

HMOs' Outpatient 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.						
Major Depression	140,357	220.97	128,762	202.72	269,119	423.69
Attention Deficit Hyperactivity Disorder	33,325	52.47	17,703	27.87	51,028	80.34
Eating Disorders	4,036	6.35	5,729	9.02	9,765	15.37
Chemical Dependency	295	0.46	13,068	20.57	13,363	21.04
Other Mental Health	270,740	426.24	305,332	480.71	576,072	906.95
Total Outpatient Behavioral Health Utilization	448,753	706.50	470,594	740.89	919,347	1,447.39
Boston Medical Center Health Plan, Inc.						
Major Depression	6,040	24.70	178,037	728.00	184,077	752.70
Attention Deficit Hyperactivity Disorder	2,578	10.54	111,417	455.59	113,995	466.13
Eating Disorders	22	0.09	2,353	9.62	2,375	9.71
Chemical Dependency	15,717	64.27	298,612	1,221.03	314,329	1,285.30
Other Mental Health	11,237	45.95	471,080	1,926.26	482,317	1,972.21
Total Outpatient Behavioral Health Utilization	35,594	145.54	1,061,499	4,340.50	1,097,093	4,486.05
Fallon Community Health Plan, Inc.						
Major Depression	3,420	22.16	37,486	242.91	40,906	265.07
Attention Deficit Hyperactivity Disorder	2,763	17.90	7,811	50.61	10,574	68.52
Eating Disorders	221	1.43	2,706	17.53	2,927	18.97
Chemical Dependency	5,052	32.74	20,996	136.05	26,048	168.79
Other Mental Health	8,699	56.37	78,743	510.25	87,442	566.62
Total Outpatient Behavioral Health Utilization	20,155	130.60	147,742	957.36	167,897	1,087.96
Harvard Pilgrim Health Care, Inc.						
Major Depression	31,773	94.30	119,392	354.33	151,165	448.63
Attention Deficit Hyperactivity Disorder	10,339	30.68	18,685	55.45	29,024	86.14
Eating Disorders	646	1.62	5,673	16.84	6,319	18.46
Chemical Dependency	4,962	14.73	17,395	51.62	22,357	66.35
Other Mental Health	45,010	133.58	295,991	878.44	341,001	1,012.02
Total Outpatient Behavioral Health Utilization	92,630	274.91	457,136	1,356.68	549,766	1,631.59
Neighborhood Health Plan, Inc.						
Major Depression	15,758	66.63	115,202	487.15	130,960	553.78
Attention Deficit Hyperactivity Disorder	7,758	32.81	54,433	230.18	62,191	262.98
Eating Disorders	147	0.62	2,471	10.45	2,618	11.07
Chemical Dependency	30,278	128.03	524,564	2,218.18	554,842	2,346.22
Other Mental Health	29,424	124.42	315,350	1,333.50	344,774	1,457.92
Total Outpatient Behavioral Health Utilization	83,365	352.52	1,012,020	4,279.45	1,095,385	4,631.97
Network Health, LLC						
Major Depression	9,373	53.40	87,817	500.28	97,190	553.68
Attention Deficit Hyperactivity Disorder	6,824	38.88	31,873	181.58	38,697	220.45
Eating Disorders	172	0.98	1,028	5.86	1,200	6.84
Chemical Dependency	17,285	98.47	32,954	187.73	50,239	286.21
Other Mental Health	19,368	110.34	227,757	1,297.50	247,125	1,407.84
Total Outpatient Behavioral Health Utilization	53,022	302.06	381,429	2,172.95	434,451	2,475.01
Tufts Associated Health Maintenance Organization, Inc.						
Major Depression	30,431	90.00	78,196	231.28	108,627	321.28
Attention Deficit Hyperactivity Disorder	6,984	20.66	10,808	31.97	17,792	52.62
Eating Disorders	225	0.67	3,464	10.25	3,689	10.91
Chemical Dependency	1,686	4.99	6,678	19.75	8,364	24.74
Other Mental Health	38,763	114.65	165,916	490.72	204,679	605.37
Total Outpatient Behavioral Health Utilization	78,089	230.96	265,062	783.96	343,151	1,014.91

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.						
Major Depression	781	469.14	186	111.73	967	580.87
Attention Deficit Hyperactivity Disorder	173	103.92	20	12.01	193	115.93
Eating Disorders	29	17.42	3	1.80	32	19.22
Chemical Dependency	92	55.26	27	16.22	119	71.48
Other Mental Health	1,587	953.30	372	223.46	1,959	1,176.75
Total Outpatient Behavioral Health Utilization	2,662	1,599.04	608	365.22	3,270	1,964.26
CeltiCare Health Plan of Massachusetts, Inc.						
Major Depression	5,546	160.72	1,339	38.80	6,885	199.52
Attention Deficit Hyperactivity Disorder	517	14.98	118	3.42	635	18.40
Eating Disorders	46	1.33	47	1.36	93	2.70
Chemical Dependency	15,986	463.26	4,659	135.01	20,645	598.27
Other Mental Health	8,076	234.03	2,301	66.68	10,377	300.71
Total Outpatient Behavioral Health Utilization	30,171	874.32	8,464	245.28	38,635	1,119.60
ConnectCare of Massachusetts, Inc.						
Major Depression	43	12.94	473	142.34	516	155.28
Attention Deficit Hyperactivity Disorder	21	6.32	123	37.01	144	43.33
Eating Disorders	0	0.00	27	8.13	27	8.13
Chemical Dependency	0	0.00	49	14.75	49	14.75
Other Mental Health	107	32.20	1,212	364.73	1,319	396.93
Total Outpatient Behavioral Health Utilization	171	51.46	1,884	566.95	2,055	618.42
Health New England, Inc.						
Major Depression	4,695	51.93	19,655	217.38	24,350	269.31
Attention Deficit Hyperactivity Disorder	1,177	13.02	4,896	54.15	6,073	67.17
Eating Disorders	15	0.17	731	8.08	746	8.25
Chemical Dependency	189	2.09	2,962	32.76	3,151	34.85
Other Mental Health	8,368	92.55	68,589	758.58	76,957	851.13
Total Outpatient Behavioral Health Utilization	14,444	159.75	96,833	1,070.96	111,277	1,230.70
UnitedHealthcare of New England, Inc.						
Major Depression	0	0.00	0	0.00	0	0.00
Attention Deficit Hyperactivity Disorder	12	7.13	43	25.53	55	32.66
Eating Disorders	0	0.00	0	0.00	0	0.00
Chemical Dependency	0	0.00	11	6.53	11	6.53
Other Mental Health	129	70.60	496	294.51	625	371.10
Total Outpatient Behavioral Health Utilization	141	83.72	550	326.57	691	410.29

Total Physician Encounters: 859,197

Total Non-Physician Encounters: 3,903,821

Total Encounters: 4,763,018