

HMOs' Outpatient Non-Behavioral Health Utilization Data for MA Residents
January 1, 2012 - December 31, 2012
(includes combined HMO Closed Network Plan and HMO Insured Preferred Provider Network Plan statistics)

HMO's 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
BCBSMA HMO Blue, Inc.						
Office Visits	2,427,792	4,038.34	94,273	156.81	2,522,065	4,195.15
Ambulatory Surgery	126,297	210.08	0	0.00	126,297	210.08
Observation Day	3,157	5.25	0	0.00	3,157	5.25
Emergency Room	116,113	193.14	0	0.00	116,113	193.14
Total Outpatient Non-Behavioral Health Utilization	2,673,359	4,446.81	94,273	156.81	2,767,632	4,603.62
Boston Medical Center Health Plan, Inc.						
Office Visits	1,001,747	4,207.58	272,586	1,144.93	1,274,333	5,352.50
Ambulatory Surgery	37,975	159.50	1,844	7.75	39,819	167.25
Observation Day	2,601	10.92	2,899	12.18	5,500	23.10
Emergency Room	65,816	276.44	102,323	429.78	168,139	706.22
Total Outpatient Non-Behavioral Health Utilization	1,108,139	4,654.45	379,652	1,594.63	1,487,791	6,249.08
Harvard Pilgrim Health Care, Inc.						
Office Visits	1,235,717	3,991.29	355,679	1,148.82	1,591,396	5,140.11
Ambulatory Surgery	69,657	224.99	0	0.00	69,657	224.99
Observation Day	1,537	4.96	0	0.00	1,537	4.96
Emergency Room	37,374	120.72	0	0.00	37,374	120.72
Total Outpatient Non-Behavioral Health Utilization	1,344,285	4,341.96	355,679	1,148.82	1,699,964	5,490.78
Neighborhood Health Plan, Inc.						
Office Visits	1,184,463	4,812.44	627,511	2,549.56	1,811,974	7,362.00
Ambulatory Surgery	26,618	108.15	0	0.00	26,618	108.15
Observation Day	4,260	17.31	0	0.00	4,260	17.31
Emergency Room	138,217	561.57	0	0.00	138,217	561.57
Total Outpatient Non-Behavioral Health Utilization	1,353,558	5,499.47	627,511	2,549.56	1,981,069	8,049.02
Network Health, LLC						
Office Visits	771,938	3,617.84	50,650	237.38	822,588	3,855.22
Ambulatory Surgery	60,260	282.42	1,566	7.34	61,826	289.76
Observation Day	7,131	33.42	5	0.02	7,136	33.44
Emergency Room	140,628	659.08	455	2.13	141,083	661.21
Total Outpatient Non-Behavioral Health Utilization	979,957	4,592.76	52,676	246.88	1,032,633	4,839.63
Tufts Associated Health Maintenance Organization, Inc.						
Office Visits	1,994,060	5,997.42	202,837	610.06	2,196,897	6,607.48
Ambulatory Surgery	102,807	309.21	3,176	9.55	105,983	318.76
Observation Day	7,338	22.07	0	0.00	7,338	22.07
Emergency Room	109,518	329.39	836	2.51	110,354	331.91
Total Outpatient Non-Behavioral Health Utilization	2,213,723	6,658.09	206,849	622.13	2,420,572	7,280.21

HMO's 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	28,150	20,908.64	5,788	4,299.08	33,938	25,207.72
Ambulatory Surgery	1,031	765.78	244	181.23	1,275	947.02
Observation Day	115	85.42	53	39.37	168	124.78
Emergency Room	1,016	754.64	1,495	1,110.42	2,511	1,865.07
Total Outpatient Non-Behavioral Health Utilization	30,312	22,514.48	7,580	5,630.11	37,892	28,144.59
CeltiCare Health Plan of Massachusetts, Inc.						
Office Visits	127,439	4,066.42	166,024	5,297.62	293,463	9,364.05
Ambulatory Surgery	374	11.93	165	5.26	539	17.20
Observation Day	521	16.62	139	4.44	660	21.06
Emergency Room	14,968	477.61	20,883	666.35	35,851	1,143.96
Total Outpatient Non-Behavioral Health Utilization	143,302	4,572.59	187,211	5,973.68	330,513	10,546.27
ConnectiCare of Massachusetts, Inc.						
Office Visits	2,093	648.21	6,424	1,989.52	8,517	2,637.73
Ambulatory Surgery	0	0.00	111	34.38	111	34.38
Observation Day	0	0.00	94	29.11	94	29.11
Emergency Room	0	0.00	850	263.25	850	263.25
Total Outpatient Non-Behavioral Health Utilization	2,093	648.21	7,479	2,316.26	9,572	2,964.46
Fallon Community Health Plan, Inc.						
Office Visits	583,143	3,918.56	137,427	923.47	720,570	4,842.03
Ambulatory Surgery	34,417	231.27	6,277	42.18	40,694	273.45
Observation Day	8,793	59.09	838	5.63	9,631	64.72
Emergency Room	33,896	227.77	3,002	20.17	36,898	247.94
Total Outpatient Non-Behavioral Health Utilization	660,249	4,436.69	147,544	991.45	807,793	5,428.14
Health New England, Inc.						
Office Visits	418,377	4,332.03	62,762	649.86	481,139	4,981.90
Ambulatory Surgery	17,917	185.52	0	0.00	17,917	185.52
Observation Day	1,574	16.30	0	0.00	1,574	16.30
Emergency Room	21,977	227.56	0	0.00	21,977	227.56
Total Outpatient Non-Behavioral Health Utilization	459,845	4,761.41	62,762	649.86	522,607	5,411.27
UnitedHealthcare of New England, Inc.						
Office Visits	5,060	85,400.84	4,103	69,248.95	9,163	154,649.79
Ambulatory Surgery	95	1,603.38	128	2,160.34	223	3,763.71
Observation Day	19	320.68	1	16.88	20	337.55
Emergency Room	0	0.00	0	0.00	0	0.00
Total Outpatient Non-Behavioral Health Utilization	5,174	87,324.89	4,232	71,426.16	9,406	158,751.05

Total Physician Encounters: 10,973,996

Total Non-Physician Encounters: 2,133,448

Total Encounters: 13,107,444