



**Hennepin Health**  
300 South Sixth Street, MC 604  
Minneapolis, Minnesota 55487-0604

Hennepin Health, in collaboration with eight Minnesota health plans, creates an annual Minnesota health plan average for each HEDIS measure to allow for rate comparison between health plans. Minnesota strives to produce high HEDIS rates, focusing upon the quality of care rather than the quantity of care. The Minnesota average will be provided in this report for selected HEDIS measures.

Data collected for HEDIS Measurement Year (MY) 2020 is from the calendar year (CY) 2020 and is reported by the individual programs. The eligible population for the Hennepin Health PMAP and Hennepin Health MinnesotaCare children HEDIS measures continue to be small but have increased over the past 2 years. For many children measures, Hennepin Health does not meet the minimal sampling requirements of 411 members.

### Hennepin Health measure strengths HEDIS MY 2020

HEDIS measure strengths are Hennepin Health's HEDIS rates that are above their respective Minnesota average. HEDIS measure strengths are provided at the program level. HEDIS MY 2020 is the fifth year the Hennepin Health PMAP and MinnesotaCare programs can be compared to the Minnesota average.

The Hennepin Health PMAP program scored higher than the Minnesota average for the following measures:

- *Childhood immunizations – Combo 10 (CIS)*
- *Chlamydia screening in women (CHL)*
- *Follow-up care for children prescribed attention deficit hyperactivity disorder (ADHD) medication (ADD)*
- *Antidepressant medication management – acute phase (AMM)*
- *Use of opioids at high dosage (HDO)*
- *Initiation and engagement of alcohol and other drug dependence treatment– initiation phase (IET)*

The Hennepin Health MinnesotaCare program scored higher than the Minnesota average for the following measures:

- *Chlamydia screening in women (CHL)*
- *Asthma medication ratio (AMR)*
- *Persistence of beta blocker treatment after heart attack (PBH)*
- *Comprehensive diabetes care (blood pressure) (CDC)*
- *Use of opioids from multiple providers (UOP)*
- *Initiation and engagement of alcohol and other drug dependence treatment (IET)*
- *Prenatal and postpartum care – postpartum care (PPC)*

## Hennepin Health measure opportunities HEDIS MY 2020

Measure opportunities are measures where Hennepin Health's rates fell below the Minnesota average. HEDIS reporting is by product, therefore measure opportunities are presented by product.

Hennepin Health PMAP has several measures opportunities related to preventive care. The *Breast Cancer Screening* rate (41.04%) and the *Cervical Cancer Screening* rate (46.23%) continue to be lower than the respective Minnesota averages (56.45%, 58.71%). Hennepin Health has created new rewards for health (\$50 incentive) to address these gaps in care for members but has yet to witness a significant increase in rates from this intervention. Hennepin Health does recognize the lack of member awareness of rewards for health posing an issue. The plan to address this issue will be discussed in later sections.

Other measure opportunities for Hennepin Health are diabetic care (with a focus on eye exams and blood pressure), controlling hypertension, and adult access to preventive care. Hennepin Health's well child visits and immunization rates tend to be lower than the Minnesota Average, however with the smaller eligible populations, comparison to the Minnesota average for these measures may be inappropriate.

The MinnesotaCare program began at Hennepin Health in 2016. The eligible population for most measures continues to be small, not meeting the NCQA minimum sampling size of 411. Therefore, many of the MinnesotaCare program HEDIS rates are deemed non-reportable per NCQA's HEDIS sampling/eligible population requirements. As the population grows, NCQA reporting will be possible and comparisons to the Minnesota average will be appropriate.

## The impact of COVID-19 on MY 2020

The COVID-19 pandemic continues to have an impact on HEDIS, from rates to chart reviews. For HEDIS MY 2020, most of the larger clinics (health systems) transitioned to remote access for chart reviews. Acquiring access to the different clinic's electronic medical records (EMR) posed some challenges, as did learning how to navigate them. COVID-19 also had a significant impact on member care in 2020. Many clinics closed and preventive care was placed on hold for a period. When clinics reopened, many members expressed hesitancy to return to clinic. The way care was delivered in 2020 also changed due to the pandemic. Telehealth services, which utilization reflects an increase in, became a primary way members received care. Telehealth services, however, have limitations. Lab services for diabetic care cannot be completed via telehealth, nor can cancer screenings such as pap smear. The decline in rates observable in the next section may be correlated to the COVID-19 pandemic.

Hennepin Health has seen an increase in membership with a more stable membership in 2020 as a direct result of the COVID-19 peacetime emergency order. With the emergency order, members were no longer terminated from their health plan for lack of re-enrollment paperwork. The full impact of this order on membership and continuous enrollment will most likely be witnessed in HEDIS MY 2021 season.

## Hennepin Health HEDIS MY 2020 rates

Charts 1 and 2 provide an analysis of change for Hennepin Health HEDIS rates for calendar years 2019 through 2020. The absolute change captures the difference in rates between the two calendar years. The Minnesota average is provided for comparison.

<b>Table 1. Hennepin Health PMAP HEDIS rates, CY 2019 and 2020</b>				
<b>HEDIS measure</b>	<b>CY 2019</b>	<b>CY 2020</b>	<b>Absolute change</b>	<b>MN average (CY2020)</b>
<b>Weight assessment and counseling for nutrition and physical activity for children/adolescents</b>				
a. BMI percentile	28.46%	17.81%	↓ -10.65%	74.27%
b. Counseling for nutrition	4.23%	3.96%	↓ -0.26%	60.77%
c. Counseling for physical activity	0.91%	0.62%	↓ -0.29%	58.76%
<b>Childhood immunization status **</b>				
a. DTaP/DT	70.15%	62.45%	↓ -7.7%	70.87%
b. IPV	84.33%	78.17%	↓ -6.16%	86.26%
c. MMR	76.12%	80.35%	↑ 4.23%	82.63%
d. HiB	79.85%	75.55%	↓ -4.3%	81.81%
e. Hep B	86.57%	82.10%	↓ -4.47%	88.24%
f. VZV	76.87%	79.91%	↑ 3.04%	84.20%
g. Pneumococcal Conjugate	68.66%	64.19%	↓ -4.47%	72.44%
h. Hep A	76.87%	79.04%	↑ 2.16%	82.63%
i. Rotavirus	69.40%	69.87%	↑ 0.47%	72.07%
j. Influenza	58.96%	62.45%	↑ 3.49%	57.47%
k. COMBO-10	NA	46.72%	NA	45.21%
<b>Immunizations for adolescents **</b>				
a. Meningococcal	86.59%	81.31%	↓ -5.28%	81.40%
b. Tdap	88.41%	81.78%	↓ -6.63%	82.33%
c. HPV	41.46%	29.91%	↓ -11.55%	31.78%
d. Combo 1 Meningococcal, Tdap	85.37%	78.97%	↓ -6.40%	79.48%

Table 1. Hennepin Health PMAP HEDIS rates, CY 2019 and 2020				
HEDIS measure	CY 2019	CY 2020	Absolute change	MN average (CY2020)
e. Combo 2 Meningococcal, Tdap, HPV	40.85%	28.97%	↓ -11.88%	30.68%
<b>Breast cancer screening</b>	46.74%	41.04%	↓ -5.7%	56.45%
<b>Cervical cancer screening</b>	55.23%	46.23%	↓ -9%	58.71%
<b>Chlamydia screening in women</b>	70.61%	65.54%	↓ -5.07%	52.56%
<b>Asthma medication ratio **</b>				
a. Ages 5-11	53.85%	68.42%	↑ 14.57%	77.55%
b. Ages 12-18	66.67%	57.89%	↓ -8.78%	67.11%
c. Ages 19-50	53.47%	57.25%	↑ 3.78%	55.41%
e. Ages 51-64	51.67%	55.13%	↑ 3.46%	61.58%
c. Total	53.76%	57.49%	↑ 3.73%	62.83%
<b>Controlling high blood pressure</b>	62.29%	56.20%	↓ -6.09%	61.29%
<b>Persistence of beta blocker treatment after heart attack **</b>	86.67%	53.33%	↓ -33.34%	83.80%
<b>Comprehensive diabetes care</b>				
a. HA1C test	90.73%	80.05%	↓ -10.68%	86.77%
b. HA1C poor control	36.91%	48.42%	↑ 11.51%	41.07%
c. HA1C control <8	51.64%	38.44%	↓ -13.2%	47.91%
d. Eye exam	53.27%	47.20%	↓ -6.07%	59.23%
e. Blood pressure <140/90	69.82%	58.15%	↓ -11.67%	67.64%
<b>Antidepressant medication management</b>				
a. Acute phase (84 days)	43.46%	50.96%	↑ 7.51%	50.73%
b. Continuation phase ( 180 days)	30.69%	37.57%	↑ 6.88%	36.80%
<b>Follow-up care for children prescribed ADHD medication **</b>				
a. Initiation phase	61.11%	46.67%	↓ -14.44%	39.84%
b. Continuation and maintenance phase	100.00%	100.00%	0.00%	48.89%
<b>Follow-up after hospitalization for mental illness</b>				
a. 7 day follow up	22.90%	26.56%	↑ 3.66%	41.55%
b. Follow up after 30 days	47.14%	50.16%	↑ 3.02%	66.95%
<b>Follow-up after emergency department visit for alcohol and other drug abuse or dependence</b>				
a. Follow up after 7 days	18.25%	15.06%	↓ -3.19%	20.42%
b. Follow up after 30 days	28.57%	24.56%	↓ -4.01%	30.66%
<b>Follow-up after emergency department visit for mental illness</b>				
a. Follow up after 7 days	28.78%	30.47%	↑ 1.69%	48.00%

<b>Table 1. Hennepin Health PMAP HEDIS rates, CY 2019 and 2020</b>				
<b>HEDIS measure</b>	<b>CY 2019</b>	<b>CY 2020</b>	<b>Absolute change</b>	<b>MN average (CY2020)</b>
b. Follow up after 30 days	44.72%	46.24%	↑ 1.52%	60.64%
<b>Use of opioids at high dosage</b>	0.59%	1.14%	↑ 0.55%	5.78%
<b>Use of opioids from multiple providers</b>				
a. Multiple prescribers	38.89%	32.45%	↓ -6.44%	29.40%
b. Multiple pharmacies	10.32%	8.28%	↓ -2.04%	5.75%
c. Multiple prescribers and multiple pharmacies	7.94%	6.95%	↓ -0.98%	4.48%
<b>Risk of continued opioid use</b>				
a. 15 day total	5.74%	4.02%	↓ -1.72%	3.97%
b. 31 day total	2.71%	2.31%	↓ -0.4%	2.13%
<b>Adult access to preventive/ambulatory health services</b>				
a. Ages 20-44	67.06%	64.54%	↓ -2.52%	78.72%
b. Ages 45-64	77.34%	73.01%	↓ -4.33%	82.93%
c. Ages 65+	100.00%	50.00%	↓ -50%	84.66%
d. Total	71.05%	67.38%	↓ -3.67%	80.03%
<b>Initiation and engagement of alcohol and other drug dependence treatment</b>				
a. Initiation of AOD treatment	41.88%	43.51%	↑ 1.63%	40.30%
b. Engagement of AOD treatment	13.53%	14.14%	↑ 0.60%	15.02%
<b>Prenatal and postpartum care</b>				
a. Prenatal care	85.61%	86.82%	↑ 1.21%	87.27%
b. Postpartum care	77.86%	76.35%	↓ -1.51%	77.71%
<b>Annual dental visit-children (Ages 2-20)</b>	36.43%	30.67%	↓ -5.76%	38.85%
<b>Well-child visits in the first 15 months</b>	NA	39.37%	NA	46.51%
<b>Well-child visits for age 15 months–30 months</b>	NA	50.68%	NA	67.91%
<b>Child and adolescent well-care visits</b>	NA	30.70%	NA	39.21%
<b>Identification of alcohol and other drug services</b>				
a. Any services	24.73%	21.23%	↓ -3.5%	NR
b. Inpatient	7.67%	6.61%	↓ -1.06%	NR
c. Intensive outpatient/partial hospitalization	0.45%	0.21%	↓ -0.24%	NR
d. Outpatient/ED	21.88%	17.56%	↓ -4.32%	NR
e. ED	NA	7.05%	NA	NR
f. Telehealth	NA	7.00%	NA	NR
<b>Mental health utilization</b>				
a. Any services	27.42%	23.54%	↓ -3.88%	NR

**Table 1. Hennepin Health PMAP HEDIS rates, CY 2019 and 2020**

HEDIS measure	CY 2019	CY 2020	Absolute change	MN average (CY2020)
b. Inpatient	1.69%	1.34%	↓ -0.35%	NR
c. Intensive outpatient/partial hospitalization	1.44%	0.72%	↓ -0.72%	NR
c. Outpatient/ED	26.15%	16.46%	↓ -9.69%	NR

↓ Rate is lower than previous year

↑ Rate is higher than previous year

\*\* Did not meet minimum required sample size/small denominator

**Table 2. Hennepin Health MinnesotaCare HEDIS rates, CY 2019 – 2020**

HEDIS measure	CY 2019	CY 2020	Absolute change	MN average (CY2020)
<b>Childhood immunization status **</b>				
a. DTaP/DT	NA	100.00%	NA	82.19%
b. IPV	NA	100.00%	NA	97.26%
c. MMR	NA	100.00%	NA	91.78%
d. HiB	NA	100.00%	NA	90.41%
e. Hep B	NA	100.00%	NA	97.26%
f. VZV	NA	100.00%	NA	93.15%
g. Pneumococcal conjugate	NA	0.00%	NA	84.93%
h. Hep A	NA	100.00%	NA	97.26%
i. Rotavirus	NA	100.00%	NA	93.15%
j. Influenza	NA	0.00%	NA	63.01%
k. Combo 10	NA	0.00%	NA	53.42%
<b>Breast cancer screening **</b>	52.75%	52.69%	↓ -0.05%	62.12%
<b>Cervical cancer screening</b>	62.50%	60.35%	↓ -2.15%	63.02%
<b>Chlamydia screening in women **</b>	60.87%	61.90%	↑ 1.03%	49.23%
<b>Asthma medication ratio **</b>				
a. Ages 19-50	100.00%	100.00%	0.00%	67.99%
b. Ages 51-64	100.00%	100.00%	0.00%	73.45%
c. Total	100.00%	100.00%	0.00%	70.32%
<b>Controlling high blood pressure **</b>	70.99%	61.43%	↓ -9.56%	63.40%
<b>Persistence of beta blocker treatment After heart attack **</b>	100%	100%	0.00%	80.65%
<b>Comprehensive diabetes care **</b>				
a. HA1C test	95.77%	88.78%	↓ -6.99%	89.65%
b. HA1C poor control (lower is better)	25.35%	26.53%	↑ 1.18%	31.91%
c. HA1C good Control <8	57.75%	63.27%	↑ 5.52%	56.21%

<b>Table 2. Hennepin Health MinnesotaCare HEDIS rates, CY 2019 – 2020</b>				
<b>HEDIS measure</b>	<b>CY 2019</b>	<b>CY 2020</b>	<b>Absolute change</b>	<b>MN average (CY2020)</b>
d. Eye exam	90.14%	57.14%	↓ -33%	64.31%
e. Blood pressure <140/90	73.24%	74.49%	↑ 1.25%	68.51%
<b>Antidepressant medication management **</b>				
a. Acute phase (84 days)	66.67%	37.04%	↓ -29.63%	58.80%
b. Continuation phase ( 180 days)	44.44%	25.93%	↓ -18.51%	46.44%
<b>Follow-up after hospitalization for mental illness **</b>				
a. Follow up after 7 days	12.50%	0.00%	↓ -12.5%	47.23%
b. Follow up after 30 days	50.00%	25.00%	↓ -25%	72.43%
<b>Follow-up after emergency department visit for alcohol and other drug abuse or dependence **</b>				
a. Follow up after 7 days	33.33%	33.33%	0.00%	50.75%
b. Follow up after 30 days	33.33%	33.33%	0.00%	62.31%
<b>Follow-up after emergency department visit for mental illness **</b>				
a. Follow up after 7 days	75.00%	33.33%	↓ -41.67%	50.75%
b. Follow up after 30 days	100%	33.33%	↓ -66.67%	62.31%
<b>Use of opioids at high dosage **</b>				
	0%	0.00%	0.00%	4.07%
<b>Use of opioids from multiple providers **</b>				
a. Multiple prescribers	10.00%	9.09%	↓ -0.91%	22.99%
b. Multiple pharmacies	0%	0%	0.00%	3.55%
c. Multiple prescribers and multiple pharmacies	0%	0%	0.00%	2.66%
<b>Risk of continued opioid use **</b>				
a. 15 day total	5.88%	3.85%	↓ -2.03%	3.74%
b. 31 day total	1.96%	1.92%	↓ -0.04%	1.69%
<b>Adult access to preventive/ambulatory health services</b>				
a. Ages 20-44	74.73%	67.52%	↓ -7.20%	78.51%
b. Ages 45-64	83.17%	75.00%	↓ -8.17%	84.53%
c. Ages 65+	79.09%	70.23%	↓ -8.86%	75.14%
d. Total	78.64%	70.56%	↓ -8.08%	80.80%
<b>Initiation and engagement of alcohol and other drug dependence treatment **</b>				
a. Initiation of AOD treatment	38.46%	36.84%	↓ -1.62%	35.41%
b. Engagement of AOD treatment	3.85%	13.16%	↑ 9.31%	11.82%
<b>Prenatal and postpartum care **</b>				
a. Prenatal care	100.00%	83.33%	↓ -16.67%	87.37%



Table 2. Hennepin Health MinnesotaCare HEDIS rates, CY 2019 – 2020				
HEDIS measure	CY 2019	CY 2020	Absolute change	MN average (CY2020)
b. Postpartum care	100.00%	100.00%	0.00%	73.68%
<b>Annual dental visit-children (ages 2-20) **</b>	23.68%	33.33%	↑ 9.65%	31.95%
<b>Well-child visits in the first 15 months **</b>	NA	0%	NA	NR
<b>Well-child visits for age 15 months–30 months **</b>	NA	0%	NA	80.00%
<b>Child and adolescent well-care visits **</b>	NA	15.09%	NA	22.15%
<b>Identification of alcohol and other drug services</b>				
a. Any services	9.22%	7.10%	↓ -2.12%	NR
b. Inpatient	1.63%	1.11%	↓ -0.52%	NR
c. Intensive outpatient/partial hospitalization	0.07%	0.12%	↑ 0.05%	NR
d. Outpatient/ED	8.37%	4.82%	↓ -3.55%	NR
e. ED	NA	1.73%	NA	NR
f. Telehealth	NA	2.47%	NA	NR
<b>Mental health utilization</b>				
a. Any services	19.72%	16.86%	↓ -2.86%	NR
b. Inpatient	0.57%	0.37%	↓ -0.2%	NR
c. Intensive outpatient/partial hospitalization	0.21%	0.31%	↑ 0.1%	NR
c. Outpatient/ED	19.50%	10.32%	↓ -9.18%	NR
e. ED	NA	0.37%	NA	NR
f. Telehealth	NA	11.74%	NA	NR

↓ Rate is lower than previous year

↑ Rate is higher than previous year

\*\* Did not meet minimum required sample size/small denominator

## Next steps and recommendations

Next steps include sharing MY 2020 HEDIS rates with the county board in first quarter 2022. Hennepin Health plans to actively work with its network providers to collaborate, in effort to improve scores for the HEDIS measures.

Hennepin Health offers reward programs for several HEDIS measures to improve scores. The rewards offered and the measures they impact by product can be found in table 4. Hennepin Health has seen an increase in rewards for health vouchers submitted over the years. The impact of these rewards on HEDIS measure rates has been minimal, however. Hennepin Health does recognize that member knowledge of these rewards could be improved. Outreach efforts in 2022 will help to increase member awareness of health rewards.

**Table 4. Hennepin Health’s rewards for health by measure and product**

<b>HEDIS measure</b>	<b>Incentive</b>	<b>PMAP</b>	<b>MNCare</b>	<b>SNBC</b>
<b>PPC</b> Prenatal and postpartum care	First pregnancy visit within given time frames	X	X	
	Nine pregnancy visits after initial pregnancy visit	X	X	
	Postpartum visit within given time frames	X	X	
<b>W30</b> Well-child visits in the first 30 months of life <b>WCV</b> Child and adolescent well-care visits <b>AWC</b> Adolescent well-care visits <b>CIS</b> Childhood immunization status <b>IMA</b> Immunizations for adolescents	Child & Teen Check-Up ages 0 - 14 months (6 visits), 15 months, 18 months, 24 months, 30 months, and 3-20 years	X	X	
	Annual Child & Teen Check-Up ages 18-21			X
<b>ADV</b> Annual dental visit	Annual dental visit for children ages 1-21 and adults ages 22 and up	X	X	
	Annual dental visit for adolescence ages 18-20 and adults ages 22 and up			X
<b>CDC</b> Comprehensive diabetes care	Annual diabetic blood glucose (A1c) test ages 18 and older	X	X	X
	Annual diabetic eye exam ages 18 and older	X	X	X
<b>CCS</b> Cervical cancer screening	Cervical cancer screening ages 21 through 64	X	X	X
<b>BCS</b> Breast cancer screening	Mammogram screening ages 50 to 74	X	X	X

Hennepin Health will continue to focus on member education and preventive care gap closures. Hennepin Health’s PMAP/MinnesotaCare and SNBC care coordination teams promote annual preventive health exams and connects members with primary care clinics and physicians to receive seamless care. Reminders about annual preventive health exams are posted on the Hennepin Health website, social media, and promoted in brochures. Hennepin Health has also expanded its outreach to include preventative care gap closures. Members who are past due on preventative care services will receive a phone call from outreach staff, where members will be helped with referrals and scheduling appointments. Barriers to care, such as transportation, will be addressed in these outreach calls.



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

[hennepinhealth.org](http://hennepinhealth.org)