

HMOs' Outpatient Behavioral Health Utilization Data for MA Residents
January 1, 2008 - June 30, 2008
(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.						
Major Depression	2,426	29.50	13,040	158.58	15,466	188.08
Attention Deficit Hyperactivity Disorder	1,505	18.30	2,383	28.98	3,888	47.28
Eating Disorders	638	7.76	292	3.55	930	11.31
Chemical Dependency	1,343	16.33	4,733	57.56	6,076	73.89
Other Mental Health	8,848	107.60	29,262	355.85	38,110	463.45
Total Outpatient Behavioral Health Utilization	14,760	179.50	49,710	604.52	64,470	784.02
Harvard Pilgrim Health Care, Inc.						
Major Depression	14,800	81.08	49,214	269.60	64,014	350.67
Attention Deficit Hyperactivity Disorder	3,958	21.68	7,457	40.85	11,415	62.53
Eating Disorders	207	1.13	1,784	9.77	1,991	10.91
Chemical Dependency	1,141	6.25	4,098	22.45	5,239	28.70
Other Mental Health	25,452	139.43	133,928	733.66	159,380	873.09
Total Outpatient Behavioral Health Utilization	45,558	249.57	196,481	1,076.33	242,039	1,325.90
Blue Cross and Blue Shield of MA HMO Blue, Inc.						
Major Depression	68,915	159.00	58,691	135.41	127,606	294.41
Attention Deficit Hyperactivity Disorder	16,182	37.33	9,837	22.70	26,019	60.03
Eating Disorders	1,970	4.55	3,034	7.00	5,004	11.55
Chemical Dependency	84	0.19	3,132	7.23	3,216	7.42
Other Mental Health	158,683	366.11	176,586	407.42	335,269	773.53
Total Outpatient Behavioral Health Utilization	245,834	567.18	251,280	579.75	497,114	1,146.93
Neighborhood Health Plan, Inc.						
Major Depression	5,918	66.26	17,625	197.35	23,543	263.61
Attention Deficit Hyperactivity Disorder	3,116	34.89	9,043	101.25	12,159	136.14
Eating Disorders	34	0.38	319	3.57	353	3.95
Chemical Dependency	1,477	16.54	7,014	78.54	8,491	95.07
Other Mental Health	13,781	154.31	72,870	815.92	86,651	970.23
Total Outpatient Behavioral Health Utilization	24,326	272.38	106,871	1,196.63	131,197	1,469.01
Tufts Associated Health Maintenance Organization, Inc.						
Major Depression	13,950	82.46	31,803	187.99	45,753	270.45
Attention Deficit Hyperactivity Disorder	3,327	19.67	5,610	33.16	8,937	52.83
Eating Disorders	80	0.47	1,232	7.28	1,312	7.76
Chemical Dependency	567	3.35	2,426	14.34	2,993	17.69
Other Mental Health	19,833	117.23	86,661	512.25	106,494	629.48
Total Outpatient Behavioral Health Utilization	37,757	223.18	127,732	755.02	165,489	978.20

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	409	147.57	91	32.83	500	180.41
Attention Deficit Hyperactivity Disorder	41	14.79	2	0.72	43	15.52
Eating Disorders	1	0.36	0	0.00	1	0.36
Chemical Dependency	45	16.24	9	3.25	54	19.48
Other Mental Health	17	6.13	59	21.29	76	27.42
Total Outpatient Behavioral Health Utilization	513	185.10	161	58.09	674	243.19
CIGNA HealthCare of Massachusetts, Inc.						
Major Depression	53	36.08	261	177.69	314	213.78
Attention Deficit Hyperactivity Disorder	16	10.89	20	13.62	36	24.51
Eating Disorders	3	2.04	7	4.77	10	6.81
Chemical Dependency	8	5.45	64	43.57	72	49.02
Other Mental Health	138	93.95	646	439.80	784	533.76
Total Outpatient Behavioral Health Utilization	218	148.42	998	679.45	1,216	827.87
ConnectiCare of Massachusetts, Inc.						
Major Depression	35	9.92	277	78.50	312	88.42
Attention Deficit Hyperactivity Disorder	39	11.05	140	39.67	179	50.73
Eating Disorders	8	2.27	40	11.34	48	13.60
Chemical Dependency	1	0.28	132	37.41	133	37.69
Other Mental Health	358	101.45	3,448	977.12	3,806	1,078.57
Total Outpatient Behavioral Health Utilization	441	124.97	4,037	1,144.03	4,478	1,269.00
Health New England, Inc.						
Major Depression	2,071	60.77	4,953	145.34	7,024	206.11
Attention Deficit Hyperactivity Disorder	554	16.26	1,472	43.19	2,026	59.45
Eating Disorders	44	1.29	327	9.60	371	10.89
Chemical Dependency	81	2.38	636	18.66	717	21.04
Other Mental Health	3,216	94.37	20,275	594.94	23,491	689.31
Total Outpatient Behavioral Health Utilization	5,966	175.06	27,663	811.73	33,629	986.79
UnitedHealthcare of New England, Inc.						
Major Depression	36	6.14	140	23.87	176	30.01
Attention Deficit Hyperactivity Disorder	25	4.26	142	24.21	167	28.47
Eating Disorders	2	0.34	17	2.90	19	3.24
Chemical Dependency	20	3.41	88	15.00	108	18.41
Other Mental Health	264	45.01	1,716	292.56	1,980	337.57
Total Outpatient Behavioral Health Utilization	347	59.16	2,103	358.54	2,450	417.70

Total Physician Encounters: 375,720

Total Non-Physician Encounters: 767,036

Total Encounters: 1,142,756