

HMOs' Outpatient Behavioral Health Utilization for MA Residents by Age Cohort  
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

| Annualized Total Encounters<br>per 1,000 Members | Major Depression |           |            |            |            |        | Attention Deficit Hyperactivity Disorder |           |            |            |            |       | Eating Disorders |           |            |            |            |       | Chemical Dependency |           |            |            |            |        | Other Mental Health |           |            |            |            |        |
|--------------------------------------------------|------------------|-----------|------------|------------|------------|--------|------------------------------------------|-----------|------------|------------|------------|-------|------------------|-----------|------------|------------|------------|-------|---------------------|-----------|------------|------------|------------|--------|---------------------|-----------|------------|------------|------------|--------|
|                                                  | 0 thru 5         | 6 thru 12 | 13 thru 18 | 19 thru 25 | 26 thru 64 | 65+    | 0 thru 5                                 | 6 thru 12 | 13 thru 18 | 19 thru 25 | 26 thru 64 | 65+   | 0 thru 5         | 6 thru 12 | 13 thru 18 | 19 thru 25 | 26 thru 64 | 65+   | 0 thru 5            | 6 thru 12 | 13 thru 18 | 19 thru 25 | 26 thru 64 | 65+    | 0 thru 5            | 6 thru 12 | 13 thru 18 | 19 thru 25 | 26 thru 64 | 65+    |
| BCBSMA HMO Blue, Inc.                            | 1.66             | 63.84     | 377.48     | 372.47     | 586.91     | 168.51 | 11.12                                    | 275.86    | 254.50     | 95.02      | 44.59      | 4.31  | 1.17             | 3.77      | 27.91      | 32.92      | 14.77      | 2.33  | 0.00                | 0.04      | 10.72      | 44.21      | 24.94      | 1.80   | 124.89              | 928.86    | 1,276.93   | 775.10     | 1,079.02   | 269.51 |
| Boston Medical Center Health Plan, Inc.          | 11.12            | 237.01    | 851.07     | 723.79     | 1,242.36   | 116.63 | 189.78                                   | 1,668.88  | 1,054.98   | 119.52     | 52.39      | 0.00  | 0.13             | 1.85      | 8.91       | 10.97      | 15.35      | 12.96 | 0.09                | 1.66      | 74.29      | 1,848.74   | 2,555.31   | 0.00   | 513.50              | 3,204.14  | 3,313.59   | 1,552.73   | 1,906.60   | 194.38 |
| Fallon Community Health Plan, Inc.               | 8.17             | 42.55     | 284.07     | 223.33     | 358.30     | 187.23 | 15.84                                    | 354.90    | 323.76     | 91.26      | 27.55      | 1.48  | 2.23             | 4.40      | 43.26      | 31.74      | 21.01      | 3.57  | 2.97                | 0.18      | 19.13      | 341.06     | 265.67     | 9.04   | 158.44              | 754.00    | 1,064.95   | 674.38     | 625.88     | 282.08 |
| Harvard Pilgrim Health Care, Inc.                | 0.09             | 35.71     | 396.30     | 405.95     | 591.62     | 432.71 | 1.50                                     | 262.89    | 276.48     | 104.04     | 42.13      | 15.74 | 0.97             | 3.52      | 40.30      | 39.65      | 16.64      | 4.74  | 0.00                | 1.98      | 28.56      | 118.51     | 80.58      | 19.34  | 568.65              | 1,374.19  | 1,413.94   | 853.31     | 1,109.94   | 606.02 |
| Neighborhood Health Plan, Inc.                   | 3.04             | 220.44    | 645.12     | 545.52     | 1,033.36   | 262.88 | 104.64                                   | 1,138.22  | 536.11     | 99.12      | 64.05      | 0.00  | 1.10             | 2.34      | 20.05      | 22.48      | 16.54      | 0.00  | 0.10                | 1.42      | 63.01      | 3,513.40   | 5,149.43   | 156.76 | 468.59              | 2,974.70  | 2,483.97   | 1,285.92   | 1,579.76   | 299.06 |
| Network Health, LLC                              | 2.08             | 136.04    | 491.03     | 545.00     | 926.87     | 74.30  | 62.49                                    | 892.64    | 497.08     | 117.35     | 58.51      | 42.46 | 1.95             | 3.60      | 9.52       | 16.49      | 8.80       | 0.00  | 0.25                | 1.28      | 42.10      | 419.92     | 475.27     | 0.00   | 375.56              | 2,130.79  | 1,848.12   | 1,463.27   | 1,552.23   | 254.74 |
| Tufts Associated HMO, Inc.                       | 1.38             | 48.55     | 353.14     | 314.48     | 491.60     | 167.57 | 10.18                                    | 235.41    | 213.96     | 83.24      | 37.46      | 3.53  | 0.00             | 2.27      | 27.09      | 24.21      | 14.06      | 1.50  | 0.00                | 0.09      | 24.66      | 61.12      | 35.94      | 3.78   | 117.64              | 763.32    | 1,047.03   | 657.51     | 819.50     | 219.95 |

HMOs with 150,000 or less Massachusetts Membership

| Annualized Total Encounters<br>per 1,000 Members | Major Depression |           |            |            |            |          | Attention Deficit Hyperactivity Disorder |           |            |            |            |      | Eating Disorders |           |            |            |            |      | Chemical Dependency |           |            |            |            |        | Other Mental Health |           |            |            |            |          |
|--------------------------------------------------|------------------|-----------|------------|------------|------------|----------|------------------------------------------|-----------|------------|------------|------------|------|------------------|-----------|------------|------------|------------|------|---------------------|-----------|------------|------------|------------|--------|---------------------|-----------|------------|------------|------------|----------|
|                                                  | 0 thru 5         | 6 thru 12 | 13 thru 18 | 19 thru 25 | 26 thru 64 | 65+      | 0 thru 5                                 | 6 thru 12 | 13 thru 18 | 19 thru 25 | 26 thru 64 | 65+  | 0 thru 5         | 6 thru 12 | 13 thru 18 | 19 thru 25 | 26 thru 64 | 65+  | 0 thru 5            | 6 thru 12 | 13 thru 18 | 19 thru 25 | 26 thru 64 | 65+    | 0 thru 5            | 6 thru 12 | 13 thru 18 | 19 thru 25 | 26 thru 64 | 65+      |
| Aetna Health, Inc.                               | 0.00             | 21.00     | 182.06     | 64.19      | 295.92     | 3,545.45 | 0.00                                     | 173.23    | 101.74     | 84.25      | 19.79      | 0.00 | 0.00             | 0.00      | 0.00       | 0.00       | 18.80      | 0.00 | 0.00                | 0.00      | 16.06      | 8.02       | 48.49      | 272.73 | 348.36              | 320.21    | 808.57     | 276.83     | 493.86     | 4,609.09 |
| CeltiCare Health Plan of Massachusetts, Inc.     | 0.00             | 0.00      | 0.00       | 89.42      | 179.28     | 21.39    | 0.00                                     | 0.00      | 0.00       | 22.63      | 11.16      | 0.00 | 0.00             | 0.00      | 0.00       | 1.48       | 1.43       | 0.00 | 0.00                | 0.00      | 577.68     | 501.30     | 35.66      | 0.00   | 0.00                | 0.00      | 0.00       | 287.17     | 254.87     | 87.96    |
| CIGNA HealthCare of Massachusetts, Inc.          | 0.00             | 0.00      | 0.00       | 0.00       | 0.00       | 0.00     | 0.00                                     | 0.00      | 0.00       | 0.00       | 0.00       | 0.00 | 0.00             | 0.00      | 0.00       | 0.00       | 0.00       | 0.00 | 0.00                | 0.00      | 0.00       | 0.00       | 0.00       | 0.00   | 0.00                | 0.00      | 0.00       | 0.00       | 0.00       | 0.00     |
| ConnectiCare of Massachusetts, Inc.              | 0.00             | 0.00      | 248.13     | 160.27     | 175.41     | 0.00     | 0.00                                     | 262.88    | 62.03      | 15.03      | 26.49      | 0.00 | 0.00             | 0.00      | 0.00       | 7.31       | 0.00       | 0.00 | 0.00                | 0.00      | 0.00       | 35.06      | 12.79      | 0.00   | 221.74              | 589.70    | 544.51     | 345.58     | 468.67     | 936.94   |
| Health New England, Inc.                         | 0.00             | 27.01     | 212.60     | 194.82     | 380.65     | 122.05   | 29.18                                    | 321.91    | 247.23     | 54.37      | 28.53      | 4.58 | 0.41             | 0.28      | 13.85      | 12.33      | 9.40       | 0.00 | 0.00                | 0.28      | 14.39      | 66.48      | 46.56      | 2.41   | 114.30              | 962.11    | 1,193.01   | 861.71     | 994.06     | 262.44   |
| UnitedHealthcare of New England, Inc.            | 0.00             | 0.00      | 58.25      | 467.84     | 352.62     | 0.00     | 0.00                                     | 931.22    | 485.44     | 0.00       | 28.93      | 0.00 | 0.00             | 0.00      | 0.00       | 0.00       | 3.62       | 0.00 | 0.00                | 0.00      | 0.00       | 46.78      | 10.85      | 0.00   | 0.00                | 1,883.60  | 1,106.80   | 257.31     | 1,748.64   | 0.00     |

|                         |      |        |        |        |        |        |                                                 |        |        |       |       |      |        |                         |       |       |       |      |      |       |                            |        |        |      |        |          |          |                            |          |        |  |  |  |          |
|-------------------------|------|--------|--------|--------|--------|--------|-------------------------------------------------|--------|--------|-------|-------|------|--------|-------------------------|-------|-------|-------|------|------|-------|----------------------------|--------|--------|------|--------|----------|----------|----------------------------|----------|--------|--|--|--|----------|
| Age Cohort Total        | 4.12 | 117.80 | 482.84 | 423.94 | 654.80 | 184.13 | 75.67                                           | 720.06 | 436.87 | 96.74 | 43.60 | 4.07 | 0.96   | 2.92                    | 24.35 | 25.97 | 14.64 | 2.14 | 0.19 | 0.96  | 35.06                      | 701.37 | 705.62 | 5.83 | 362.39 | 1,804.77 | 1,775.26 | 965.19                     | 1,138.05 | 265.61 |  |  |  |          |
| Major Depression Total: |      |        |        |        |        | 459.76 | Attention Deficit Hyperactivity Disorder Total: |        |        |       |       |      | 152.05 | Eating Disorders Total: |       |       |       |      |      | 13.07 | Chemical Dependency Total: |        |        |      |        |          | 447.45   | Other Mental Health Total: |          |        |  |  |  | 1,095.86 |

HMOs with over 150,000 Massachusetts Membership

| Annualized Physician Encounters<br>per 1,000 Members | Major Depression |           |            |            |            |        | Attention Deficit Hyperactivity Disorder |           |            |            |            |       | Eating Disorders |           |            |            |            |      | Chemical Dependency |           |            |            |            |      | Other Mental Health |           |            |            |            |        |
|------------------------------------------------------|------------------|-----------|------------|------------|------------|--------|------------------------------------------|-----------|------------|------------|------------|-------|------------------|-----------|------------|------------|------------|------|---------------------|-----------|------------|------------|------------|------|---------------------|-----------|------------|------------|------------|--------|
|                                                      | 0 thru 5         | 6 thru 12 | 13 thru 18 | 19 thru 25 | 26 thru 64 | 65+    | 0 thru 5                                 | 6 thru 12 | 13 thru 18 | 19 thru 25 | 26 thru 64 | 65+   | 0 thru 5         | 6 thru 12 | 13 thru 18 | 19 thru 25 | 26 thru 64 | 65+  | 0 thru 5            | 6 thru 12 | 13 thru 18 | 19 thru 25 | 26 thru 64 | 65+  | 0 thru 5            | 6 thru 12 | 13 thru 18 | 19 thru 25 | 26 thru 64 | 65+    |
| BCBSMA HMO Blue, Inc.                                | 0.24             | 26.81     | 152.53     | 196.37     | 310.33     | 98.88  | 5.76                                     | 148.32    | 144.96     | 73.29      | 33.40      | 3.34  | 1.12             | 2.26      | 11.19      | 12.53      | 6.25       | 1.58 | 0.00                | 0.00      | 0.23       | 0.71       | 0.69       | 0.00 | 52.98               | 403.26    | 516.75     | 379.04     | 519.77     | 149.53 |
| Boston Medical Center Health Plan, Inc.              | 0.00             | 3.90      | 17.27      | 28.38      | 70.47      | 0.00   | 7.74                                     | 40.21     | 30.36      | 11.53      | 6.40       | 0.00  | 0.00             | 0.00      | 0.00       | 0.38       | 0.00       | 0.00 | 0.04                | 0.00      | 0.27       | 101.12     | 199.60     | 0.00 | 3.93                | 45.44     | 57.22      | 66.24      | 103.04     | 25.92  |
| Fallon Community Health Plan, Inc.                   | 0.00             | 1.10      | 23.24      | 22.96      | 23.86      | 29.03  | 6.44                                     | 109.31    | 80.27      | 31.30      | 5.82       | 0.18  | 0.74             | 0.18      | 17.34      | 4.10       | 0.28       | 0.06 | 0.00                | 0.00      | 5.36       | 63.77      | 49.89      | 3.94 | 30.95               | 44.39     | 53.81      | 77.81      | 52.24      | 72.95  |
| Harvard Pilgrim Health Care, Inc.                    | 0.00             | 5.56      | 59.51      | 85.93      | 126.18     | 166.67 | 0.35                                     | 53.07     | 74.19      | 52.85      | 20.85      | 7.02  | 0.00             | 0.06      | 6.07       | 3.53       | 1.46       | 0.00 | 0.00                | 0.37      | 3.94       | 27.61      | 16.90      | 4.93 | 0.71                | 77.35     | 155.05     | 130.27     | 157.02     | 165.35 |
| Neighborhood Health Plan, Inc.                       | 0.05             | 7.33      | 41.45      | 57.35      | 140.93     | 36.18  | 7.45                                     | 100.27    | 63.35      | 30.57      | 19.10      | 0.00  | 0.00             | 0.37      | 1.21       | 1.72       | 1.28       | 0.00 | 0.00                | 0.00      | 4.77       | 180.49     | 281.17     | 0.00 | 4.93                | 81.55     | 119.52     | 143.81     | 224.37     | 26.53  |
| Network Health, LLC                                  | 0.06             | 2.56      | 29.45      | 63.55      | 93.02      | 0.00   | 10.28                                    | 137.80    | 76.59      | 35.80      | 15.37      | 42.46 | 0.69             | 1.04      | 1.68       | 1.91       | 0.80       | 0.00 | 0.13                | 0.56      | 7.84       | 134.34     | 157.89     | 0.00 | 26.99               | 57.50     | 86.78      | 147.92     | 154.11     | 10.61  |
| Tufts Associated HMO, Inc.                           | 0.00             | 11.70     | 56.45      | 72.95      | 131.75     | 70.57  | 2.20                                     | 54.83     | 65.30      | 46.11      | 19.07      | 2.11  | 0.00             | 0.09      | 1.63       | 2.24       | 0.52       | 0.00 | 0.00                | 0.00      | 1.72       | 11.06      | 8.22       | 0.95 | 8.67                | 97.10     | 140.53     | 122.62     | 153.38     | 67.30  |

HMOs with 150,000 or less Massachusetts Membership

| Annualized Physician Encounters<br>per 1,000 Members | Major Depression |           |            |            |            |          | Attention Deficit Hyperactivity Disorder |           |            |            |            |      | Eating Disorders |           |            |            |            |      | Chemical Dependency |           |            |            |            |        | Other Mental Health |           |            |            |            |        |      |
|------------------------------------------------------|------------------|-----------|------------|------------|------------|----------|------------------------------------------|-----------|------------|------------|------------|------|------------------|-----------|------------|------------|------------|------|---------------------|-----------|------------|------------|------------|--------|---------------------|-----------|------------|------------|------------|--------|------|
|                                                      | 0 thru 5         | 6 thru 12 | 13 thru 18 | 19 thru 25 | 26 thru 64 | 65+      | 0 thru 5                                 | 6 thru 12 | 13 thru 18 | 19 thru 25 | 26 thru 64 | 65+  | 0 thru 5         | 6 thru 12 | 13 thru 18 | 19 thru 25 | 26 thru 64 | 65+  | 0 thru 5            | 6 thru 12 | 13 thru 18 | 19 thru 25 | 26 thru 64 | 65+    | 0 thru 5            | 6 thru 12 | 13 thru 18 | 19 thru 25 | 26 thru 64 | 65+    |      |
| Aetna Health, Inc.                                   | 0.00             | 21.00     | 133.87     | 56.17      | 240.49     | 2,781.82 | 0.00                                     | 136.48    | 80.32      | 84.25      | 17.81      | 0.00 | 0.00             | 0.00      | 0.00       | 0.00       | 18.80      | 0.00 | 0.00                | 0.00      | 4.01       | 38.60      | 272.73     | 339.19 | 230.97              | 663.99    | 164.49     | 429.53     | 4,063.64   |        |      |
| CeltiCare Health Plan of Massachusetts, Inc.         | 0.00             | 0.00      | 0.00       | 71.24      | 143.38     | 19.02    | 0.00                                     | 0.00      | 0.00       | 20.04      | 9.08       | 0.00 | 0.00             | 0.00      | 0.00       | 1.48       | 0.29       | 0.00 | 0.00                | 0.00      | 0.00       | 465.63     | 401.68     | 23.77  | 0.00                | 0.00      | 0.00       | 219.65     | 196.23     | 64.18  |      |
| CIGNA HealthCare of Massachusetts, Inc.              | 0.00             | 0.00      | 0.00       | 0.00       | 0.00       | 0.00     | 0.00                                     | 0.00      | 0.00       | 0.00       | 0.00       | 0.00 | 0.00             | 0.00      | 0.00       | 0.00       | 0.00       | 0.00 | 0.00                | 0.00      | 0.00       | 0.00       | 0.00       | 0.00   | 0.00                | 0.00      | 0.00       | 0.00       | 0.00       | 0.00   |      |
| ConnectiCare of Massachusetts, Inc.                  | 0.00             | 0.00      | 0.00       | 0.00       | 20.10      | 0.00     | 0.00                                     | 7.10      | 27.57      | 0.00       | 5.48       | 0.00 | 0.00             | 0.00      | 0.00       | 0.00       | 0.00       | 0.00 | 0.00                | 0.00      | 0.00       | 0.00       | 0.00       | 0.00   | 0.00                | 0.00      | 0.00       | 48.25      | 25.04      | 43.85  | 0.00 |
| Health New England, Inc.                             | 0.00             | 5.29      | 41.03      | 72.87      | 115.29     | 49.45    | 16.21                                    | 94.40     | 76.46      | 27.74      | 12.08      | 1.45 | 0.00             | 0.28      | 2.93       | 0.88       | 0.38       | 0.00 | 0.00                | 0.00      | 4.80       | 28.62      | 20.79      | 0.00   | 19.86               | 167.36    | 245.90     | 261.74     | 181.56     | 59.10  |      |
| UnitedHealthcare of New England, Inc.                | 0.00             | 0.00      | 0.00       | 0.00       | 74.14      | 0.00     | 0.00                                     | 84.66     | 155.34     | 0.00       | 9.04       | 0.00 | 0.00             | 0.00      | 0.00       | 0.00       | 0.00       | 0.00 | 0.00                | 0.00      | 0.00       | 46.78      | 5.42       | 0.00   | 0.00                | 0.00      | 253.97     | 38.83      | 58.48      | 146.47 | 0.00 |

|                         |      |       |       |       |        |        |                                                 |       |       |       |       |      |       |                         |      |      |      |      |      |      |                            |       |       |      |       |        |        |                            |        |       |  |        |
|-------------------------|------|-------|-------|-------|--------|--------|-------------------------------------------------|-------|-------|-------|-------|------|-------|-------------------------|------|------|------|------|------|------|----------------------------|-------|-------|------|-------|--------|--------|----------------------------|--------|-------|--|--------|
| Age Cohort Total        | 0.07 | 10.75 | 69.15 | 98.83 | 173.74 | 75.00  | 6.63                                            | 94.01 | 83.95 | 45.83 | 21.20 | 2.33 | 0.36  | 0.75                    | 5.44 | 5.04 | 2.61 | 0.37 | 0.03 | 0.11 | 2.73                       | 64.73 | 67.59 | 1.59 | 19.04 | 152.56 | 220.46 | 199.06                     | 269.87 | 93.27 |  |        |
| Major Depression Total: |      |       |       |       |        | 115.55 | Attention Deficit Hyperactivity Disorder Total: |       |       |       |       |      | 33.62 | Eating Disorders Total: |      |      |      |      |      | 2.51 | Chemical Dependency Total: |       |       |      |       |        | 42.65  | Other Mental Health Total: |        |       |  | 207.59 |