

HMOs' Outpatient Behavioral Health Utilization Data for MA Residents
January 1, 2011 - June 30, 2011
(Includes combined HMO Closed Network Plan and HMO Insured Preferred Provider Network Plan statistics)

HMOs 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
Blue Cross and Blue Shield of MA HMO Blue, Inc.						
Major Depression	72,172	227.15	67,502	209.55	140,674	436.70
Attention Deficit Hyperactivity Disorder	16,860	52.34	9,356	29.04	26,216	81.38
Eating Disorders	2,019	6.27	2,793	8.67	4,812	14.94
Chemical Dependency	162	0.50	6,396	19.86	6,558	20.36
Other Mental Health	141,573	439.49	159,114	493.95	300,687	933.44
Total Outpatient Behavioral Health Utilization	233,786	725.75	245,161	761.07	478,947	1,486.82
Boston Medical Center Health Plan, Inc.						
Major Depression	4,480	35.40	89,568	707.81	94,048	743.21
Attention Deficit Hyperactivity Disorder	1,980	15.65	57,673	455.76	59,653	471.41
Eating Disorders	20	0.16	1,125	8.89	1,145	9.05
Chemical Dependency	12,030	95.07	150,885	1,192.37	162,915	1,287.43
Other Mental Health	8,304	65.62	243,393	1,923.41	251,697	1,989.03
Total Outpatient Behavioral Health Utilization	26,814	211.90	542,644	4,288.23	569,458	4,500.13
Fallon Community Health Plan, Inc.						
Major Depression	1,717	21.99	19,001	243.38	20,718	265.37
Attention Deficit Hyperactivity Disorder	1,520	19.47	4,037	51.71	5,557	71.18
Eating Disorders	141	1.81	1,247	15.97	1,388	17.78
Chemical Dependency	2,520	32.28	10,677	136.76	13,197	169.04
Other Mental Health	4,470	57.25	40,402	517.50	44,872	574.75
Total Outpatient Behavioral Health Utilization	10,368	132.80	75,364	965.32	85,732	1,098.12
Harvard Pilgrim Health Care, Inc.						
Major Depression	16,440	97.72	60,772	359.30	77,212	456.61
Attention Deficit Hyperactivity Disorder	9,121	50.28	9,610	56.83	14,731	87.11
Eating Disorders	307	1.82	2,825	16.71	3,132	18.52
Chemical Dependency	2,335	13.81	8,689	51.38	11,024	65.19
Other Mental Health	23,021	136.14	180,062	946.58	203,083	1,082.70
Total Outpatient Behavioral Health Utilization	47,224	279.27	241,958	1,438.87	289,182	1,710.14
Neighborhood Health Plan, Inc.						
Major Depression	7,622	72.56	56,983	542.44	64,605	615.00
Attention Deficit Hyperactivity Disorder	3,786	36.04	27,777	264.42	31,563	300.46
Eating Disorders	99	0.94	1,222	11.63	1,321	12.58
Chemical Dependency	14,674	139.69	256,256	2,439.60	270,930	2,579.29
Other Mental Health	14,665	139.61	160,770	1,530.43	175,435	1,670.04
Total Outpatient Behavioral Health Utilization	40,847	388.84	503,008	4,788.33	543,855	5,177.17
Network Health, LLC						
Major Depression	4,626	53.12	43,769	502.58	48,395	555.70
Attention Deficit Hyperactivity Disorder	3,541	40.66	16,547	190.00	20,088	230.66
Eating Disorders	90	1.03	895	6.72	985	7.74
Chemical Dependency	7,692	88.32	15,775	181.14	23,467	269.46
Other Mental Health	9,521	109.33	115,868	1,330.47	125,389	1,439.80
Total Outpatient Behavioral Health Utilization	25,470	292.46	192,544	2,210.92	218,014	2,503.38
Tufts Associated Health Maintenance Organization, Inc.						
Major Depression	15,307	90.65	39,284	232.60	54,591	323.31
Attention Deficit Hyperactivity Disorder	3,533	20.92	5,736	33.97	9,269	54.89
Eating Disorders	88	0.52	1,706	10.10	1,794	10.62
Chemical Dependency	841	4.98	3,172	18.79	4,013	23.77
Other Mental Health	19,423	115.03	84,106	498.11	103,529	613.14
Total Outpatient Behavioral Health Utilization	39,192	232.11	134,004	793.63	173,196	1,025.74

HMOs 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.						
Major Depression	388	217.65	95	53.29	483	270.94
Attention Deficit Hyperactivity Disorder	48	24.88	13	6.8	62	31.7
Eating Disorders	19	10.66	0	0.00	19	10.66
Chemical Dependency	50	28.05	14	7.85	64	35.90
Other Mental Health	829	465.03	158	88.63	987	553.66
Total Outpatient Behavioral Health Utilization	1,366	766.27	280	157.07	1,646	923.34
Callicore Health Plan of Massachusetts, Inc.						
Major Depression	2,205	128.92	552	32.28	2,757	161.20
Attention Deficit Hyperactivity Disorder	181	10.58	36	2.10	217	12.69
Eating Disorders	8	0.47	16	0.94	24	1.40
Chemical Dependency	6,882	402.39	1,700	99.40	8,582	501.78
Other Mental Health	3,363	196.63	1,012	59.17	4,375	255.80
Total Outpatient Behavioral Health Utilization	12,639	738.99	3,316	193.89	15,955	932.88
CIGNA HealthCare of Massachusetts, Inc.						
Major Depression	0	0.00	0	0.00	0	0.00
Attention Deficit Hyperactivity Disorder	0	0.00	0	0.00	0	0.00
Eating Disorders	0	0.00	0	0.00	0	0.00
Chemical Dependency	0	0.00	0	0.00	0	0.00
Other Mental Health	0	0.00	0	0.00	0	0.00
Total Outpatient Behavioral Health Utilization	0	0.00	0	0.00	0	0.00
ConnectiCare of Massachusetts, Inc.						
Major Depression	22	13.06	238	141.29	260	154.35
Attention Deficit Hyperactivity Disorder	11	6.53	67	39.77	78	46.30
Eating Disorders	0	0.00	8	4.75	8	4.75
Chemical Dependency	0	0.00	21	12.47	21	12.47
Other Mental Health	60	35.62	727	431.58	787	467.20
Total Outpatient Behavioral Health Utilization	93	55.21	1,061	629.86	1,154	685.07
Health New England, Inc.						
Major Depression	3,715	83.34	8,496	190.60	12,211	273.95
Attention Deficit Hyperactivity Disorder	1,113	24.97	2,053	46.06	3,166	71.03
Eating Disorders	26	0.58	329	7.38	355	7.96
Chemical Dependency	690	15.48	891	19.99	1,581	35.47
Other Mental Health	7,741	173.67	31,191	699.75	38,932	873.42
Total Outpatient Behavioral Health Utilization	13,285	298.04	42,960	963.79	56,245	1,261.83
UnitedHealthcare of New England, Inc.						
Major Depression	41	53.93	197	259.13	238	313.05
Attention Deficit Hyperactivity Disorder	17	22.36	68	89.44	85	111.81
Eating Disorders	0	0.00	2	2.63	2	2.63
Chemical Dependency	7	9.21	3	3.95	10	13.15
Other Mental Health	100	131.54	482	634.00	582	765.54
Total Outpatient Behavioral Health Utilization	165	217.03	752	989.15	917	1,206.18

Total Physician Encounters: 451,249

Total Non-Physician Encounters: 1,983,052

Total Encounters: 2,434,301