

HMOs' Outpatient Non-Behavioral Health Utilization Data for MA Residents
January 1, 2006 - June 30, 2006
(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
Fallon Community Health Plan, Inc.						
Office Visits	308,580	3,694.53	46,271	553.99	354,851	4,248.52
Ambulatory Surgery	16,230	194.32	746	8.93	16,976	203.25
Observation Day	1,758	21.05	15	0.18	1,773	21.23
Emergency Room	20,546	245.99	572	6.85	21,118	252.84
Total Outpatient Non-Behavioral Health Utilization	347,114	4,155.89	47,604	569.95	394,718	4,725.84
Harvard Pilgrim Health Care, Inc.						
Office Visits	1,024,103	4,767.73	186,153	866.64	1,210,256	5,634.37
Ambulatory Surgery	94,573	440.29	0	0.00	94,573	440.29
Observation Day	1,494	6.96	0	0.00	1,494	6.96
Emergency Room	33,074	153.98	0	0.00	33,074	153.98
Total Outpatient Non-Behavioral Health Utilization	1,153,244	5,368.95	186,153	866.64	1,339,397	6,235.59
Blue Cross and Blue Shield of MA HMO Blue, Inc.						
Office Visits	1,934,392	4,196.20	56,240	122.00	1,990,632	4,318.20
Ambulatory Surgery	64,122	139.10	0	0.00	64,122	139.10
Observation Day	3,229	7.00	0	0.00	3,229	7.00
Emergency Room	100,603	218.23	0	0.00	100,603	218.23
Total Outpatient Non-Behavioral Health Utilization	2,102,346	4,560.53	56,240	122.00	2,158,586	4,682.53
Tufts Associated Health Maintenance Organization, Inc.						
Office Visits	714,874	4,675.81	40,807	266.91	755,681	4,942.72
Ambulatory Surgery	30,981	202.64	469	3.07	31,450	205.71
Observation Day	2,326	15.21	0	0.00	2,326	15.21
Emergency Room	43,056	281.62	129	0.84	43,185	282.46
Total Outpatient Non-Behavioral Health Utilization	791,237	5,175.28	41,405	270.82	832,642	5,446.10

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.						
Office Visits	4,418	994.30	16,062	3,614.85	20,480	4,609.15
Ambulatory Surgery	108	24.31	40	9.00	148	33.31
Observation Day	0	0.00	0	0.00	0	0.00
Emergency Room	394	88.67	840	189.05	1,234	277.72
Total Outpatient Non-Behavioral Health Utilization	4,920	1,107.28	16,942	3,812.90	21,862	4,920.18
CIGNA HealthCare of Massachusetts, Inc.						
Office Visits	15,026	3,484.96	1,027	238.19	16,053	3,723.15
Ambulatory Surgery	809	187.63	0	0.00	809	187.63
Observation Day	39	9.05	61	14.15	100	23.19
Emergency Room	1,534	355.78	0	0.00	1,534	355.78
Total Outpatient Non-Behavioral Health Utilization	17,408	4,037.42	1,088	252.34	18,496	4,289.76
ConnectiCare of Massachusetts, Inc.						
Office Visits	12,160	1,907.35	1,347	211.28	13,507	2,118.63
Ambulatory Surgery	1,269	199.05	249	39.06	1,518	238.11
Observation Day	18	2.82	1	0.16	19	2.98
Emergency Room	904	141.80	0	0.00	904	141.80
Total Outpatient Non-Behavioral Health Utilization	14,351	2,251.02	1,597	250.50	15,948	2,501.52
Health New England, Inc.						
Office Visits	124,500	3,768.60	22,484	680.59	146,984	4,449.18
Ambulatory Surgery	4,487	135.82	0	0.00	4,487	135.82
Observation Day	291	8.81	0	0.00	291	8.81
Emergency Room	6,754	204.44	0	0.00	6,754	204.44
Total Outpatient Non-Behavioral Health Utilization	136,032	4,117.67	22,484	680.59	158,516	4,798.26
Neighborhood Health Plan, Inc.						
Office Visits	260,688	4,000.64	41,422	635.68	302,110	4,636.32
Ambulatory Surgery	4,635	71.13	0	0.00	4,635	71.13
Observation Day	2,236	34.31	0	0.00	2,236	34.31
Emergency Room	38,793	595.34	0	0.00	38,793	595.34
Total Outpatient Non-Behavioral Health Utilization	306,352	4,701.42	41,422	635.68	347,774	5,337.10
UnitedHealthcare of New England, Inc.						
Office Visits	48,977	4,933.01	7,234	728.62	56,211	5,661.63
Ambulatory Surgery	4	0.40	1,688	170.02	1,692	170.42
Observation Day	0	0.00	104	10.47	104	10.47
Emergency Room	0	0.00	2,330	234.68	2,330	234.68
Total Outpatient Non-Behavioral Health Utilization	48,981	4,933.42	11,356	1,143.79	60,337	6,077.20

Total Physician Encounters:	4,921,985	Annualized Physician Encounters per 1,000 Members:	4,753.46	Total Non-Physician Encounters:	426,291	Annualized Non-Physician Encounters per 1,000 Members:	411.70	Total Encounters:	5,348,276	Annualized Encounters per 1,000 Members:	5,165.16
------------------------------------	------------------	---	-----------------	--	----------------	---	---------------	--------------------------	------------------	---	-----------------

TABLE - 5