

HMOs' Outpatient Non-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. | | | | | | |
| Office Visits | 539,080 | 4,370.89 | 163,350 | 1,324.45 | 702,430 | 5,695.34 |
| Ambulatory Surgery | 18,542 | 150.34 | 1,102 | 8.94 | 19,644 | 159.27 |
| Observation Day | 843 | 6.84 | 1,829 | 14.83 | 2,672 | 21.66 |
| Emergency Room | 25,715 | 208.50 | 65,516 | 531.21 | 91,231 | 739.71 |
| Total Outpatient Non-Behavioral Health Utilization | 584,180 | 4,736.56 | 231,797 | 1,879.42 | 815,977 | 6,615.99 |
| Fallon Community Health Plan, Inc. | | | | | | |
| Office Visits | 353,313 | 3,999.02 | 72,651 | 822.31 | 425,964 | 4,821.33 |
| Ambulatory Surgery | 17,341 | 196.28 | 690 | 7.81 | 18,031 | 204.09 |
| Observation Day | 3,591 | 40.65 | 66 | 0.75 | 3,657 | 41.39 |
| Emergency Room | 27,106 | 306.80 | 792 | 8.96 | 27,898 | 315.77 |
| Total Outpatient Non-Behavioral Health Utilization | 401,351 | 4,542.75 | 74,199 | 839.83 | 475,550 | 5,382.58 |
| Harvard Pilgrim Health Care, Inc. | | | | | | |
| Office Visits | 839,602 | 5,039.18 | 158,642 | 952.15 | 998,244 | 5,991.33 |
| Ambulatory Surgery | 66,979 | 402.00 | 0 | 0.00 | 66,979 | 402.00 |
| Observation Day | 8,403 | 50.43 | 0 | 0.00 | 8,403 | 50.43 |
| Emergency Room | 30,014 | 180.14 | 0 | 0.00 | 30,014 | 180.14 |
| Total Outpatient Non-Behavioral Health Utilization | 944,998 | 5,671.75 | 158,642 | 952.15 | 1,103,640 | 6,623.90 |
| Blue Cross and Blue Shield of MA HMO Blue, Inc. | | | | | | |
| Office Visits | 1,768,316 | 4,242.40 | 56,698 | 136.03 | 1,825,014 | 4,378.42 |
| Ambulatory Surgery | 59,892 | 143.69 | 0 | 0.00 | 59,892 | 143.69 |
| Observation Day | 2,862 | 6.87 | 0 | 0.00 | 2,862 | 6.87 |
| Emergency Room | 89,610 | 214.98 | 0 | 0.00 | 89,610 | 214.98 |
| Total Outpatient Non-Behavioral Health Utilization | 1,920,680 | 4,607.94 | 56,698 | 136.03 | 1,977,378 | 4,743.96 |
| Neighborhood Health Plan, Inc. | | | | | | |
| Office Visits | 455,874 | 4,771.26 | 202,111 | 2,115.33 | 657,985 | 6,886.59 |
| Ambulatory Surgery | 9,935 | 103.98 | 0 | 0.00 | 9,935 | 103.98 |
| Observation Day | 1,835 | 19.21 | 0 | 0.00 | 1,835 | 19.21 |
| Emergency Room | 59,180 | 619.39 | 0 | 0.00 | 59,180 | 619.39 |
| Total Outpatient Non-Behavioral Health Utilization | 526,824 | 5,513.83 | 202,111 | 2,115.33 | 728,935 | 7,629.16 |
| Tufts Associated Health Maintenance Organization, Inc. | | | | | | |
| Office Visits | 862,284 | 5,068.57 | 63,431 | 372.85 | 925,715 | 5,441.43 |
| Ambulatory Surgery | 37,196 | 218.64 | 539 | 3.17 | 37,735 | 221.81 |
| Observation Day | 1,431 | 8.41 | 0 | 0.00 | 1,431 | 8.41 |
| Emergency Room | 53,790 | 316.18 | 250 | 1.47 | 54,040 | 317.65 |
| Total Outpatient Non-Behavioral Health Utilization | 954,701 | 5,611.81 | 64,220 | 377.49 | 1,018,921 | 5,989.30 |

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 | 4,221 | 1,309.38 | 14,113 | 4,377.93 | 18,334 | 5,687.31 |
| Ambulatory Surgery | 1 | 0.31 | 1 | 0.31 | 2 | 0.62 |
| Observation Day | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 |
| Emergency Room | 305 | 94.61 | 856 | 265.54 | 1,161 | 360.15 |
| Total Outpatient Non-Behavioral Health Utilization | 4,527 | 1,404.30 | 14,970 | 4,643.78 | 19,497 | 6,048.08 |
| CIGNA HealthCare of Massachusetts, Inc. | | | | | | |
| Office Visits | 4,916 | 4,736.79 | 433 | 417.22 | 5,349 | 5,154.01 |
| Ambulatory Surgery | 383 | 369.04 | 0 | 0.00 | 383 | 369.04 |
| Observation Day | 15 | 14.45 | 18 | 17.34 | 33 | 31.80 |
| Emergency Room | 507 | 488.52 | 0 | 0.00 | 507 | 488.52 |
| Total Outpatient Non-Behavioral Health Utilization | 5,821 | 5,608.80 | 451 | 434.56 | 6,272 | 6,043.36 |
| ConnectiCare of Massachusetts, Inc. | | | | | | |
| Office Visits | 7,913 | 3,141.43 | 924 | 366.82 | 8,837 | 3,508.25 |
| Ambulatory Surgery | 855 | 339.43 | 164 | 65.11 | 1,019 | 404.54 |
| Observation Day | 8 | 3.18 | 1 | 0.40 | 9 | 3.57 |
| Emergency Room | 558 | 221.52 | 1 | 0.40 | 559 | 221.92 |
| Total Outpatient Non-Behavioral Health Utilization | 9,334 | 3,705.56 | 1,090 | 432.73 | 10,424 | 4,138.29 |
| Health New England, Inc. | | | | | | |
| Office Visits | 143,824 | 4,302.76 | 22,061 | 660.00 | 165,885 | 4,962.75 |
| Ambulatory Surgery | 4,467 | 133.64 | 0 | 0.00 | 4,467 | 133.64 |
| Observation Day | 373 | 11.16 | 0 | 0.00 | 373 | 11.16 |
| Emergency Room | 7,526 | 225.15 | 0 | 0.00 | 7,526 | 225.15 |
| Total Outpatient Non-Behavioral Health Utilization | 156,190 | 4,672.71 | 22,061 | 660.00 | 178,251 | 5,332.70 |
| UnitedHealthcare of New England, Inc. | | | | | | |
| Office Visits | 16,198 | 5,543.94 | 12,272 | 4,200.22 | 28,470 | 9,744.16 |
| Ambulatory Surgery | 418 | 143.06 | 492 | 168.39 | 910 | 311.46 |
| Observation Day | 21 | 7.19 | 2 | 0.68 | 23 | 7.87 |
| Emergency Room | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 |
| Total Outpatient Non-Behavioral Health Utilization | 16,637 | 5,694.19 | 12,766 | 4,369.30 | 29,403 | 10,063.49 |

Total Physician Encounters: 5,525,243

Total Non-Physician Encounters: 839,005

Total Encounters: 6,364,248