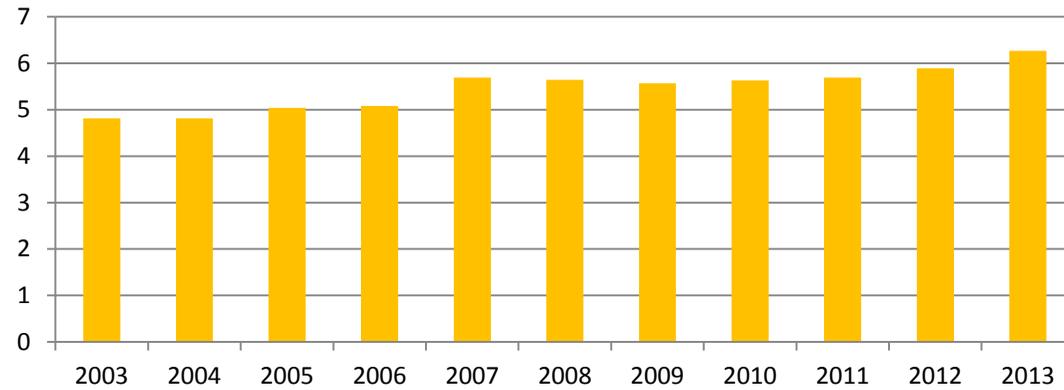


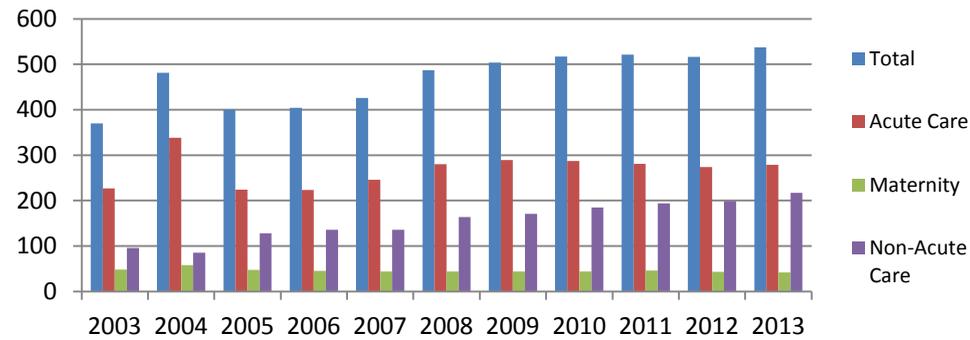
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Inpatient Non-Behavioral Health Average Length of Stay



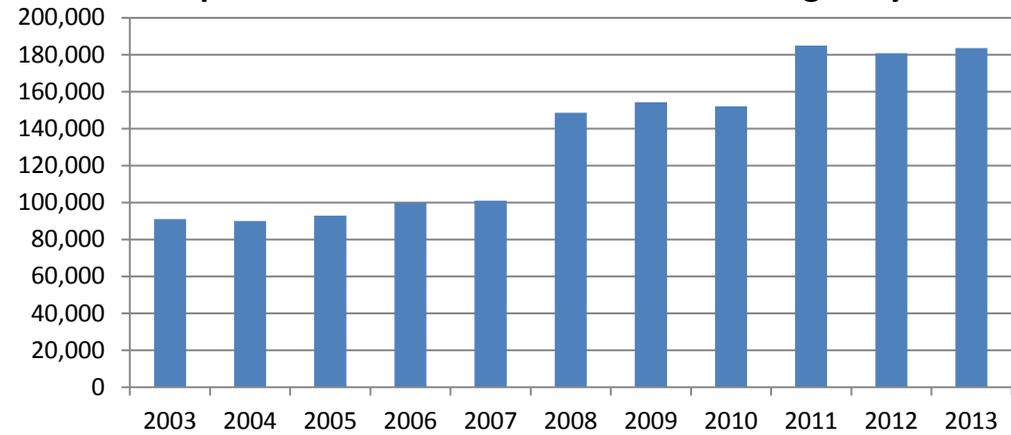
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Inpatient Non-Behavioral Health Annualized Discharge Days per 1,000 Members



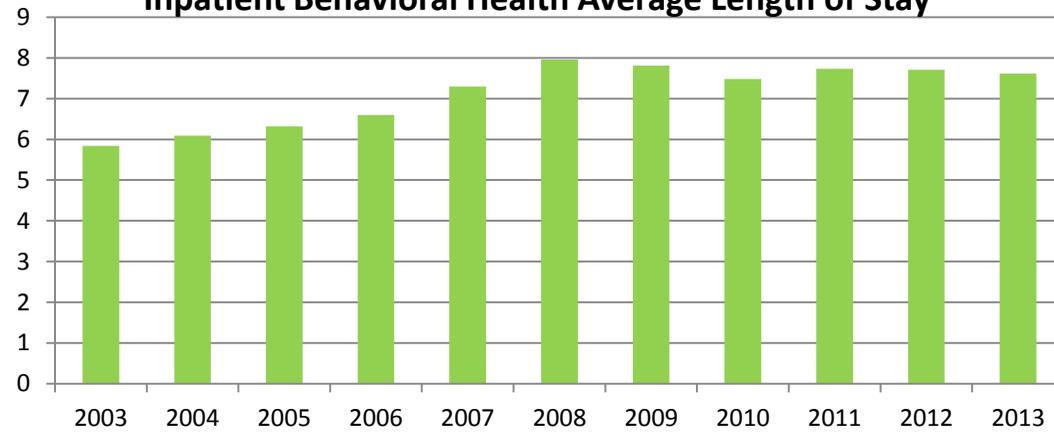
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Inpatient Behavioral Health Total Discharge Days



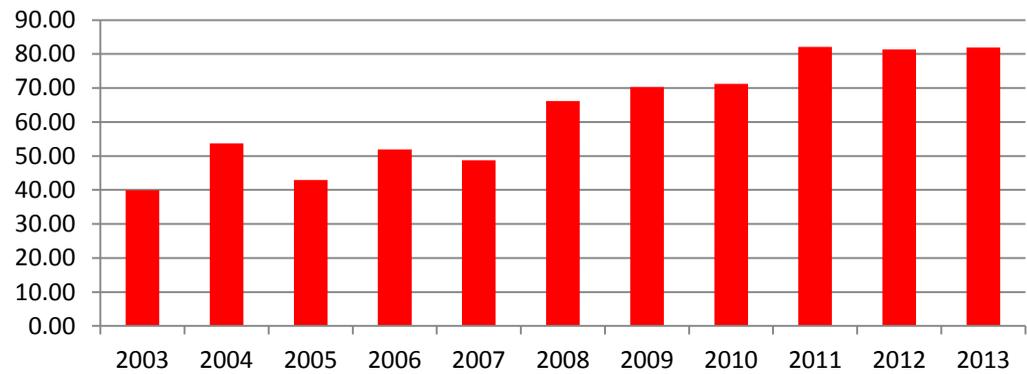
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Inpatient Behavioral Health Average Length of Stay



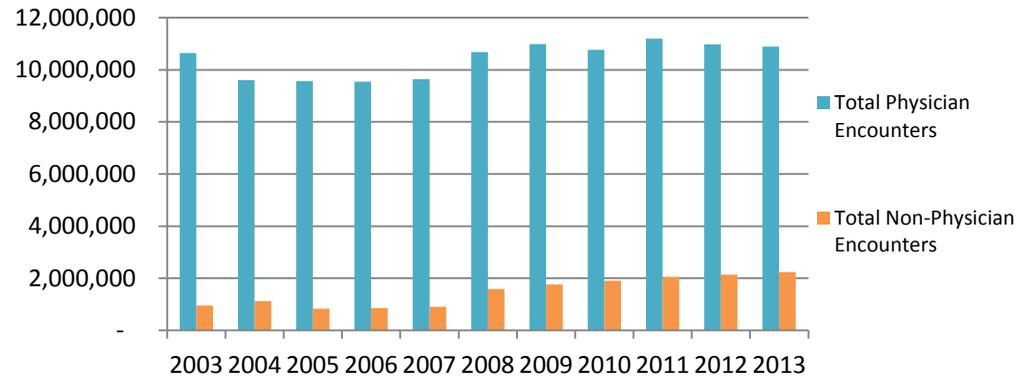
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Inpatient Behavioral Health Annualized Discharge Days per 1,000 Members



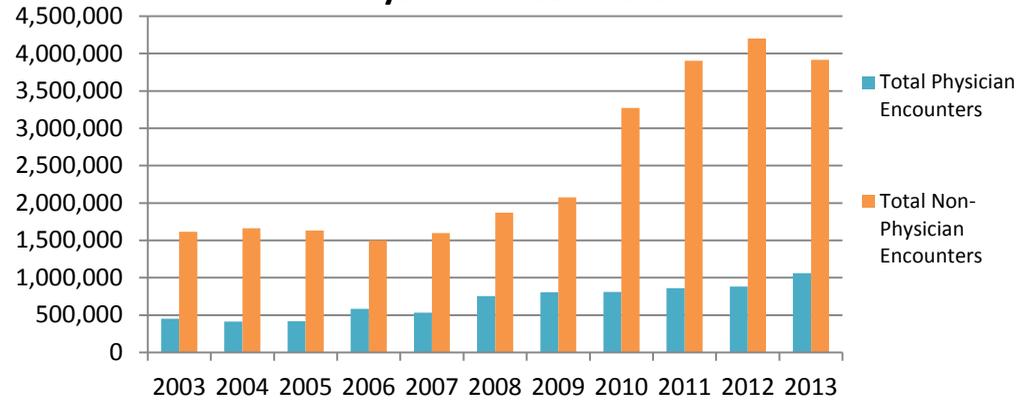
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Outpatient Non-Behavioral Health Physician and Non-Physician Encounters



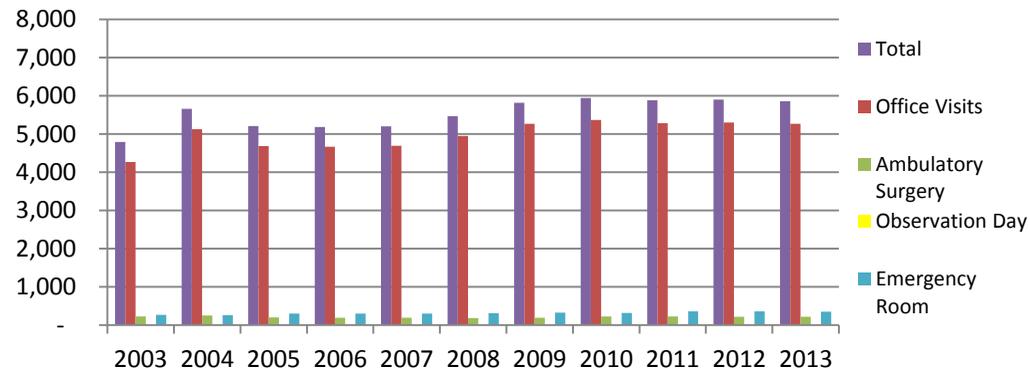
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Outpatient Behavioral Health Physician and Non-Physician Encounters



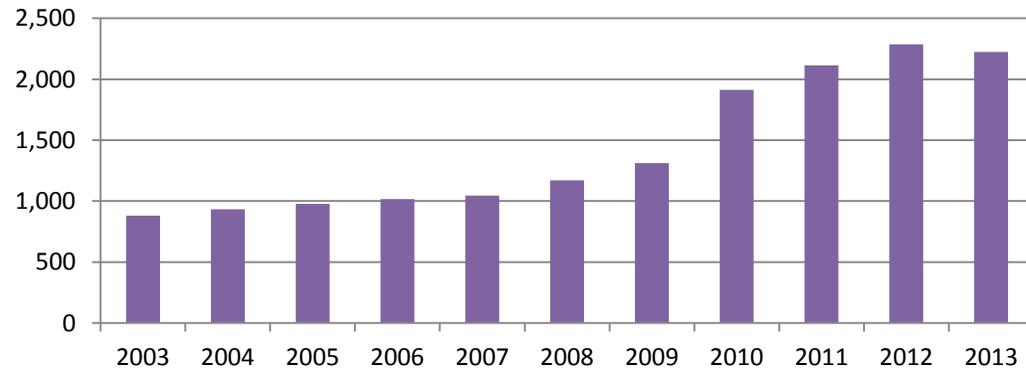
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Outpatient Non-Behavioral Health Annualized Encounters per 1,000 Members



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Outpatient Behavioral Health Annualized Encounters per 1,000 Members



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Inpatient Non-Behavioral Health

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
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	2,252,730	2,222,950	2,239,609

Discharge Days

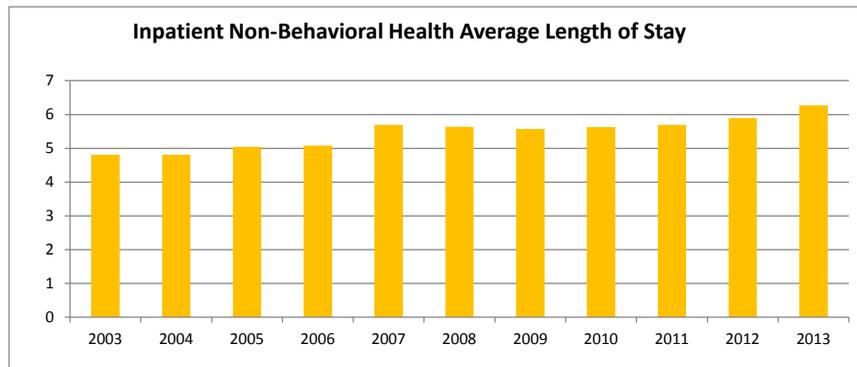
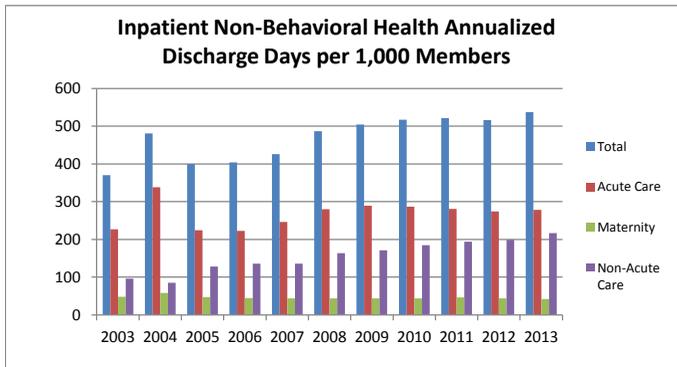
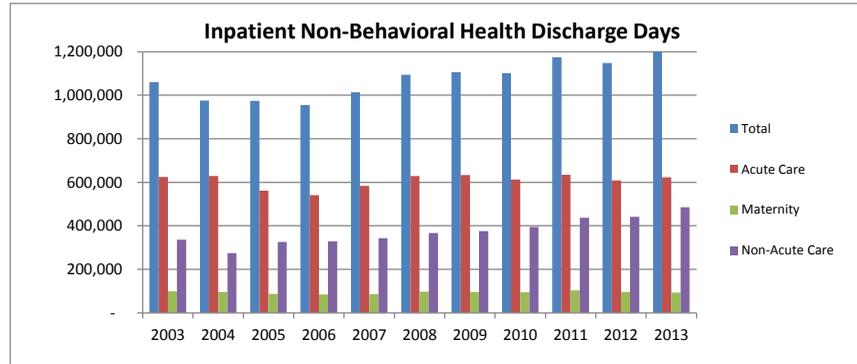
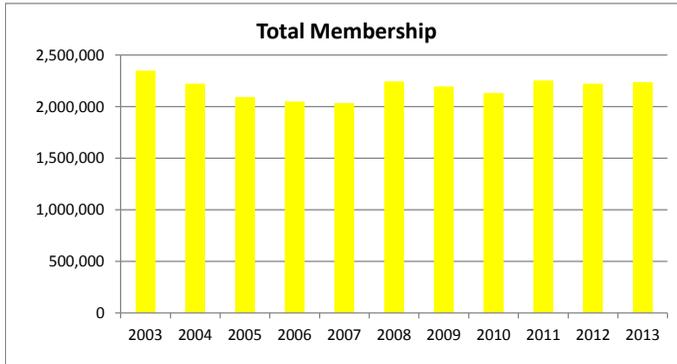
	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Total	1,060,032	975,107	974,871	954,485	1,014,334	1,094,353	1,105,251	1,102,065	1,173,898	1,147,623	1,203,188
Acute Care	624,134	628,584	561,492	540,778	583,359	628,790	633,062	613,195	634,101	608,737	623,631
Maternity	99,107	95,815	87,035	84,301	86,594	97,792	96,000	94,726	102,999	96,554	93,465
Non-Acute Care	336,791	274,550	326,344	329,406	344,381	367,771	376,189	394,144	436,798	442,332	486,092

Annualized Discharge Days per 1,000 Members

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Total	370	481	400	404	426	487	504	517	521	516	537
Acute Care	227	338	224	223	246	280	289	287	281	274	278
Maternity	48	58	47	45	44	44	44	44	46	43	42
Non-Acute Care	96	85	128	136	136	164	171	185	194	199	217

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Average Length of Stay	4.81	4.81	5.04	5.08	5.69	5.64	5.57	5.63	5.69	5.89	6.27

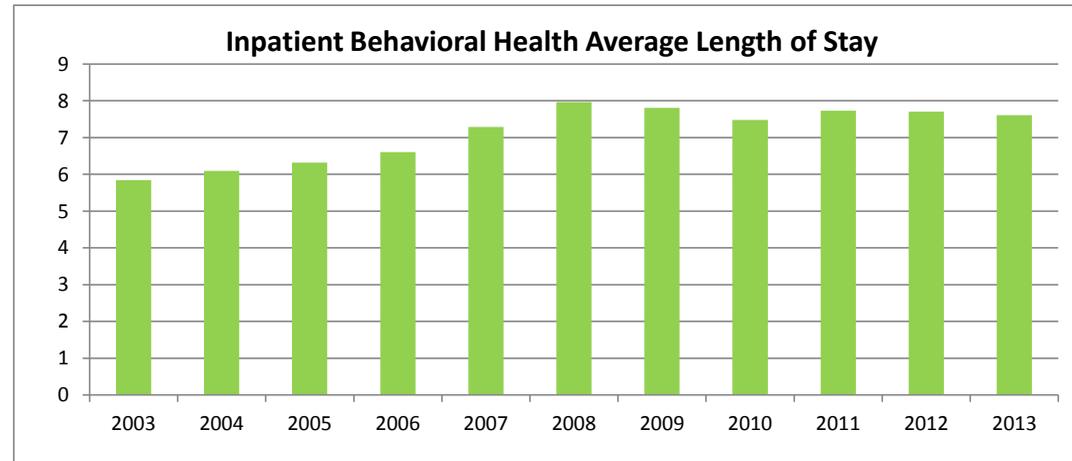
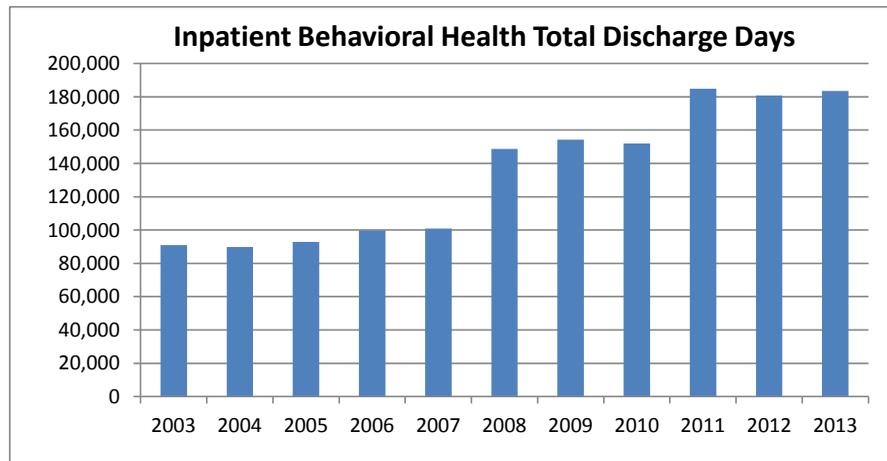
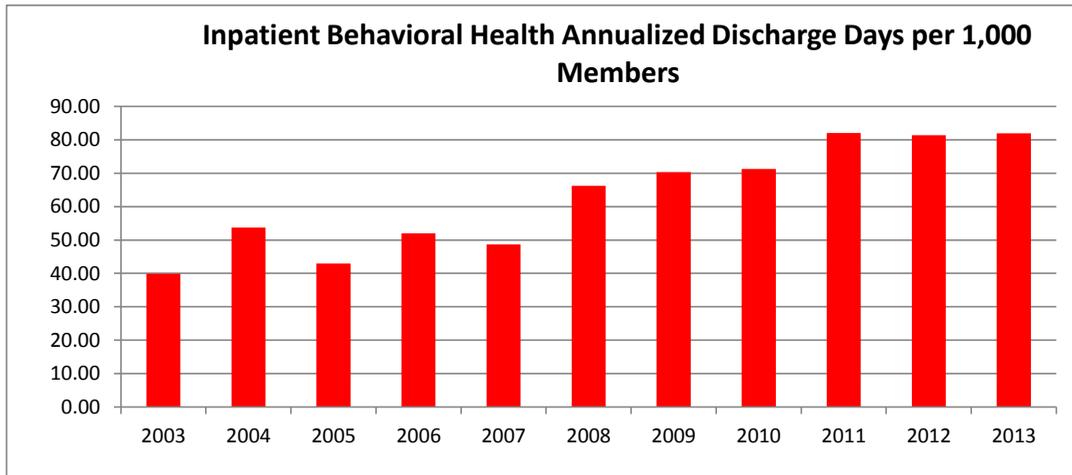
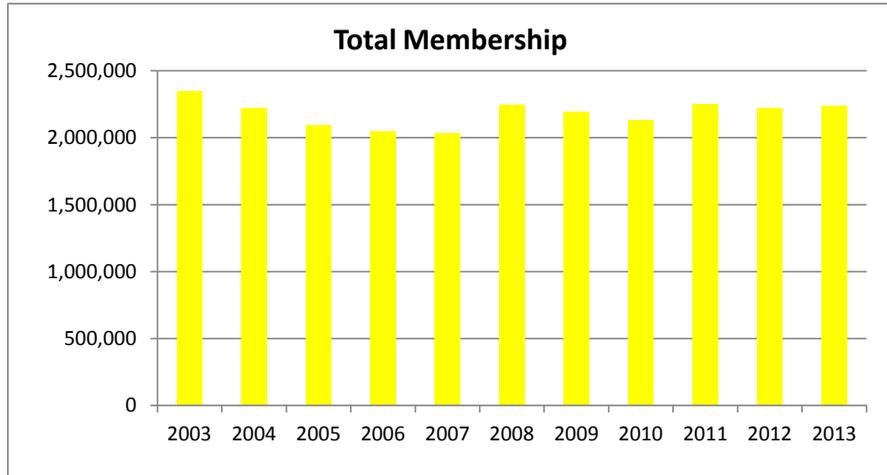
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Inpatient Behavioral Health

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
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	2,252,730	2,222,950	2,239,609
Total Discharge Days	90,877	89,843	92,899	99,733	100,923	148,625	154,237	151,916	184,878	180,799	183,526
Annualized Discharge Days per 1,000 Members	39.90	53.70	42.94	51.97	48.70	66.18	70.30	71.21	82.07	81.36	81.95
Average Length of Stay	5.84	6.09	6.32	6.6	7.29	7.96	7.81	7.48	7.73	7.71	7.61

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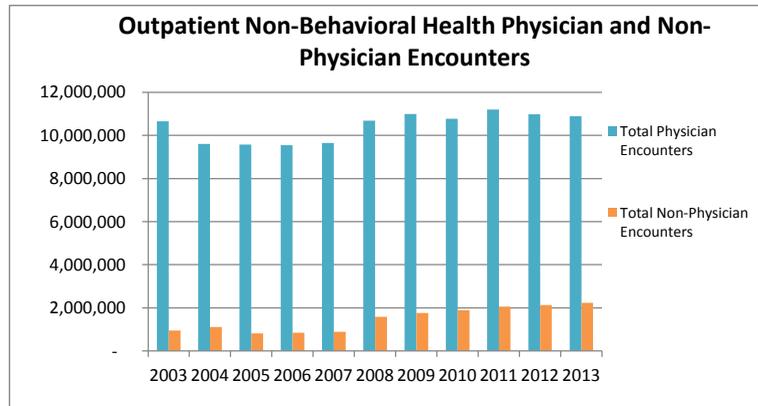
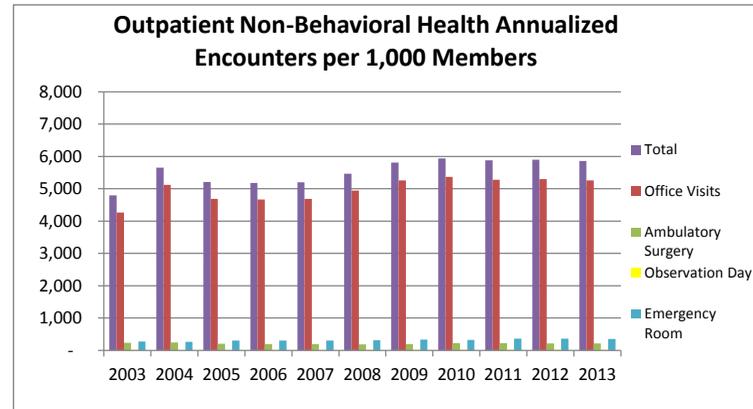
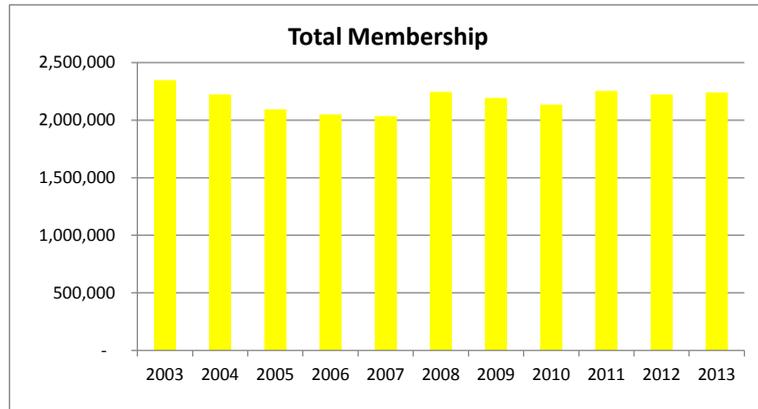
Outpatient Non-Behavioral Health

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
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	2,252,730	2,222,950	2,239,609
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	11,195,063	10,973,996	10,887,981
Total Non-Physician Encounters	945,620	1,116,587	823,074	850,098	895,517	1,589,845	1,762,599	1,899,643	2,051,899	2,133,448	2,230,182

Annualized Encounters per 1,000 Members

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Total	4,792	5,654	5,207	5,185	5,199	5,465	5,812	5,938	5,880	5,898	5,857
Office Visits	4,268	5,126	4,686	4,669	4,691	4,946	5,264	5,364	5,278	5,295	5,262
Ambulatory Surgery	232	250	203	199	194	190	197	231	225	221	220
Observation Day	18	13	13	14	13	18	21	20	15	18	19
Emergency Room	274	265	305	303	302	311	331	322	363	364	357

* Boston Medical Center Health Plan, Inc. data was included for the first time in 2008, CeltiCare Health Plan of Massachusetts, Inc. data was included for the first time in 2009, and Network Health, LLC data was included for the first time in 2011.



Outpatient Behavioral Health

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
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	2,252,730	2,222,950	2,239,609
Total Physician Encounters	452,669	410,698	417,246	583,534	531,338	755,583	805,881	807,293	859,197	881,063	1,062,642
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	3,903,821	4,202,179	3,916,906
Annualized Encounters per 1,000 Members	880	932	979	1,017	1,046	1,170	1,313	1,913	2,114	2,287	2,223

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