

**HMOs' Outpatient Non-Behavioral Health Utilization Data for MA Residents**  
**January 1, 2012 - June 30, 2012**  
(Includes combined HMO Closed Network Plan and HMO Insured Preferred Provider Network Plan statistics)

**HMOs with over 150,000 Massachusetts Membership**

	Total Physician Encounters	Annualized Physician Encounters per 1,000 Members	Total Non-Physician Encounters	Annualized Non-Physician Encounters per 1,000 Members	Total Encounters	Annualized Encounters per 1,000 Members
<b>Blue Cross and Blue Shield of MA HMO Blue, Inc.</b>						
Office Visits	1,258,059	4,212.34	50,089	167.71	1,308,148	4,380.05
Ambulatory Surgery	68,005	227.70	0	0.00	68,005	227.70
Observation Day	1,752	5.87	0	0.00	1,752	5.87
Emergency Room	193.56	0.62	0	0.00	193.56	0.62
<b>Total Outpatient Non-Behavioral Health Utilization</b>	<b>1,385,624</b>	<b>4,639.46</b>	<b>50,089</b>	<b>167.71</b>	<b>1,435,713</b>	<b>4,807.17</b>
<b>Boston Medical Center Health Plan, Inc.</b>						
Office Visits	493,057	4,384.09	130,873	1,163.68	623,930	5,547.77
Ambulatory Surgery	18,322	162.91	1,034	9.19	19,356	172.11
Observation Day	1,194	10.62	1,218	10.83	2,412	21.45
Emergency Room	32,607	289.93	47,285	420.44	79,892	710.37
<b>Total Outpatient Non-Behavioral Health Utilization</b>	<b>545,180</b>	<b>4,847.55</b>	<b>180,410</b>	<b>1,604.14</b>	<b>725,590</b>	<b>6,451.69</b>
<b>Fallon Community Health Plan, Inc.</b>						
Office Visits	295,118	3,988.77	72,603	981.29	367,721	4,970.06
Ambulatory Surgery	17,217	232.70	2,906	39.28	20,123	271.98
Observation Day	4,339	58.65	399	5.39	4,738	64.04
Emergency Room	16,290	220.17	1,612	21.79	17,902	241.96
<b>Total Outpatient Non-Behavioral Health Utilization</b>	<b>332,964</b>	<b>4,500.29</b>	<b>77,520</b>	<b>1,047.75</b>	<b>410,484</b>	<b>5,548.04</b>
<b>Harvard Pilgrim Health Care, Inc.</b>						
Office Visits	665,712	4,046.02	198,849	1,208.55	864,561	5,254.57
Ambulatory Surgery	46,934	285.25	0	0.00	46,934	285.25
Observation Day	836	5.08	0	0.00	836	5.08
Emergency Room	24,113	146.55	0	0.00	24,113	146.55
<b>Total Outpatient Non-Behavioral Health Utilization</b>	<b>737,595</b>	<b>4,482.91</b>	<b>198,849</b>	<b>1,208.55</b>	<b>936,444</b>	<b>5,691.46</b>
<b>Neighborhood Health Plan, Inc.</b>						
Office Visits	590,991	4,868.61	312,108	2,571.16	903,099	7,439.76
Ambulatory Surgery	13,581	111.88	0	0.00	13,581	111.88
Observation Day	2,351	19.37	0	0.00	2,351	19.37
Emergency Room	67,351	554.84	0	0.00	67,351	554.84
<b>Total Outpatient Non-Behavioral Health Utilization</b>	<b>674,274</b>	<b>5,554.69</b>	<b>312,108</b>	<b>2,571.16</b>	<b>986,382</b>	<b>8,125.85</b>
<b>Network Health, LLC</b>						
Office Visits	387,576	3,783.95	25,056	244.62	412,632	4,028.58
Ambulatory Surgery	30,331	296.13	840	8.20	31,171	304.33
Observation Day	3,458	33.76	4	0.04	3,462	33.80
Emergency Room	68,114	665.01	202	1.97	68,316	666.98
<b>Total Outpatient Non-Behavioral Health Utilization</b>	<b>489,479</b>	<b>4,778.84</b>	<b>26,102</b>	<b>254.84</b>	<b>515,581</b>	<b>5,033.68</b>
<b>Tufts Associated Health Maintenance Organization, Inc.</b>						
Office Visits	1,041,507	6,228.33	108,716	650.13	1,150,223	6,878.46
Ambulatory Surgery	55,409	331.35	1,792	10.72	57,201	342.07
Observation Day	2,112	12.63	0	0.00	2,112	12.63
Emergency Room	56,016	334.98	628	3.76	56,644	338.74
<b>Total Outpatient Non-Behavioral Health Utilization</b>	<b>1,155,044</b>	<b>6,907.29</b>	<b>111,136</b>	<b>664.61</b>	<b>1,266,180</b>	<b>7,571.90</b>

**HMOs with 150,000 or less Massachusetts Memberships**

	Total Physician Encounters	Annualized Physician Encounters per 1,000 Members	Total Non-Physician Encounters	Annualized Non-Physician Encounters per 1,000 Members	Total Encounters	Annualized Encounters per 1,000 Members
<b>Aetna Health Inc.</b>						
Office Visits	13,706	9,515.85	2,600	1,805.14	16,306	11,320.99
Ambulatory Surgery	526	365.19	109	75.68	635	440.87
Observation Day	55	38.19	26	18.05	81	56.24
Emergency Room	496	344.36	745	517.24	1,241	861.61
<b>Total Outpatient Non-Behavioral Health Utilization</b>	<b>14,783</b>	<b>10,263.60</b>	<b>3,480</b>	<b>2,416.11</b>	<b>18,263</b>	<b>12,679.70</b>
<b>CeltiCare Health Plan of Massachusetts, Inc.</b>						
Office Visits	85,564	4,573.58	108,838	5,817.62	194,402	10,391.20
Ambulatory Surgery	220	11.76	77	4.12	297	15.88
Observation Day	349	18.65	162	8.66	511	27.31
Emergency Room	0	0.00	0	0.00	0	0.00
<b>Total Outpatient Non-Behavioral Health Utilization</b>	<b>86,133</b>	<b>4,603.99</b>	<b>109,077</b>	<b>5,830.40</b>	<b>195,210</b>	<b>10,434.39</b>
<b>ConnectiCare of Massachusetts, Inc.</b>						
Office Visits	5,235	3,250.88	703	436.56	5,938	3,687.44
Ambulatory Surgery	655	406.75	143	88.80	798	495.55
Observation Day	5	3.10	0	0.00	5	3.10
Emergency Room	298	185.05	3	1.86	301	186.92
<b>Total Outpatient Non-Behavioral Health Utilization</b>	<b>6,193</b>	<b>3,845.79</b>	<b>849</b>	<b>527.22</b>	<b>7,042</b>	<b>4,373.01</b>
<b>Health New England, Inc.</b>						
Office Visits	211,468	4,444.22	31,952	671.50	243,420	5,115.72
Ambulatory Surgery	9,031	189.80	0	0.00	9,031	189.80
Observation Day	753	15.83	0	0.00	753	15.83
Emergency Room	10,664	224.12	0	0.00	10,664	224.12
<b>Total Outpatient Non-Behavioral Health Utilization</b>	<b>231,916</b>	<b>4,873.96</b>	<b>31,952</b>	<b>671.50</b>	<b>263,868</b>	<b>5,545.46</b>
<b>UnitedHealthcare of New England, Inc.</b>						
Office Visits	3,709	62,599.16	3,150	53,164.56	6,859	115,763.71
Ambulatory Surgery	79	1,333.33	89	1,502.11	168	2,835.44
Observation Day	14	236.29	1	16.88	15	253.16
Emergency Room	0	0.00	0	0.00	0	0.00
<b>Total Outpatient Non-Behavioral Health Utilization</b>	<b>3,802</b>	<b>64,168.78</b>	<b>3,240</b>	<b>54,683.54</b>	<b>7,042</b>	<b>118,852.32</b>

**Total Physician Encounters: 5,662,987**

**Total Non-Physician Encounters: 1,104,812**

**Total Encounters: 6,767,799**