

HMOs' Outpatient Non-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.						
Office Visits	3,469,828	4,053.06	106,405	124.29	3,576,233	4,177.35
Ambulatory Surgery	118,385	138.28	0	0.00	118,385	138.28
Observation Day	5,735	6.70	0	0.00	5,735	6.70
Emergency Room	185,045	216.15	0	0.00	185,045	216.15
Total Outpatient Non-Behavioral Health Utilization	3,778,993	4,414.19	106,405	124.29	3,885,398	4,538.48
Boston Medical Center Health Plan, Inc.						
Office Visits	966,007	4,004.25	302,922	1,255.66	1,268,929	5,259.91
Ambulatory Surgery	33,343	138.21	1,723	7.14	35,066	145.35
Observation Day	1,350	5.60	3,425	14.20	4,775	19.79
Emergency Room	45,138	187.10	120,999	501.56	166,137	688.66
Total Outpatient Non-Behavioral Health Utilization	1,045,838	4,335.16	429,069	1,778.56	1,474,907	6,113.72
Fallon Community Health Plan, Inc.						
Office Visits	630,543	3,734.37	120,898	716.01	751,441	4,450.38
Ambulatory Surgery	27,598	163.45	772	4.57	28,370	168.02
Observation Day	6,346	37.58	52	0.31	6,398	37.89
Emergency Room	51,620	305.72	1,418	8.40	53,038	314.12
Total Outpatient Non-Behavioral Health Utilization	716,107	4,241.12	123,140	729.29	839,247	4,970.41
Harvard Pilgrim Health Care, Inc.						
Office Visits	1,738,171	4,817.66	326,741	905.62	2,064,912	5,723.29
Ambulatory Surgery	140,917	390.58	0	0.00	140,917	390.58
Observation Day	15,420	42.74	0	0.00	15,420	42.74
Emergency Room	62,318	172.73	0	0.00	62,318	172.73
Total Outpatient Non-Behavioral Health Utilization	1,956,826	5,423.71	326,741	905.62	2,283,567	6,329.33
Neighborhood Health Plan, Inc.						
Office Visits	798,645	4,410.74	381,904	2,109.17	1,180,549	6,519.91
Ambulatory Surgery	18,063	99.76	0	0.00	18,063	99.76
Observation Day	2,924	16.15	0	0.00	2,924	16.15
Emergency Room	102,099	563.87	0	0.00	102,099	563.87
Total Outpatient Non-Behavioral Health Utilization	921,731	5,090.52	381,904	2,109.17	1,303,635	7,199.69
Tufts Associated Health Maintenance Organization, Inc.						
Office Visits	1,670,680	4,838.75	100,456	290.95	1,771,136	5,129.69
Ambulatory Surgery	72,254	209.27	1,079	3.13	73,333	212.39
Observation Day	3,247	9.40	0	0.00	3,247	9.40
Emergency Room	109,910	318.33	426	1.23	110,336	319.56
Total Outpatient Non-Behavioral Health Utilization	1,856,091	5,375.75	101,961	295.31	1,958,052	5,671.05

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	8,662	1,594.72	26,737	4,922.43	35,399	6,517.15
Ambulatory Surgery	6	1.10	0	0.00	6	1.10
Observation Day	0	0.00	0	0.00	0	0.00
Emergency Room	546	100.52	1,497	275.61	2,043	376.13
Total Outpatient Non-Behavioral Health Utilization	9,214	1,696.35	28,234	5,198.04	37,448	6,894.38
CIGNA HealthCare of Massachusetts, Inc.						
Office Visits	12,495	4,686.65	1,051	394.21	13,546	5,080.86
Ambulatory Surgery	777	291.44	0	0.00	777	291.44
Observation Day	57	21.38	66	24.76	123	46.14
Emergency Room	1,255	470.73	0	0.00	1,255	470.73
Total Outpatient Non-Behavioral Health Utilization	14,584	5,470.20	1,117	418.97	15,701	5,889.16
ConnectiCare of Massachusetts, Inc.						
Office Visits	20,707	3,157.08	2,311	352.34	23,018	3,509.42
Ambulatory Surgery	2,225	339.23	439	66.93	2,664	406.16
Observation Day	44	6.71	3	0.46	47	7.17
Emergency Room	1,760	268.34	5	0.76	1,765	269.10
Total Outpatient Non-Behavioral Health Utilization	24,736	3,771.35	2,758	420.50	27,494	4,191.85
Health New England, Inc.						
Office Visits	279,186	4,110.05	44,747	658.74	323,933	4,768.79
Ambulatory Surgery	5,468	80.50	0	0.00	5,468	80.50
Observation Day	1,436	21.14	0	0.00	1,436	21.14
Emergency Room	15,255	224.58	0	0.00	15,255	224.58
Total Outpatient Non-Behavioral Health Utilization	301,345	4,436.26	44,747	658.74	346,092	5,095.01
UnitedHealthcare of New England, Inc.						
Office Visits	57,403	5,807.52	42,085	4,257.78	99,488	10,065.31
Ambulatory Surgery	1,473	149.02	1,678	169.77	3,151	318.79
Observation Day	69	6.98	6	0.61	75	7.59
Emergency Room	0	0.00	0	0.00	0	0.00
Total Outpatient Non-Behavioral Health Utilization	58,945	5,963.53	43,769	4,428.16	102,714	10,391.68

Total Physician Encounters: 10,684,410

Total Non-Physician Encounters: 1,589,845

Total Encounters: 12,274,255