

HMOs' Outpatient Non-Behavioral Health Utilization Data for MA Residents
January 1, 2010 - June 30, 2010
(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	530,222	4,391.15	152,630	1,264.04	682,852	5,655.19
Ambulatory Surgery	17,853	147.85	970	8.03	18,823	155.89
Observation Day	999	8.27	1,440	11.93	2,439	20.20
Emergency Room	26,418	218.79	55,520	459.80	81,938	678.59
Total Outpatient Non-Behavioral Health Utilization	575,492	4,766.07	210,560	1,743.80	786,052	6,509.87
Fallon Community Health Plan, Inc.						
Office Visits	337,077	3,755.16	56,053	624.45	393,130	4,379.61
Ambulatory Surgery	16,408	182.79	751	8.37	17,159	191.16
Observation Day	3,991	44.46	102	1.14	4,093	45.60
Emergency Room	24,043	267.85	615	6.85	24,658	274.70
Total Outpatient Non-Behavioral Health Utilization	381,519	4,250.26	57,521	640.80	439,040	4,891.06
Harvard Pilgrim Health Care, Inc.						
Office Visits	865,416	4,781.35	187,970	1,038.52	1,053,386	5,819.87
Ambulatory Surgery	66,019	364.75	0	0.00	66,019	364.75
Observation Day	9,351	51.66	0	0.00	9,351	51.66
Emergency Room	30,710	169.67	0	0.00	30,710	169.67
Total Outpatient Non-Behavioral Health Utilization	971,496	5,367.44	187,970	1,038.52	1,159,466	6,405.95
Blue Cross and Blue Shield of MA HMO Blue, Inc.						
Office Visits	1,491,341	4,184.02	50,841	142.64	1,542,182	4,326.66
Ambulatory Surgery	76,141	213.62	0	0.00	76,141	213.62
Observation Day	2,147	6.02	0	0.00	2,147	6.02
Emergency Room	69,877	196.04	0	0.00	69,877	196.04
Total Outpatient Non-Behavioral Health Utilization	1,639,506	4,599.71	50,841	142.64	1,690,347	4,742.34
Neighborhood Health Plan, Inc.						
Office Visits	487,186	5,127.53	244,774	2,576.19	731,960	7,703.72
Ambulatory Surgery	9,785	102.99	0	0.00	9,785	102.99
Observation Day	1,923	20.24	0	0.00	1,923	20.24
Emergency Room	60,215	633.75	0	0.00	60,215	633.75
Total Outpatient Non-Behavioral Health Utilization	559,109	5,884.50	244,774	2,576.19	803,883	8,460.69
Tufts Associated Health Maintenance Organization, Inc.						
Office Visits	957,578	5,665.05	83,321	492.93	1,040,899	6,157.98
Ambulatory Surgery	48,827	288.86	1,156	6.84	49,983	295.70
Observation Day	1,517	8.97	0	0.00	1,517	8.97
Emergency Room	52,105	308.25	293	1.73	52,398	309.99
Total Outpatient Non-Behavioral Health Utilization	1,060,027	6,271.14	84,770	501.50	1,144,797	6,772.64

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	16,364	7,154.96	2,827	1,236.07	19,191	8,391.04
Ambulatory Surgery	648	283.33	179	78.27	827	361.60
Observation Day	39	17.05	18	7.87	57	24.92
Emergency Room	491	214.68	883	386.08	1,374	600.77
Total Outpatient Non-Behavioral Health Utilization	17,542	7,670.03	3,907	1,708.29	21,449	9,378.32
CeltiCare Health Plan of Massachusetts, Inc.						
Office Visits	51,963	3,724.46	41,527	2,976.45	93,490	6,700.91
Ambulatory Surgery	33	2.37	4	0.29	37	2.65
Observation Day	117	8.39	36	2.58	153	10.97
Emergency Room	3,868	277.24	6,254	448.26	10,122	725.50
Total Outpatient Non-Behavioral Health Utilization	55,981	4,012.45	47,821	3,427.58	103,802	7,440.03
CIGNA HealthCare of Massachusetts, Inc.						
Office Visits	1,608	6,503.54	158	639.03	1,766	7,142.57
Ambulatory Surgery	134	541.96	0	0.00	134	541.96
Observation Day	4	16.18	3	12.13	7	28.31
Emergency Room	89	359.96	0	0.00	89	359.96
Total Outpatient Non-Behavioral Health Utilization	1,835	7,421.64	161	651.16	1,996	8,072.80
ConnectiCare of Massachusetts, Inc.						
Office Visits	6,150	3,191.49	792	411.00	6,942	3,602.49
Ambulatory Surgery	753	390.76	140	72.65	893	463.41
Observation Day	4	2.08	1	0.52	5	2.59
Emergency Room	436	226.26	6	3.11	442	229.37
Total Outpatient Non-Behavioral Health Utilization	7,343	3,810.59	939	487.29	8,282	4,297.87
Health New England, Inc.						
Office Visits	170,208	4,422.05	25,345	658.47	195,553	5,080.52
Ambulatory Surgery	6,886	178.90	0	0.00	6,886	178.90
Observation Day	568	14.76	0	0.00	568	14.76
Emergency Room	7,918	205.71	0	0.00	7,918	205.71
Total Outpatient Non-Behavioral Health Utilization	185,580	4,821.42	25,345	658.47	210,925	5,479.89
UnitedHealthcare of New England, Inc.						
Office Visits	10,176	7,905.74	7,606	5,909.10	17,782	13,814.84
Ambulatory Surgery	246	191.12	285	221.42	531	412.53
Observation Day	8	6.22	6	4.66	14	10.88
Emergency Room	0	0.00	0	0.00	0	0.00
Total Outpatient Non-Behavioral Health Utilization	10,430	8,103.07	7,897	6,135.18	18,327	14,238.25

Total Physician Encounters: 5,465,860

Total Non-Physician Encounters: 922,506

Total Encounters: 6,388,366