

HMOs' Outpatient Non-Behavioral Health Utilization Data for MA Residents
January 1, 2006 - December 31, 2006
(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	597,824	3,807.81	91,161	580.65	688,985	4,388.45
Ambulatory Surgery	31,763	202.31	1,338	8.52	33,101	210.84
Observation Day	3,759	23.94	24	0.15	3,783	24.10
Emergency Room	42,147	268.45	1,121	7.14	43,268	275.59
Total Outpatient Non-Behavioral Health Utilization	675,493	4,302.52	93,644	596.46	769,137	4,898.98
Harvard Pilgrim Health Care, Inc.						
Office Visits	1,996,713	4,669.36	370,368	866.11	2,367,081	5,535.48
Ambulatory Surgery	180,960	423.18	0	0.00	180,960	423.18
Observation Day	2,875	6.72	0	0.00	2,875	6.72
Emergency Room	69,867	163.39	0	0.00	69,867	163.39
Total Outpatient Non-Behavioral Health Utilization	2,250,415	5,262.65	370,368	866.11	2,620,783	6,128.76
Blue Cross and Blue Shield of MA HMO Blue, Inc.						
Office Visits	3,714,986	4,024.29	112,415	121.77	3,827,401	4,146.07
Ambulatory Surgery	124,205	134.55	0	0.00	124,205	134.55
Observation Day	5,983	6.48	0	0.00	5,983	6.48
Emergency Room	196,008	212.33	0	0.00	196,008	212.33
Total Outpatient Non-Behavioral Health Utilization	4,041,182	4,377.65	112,415	121.77	4,153,597	4,499.42
Tufts Associated Health Maintenance Organization, Inc.						
Office Visits	1,381,815	4,584.34	78,957	261.95	1,460,772	4,846.29
Ambulatory Surgery	60,390	200.35	864	2.87	61,254	203.22
Observation Day	4,357	14.45	0	0.00	4,357	14.45
Emergency Room	87,065	288.85	261	0.87	87,326	289.71
Total Outpatient Non-Behavioral Health Utilization	1,533,627	5,087.99	80,082	265.68	1,613,709	5,353.67

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	10,863	1,253.29	38,340	4,423.38	49,203	5,676.67
Ambulatory Surgery	288	33.23	105	12.11	393	45.34
Observation Day	0	0.00	0	0.00	0	0.00
Emergency Room	1,023	118.03	2,223	256.47	3,246	374.50
Total Outpatient Non-Behavioral Health Utilization	12,174	1,404.54	40,668	4,691.97	52,842	6,096.51
CIGNA HealthCare of Massachusetts, Inc.						
Office Visits	28,735	3,590.30	2,033	254.01	30,768	3,844.32
Ambulatory Surgery	1,504	187.92	0	0.00	1,504	187.92
Observation Day	77	9.62	115	14.37	192	23.99
Emergency Room	3,270	408.57	0	0.00	3,270	408.57
Total Outpatient Non-Behavioral Health Utilization	33,586	4,196.41	2,148	268.38	35,734	4,464.80
ConnectiCare of Massachusetts, Inc.						
Office Visits	23,512	3,364.79	2,579	369.08	26,091	3,733.86
Ambulatory Surgery	2,469	353.34	501	71.70	2,970	425.03
Observation Day	49	7.01	4	0.57	53	7.58
Emergency Room	1,765	252.59	3	0.43	1,768	253.02
Total Outpatient Non-Behavioral Health Utilization	27,795	3,977.72	3,087	441.78	30,882	4,419.50
Health New England, Inc.						
Office Visits	241,882	3,698.74	43,317	662.38	285,199	4,361.12
Ambulatory Surgery	8,323	127.27	0	0.00	8,323	127.27
Observation Day	575	8.79	0	0.00	575	8.79
Emergency Room	13,855	211.86	0	0.00	13,855	211.86
Total Outpatient Non-Behavioral Health Utilization	264,635	4,046.66	43,317	662.38	307,952	4,709.05
Neighborhood Health Plan, Inc.						
Office Visits	520,754	3,920.27	83,291	627.02	604,045	4,547.29
Ambulatory Surgery	8,712	65.58	0	0.00	8,712	65.58
Observation Day	4,581	34.49	0	0.00	4,581	34.49
Emergency Room	79,710	600.06	0	0.00	79,710	600.06
Total Outpatient Non-Behavioral Health Utilization	613,757	4,620.40	83,291	627.02	697,048	5,247.42
UnitedHealthcare of New England, Inc.						
Office Visits	91,253	4,902.74	13,193	708.82	104,446	5,611.55
Ambulatory Surgery	7	0.38	3,127	168.00	3,134	168.38
Observation Day	0	0.00	231	12.41	231	12.41
Emergency Room	0	0.00	4,527	243.22	4,527	243.22
Total Outpatient Non-Behavioral Health Utilization	91,260	4,903.11	21,078	1,132.45	112,338	6,035.57

Total Physician Encounters: 9,543,924

Total Non-Physician Encounters: 850,098

Total Encounters: 10,394,022