

Nongroup Membership HMO Total	Barnstable Members at the end of the calendar year	Berkshire Members at the end of the calendar year	Bristol Members at the end of the calendar year	Dukes Members at the end of the calendar year	Essex Members at the end of the calendar year	Franklin Members at the end of the calendar year	Hampden Members at the end of the calendar year	Hampshire Members at the end of the calendar year	Middlesex Members at the end of the calendar year	Nantucket Members at the end of the calendar year	Norfolk Members at the end of the calendar year	Plymouth Members at the end of the calendar year	Suffolk Members at the end of the calendar year	Worcester Members at the end of the calendar year	Massachusetts Members at the end of the calendar year
As of 12/31/2002	1,691	613	1,924	89	4,279	335	1,035	685	10,165	89	4,687	2,714	2,623	2,708	33,535
As of 12/31/2003	2,117	673	2,274	117	4,923	336	1,173	741	11,607	134	5,132	3,240	2,742	3,426	38,634
CHANGE 12/31/02 to 12/31/03	426	60	350	28	644	1	138	56	1,442	45	445	526	219	718	5,099

Nongroup Membership PREFERRED PROVIDER Total	Barnstable Members at the end of the calendar year	Berkshire Members at the end of the calendar year	Bristol Members at the end of the calendar year	Dukes Members at the end of the calendar year	Essex Members at the end of the calendar year	Franklin Members at the end of the calendar year	Hampden Members at the end of the calendar year	Hampshire Members at the end of the calendar year	Middlesex Members at the end of the calendar year	Nantucket Members at the end of the calendar year	Norfolk Members at the end of the calendar year	Plymouth Members at the end of the calendar year	Suffolk Members at the end of the calendar year	Worcester Members at the end of the calendar year	Massachusetts Members at the end of the calendar year
As of 12/31/2002	246	61	178	81	349	30	68	68	1,051	86	468	232	258	195	3,371
As of 12/31/2003	305	70	225	87	430	39	85	83	1,348	108	505	263	306	218	4,070
CHANGE 12/31/02 to 12/31/03	59	9	47	6	81	9	17	15	297	22	37	31	48	21	699

Nongroup Membership MEDICAL Total	Barnstable Members at the end of the calendar year	Berkshire Members at the end of the calendar year	Bristol Members at the end of the calendar year	Dukes Members at the end of the calendar year	Essex Members at the end of the calendar year	Franklin Members at the end of the calendar year	Hampden Members at the end of the calendar year	Hampshire Members at the end of the calendar year	Middlesex Members at the end of the calendar year	Nantucket Members at the end of the calendar year	Norfolk Members at the end of the calendar year	Plymouth Members at the end of the calendar year	Suffolk Members at the end of the calendar year	Worcester Members at the end of the calendar year	Massachusetts Members at the end of the calendar year
As of 12/31/2002	3	2	1	0	2	0	1	0	5	0	1	0	3	2	20
As of 12/31/2003	0	2	0	1	1	0	0	0	6	0	5	0	3	2	22
CHANGE 12/31/02 to 12/31/03	(3)	0	(1)	1	(1)	0	(1)	0	3	0	4	0	0	0	2

Membership Totals	As of 12/31/2002	As of 12/31/2003	CHANGE	12/31/2002 MRKT SHARE	12/31/2003 MRKT SHARE	Percentage Change
HMO	33,535	38,634	5,099	90.6%	90.4%	-0.4%
Pref Provider	3,371	4,070	699	9.1%	9.5%	0.4%
Medical	20	22	2	0.1%	0.1%	0.0%
Totals	36,926	42,726	5,800			

¹Represents membership in guaranteed issue nongroup health plans subject to M.G.L. c. 176M excluding membership in guaranteed issue health plans available only on a group conversion basis.