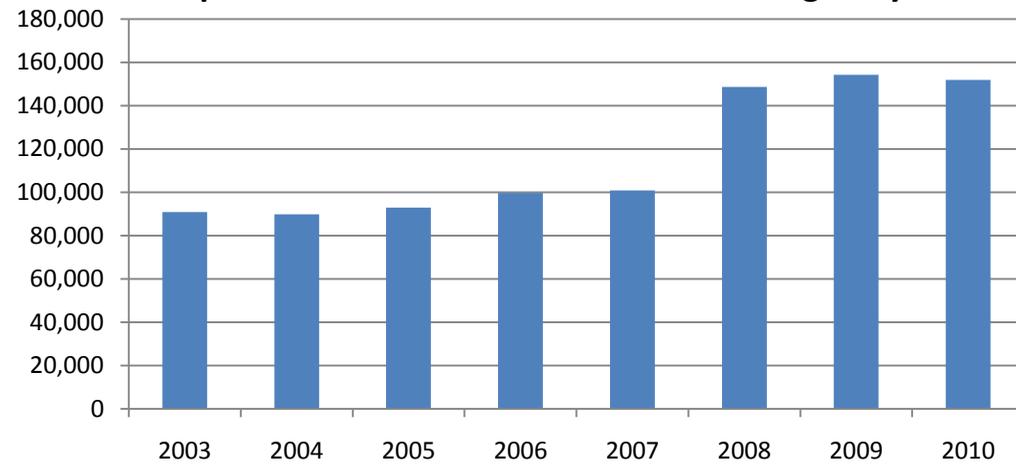
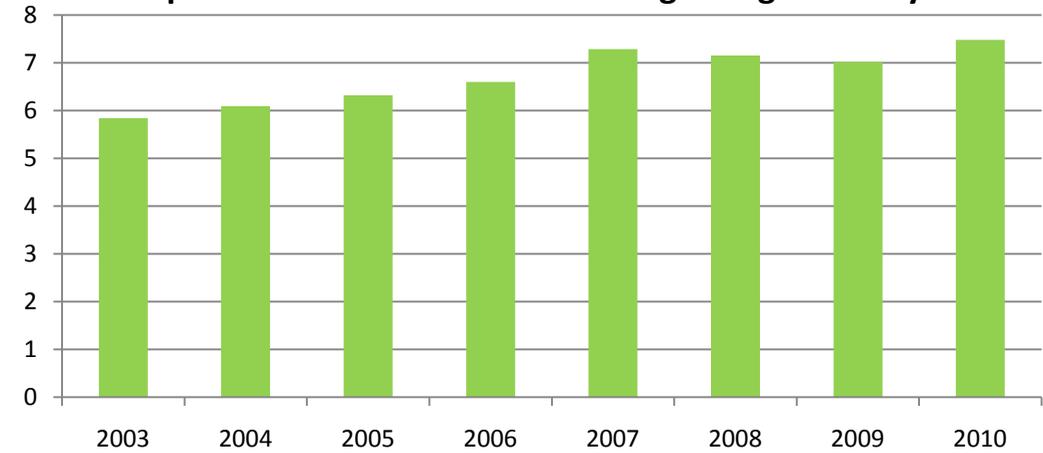


Inpatient Behavioral Health Total Discharge Days



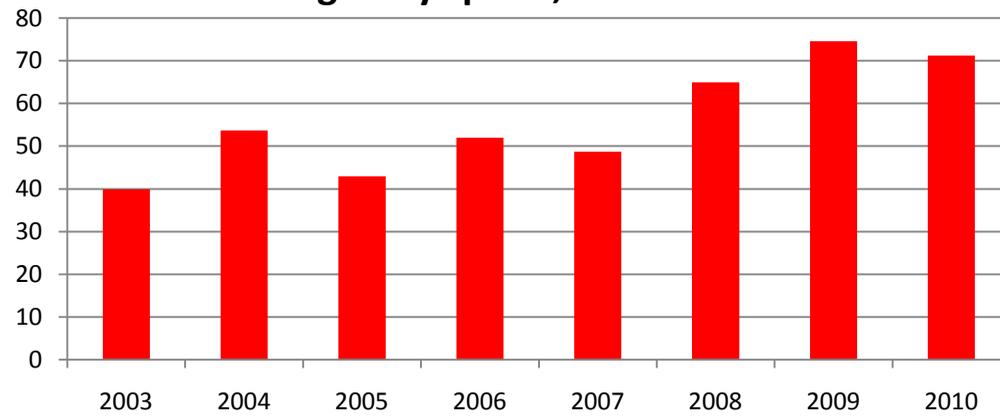
* Boston Medical Center Health Plan, Inc. was included for the first time in 2008, and CeltiCare Health Plan of Massachusetts, Inc. was included for the first time in 2009.

Inpatient Behavioral Health Average Length of Stay



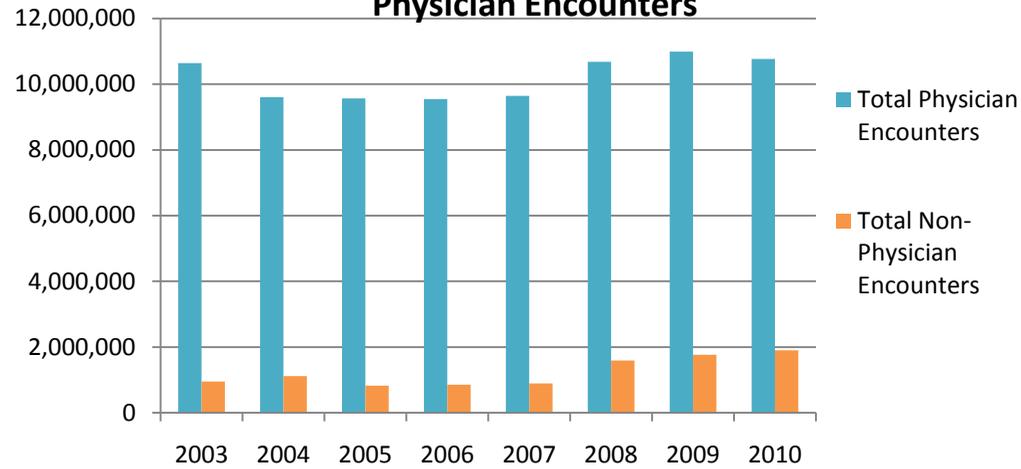
* Boston Medical Center Health Plan, Inc. was included for the first time in 2008, and CeltiCare Health Plan of Massachusetts, Inc. was included for the first time in 2009.

Inpatient Behavioral Health Annualized Discharge Days per 1,000 Members



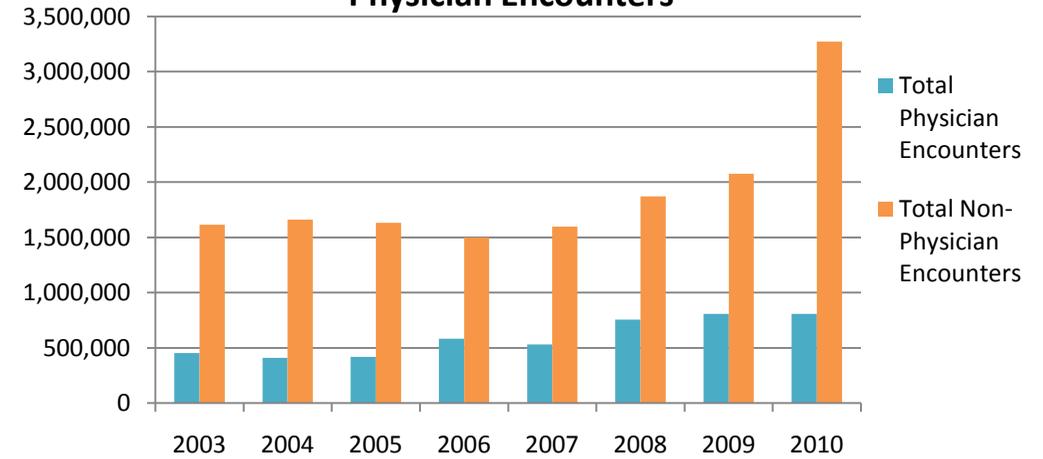
* Boston Medical Center Health Plan, Inc. was included for the first time in 2008, and CeltiCare Health Plan of Massachusetts, Inc. was included for the first time in 2009.

Outpatient Non-Behavioral Health Physician and Non-Physician Encounters



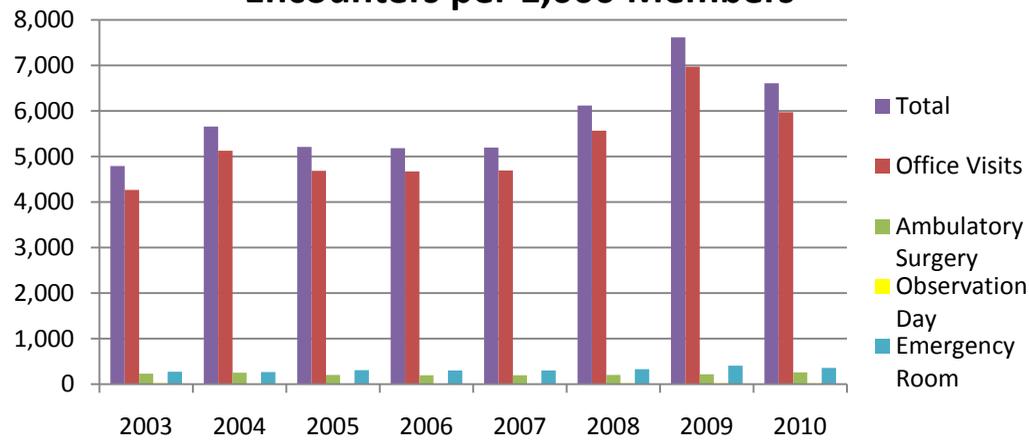
* Boston Medical Center Health Plan, Inc. was included for the first time in 2008, and CeliCare Health Plan of Massachusetts, Inc. was included for the first time in 2009.

Outpatient Behavioral Health Physician and Non-Physician Encounters



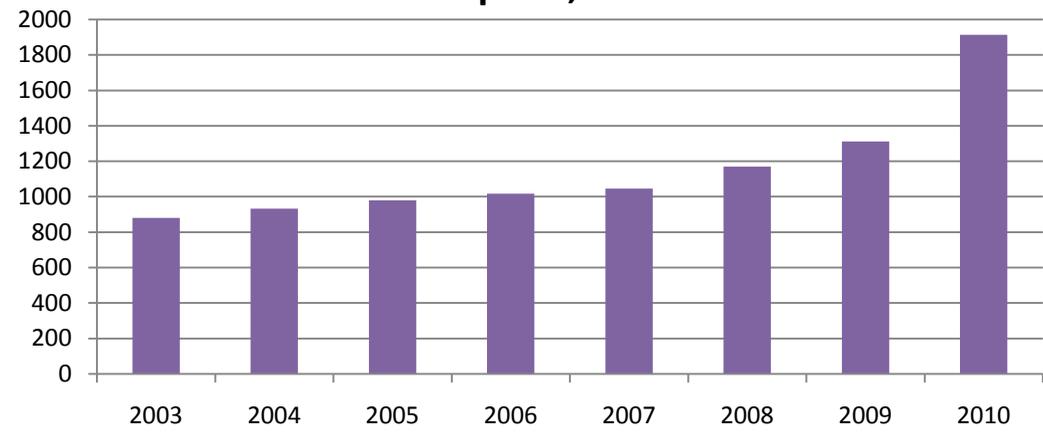
* Boston Medical Center Health Plan, Inc. was included for the first time in 2008, and CeliCare Health Plan of Massachusetts, Inc. was included for the first time in 2009.

Outpatient Non-Behavioral Health Annualized Encounters per 1,000 Members



* Boston Medical Center Health Plan, Inc. was included for the first time in 2008, and CeliCare Health Plan of Massachusetts, Inc. was included for the first time in 2009.

Outpatient Behavioral Health Annualized Encounters per 1,000 Members



* Boston Medical Center Health Plan, Inc. was included for the first time in 2008, and CeliCare Health Plan of Massachusetts, Inc. was included for the first time in 2009.

Inpatient Non-Behavioral Health

	2003	2004	2005	2006	2007	2008	2009	2010
Total Membership	2,349,027	2,223,339	2,093,673	2,049,685	2,033,983	2,245,794	2,194,081	2,133,481

Discharge Days

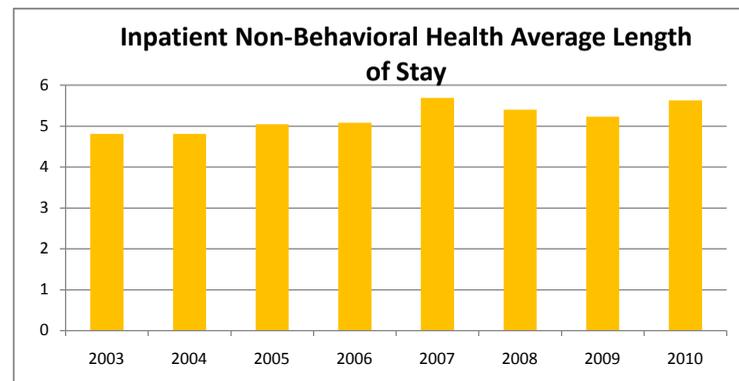
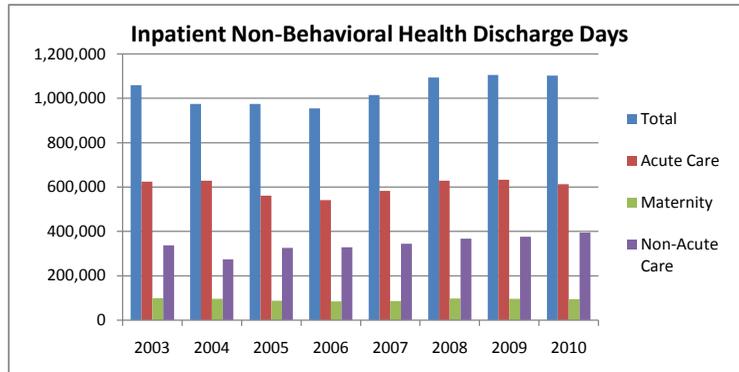
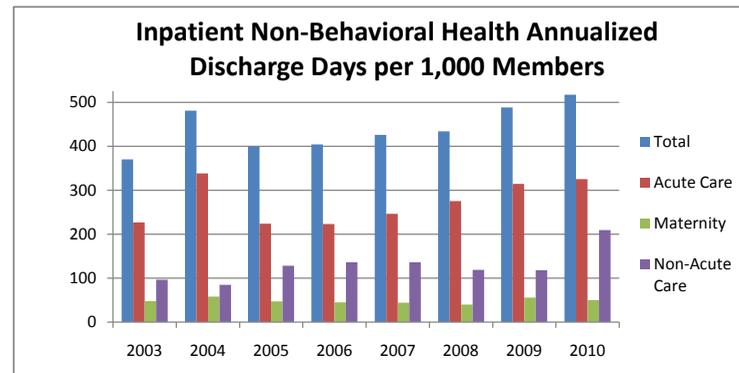
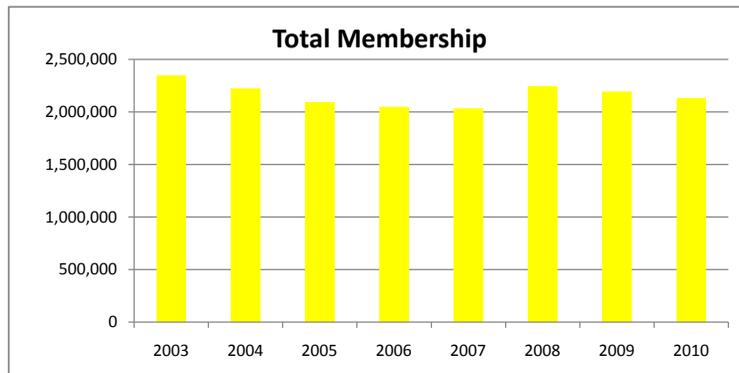
Total	1,060,032	975,107	974,871	954,485	1,014,334	1,094,353	1,105,251	1,102,065
Acute Care	624,134	628,584	561,492	540,778	583,359	628,790	633,062	613,195
Maternity	99,107	95,815	87,035	84,301	86,594	97,792	96,000	94,726
Non-Acute Care	336,791	274,550	326,344	329,406	344,381	367,771	376,189	394,144

Annualized Discharge Days per 1,000 Members

Total	370	481	400	404	426	434	488	517
Acute Care	227	338	224	223	246	275	314	325
Maternity	48	58	47	45	44	40	56	50
Non-Acute Care	96	85	128	136	136	119	118	209

Average Length of Stay	4.81	4.81	5.04	5.08	5.69	5.40	5.23	5.63
------------------------	------	------	------	------	------	------	------	------

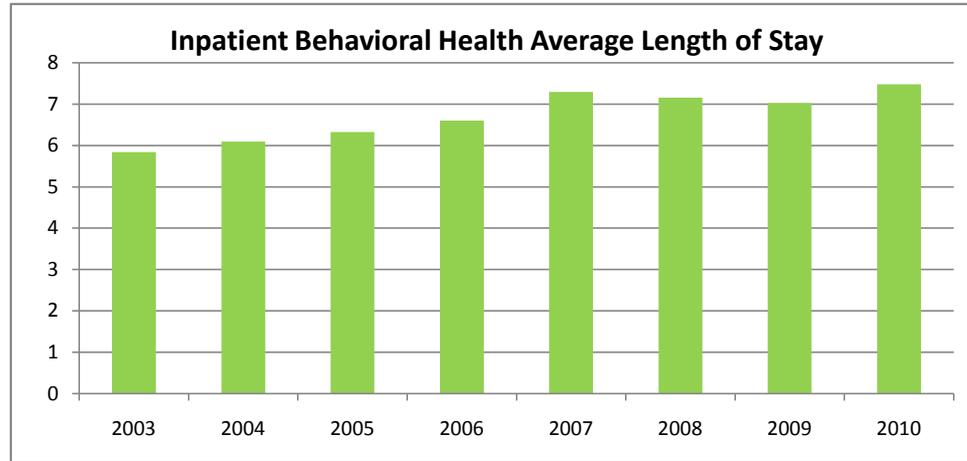
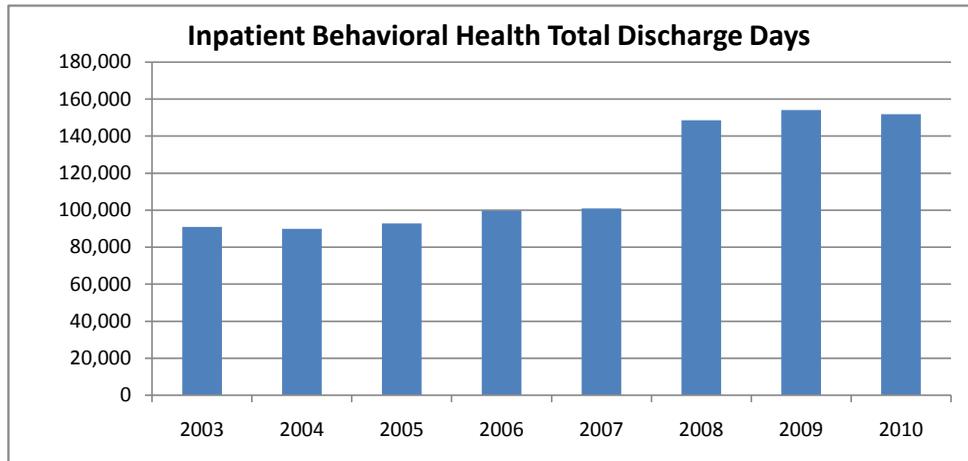
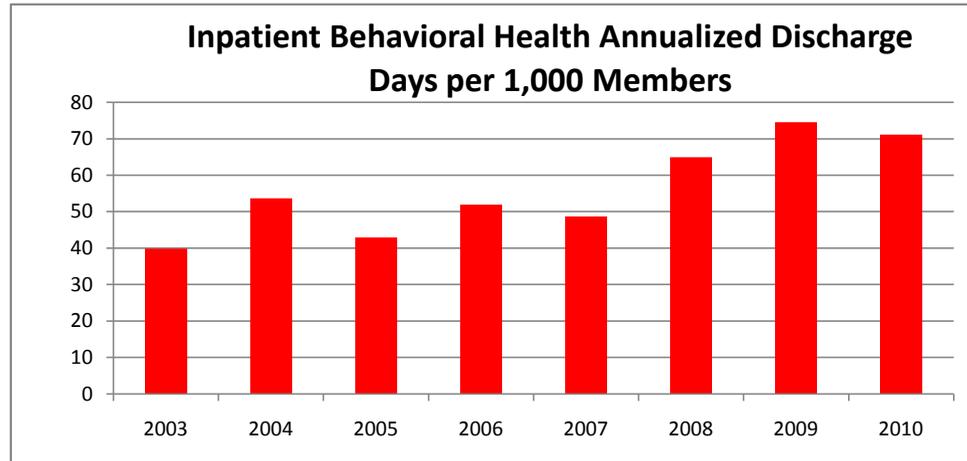
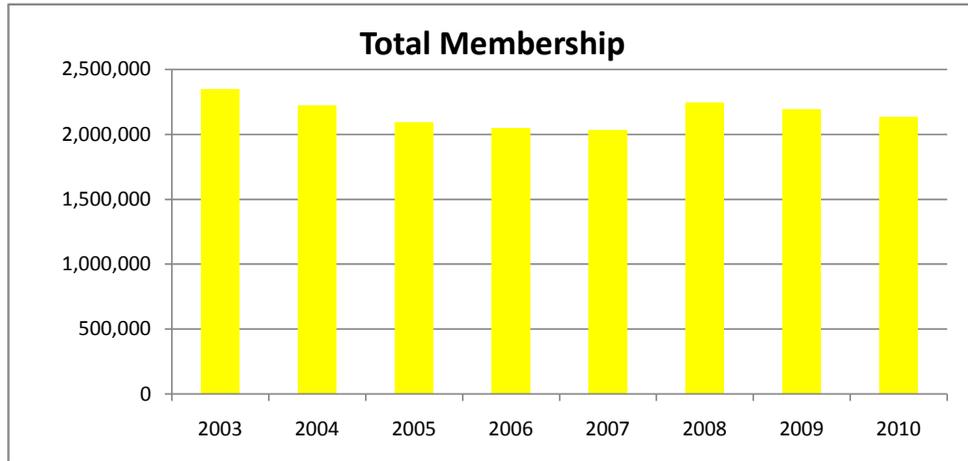
* Boston Medical Center Health Plan, Inc. data was included for the first time in 2008, and CeltiCare Health Plan of Massachusetts, Inc. data was included for the first time in 2009.



Inpatient Behavioral Health

	2003	2004	2005	2006	2007	2008	2009	2010
Total Membership	2,349,027	2,223,339	2,093,673	2,049,685	2,033,983	2,245,794	2,194,081	2,133,481
Total Discharge Days	90,877	89,843	92,899	99,733	100,923	148,625	154,241	151,916
Annualized Discharge Days per 1,000 Members	39.9	53.70	42.94	51.97	48.70	64.93	74.59	71.21
Average Length of Stay	5.84	6.09	6.32	6.6	7.29	7.15	7.02	7.48

* Boston Medical Center Health Plan, Inc. data was included for the first time in 2008, and CeliCare Health Plan of Massachusetts, Inc. data was included for the first time in 2009.



Outpatient Non-Behavioral Health

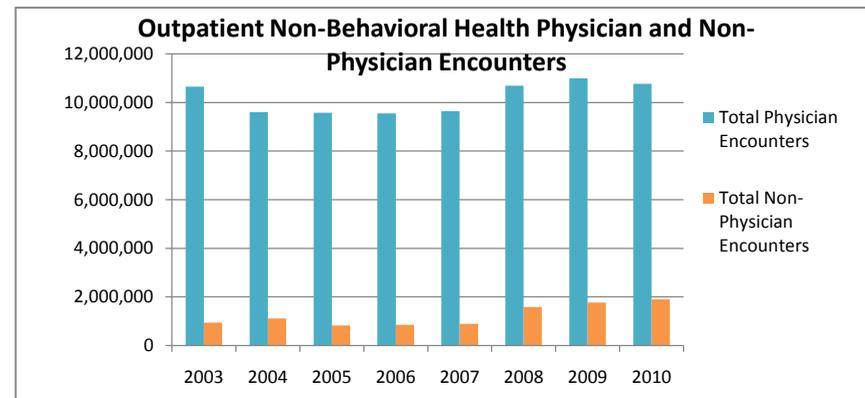
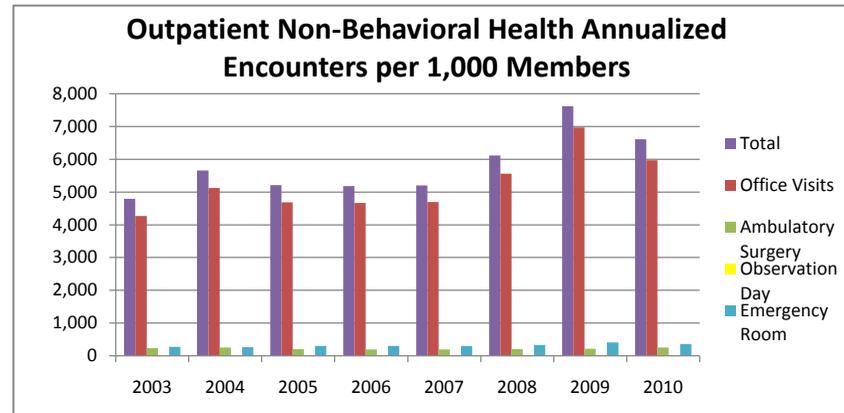
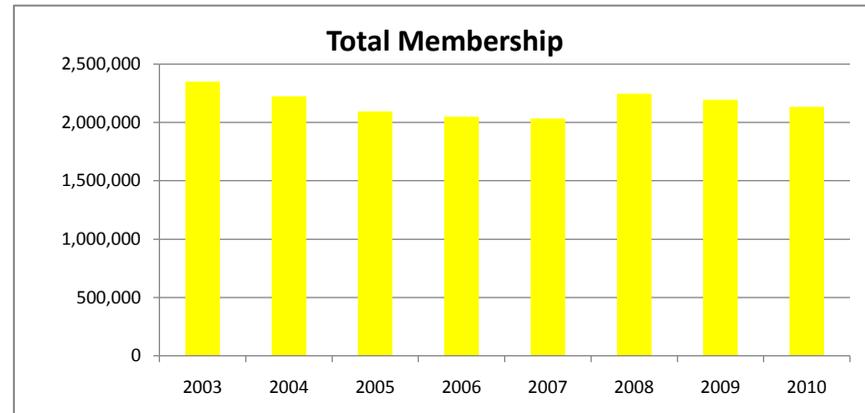
	2003	2004	2005	2006	2007	2008	2009	2010
Total Membership	2,349,027	2,223,339	2,093,673	2,049,685	2,033,983	2,004,549	2,194,081	2,133,481

Total Physician Encounters	10,645,973	9,605,433	9,570,492	9,543,924	9,645,649	10,684,410	10,989,110	10,768,461
Total Non-Physician Encounters	945,620	1,116,587	823,074	850,098	895,517	1,589,845	1,762,599	1,899,643

Annualized Encounters per 1,000 Members

Total	4,792	5,654	5,207	5,185	5,199	6,117	7,616	6,609
Office Visits	4,268	5,126	4,686	4,669	4,691	5,564	6,972	5,972
Ambulatory Surgery	232	250	203	199	194	205	217	257
Observation Day	18	13	13	14	13	20	19	23
Emergency Room	274	265	305	303	302	329	408	359

* Boston Medical Center Health Plan, Inc. data was included for the first time in 2008, and CeliCare Health Plan of Massachusetts, Inc. data was included for the first time in 2009.



Outpatient Behavioral Health

	2003	2004	2005	2006	2007	2008	2009	2010
Total Membership	2,349,027	2,223,339	2,093,673	2,049,685	2,033,983	2,004,549	2,194,081	2,133,481
Total Physician Encounters	452,669	410,698	417,246	583,534	531,338	755,583	805,881	807,293
Total Non-Physician Encounters	1,615,411	1,662,066	1,633,002	1,500,497	1,597,160	1,871,884	2,074,481	3,273,255
Annualized Encounters per 1,000 Members	880	932	979	1017	1046	1170	1312	1913

* Boston Medical Center Health Plan, Inc. data was included for the first time in 2008, and CeliCare Health Plan of Massachusetts, Inc. data was included for the first time in 2009.

