

HMOs' Outpatient Non-Behavioral Health Utilization Data for MA Residents
1/1/2016 - 12/31/2016
(Includes combined HMO Closed Network Plan and HMO Insured Preferred Provider Network Plan statistics)

HMOs with over 100,000 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	2,194,588	3,624.68	361,033	596.30	2,555,621	4,220.98
Ambulatory Surgery	127,978	211.37	0	0.00	127,978	211.37
Observation Day	2,412	3.98	0	0.00	2,412	3.98
Emergency Room	107,637	177.78	0	0.00	107,637	177.78
Total Outpatient Non-Behavioral Health Utilization	2,432,615	4,017.81	361,033	596.30	2,793,648	4,614.11
Boston Medical Center Health Plan, Inc.						
Office Visits	839,157	3,762.77	353,744	1,586.18	1,192,901	5,348.95
Ambulatory Surgery	29,298	131.37	2,862	12.83	32,160	144.20
Observation Day	2,678	12.01	2,525	11.32	5,203	23.33
Emergency Room	84,449	378.67	49,462	221.79	133,911	600.45
Total Outpatient Non-Behavioral Health Utilization	955,582	4,284.82	408,593	1,832.12	1,364,175	6,116.94
Fallon Community Health Plan, Inc.						
Office Visits	457,503	3,628.95	92,706	735.35	550,209	4,364.30
Ambulatory Surgery	33,183	263.21	3,529	27.99	36,712	291.20
Observation Day	8,833	70.06	663	5.26	9,496	75.32
Emergency Room	41,068	325.75	826	6.55	41,894	332.31
Total Outpatient Non-Behavioral Health Utilization	540,587	4,287.98	97,724	775.16	638,311	5,063.14
Harvard Pilgrim Health Care, Inc.						
Office Visits	1,232,264	5,406.51	639,764	2,806.94	1,872,028	8,213.46
Ambulatory Surgery	37,947	166.49	1,611	7.07	39,558	173.56
Observation Day	1	0.00	4,260	18.69	4,261	18.69
Emergency Room	41,787	183.34	11,527	50.57	53,314	233.91
Total Outpatient Non-Behavioral Health Utilization	1,311,999	5,756.35	657,162	2,883.27	1,969,161	8,639.62
Health New England, Inc.						
Office Visits	707,825	4,386.51	146,869	910.17	854,694	5,296.68
Ambulatory Surgery	29,400	182.20	0	0.00	29,400	182.20
Observation Day	3,322	20.59	0	0.00	3,322	20.59
Emergency Room	67,088	415.76	0	0.00	67,088	415.76
Total Outpatient Non-Behavioral Health Utilization	807,635	5,005.05	146,869	910.17	954,504	5,915.22
Neighborhood Health Plan, Inc.						
Office Visits	2,060,536	4,650.53	1,279,159	2,887.00	3,339,695	7,537.52
Ambulatory Surgery	49,123	110.87	0	0.00	49,123	110.87
Observation Day	12,047	27.19	0	0.00	12,047	27.19
Emergency Room	227,152	512.67	0	0.00	227,152	512.67
Total Outpatient Non-Behavioral Health Utilization	2,348,858	5,301.25	1,279,159	2,887.00	3,628,017	8,188.25
Tufts Associated HMO, Inc.						
Office Visits	1,110,839	3,547.29	91,762	293.03	1,202,601	3,840.31
Ambulatory Surgery	67,629	215.96	2,248	7.18	69,877	223.14
Observation Day	11,696	37.35	438	1.40	12,134	38.75
Emergency Room	171,884	548.88	4,394	14.03	176,278	562.92
Total Outpatient Non-Behavioral Health Utilization	1,362,048	4,349.48	98,842	315.64	1,460,890	4,665.12
Tufts Health Public Plans, Inc.						
Office Visits	1,754,292	6,300.16	278,764	1,001.12	2,033,056	7,301.28
Ambulatory Surgery	85,007	305.28	4,820	17.31	89,827	322.59
Observation Day	2,514	9.03	0	0.00	2,514	9.03
Emergency Room	93,750	336.68	1,436	5.16	95,186	341.84
Total Outpatient Non-Behavioral Health Utilization	1,935,563	6,951.16	285,020	1,023.59	2,220,583	7,974.74

HMOs with under 100,000 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
Aetna Health Inc.						
Office Visits	11,358	4,087.57	4,096	1,474.09	15,454	5,561.66
Ambulatory Surgery	476	171.31	664	238.96	1,140	410.27
Observation Day	38	13.68	11	3.96	49	17.63
Emergency Room	438	157.63	545	196.14	983	353.77
Total Outpatient Non-Behavioral Health Utilization	12,310	4,430.18	5,316	1,913.15	17,626	6,343.33
CeltiCare Health Plan of Massachusetts, Inc.						
Office Visits	127,167	3,109.07	91,232	2,230.51	218,399	5,339.58
Ambulatory Surgery	280	6.85	3,328	81.37	3,608	88.21
Observation Day	1,401	34.25	111	2.71	1,512	36.97
Emergency Room	8,670	211.97	17,696	432.64	26,366	644.62
Total Outpatient Non-Behavioral Health Utilization	137,518	3,362.14	112,367	2,747.23	249,885	6,109.37
ConnectiCare of Massachusetts, Inc.						
Office Visits	4,905	6,378.41	1,995	2,594.28	6,900	8,972.69
Ambulatory Surgery	276	358.91	0	0.00	276	358.91
Observation Day	14	18.21	0	0.00	14	18.21
Emergency Room	152	197.66	0	0.00	152	197.66
Total Outpatient Non-Behavioral Health Utilization	5,347	6,953.19	1,995	2,594.28	7,342	9,547.46
Minuteman Health, Inc.						
Office Visits	5,232	527.92	608	61.35	5,840	589.27
Ambulatory Surgery	254	25.63	246	24.82	500	50.45
Observation Day	0	0.00	42	4.24	42	4.24
Emergency Room	186	18.77	931	93.94	1,117	112.71
Total Outpatient Non-Behavioral Health Utilization	5,672	572.32	1,827	184.35	7,499	756.66

Total Physician Encounters: 11,850,062

Total Non-Physician Encounters: 3,454,080

Total Encounters: 15,304,142