

HMOs' Outpatient Behavioral Health Utilization Data for MA Residents
January 1, 2008 - December 31, 2008
(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
Blue Cross and Blue Shield of MA HMO Blue, Inc.						
Major Depression	133,794	156.28	114,197	133.39	247,991	289.68
Attention Deficit Hyperactivity Disorder	31,323	36.59	18,324	21.40	49,647	57.99
Eating Disorders	3,991	4.66	6,051	7.07	10,042	11.73
Chemical Dependency	293	0.34	6,294	7.35	6,587	7.69
Other Mental Health	305,237	356.54	342,861	400.49	648,098	757.03
Total Outpatient Behavioral Health Utilization	474,638	554.42	487,727	569.71	962,365	1,124.13
Boston Medical Center Health Plan, Inc.						
Major Depression	5,052	20.94	75,872	314.50	80,924	335.44
Attention Deficit Hyperactivity Disorder	2,223	9.21	32,165	133.33	34,388	142.54
Eating Disorders	26	0.11	1,617	6.70	1,643	6.81
Chemical Dependency	1,404	5.82	27,626	114.51	29,030	120.33
Other Mental Health	13,514	56.02	236,997	982.39	250,511	1,038.41
Total Outpatient Behavioral Health Utilization	22,219	92.10	374,277	1,551.44	396,496	1,643.54
Fallon Community Health Plan, Inc.						
Major Depression	4,887	28.94	26,176	155.02	31,063	183.97
Attention Deficit Hyperactivity Disorder	2,898	17.16	4,680	27.60	7,558	44.76
Eating Disorders	1,841	10.90	572	3.39	2,413	14.29
Chemical Dependency	2,877	17.04	11,044	65.41	13,921	82.45
Other Mental Health	18,619	110.27	58,557	346.80	77,176	457.07
Total Outpatient Behavioral Health Utilization	31,122	184.32	101,009	598.22	132,131	782.54
Harvard Pilgrim Health Care, Inc.						
Major Depression	29,147	80.79	96,345	267.04	125,492	347.82
Attention Deficit Hyperactivity Disorder	7,773	21.54	14,431	40.00	22,204	61.54
Eating Disorders	423	1.17	3,936	10.91	4,359	12.08
Chemical Dependency	2,301	6.38	11,121	30.82	13,422	37.20
Other Mental Health	49,991	138.56	254,080	731.95	314,071	870.51
Total Outpatient Behavioral Health Utilization	89,635	248.44	389,913	1,080.72	479,548	1,329.16
Neighborhood Health Plan, Inc.						
Major Depression	11,862	65.51	36,111	199.43	47,973	264.94
Attention Deficit Hyperactivity Disorder	6,073	33.54	16,307	90.06	22,380	123.60
Eating Disorders	68	0.38	581	3.21	649	3.58
Chemical Dependency	3,212	17.74	14,945	82.54	18,157	100.28
Other Mental Health	27,994	154.60	138,807	766.60	166,801	921.21
Total Outpatient Behavioral Health Utilization	49,209	271.77	206,751	1,141.84	255,960	1,413.61
Tufts Associated Health Maintenance Organization, Inc.						
Major Depression	27,401	79.36	64,777	187.61	92,178	266.97
Attention Deficit Hyperactivity Disorder	6,618	19.17	10,167	29.45	16,785	48.61
Eating Disorders	201	0.58	2,365	6.85	2,566	7.43
Chemical Dependency	1,146	3.32	4,704	13.62	5,850	16.94
Other Mental Health	38,988	112.92	165,021	477.95	204,009	590.87
Total Outpatient Behavioral Health Utilization	74,354	215.35	247,034	715.48	321,388	930.83

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	750	138.08	156	28.72	906	166.80
Attention Deficit Hyperactivity Disorder	79	14.54	17	3.13	96	17.67
Eating Disorders	7	1.29	2	0.37	9	1.66
Chemical Dependency	101	18.59	47	8.65	148	27.25
Other Mental Health	36	6.63	119	21.91	155	28.54
Total Outpatient Behavioral Health Utilization	973	179.13	341	62.78	1,314	241.91
CIGNA HealthCare of Massachusetts, Inc.						
Major Depression	85	31.88	417	156.41	502	188.29
Attention Deficit Hyperactivity Disorder	35	13.13	55	20.63	90	33.76
Eating Disorders	3	1.13	8	3.00	11	4.13
Chemical Dependency	9	3.38	70	26.26	79	29.63
Other Mental Health	233	87.39	1,159	434.72	1,392	522.11
Total Outpatient Behavioral Health Utilization	365	136.90	1,709	641.02	2,074	777.92
ConnectiCare of Massachusetts, Inc.						
Major Depression	25	3.81	236	35.98	261	39.79
Attention Deficit Hyperactivity Disorder	34	5.18	188	28.66	222	33.85
Eating Disorders	3	0.46	30	4.57	33	5.03
Chemical Dependency	1	0.15	126	19.21	127	19.36
Other Mental Health	265	40.40	3,728	568.39	3,993	608.79
Total Outpatient Behavioral Health Utilization	328	50.01	4,308	656.82	4,636	706.82
Health New England, Inc.						
Major Depression	3,922	57.74	9,773	143.87	13,695	201.61
Attention Deficit Hyperactivity Disorder	1,077	15.86	2,769	40.76	3,846	56.62
Eating Disorders	66	0.97	643	9.47	709	10.44
Chemical Dependency	41	0.60	1,278	18.81	1,319	19.42
Other Mental Health	6,263	92.20	38,580	567.96	44,843	660.16
Total Outpatient Behavioral Health Utilization	11,369	167.37	53,043	780.87	64,412	948.24
UnitedHealthcare of New England, Inc.						
Major Depression	430	43.50	1,480	149.73	1,910	193.24
Attention Deficit Hyperactivity Disorder	58	5.87	213	21.55	271	27.42
Eating Disorders	3	0.30	36	3.64	39	3.95
Chemical Dependency	70	7.08	235	23.78	305	30.86
Other Mental Health	810	81.95	3,808	385.26	4,618	467.21
Total Outpatient Behavioral Health Utilization	1,371	138.71	5,772	583.96	7,143	722.66

Total Physician Encounters: 755,583

Total Non-Physician Encounters: 1,871,884

Total Encounters: 2,627,467