and each year HealthPartners chooses areas for targeted improvement.



MEDICARE

Members from the Medicare + Choice and Medicare Cost products are included in appropriate Clinical Indicator measures. HealthPartners reports HEDIS measures for these Medicare populations to The Centers for Medicare and Medicaid Services (CMS), formally HCFA.

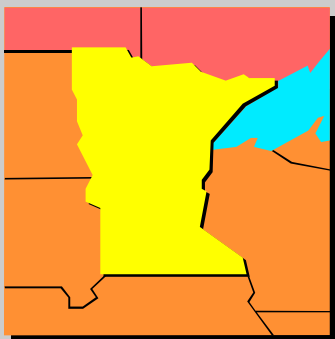
Performance differs between the two Medicare products with Medicare + Choice performing higher than or equal to the Medicare + Cost population in all HEDIS measures except controlling high blood pressure. All components but one of the comprehensive diabetes measure are in the top quartile of performance nationally which mirrors our high commercial performance for this measure.

Breast cancer screening rate statistically increased from last year and at 91%, we are in the top performing band nationally for the Medicare + Choice product.

Measures where we perform lower than the top quartile include LDL screening for members with diabetes, follow-up after mental health admission, controlling high blood pressure and the two medication components of the anti-depression measure. The national averages for beta blocker treatment after a heart attack have steadily increased for the last three years to the point that our high rate of 96% is comparatively in the 50th to 75th percentile nationally.

GOVERNMENT PROGRAMS

HPCARE



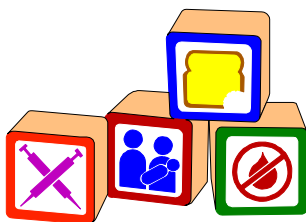
The Minnesota Department of Human Services (DHS) contracts with HealthPartners and other health plans to provide health care for Pre-paid Medical Assistance (PMAP), Prepaid General Assistance (PGMAC) and Minnesota Care (MNCare) recipients. HealthPartners combines these program recipients in a product called HPCare. Most of the 44,250 HPCare members are women and young children and have special programs tailored to meet their needs.

HealthPartners 2000 HPCare pediatric immunization rates showed significant improvement over 1999, notably Varicella (Chicken Pox), Hepatitis B series, and combination rates. Pediatric immunization rates for this population still lag behind the HealthPartners commercial rates. However, based on HEDIS data, HealthPartners leads other Minnesota health plans in PMAP pediatric immunizations for Combo 1 (4 DTP, 3 Polio, 1 MMR, 2 Hib, 3 Hepatitis B) and Combo 2 (Combo 1 plus 1 V_zV).

Child & Teen Checkups (C&TC) is a comprehensive child health program provided to HPCare children and teens 0 to 21 years of age. HPCare children and adolescents assigned to the HealthPartners Medical Group and Clinics and the Park Nicollet Clinics had a complete Child and Teen Check-up screening rate of 40.3% in 2000. HealthPartners HEDIS PMAP adolescent well care visit rates exceed those of other Minnesota health plans as well as the National Average Commercial HEDIS rate for 2001.



HealthPartners HPCare adolescent immunizations showed significant improvement in 2000 and exceeded commercial rates for Combo 1 (1MMR, 3 Hepatitis B), Combo 2 (Combo 1 plus 1 V_zV) and Hepatitis B. In comparison with other Minnesota health plans, HealthPartners PMAP adolescents ranked highest in 3 Hepatitis B and Combo 1 immunization rates. HealthPartners PMAP adolescents exceed the HEDIS National Commercial Average 2001 in all categories measured.



Additional quality improvement projects for the HPCare population in 2001 included a Tobacco Cessation program focused on pregnant women. In 2002, a program to improve adolescent preventative health care visits will be implemented utilizing gift certificate incentives to HPCare adolescents residing in Ramsey County.

In Hennepin County, HPCare parents of newborns will receive a "Welcome Call" from the HealthPartners Riverview Service Center beginning March of 2002. Assistance will be offered in identifying a home clinic for the newborn, scheduling a first clinic visit and overcoming transportation issues. This program is modeled on a successful HealthPartners Research Foundation 2000 pilot project. The results of the study demonstrated statistically significant improvement in "up to date" pediatric immunization rates at 7 months of age in a group of newborns when a welcome call was made.

A WORD ABOUT HEDIS®

Health Plan Employer Data and Information Set

FPO

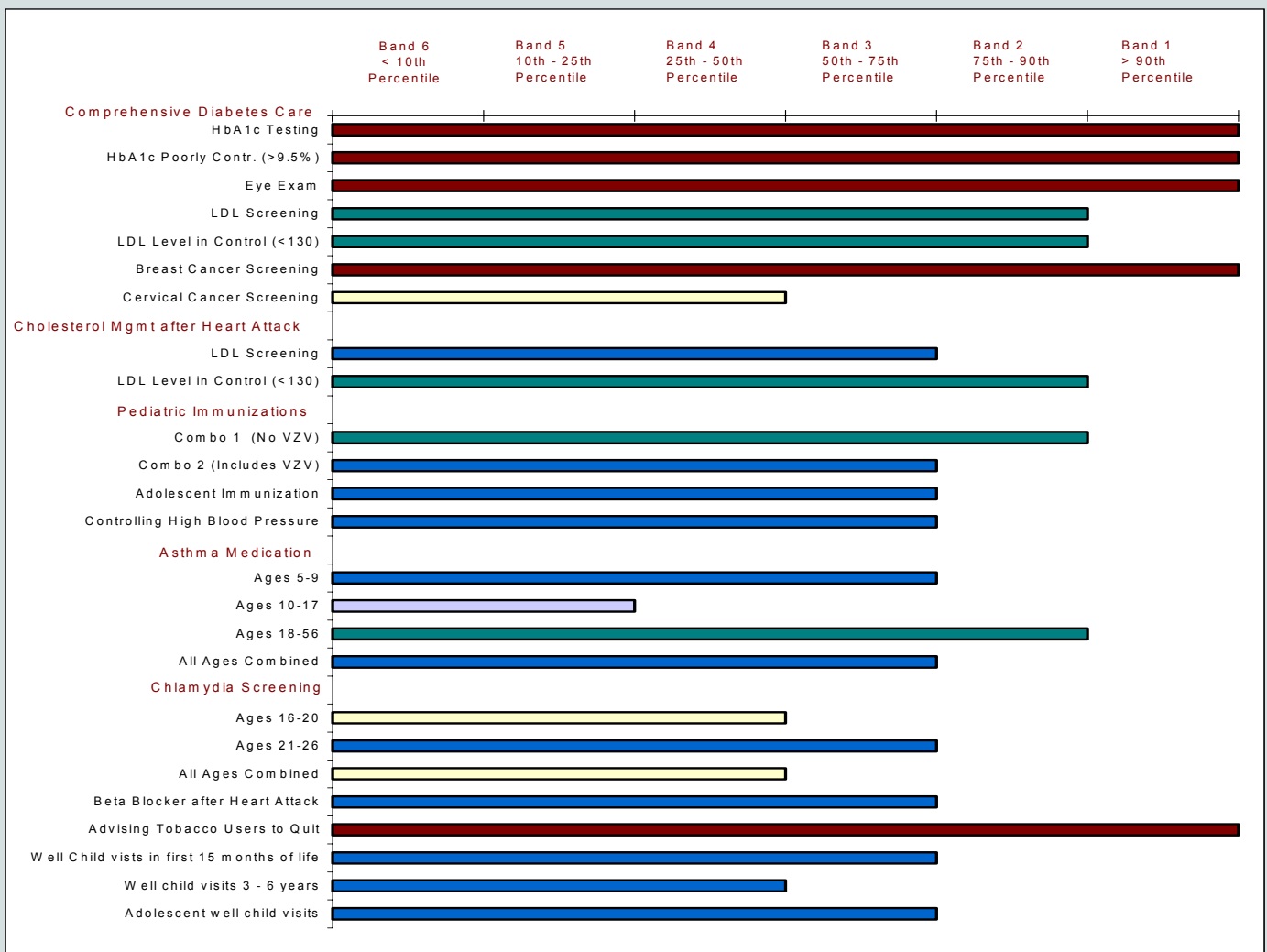
HealthPartners has been a pioneer and participant in the development of HEDIS. HEDIS is a national set of standardized performance measures developed to systematize the measurement of health care perform-

ance across managed care organizations. HealthPartners data have been fully audited by an NCQA accredited auditor.

We rate above the national averages in almost all areas of HEDIS quality scores, and in some, our performance is among the top results in the country. Recently, HealthPartners received an "Excellent" accreditation

status for our Commercial HMO/POS combined product from the National Committee for Quality Assurance (NCQA).

HealthPartners target is HEDIS performance in band 1 or 2 (top quartile) particularly in areas concordant with Partners for Better Health® goals for diabetes care, heart health, depression and tobacco cessation.



The Clinical Indicators Report contains complete information on the above measures including narrative descriptions of measurement methodology, graphical displays of medical group rates with confidence intervals, HealthPartners rates and Outcome Recognition goals, historical comparisons, HealthPartners HEDIS and MN Department of Health rates, external comparisons and HealthPartners improvement initiatives.

For copies of the Clinical Indicators Report or the HEDIS 2001 Report, please contact the Performance Measurement and Improvement Department at (952) 883-5777. Both reports are also available at <http://www.HealthPartners.com> (click "Who We Are", then "Health Care Quality"). Comparative quality data at a medical group level is also available at the HealthPartners website in the Consumer Choice section.