

HMOs' Outpatient Non-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.						
Office Visits	312,271	3,797.51	60,853	740.03	373,124	4,537.54
Ambulatory Surgery	13,563	164.94	341	4.15	13,904	169.09
Observation Day	2,918	35.49	19	0.23	2,937	35.72
Emergency Room	25,332	308.06	733	8.91	26,065	316.98
Total Outpatient Non-Behavioral Health Utilization	354,084	4,306.00	61,946	753.32	416,030	5,059.32
Harvard Pilgrim Health Care, Inc.						
Office Visits	892,933	4,891.53	173,194	948.77	1,066,127	5,840.30
Ambulatory Surgery	74,490	408.06	0	0.00	74,490	408.06
Observation Day	7,373	40.39	0	0.00	7,373	40.39
Emergency Room	31,448	172.27	0	0.00	31,448	172.27
Total Outpatient Non-Behavioral Health Utilization	1,006,244	5,512.26	173,194	948.77	1,179,438	6,461.03
Blue Cross and Blue Shield of MA HMO Blue, Inc.						
Office Visits	1,809,053	4,173.82	55,485	128.01	1,864,538	4,301.84
Ambulatory Surgery	61,684	142.32	0	0.00	61,684	142.32
Observation Day	3,164	7.30	0	0.00	3,164	7.30
Emergency Room	94,995	219.17	0	0.00	94,995	219.17
Total Outpatient Non-Behavioral Health Utilization	1,968,896	4,542.61	55,485	128.01	2,024,381	4,670.62
Neighborhood Health Plan, Inc.						
Office Visits	500,459	5,603.63	364,859	4,085.32	865,318	9,688.96
Ambulatory Surgery	9,074	101.60	19,469	217.99	28,543	319.60
Observation Day	1,443	16.16	0	0.00	1,443	16.16
Emergency Room	51,486	576.49	0	0.00	51,486	576.49
Total Outpatient Non-Behavioral Health Utilization	562,462	6,297.88	384,328	4,303.32	946,790	10,601.20
Tufts Associated Health Maintenance Organization, Inc.						
Office Visits	837,737	4,951.85	41,278	243.99	879,015	5,195.84
Ambulatory Surgery	35,551	210.14	545	3.22	36,096	213.36
Observation Day	1,674	9.89	0	0.00	1,674	9.89
Emergency Room	53,896	318.58	186	1.10	54,082	319.68
Total Outpatient Non-Behavioral Health Utilization	928,858	5,490.46	42,009	248.31	970,867	5,738.78

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	3,956	1,427.39	13,261	4,784.77	17,217	6,212.16
Ambulatory Surgery	6	2.16	0	0.00	6	2.16
Observation Day	0	0.00	0	0.00	0	0.00
Emergency Room	267	96.34	795	286.85	1,062	383.19
Total Outpatient Non-Behavioral Health Utilization	4,229	1,525.89	14,056	5,071.62	18,285	6,597.51
CIGNA HealthCare of Massachusetts, Inc.						
Office Visits	5,246	3,571.54	354	241.01	5,600	3,812.55
Ambulatory Surgery	270	183.82	0	0.00	270	183.82
Observation Day	27	18.38	33	22.47	60	40.85
Emergency Room	594	404.40	0	0.00	594	404.40
Total Outpatient Non-Behavioral Health Utilization	6,137	4,178.15	387	263.47	6,524	4,441.62
ConnectiCare of Massachusetts, Inc.						
Office Visits	11,040	3,128.59	1,208	342.33	12,248	3,470.92
Ambulatory Surgery	1,172	332.13	200	56.68	1,372	388.81
Observation Day	30	8.50	2	0.57	32	9.07
Emergency Room	913	258.73	1	0.28	914	259.02
Total Outpatient Non-Behavioral Health Utilization	13,155	3,727.95	1,411	399.86	14,566	4,127.81
Health New England, Inc.						
Office Visits	140,537	4,123.83	22,696	665.98	163,233	4,789.81
Ambulatory Surgery	5,538	162.50	0	0.00	5,538	162.50
Observation Day	441	12.94	0	0.00	441	12.94
Emergency Room	7,666	224.95	0	0.00	7,666	224.95
Total Outpatient Non-Behavioral Health Utilization	154,182	4,524.23	22,696	665.98	176,878	5,190.20
UnitedHealthcare of New England, Inc.						
Office Visits	28,148	4,798.98	7,916	1,349.61	36,064	6,148.58
Ambulatory Surgery	881	150.20	931	158.73	1,812	308.93
Observation Day	37	6.31	3	0.51	40	6.82
Emergency Room	0	0.00	0	0.00	0	0.00
Total Outpatient Non-Behavioral Health Utilization	29,066	4,955.49	8,850	1,508.84	37,916	6,464.33

Total Physician Encounters: 5,027,313

Total Non-Physician Encounters: 764,362

Total Encounters: 5,791,675