

HMOs' Outpatient Non-Behavioral Health Utilization Data for MA Residents
1/1/2017 - 12/31/2017
(Includes combined HMO Closed Network Plan and HMO Insured Preferred Provider Network Plan statistics)

	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	8,730	3,619.53	3,508	1,454.44	12,238	5,073.97
Ambulatory Surgery	331	137.24	447	185.33	778	322.57
Observation Day	16	6.63	5	2.07	21	8.71
Emergency Room	322	133.50	396	164.18	718	297.69
Total Outpatient Non-Behavioral Health Utilization	9,399	3,896.90	4,356	1,806.03	13,755	5,702.93
Blue Cross and Blue Shield of MA HMO Blue, Inc.						
Office Visits	2,222,760	3,575.58	416,362	669.77	2,639,122	4,245.35
Ambulatory Surgery	128,812	207.21	0	0.00	128,812	207.21
Observation Day	1,866	3.00	0	0.00	1,866	3.00
Emergency Room	107,700	173.25	0	0.00	107,700	173.25
Total Outpatient Non-Behavioral Health Utilization	2,461,138	3,959.04	416,362	669.77	2,877,500	4,628.81
Boston Medical Center Health Plan, Inc.						
Office Visits	835,984	3,511.68	394,796	1,658.40	1,230,780	5,170.08
Ambulatory Surgery	30,243	127.04	3,633	15.26	33,876	142.30
Observation Day	2,729	11.46	1,650	6.93	4,379	18.39
Emergency Room	62,637	263.12	67,625	284.07	130,262	547.19
Total Outpatient Non-Behavioral Health Utilization	931,593	3,913.30	467,704	1,964.66	1,399,297	5,877.96
ConnectiCare of Massachusetts, Inc.						
Office Visits	3,475	6,718.22	1,531	2,959.88	5,006	9,678.11
Ambulatory Surgery	283	547.12	0	0.00	283	547.12
Observation Day	5	9.67	0	0.00	5	9.67
Emergency Room	113	218.46	0	0.00	113	218.46
Total Outpatient Non-Behavioral Health Utilization	3,876	7,493.48	1,531	2,959.88	5,407	10,453.36
Fallon Community Health Plan, Inc.						
Office Visits	387,076	2,832.37	110,980	812.08	498,056	3,644.45
Ambulatory Surgery	26,702	195.39	2,525	18.48	29,227	213.86
Observation Day	9,330	68.27	758	5.55	10,088	73.82
Emergency Room	49,681	363.53	2,225	16.28	51,906	379.81
Total Outpatient Non-Behavioral Health Utilization	472,789	3,459.57	116,488	852.38	589,277	4,311.95
Harvard Pilgrim Health Care, Inc.						
Office Visits	1,004,350	5,490.48	597,732	3,267.62	1,602,082	8,758.10
Ambulatory Surgery	34,223	187.09	1,541	8.42	35,764	195.51
Observation Day	0	0.00	3,497	19.12	3,497	19.12
Emergency Room	34,128	186.57	9,675	52.89	43,803	239.46
Total Outpatient Non-Behavioral Health Utilization	1,072,701	5,864.13	612,445	3,348.05	1,685,146	9,212.18
Health New England, Inc.						
Office Visits	656,665	4,255.70	141,907	919.67	798,572	5,175.37
Ambulatory Surgery	27,726	179.69	0	0.00	27,726	179.69
Observation Day	2,828	18.33	0	0.00	2,828	18.33
Emergency Room	61,229	396.81	0	0.00	61,229	396.81
Total Outpatient Non-Behavioral Health Utilization	748,448	4,850.53	141,907	919.67	890,355	5,770.19
Neighborhood Health Plan, Inc.						
Office Visits	1,720,022	4,575.98	1,141,172	3,035.99	2,861,194	7,611.97
Ambulatory Surgery	40,514	107.78	0	0.00	40,514	107.78
Observation Day	9,774	26.00	0	0.00	9,774	26.00
Emergency Room	187,662	499.26	0	0.00	187,662	499.26
Total Outpatient Non-Behavioral Health Utilization	1,957,972	5,209.02	1,141,172	3,035.99	3,099,144	8,245.01
Tufts Health Public Plans, Inc.						
Office Visits	1,245,079	3,544.93	123,735	352.29	1,368,814	3,897.22
Ambulatory Surgery	77,417	220.42	2,993	8.52	80,410	228.94
Observation Day	12,950	36.87	547	1.56	13,497	38.43
Emergency Room	182,072	518.39	4,545	12.94	186,617	531.33
Total Outpatient Non-Behavioral Health Utilization	1,517,518	4,320.60	131,820	375.31	1,649,338	4,695.91
Tufts Associated HMO, Inc.						
Office Visits	1,627,891	5,958.99	303,221	1,109.96	1,931,112	7,068.95
Ambulatory Surgery	79,203	289.93	5,963	21.83	85,166	311.76
Observation Day	2,389	8.75	0	0.00	2,389	8.75
Emergency Room	89,518	327.69	1,937	7.09	91,455	334.78
Total Outpatient Non-Behavioral Health Utilization	1,799,001	6,585.35	311,121	1,138.88	2,110,122	7,724.23
TOTAL	10,974,435	4,696.31	3,344,906	1,431.39	14,319,341	6,127.71