

HMOs' Outpatient Non-Behavioral Health Utilization Data for MA Residents
January 1, 2007 - December 31, 2007
(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	589,129	3,808.06	97,278	628.79	686,407	4,436.85
Ambulatory Surgery	31,318	202.44	1,492	9.64	32,810	212.08
Observation Day	5,002	32.33	11	0.07	5,013	32.40
Emergency Room	45,375	293.30	900	5.82	46,275	299.12
Total Outpatient Non-Behavioral Health Utilization	670,824	4,336.12	99,681	644.33	770,505	4,980.45
Harvard Pilgrim Health Care, Inc.						
Office Visits	1,828,012	4,683.26	339,047	868.62	2,167,059	5,551.88
Ambulatory Surgery	146,332	374.89	0	0.00	146,332	374.89
Observation Day	6,975	17.87	0	0.00	6,975	17.87
Emergency Room	66,825	171.20	0	0.00	66,825	171.20
Total Outpatient Non-Behavioral Health Utilization	2,048,144	5,247.23	339,047	868.62	2,387,191	6,115.85
Blue Cross and Blue Shield of MA HMO Blue, Inc.						
Office Visits	3,614,827	3,965.51	110,843	121.60	3,725,670	4,087.10
Ambulatory Surgery	123,775	135.78	0	0.00	123,775	135.78
Observation Day	6,089	6.68	0	0.00	6,089	6.68
Emergency Room	194,104	212.93	0	0.00	194,104	212.93
Total Outpatient Non-Behavioral Health Utilization	3,938,795	4,320.90	110,843	121.60	4,049,638	4,442.50
Neighborhood Health Plan, Inc.						
Office Visits	709,283	4,668.88	157,402	1,036.10	866,685	5,704.98
Ambulatory Surgery	14,853	97.77	0	0.00	14,853	97.77
Observation Day	2,805	18.46	0	0.00	2,805	18.46
Emergency Room	90,454	595.42	0	0.00	90,454	595.42
Total Outpatient Non-Behavioral Health Utilization	817,395	5,380.53	157,402	1,036.10	974,797	6,416.63
Tufts Associated Health Maintenance Organization, Inc.						
Office Visits	1,575,249	4,884.86	93,388	289.60	1,668,637	5,174.45
Ambulatory Surgery	69,100	214.28	1,047	3.25	70,147	217.53
Observation Day	2,939	9.11	0	0.00	2,939	9.11
Emergency Room	103,869	322.10	404	1.25	104,273	323.35
Total Outpatient Non-Behavioral Health Utilization	1,751,157	5,430.35	94,839	294.10	1,845,996	5,724.44

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	8,100	1,119.31	28,226	3,900.46	36,326	5,019.77
Ambulatory Surgery	238	32.89	37	5.11	275	38.00
Observation Day	0	0.00	0	0.00	0	0.00
Emergency Room	674	93.14	1,673	231.19	2,347	324.32
Total Outpatient Non-Behavioral Health Utilization	9,012	1,245.34	29,936	4,136.76	38,948	5,382.10
CIGNA HealthCare of Massachusetts, Inc.						
Office Visits	16,575	3,493.89	1,200	252.95	17,775	3,746.84
Ambulatory Surgery	860	181.28	0	0.00	860	181.28
Observation Day	42	8.85	81	17.07	123	25.93
Emergency Room	1,930	406.83	0	0.00	1,930	406.83
Total Outpatient Non-Behavioral Health Utilization	19,407	4,090.85	1,281	270.03	20,688	4,360.88
ConnectiCare of Massachusetts, Inc.						
Office Visits	25,588	3,271.11	2,651	338.90	28,239	3,610.01
Ambulatory Surgery	2,788	356.41	471	60.21	3,259	416.62
Observation Day	48	6.14	3	0.38	51	6.52
Emergency Room	1,944	248.52	7	0.89	1,951	249.41
Total Outpatient Non-Behavioral Health Utilization	30,368	3,882.18	3,132	400.39	33,500	4,282.56
Health New England, Inc.						
Office Visits	273,173	3,990.60	44,847	655.14	318,020	4,645.74
Ambulatory Surgery	8,438	123.27	0	0.00	8,438	123.27
Observation Day	629	9.19	0	0.00	629	9.19
Emergency Room	14,962	218.57	0	0.00	14,962	218.57
Total Outpatient Non-Behavioral Health Utilization	297,202	4,341.62	44,847	655.14	342,049	4,996.76
UnitedHealthcare of New England, Inc.						
Office Visits	63,333	4,299.62	9,250	627.97	72,583	4,927.59
Ambulatory Surgery	12	0.81	2,030	137.81	2,042	138.63
Observation Day	0	0.00	53	3.60	53	3.60
Emergency Room	0	0.00	3,176	215.62	3,176	215.62
Total Outpatient Non-Behavioral Health Utilization	63,345	4,300.43	14,509	985.00	77,854	5,285.43

Total Physician Encounters: 9,645,649

Total Non-Physician Encounters: 895,517

Total Encounters: 10,541,166