

HMOs' Outpatient Non-Behavioral Health Utilization Data for MA Residents
January 1, 2013 - December 31, 2013
(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	2,410,338	3,974.91	106,644	175.87	2,516,982	4,150.78
Ambulatory Surgery	130,671	215.49	0	0.00	130,671	215.49
Observation Day	3,029	5.00	0	0.00	3,029	5.00
Emergency Room	112,677	185.82	0	0.00	112,677	185.82
Total Outpatient Non-Behavioral Health Utilization	2,656,715	4,381.21	106,644	175.87	2,763,359	4,557.08
Boston Medical Center Health Plan, Inc.						
Office Visits	1,096,989	3,946.56	289,531	1,041.62	1,386,520	4,988.18
Ambulatory Surgery	45,474	163.60	2,599	9.35	48,073	172.95
Observation Day	2,552	9.18	3,651	13.13	6,203	22.32
Emergency Room	51,025	183.57	132,680	477.33	183,705	660.90
Total Outpatient Non-Behavioral Health Utilization	1,196,040	4,302.90	428,461	1,541.44	1,624,501	5,844.35
Fallon Community Health Plan, Inc.						
Office Visits	590,734	3,876.90	131,087	860.31	721,821	4,737.21
Ambulatory Surgery	34,474	226.25	9,904	65.00	44,378	291.25
Observation Day	9,629	63.19	1,285	8.43	10,914	71.63
Emergency Room	39,843	261.48	5,586	36.66	45,429	298.14
Total Outpatient Non-Behavioral Health Utilization	674,680	4,427.83	147,862	970.40	822,542	5,398.23
Harvard Pilgrim Health Care, Inc.						
Office Visits	1,186,493	4,228.52	446,518	1,591.34	1,633,011	5,819.85
Ambulatory Surgery	62,575	223.01	0	0.00	62,575	223.01
Observation Day	3,383	12.06	0	0.00	3,383	12.06
Emergency Room	37,756	134.56	0	0.00	37,756	134.56
Total Outpatient Non-Behavioral Health Utilization	1,290,207	4,598.14	446,518	1,591.34	1,736,725	6,189.48
Neighborhood Health Plan, Inc.						
Office Visits	1,201,242	4,615.07	700,713	2,692.08	1,901,955	7,307.15
Ambulatory Surgery	28,635	110.01	0	0.00	28,635	110.01
Observation Day	5,829	22.39	0	0.00	5,829	22.39
Emergency Room	139,866	537.35	0	0.00	139,866	537.35
Total Outpatient Non-Behavioral Health Utilization	1,375,572	5,284.83	700,713	2,692.08	2,076,285	7,976.92
Network Health, LLC						
Office Visits	762,357	3,474.76	21,353	97.33	783,710	3,572.09
Ambulatory Surgery	56,326	256.73	1,542	7.03	57,868	263.76
Observation Day	7,395	33.71	20	0.09	7,415	33.80
Emergency Room	132,380	603.38	877	4.00	133,257	607.37
Total Outpatient Non-Behavioral Health Utilization	958,458	4,368.58	23,792	108.44	982,250	4,477.02
Tufts Associated Health Maintenance Organization, Inc.						
Office Visits	1,920,537	6,011.40	207,543	649.62	2,128,080	6,661.03
Ambulatory Surgery	96,648	302.51	3,301	10.33	99,949	312.85
Observation Day	3,123	9.78	0	0.00	3,123	9.78
Emergency Room	101,444	317.53	961	3.01	102,405	320.53
Total Outpatient Non-Behavioral Health Utilization	2,121,752	6,641.22	211,805	662.96	2,333,557	7,304.18

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	28,371	34,295.56	6,672	8,065.28	35,043	42,360.83
Ambulatory Surgery	1,089	1,316.41	313	378.36	1,402	1,694.77
Observation Day	206	249.02	60	72.53	266	321.55
Emergency Room	1,001	1,210.03	1,271	1,536.42	2,272	2,746.45
Total Outpatient Non-Behavioral Health Utilization	30,667	37,071.02	8,316	10,052.58	38,983	47,123.60
CeltiCare Health Plan of Massachusetts, Inc.						
Office Visits	60,439	4,262.00	74,133	5,227.66	134,572	9,489.65
Ambulatory Surgery	248	17.49	119	8.39	367	25.88
Observation Day	287	20.24	83	5.85	370	26.09
Emergency Room	6,121	431.64	8,545	602.57	14,666	1,034.21
Total Outpatient Non-Behavioral Health Utilization	67,095	4,731.36	82,880	5,844.47	149,975	10,575.83
ConnectiCare of Massachusetts, Inc.						
Office Visits	16,424	5,688.13	4,829	1,672.43	21,253	7,360.56
Ambulatory Surgery	304	105.28	0	0.00	304	105.28
Observation Day	21	7.27	0	0.00	21	7.27
Emergency Room	284	98.36	0	0.00	284	98.36
Total Outpatient Non-Behavioral Health Utilization	17,033	5,899.04	4,829	1,672.43	21,862	7,571.47
Health New England, Inc.						
Office Visits	452,424	4,299.34	68,362	649.64	520,786	4,948.98
Ambulatory Surgery	19,262	183.04	0	0.00	19,262	183.04
Observation Day	1,678	15.95	0	0.00	1,678	15.95
Emergency Room	26,398	250.86	0	0.00	26,398	250.86
Total Outpatient Non-Behavioral Health Utilization	499,762	4,749.19	68,362	649.64	568,124	5,398.83

Total Physician Encounters: 10,887,981

Total Non-Physician Encounters: 2,230,182

Total Encounters: 13,118,163