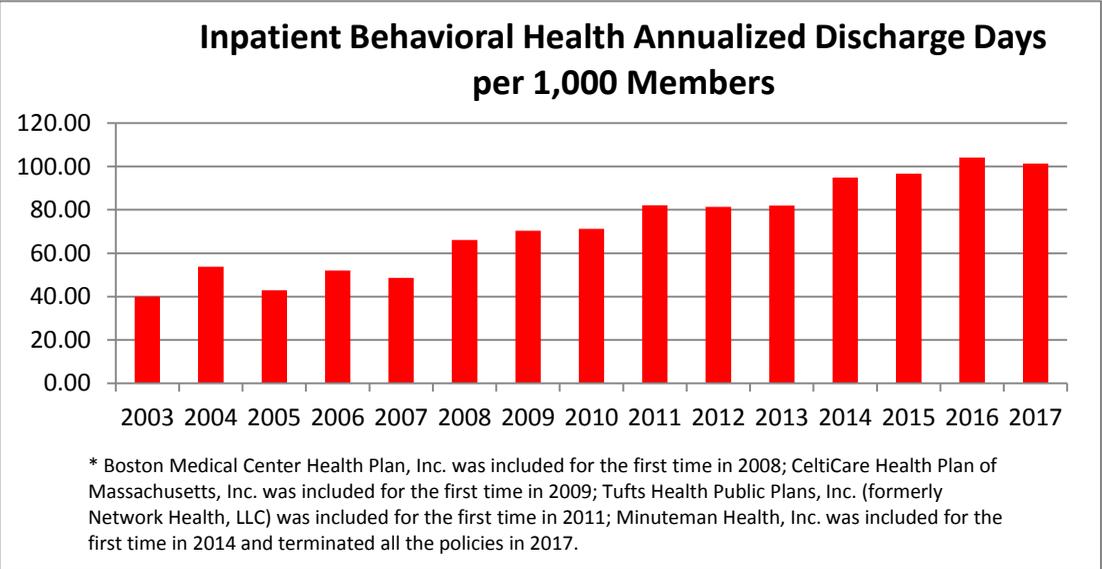
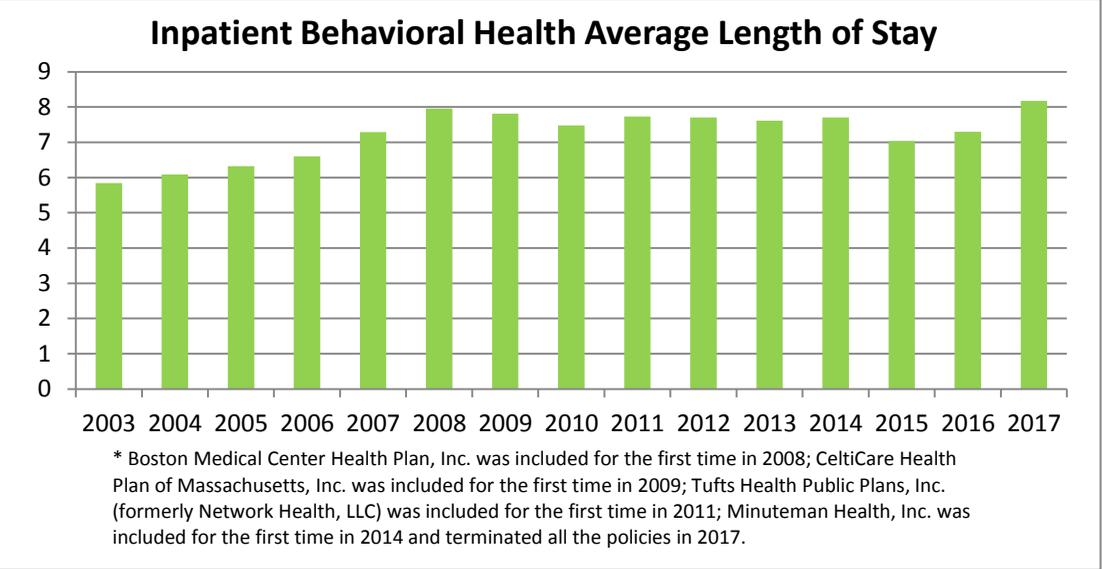
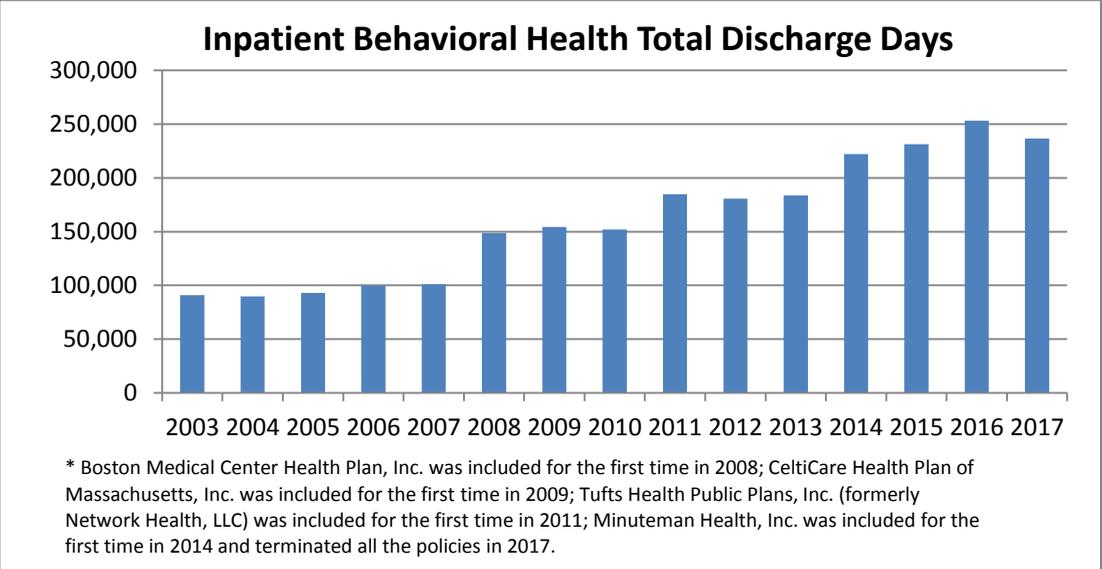
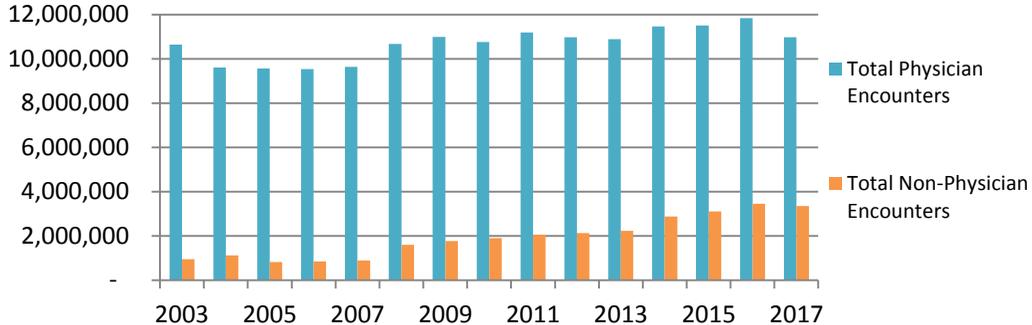


HMO Utilization 2003-2017

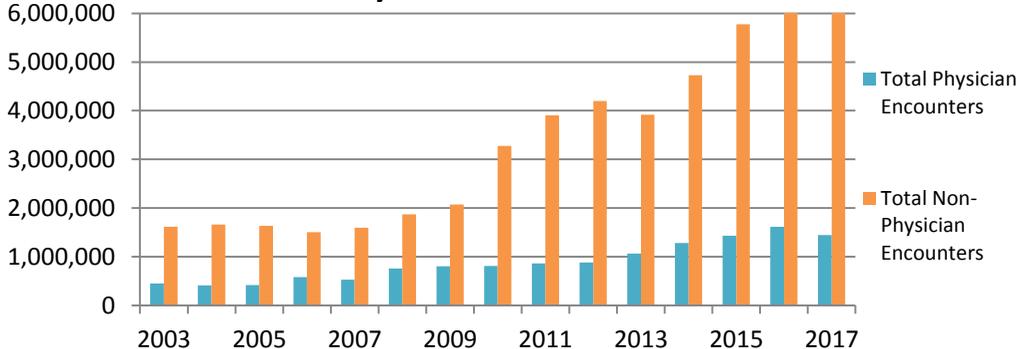


Outpatient Non-Behavioral Health Physician and Non-Physician Encounters



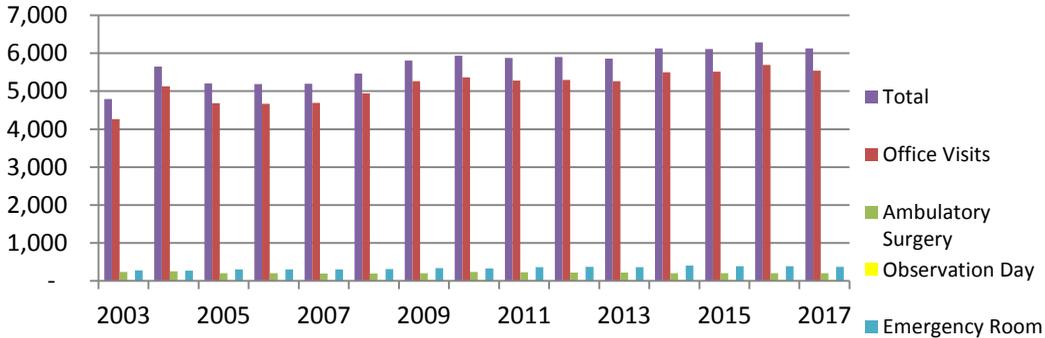
* Boston Medical Center Health Plan, Inc. was included for the first time in 2008; CeltiCare Health Plan of Massachusetts, Inc. was included for the first time in 2009; Tufts Health Public Plans, Inc. (formerly Network Health, LLC) was included for the first time in 2011; Minuteman Health, Inc. was included for the first time in 2014 and terminated all the policies in 2017.

Outpatient Behavioral Health Physician and Non-Physician Encounters



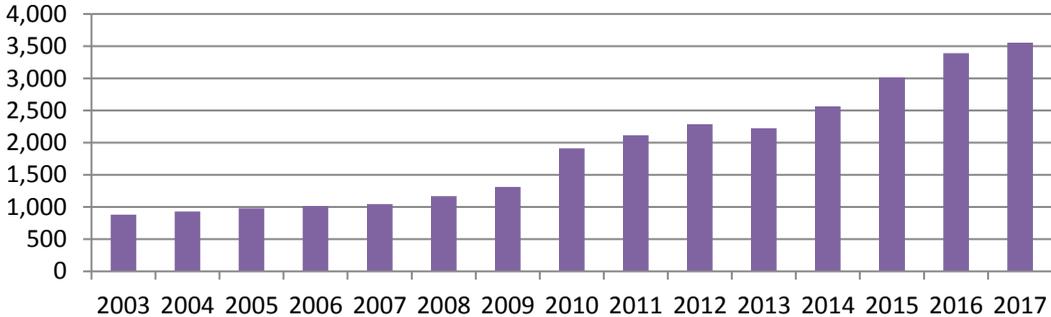
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Outpatient Non-Behavioral Health Annualized Encounters per 1,000 Members



* Boston Medical Center Health Plan, Inc. was included for the first time in 2008; CeltiCare Health Plan of Massachusetts, Inc. was included for the first time in 2009; Tufts Health Public Plans, Inc. (formerly Network Health, LLC) was included for the first time in 2011; Minuteman Health, Inc. was included for the first time in 2014 and terminated all the policies in 2017.

Outpatient Behavioral Health Annualized Encounters per 1,000 Members



* Boston Medical Center Health Plan, Inc. was included for the first time in 2008; CeltiCare Health Plan of Massachusetts, Inc. was included for the first time in 2009; Tufts Health Public Plans, Inc. (formerly Network Health, LLC) was included for the first time in 2011; Minuteman Health, Inc. was included for the first time in 2014 and terminated all the policies in 2017.