

HMOs' Outpatient Non-Behavioral Health Utilization Data for MA Residents
January 1, 2011 - December 31, 2011
(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
Blue Cross and Blue Shield of MA HMO Blue, Inc.						
Office Visits	2,601,008	4,094.94	89,786	141.36	2,690,794	4,236.30
Ambulatory Surgery	125,966	198.32	0	0.00	125,966	198.32
Observation Day	3,416	5.38	0	0.00	3,416	5.38
Emergency Room	122,817	193.36	0	0.00	122,817	193.36
Total Outpatient Non-Behavioral Health Utilization	2,853,207	4,492.00	89,786	141.36	2,942,993	4,633.35
Boston Medical Center Health Plan, Inc.						
Office Visits	1,028,812	4,206.84	271,578	1,110.49	1,300,390	5,317.33
Ambulatory Surgery	38,044	155.56	1,948	7.97	39,992	163.53
Observation Day	2,302	9.41	2,520	10.30	4,822	19.72
Emergency Room	68,464	279.95	100,736	411.91	169,200	691.86
Total Outpatient Non-Behavioral Health Utilization	1,137,622	4,651.77	376,782	1,540.67	1,514,404	6,192.44
Fallon Community Health Plan, Inc.						
Office Visits	596,179	3,863.20	139,918	906.66	736,097	4,769.86
Ambulatory Surgery	29,600	191.81	5,919	38.35	35,519	230.16
Observation Day	8,312	53.86	930	6.03	9,242	59.89
Emergency Room	41,710	270.28	2,563	16.61	44,273	286.89
Total Outpatient Non-Behavioral Health Utilization	675,801	4,379.14	149,330	967.65	825,131	5,346.79
Harvard Pilgrim Health Care, Inc.						
Office Visits	1,374,649	4,079.67	385,427	1,143.87	1,760,076	5,223.53
Ambulatory Surgery	104,830	311.11	0	0.00	104,830	311.11
Observation Day	1,542	4.58	0	0.00	1,542	4.58
Emergency Room	54,853	162.79	0	0.00	54,853	162.79
Total Outpatient Non-Behavioral Health Utilization	1,535,874	4,558.15	385,427	1,143.87	1,921,301	5,702.01
Neighborhood Health Plan, Inc.						
Office Visits	1,116,542	4,721.44	564,947	2,388.95	1,681,489	7,110.39
Ambulatory Surgery	24,519	103.68	0	0.00	24,519	103.68
Observation Day	3,963	16.76	0	0.00	3,963	16.76
Emergency Room	131,413	555.70	0	0.00	131,413	555.70
Total Outpatient Non-Behavioral Health Utilization	1,276,437	5,397.57	564,947	2,388.95	1,841,384	7,786.52
Network Health, LLC						
Office Visits	650,675	3,706.82	38,773	220.89	689,448	3,927.70
Ambulatory Surgery	46,067	262.44	1,134	6.46	47,201	268.90
Observation Day	4,729	26.94	14	0.08	4,743	27.02
Emergency Room	121,210	690.52	227	1.29	121,437	691.81
Total Outpatient Non-Behavioral Health Utilization	822,681	4,686.71	40,148	228.72	862,829	4,915.43
Tufts Associated Health Maintenance Organization, Inc.						
Office Visits	2,048,767	6,059.50	201,726	596.63	2,250,493	6,656.13
Ambulatory Surgery	104,744	309.79	3,237	9.57	107,981	319.37
Observation Day	2,857	8.45	0	0.00	2,857	8.45
Emergency Room	115,046	340.26	851	2.52	115,897	342.78
Total Outpatient Non-Behavioral Health Utilization	2,271,414	6,718.01	205,814	608.72	2,477,228	7,326.73

HMOs with 150,000 or less 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
Aetna Health Inc.						
Office Visits	29,422	17,673.52	5,429	3,261.15	34,851	20,934.67
Ambulatory Surgery	1,154	693.20	317	190.42	1,471	883.62
Observation Day	86	51.66	42	25.23	128	76.89
Emergency Room	931	559.24	1,632	980.33	2,563	1,539.57
Total Outpatient Non-Behavioral Health Utilization	31,593	18,977.62	7,420	4,457.13	39,013	23,434.75
CeltiCare Health Plan of Massachusetts, Inc.						
Office Visits	125,383	3,633.46	142,536	4,130.54	267,919	7,764.01
Ambulatory Surgery	341	9.89	113	3.27	454	13.16
Observation Day	427	12.37	73	2.12	500	14.49
Emergency Room	13,387	387.94	19,485	564.65	32,872	952.60
Total Outpatient Non-Behavioral Health Utilization	139,538	4,043.66	162,207	4,700.58	301,745	8,744.25
ConnectiCare of Massachusetts, Inc.						
Office Visits	10,608	3,192.30	1,435	431.84	12,043	3,624.13
Ambulatory Surgery	1,265	380.68	280	84.26	1,545	464.94
Observation Day	11	3.31	1	0.30	12	3.61
Emergency Room	745	224.20	3	0.90	748	225.10
Total Outpatient Non-Behavioral Health Utilization	12,629	3,800.48	1,719	517.30	14,348	4,317.79
Health New England, Inc.						
Office Visits	385,823	4,267.13	56,566	625.61	442,389	4,892.74
Ambulatory Surgery	16,413	181.52	0	0.00	16,413	181.52
Observation Day	1,608	17.78	0	0.00	1,608	17.78
Emergency Room	20,988	232.12	0	0.00	20,988	232.12
Total Outpatient Non-Behavioral Health Utilization	424,832	4,698.57	56,566	625.61	481,398	5,324.18
UnitedHealthcare of New England, Inc.						
Office Visits	12,418	7,373.38	11,202	6,651.36	23,620	14,024.74
Ambulatory Surgery	987	586.05	546	324.20	1,533	910.24
Observation Day	30	17.81	5	2.97	35	20.78
Emergency Room	0	0.00	0	0.00	0	0.00
Total Outpatient Non-Behavioral Health Utilization	13,435	7,977.24	11,753	6,978.53	25,188	14,955.76

Total Physician Encounters: 11,195,063

Total Non-Physician Encounters: 2,051,899

Total Encounters: 13,246,962