

HMOs' Outpatient Behavioral Health Utilization Data for MA Residents
January 1, 2009 - June 30, 2009
(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
Boston Medical Center Health Plan, Inc.						
Major Depression	2,841	23.03	44,264	358.89	47,105	381.93
Attention Deficit Hyperactivity Disorder	1,613	13.08	18,819	152.59	20,432	165.66
Eating Disorders	11	0.09	943	7.65	954	7.74
Chemical Dependency	628	5.09	17,203	139.48	17,831	144.57
Other Mental Health	8,165	66.20	139,126	1,128.04	147,291	1,194.24
Total Outpatient Behavioral Health Utilization	13,258	107.50	220,355	1,786.65	233,613	1,894.15
Fallon Community Health Plan, Inc.						
Major Depression	2,841	32.16	14,913	168.79	17,754	200.95
Attention Deficit Hyperactivity Disorder	1,848	20.92	3,014	34.11	4,862	55.03
Eating Disorders	1,345	15.22	435	4.92	1,780	20.15
Chemical Dependency	1,673	18.94	6,579	74.47	8,252	93.40
Other Mental Health	10,322	116.83	36,390	411.89	46,712	528.72
Total Outpatient Behavioral Health Utilization	18,029	204.06	61,331	694.18	79,360	898.25
Harvard Pilgrim Health Care, Inc.						
Major Depression	14,469	86.84	47,240	283.53	61,709	370.37
Attention Deficit Hyperactivity Disorder	4,117	24.71	7,601	45.62	11,718	70.33
Eating Disorders	182	1.09	1,859	11.16	2,041	12.25
Chemical Dependency	1,398	8.39	6,894	41.38	8,292	49.77
Other Mental Health	24,186	145.16	134,546	807.53	158,732	952.69
Total Outpatient Behavioral Health Utilization	44,352	266.19	198,140	1,189.21	242,492	1,455.40
Blue Cross and Blue Shield of MA HMO Blue, Inc.						
Major Depression	71,256	170.95	62,626	150.25	133,882	321.20
Attention Deficit Hyperactivity Disorder	16,814	40.34	10,447	25.06	27,261	65.40
Eating Disorders	2,174	5.22	3,266	7.84	5,440	13.05
Chemical Dependency	178	0.43	4,027	9.66	4,205	10.09
Other Mental Health	167,827	402.64	193,884	465.15	361,711	867.79
Total Outpatient Behavioral Health Utilization	258,249	619.57	274,250	657.96	532,499	1,277.53
Neighborhood Health Plan, Inc.						
Major Depression	6,359	66.55	21,730	227.43	28,089	293.98
Attention Deficit Hyperactivity Disorder	3,229	33.80	10,034	105.02	13,263	138.81
Eating Disorders	42	0.44	426	4.46	468	4.90
Chemical Dependency	1,935	20.25	9,487	99.29	11,422	119.54
Other Mental Health	15,536	162.60	85,694	896.78	101,220	1,059.39
Total Outpatient Behavioral Health Utilization	27,101	283.64	127,361	1,332.98	154,462	1,616.63
Tufts Associated Health Maintenance Organization, Inc.						
Major Depression	14,609	85.87	32,548	191.32	47,157	277.19
Attention Deficit Hyperactivity Disorder	3,313	19.47	5,175	30.42	8,488	49.89
Eating Disorders	114	0.67	1,215	7.14	1,329	7.81
Chemical Dependency	628	3.69	2,442	14.35	3,070	18.05
Other Mental Health	20,897	122.83	82,347	484.04	103,244	606.88
Total Outpatient Behavioral Health Utilization	39,561	232.54	123,727	727.28	163,288	959.82

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	299	92.75	50	15.51	349	108.26
Attention Deficit Hyperactivity Disorder	62	19.23	11	3.41	73	22.65
Eating Disorders	7	2.17	0	0.00	7	2.17
Chemical Dependency	45	13.96	28	8.69	73	22.65
Other Mental Health	23	7.13	63	19.54	86	26.68
Total Outpatient Behavioral Health Utilization	436	135.25	152	47.15	588	182.40
CIGNA HealthCare of Massachusetts, Inc.						
Major Depression	17	16.38	149	143.57	166	159.95
Attention Deficit Hyperactivity Disorder	4	3.85	13	12.53	17	16.38
Eating Disorders	0	0.00	0	0.00	0	0.00
Chemical Dependency	2	1.93	0	0.00	2	1.93
Other Mental Health	41	39.51	423	407.58	464	447.09
Total Outpatient Behavioral Health Utilization	64	61.67	585	563.67	649	625.34
ConnectiCare of Massachusetts, Inc.						
Major Depression	10	3.97	145	57.56	155	61.53
Attention Deficit Hyperactivity Disorder	35	13.88	154	61.14	189	75.03
Eating Disorders	0	0.00	25	9.92	25	9.92
Chemical Dependency	1	0.40	56	22.23	57	22.63
Other Mental Health	185	73.44	2,573	1,021.47	2,758	1,094.92
Total Outpatient Behavioral Health Utilization	231	91.71	2,953	1,172.33	3,184	1,264.04
Health New England, Inc.						
Major Depression	1,792	53.61	5,419	162.12	7,211	215.73
Attention Deficit Hyperactivity Disorder	568	16.99	1,715	51.31	2,283	68.30
Eating Disorders	19	0.57	319	9.54	338	10.11
Chemical Dependency	26	0.78	778	23.28	804	24.05
Other Mental Health	3,039	90.92	20,882	624.72	23,921	715.64
Total Outpatient Behavioral Health Utilization	5,444	162.87	29,113	870.97	34,557	1,033.84
UnitedHealthcare of New England, Inc.						
Major Depression	0	0.00	0	0.00	0	0.00
Attention Deficit Hyperactivity Disorder	11	3.76	40	13.69	51	17.46
Eating Disorders	0	0.00	4	1.37	4	1.37
Chemical Dependency	12	4.11	59	20.19	71	24.30
Other Mental Health	193	66.06	1,146	392.23	1,339	458.29
Total Outpatient Behavioral Health Utilization	216	73.93	1,249	427.48	1,465	501.41

Total Physician Encounters: 406,941

Total Non-Physician Encounters: 1,039,216

Total Encounters: 1,446,157