

HMOs' Outpatient Behavioral Health Utilization Data for MA Residents
January 1, 2012 - June 30, 2012
(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	68,375	228.94	64,156	214.81	132,531	443.75
Attention Deficit Hyperactivity Disorder	17,459	58.46	10,083	33.76	27,542	92.22
Eating Disorders	2,447	8.19	3,184	10.66	5,631	18.85
Chemical Dependency	143	0.48	6,349	21.26	6,492	21.74
Other Mental Health	138,511	463.77	164,096	549.44	302,607	1,013.21
Total Outpatient Behavioral Health Utilization	226,935	759.84	247,868	829.93	474,803	1,589.77
Boston Medical Center Health Plan, Inc.						
Major Depression	2,267	20.16	92,968	826.64	95,235	846.80
Attention Deficit Hyperactivity Disorder	769	6.84	62,300	553.95	63,069	560.79
Eating Disorders	4	0.04	1,423	12.65	1,427	12.69
Chemical Dependency	3,916	34.82	149,196	1,326.60	153,112	1,361.42
Other Mental Health	4,353	38.71	254,558	2,263.44	258,911	2,302.15
Total Outpatient Behavioral Health Utilization	11,309	100.56	560,445	4,983.28	571,754	5,083.84
Fallon Community Health Plan, Inc.						
Major Depression	1,559	21.07	18,948	256.10	20,507	277.17
Attention Deficit Hyperactivity Disorder	1,477	19.96	4,476	60.50	5,953	80.46
Eating Disorders	88	1.19	1,480	20.00	1,568	21.19
Chemical Dependency	2,501	33.80	10,765	145.50	13,266	179.30
Other Mental Health	4,177	56.46	40,896	552.74	45,073	609.20
Total Outpatient Behavioral Health Utilization	9,802	132.48	76,565	1,034.84	86,367	1,167.32
Harvard Pilgrim Health Care, Inc.						
Major Depression	14,592	88.69	57,421	348.99	72,013	437.68
Attention Deficit Hyperactivity Disorder	5,330	32.39	9,936	60.39	15,266	92.78
Eating Disorders	189	1.15	2,735	16.62	2,924	17.77
Chemical Dependency	2,827	17.18	8,170	49.66	10,997	66.84
Other Mental Health	20,951	127.33	153,395	932.29	174,346	1,059.63
Total Outpatient Behavioral Health Utilization	43,889	266.75	231,657	1,407.95	275,546	1,674.70
Neighborhood Health Plan, Inc.						
Major Depression	8,190	67.47	66,422	547.19	74,612	614.66
Attention Deficit Hyperactivity Disorder	4,218	34.75	36,869	303.73	41,087	338.48
Eating Disorders	50	0.41	1,317	10.85	1,367	11.26
Chemical Dependency	13,690	111.95	280,498	2,310.75	294,088	2,422.71
Other Mental Health	15,516	127.82	189,021	1,557.16	204,537	1,684.98
Total Outpatient Behavioral Health Utilization	41,564	342.41	574,127	4,729.68	615,691	5,072.08
Network Health, LLC						
Major Depression	6,260	61.12	56,182	548.51	62,442	609.63
Attention Deficit Hyperactivity Disorder	4,382	42.78	19,132	186.79	23,514	229.57
Eating Disorders	97	0.95	611	5.97	708	6.91
Chemical Dependency	11,918	116.36	22,277	217.49	34,195	333.85
Other Mental Health	12,074	117.85	138,859	1,355.70	150,933	1,473.58
Total Outpatient Behavioral Health Utilization	34,731	339.06	237,061	2,314.46	271,792	2,653.54
Truist Associated Health Maintenance Organization, Inc.						
Major Depression	16,498	98.66	41,341	247.22	57,839	345.88
Attention Deficit Hyperactivity Disorder	3,639	21.76	5,865	35.07	9,504	56.83
Eating Disorders	166	0.99	1,795	10.73	1,961	11.73
Chemical Dependency	1,167	6.98	4,125	24.67	5,292	31.65
Other Mental Health	21,111	126.25	90,740	542.64	111,851	668.88
Total Outpatient Behavioral Health Utilization	42,581	254.64	143,866	866.33	186,447	1,114.97

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	322	223.56	79	54.85	401	278.41
Attention Deficit Hyperactivity Disorder	115	79.84	14	9.72	129	89.56
Eating Disorders	25	17.36	0	0.00	25	17.36
Chemical Dependency	13	9.03	0	0.00	13	9.03
Other Mental Health	629	436.70	166	115.26	795	551.96
Total Outpatient Behavioral Health Utilization	1,104	766.49	259	179.82	1,363	946.31
CeltiCare Health Plan of Massachusetts, Inc.						
Major Depression	4,419	236.20	1,184	63.29	5,603	299.49
Attention Deficit Hyperactivity Disorder	494	26.41	122	6.52	616	32.93
Eating Disorders	67	3.59	35	1.87	102	5.45
Chemical Dependency	12,652	676.28	3,685	196.97	16,337	873.25
Other Mental Health	7,093	379.14	2,143	114.55	9,236	493.68
Total Outpatient Behavioral Health Utilization	24,725	1,321.60	7,169	383.20	31,894	1,704.80
ConnectiCare of Massachusetts, Inc.						
Major Depression	26	16.15	300	186.30	326	202.44
Attention Deficit Hyperactivity Disorder	7	4.35	66	40.99	73	45.33
Eating Disorders	0	0.00	18	11.18	18	11.18
Chemical Dependency	0	0.00	18	11.18	18	11.18
Other Mental Health	62	38.50	697	432.83	759	471.33
Total Outpatient Behavioral Health Utilization	95	58.99	1,099	682.47	1,194	741.46
Health New England, Inc.						
Major Depression	2,592	54.47	10,972	230.59	13,564	285.06
Attention Deficit Hyperactivity Disorder	660	13.87	70,76	150.76	77,366	164.63
Eating Disorders	417	8.78	417	8.78	834	17.56
Chemical Dependency	200	4.20	1,777	37.35	1,977	41.55
Other Mental Health	3,873	81.40	40,776	856.95	44,649	938.35
Total Outpatient Behavioral Health Utilization	7,334	154.13	57,309	1,204.41	64,643	1,358.54
UnitedHealthcare of New England, Inc.						
Major Depression	4	0.00	0	0.00	4	0.00
Attention Deficit Hyperactivity Disorder	67,51	67.51	50	843.86	54	911.36
Eating Disorders	0	0.00	0	0.00	0	0.00
Chemical Dependency	0	0.00	10	168.78	10	168.78
Other Mental Health	39	658.23	267	4,506.33	306	5,164.56
Total Outpatient Behavioral Health Utilization	43	725.74	327	5,516.98	370	6,242.73

Total Physician Encounters: 444,112

Total Non-Physician Encounters: 2,137,752

Total Encounters: 2,581,864