

HMOs' Outpatient Behavioral Health Utilization Data for MA Residents
January 1, 2009 - December 31, 2009
(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	139,823	172.46	121,179	149.46	261,001	321.92
Attention Deficit Hyperactivity Disorder	32,922	40.61	19,344	23.86	52,266	64.47
Eating Disorders	4,279	5.28	6,068	7.48	10,347	12.76
Chemical Dependency	421	0.52	7,905	9.75	8,326	10.27
Other Mental Health	322,705	399.03	369,288	455.49	691,993	853.52
Total Outpatient Behavioral Health Utilization	506,150	616.90	523,783	646.05	1,029,933	1,262.94
Boston Medical Center Health Plan, Inc.						
Major Depression	6,005	24.37	91,179	370.00	97,183	394.37
Attention Deficit Hyperactivity Disorder	3,493	14.17	37,491	152.14	40,984	166.31
Eating Disorders	25	0.10	1,943	7.88	1,968	7.99
Chemical Dependency	1,567	6.36	32,745	132.88	34,312	139.24
Other Mental Health	17,190	69.72	279,264	1,133.24	296,444	1,202.96
Total Outpatient Behavioral Health Utilization	28,270	114.72	442,621	1,796.14	470,891	1,910.86
Fallon Community Health Plan, Inc.						
Major Depression	5,577	31.31	30,147	169.23	35,724	200.54
Attention Deficit Hyperactivity Disorder	3,511	19.71	5,838	32.77	9,349	52.48
Eating Disorders	2,375	13.33	880	4.94	3,255	18.27
Chemical Dependency	4,477	25.13	16,504	92.64	20,981	117.78
Other Mental Health	20,391	114.46	71,272	400.08	91,663	514.55
Total Outpatient Behavioral Health Utilization	36,331	203.94	124,641	699.67	160,972	903.61
Harvard Pilgrim Health Care, Inc.						
Major Depression	29,544	84.72	94,726	281.16	123,270	365.88
Attention Deficit Hyperactivity Disorder	8,509	25.26	14,675	43.56	23,184	68.81
Eating Disorders	394	1.17	3,833	11.38	4,227	12.55
Chemical Dependency	3,134	9.30	14,076	41.78	17,210	51.08
Other Mental Health	47,922	142.24	267,271	793.29	315,193	935.53
Total Outpatient Behavioral Health Utilization	88,503	262.69	394,581	1,171.17	483,084	1,433.85
Neighborhood Health Plan, Inc.						
Major Depression	14,456	74.30	49,554	254.71	64,010	329.01
Attention Deficit Hyperactivity Disorder	7,099	36.49	20,450	105.11	27,549	141.60
Eating Disorders	107	0.55	984	5.06	1,091	5.61
Chemical Dependency	4,596	23.62	21,816	112.13	26,412	135.76
Other Mental Health	34,539	177.53	184,141	946.49	218,680	1,124.02
Total Outpatient Behavioral Health Utilization	60,797	312.50	276,945	1,423.50	337,742	1,736.00
Tufts Associated Health Maintenance Organization, Inc.						
Major Depression	29,046	85.48	66,043	194.35	95,089	279.83
Attention Deficit Hyperactivity Disorder	6,572	19.34	9,984	29.38	16,556	48.72
Eating Disorders	248	0.73	2,213	6.51	2,461	7.24
Chemical Dependency	1,376	4.05	4,980	14.66	6,356	18.70
Other Mental Health	41,306	121.55	163,078	479.90	204,384	601.46
Total Outpatient Behavioral Health Utilization	78,548	231.15	246,298	724.80	324,846	955.85

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	647	237.48	99	36.34	746	273.82
Attention Deficit Hyperactivity Disorder	115	42.21	22	8.08	137	50.29
Eating Disorders	10	3.67	0	0.00	10	3.67
Chemical Dependency	29	29.00	32	12.11	61	41.11
Other Mental Health	53	19.45	128	46.98	181	66.44
Total Outpatient Behavioral Health Utilization	904	331.81	282	103.51	1,186	435.32
CeltiCare Health Plan of Massachusetts, Inc.						
Major Depression	67	12.45	27	5.02	94	17.47
Attention Deficit Hyperactivity Disorder	1	0.19	1	0.19	2	0.37
Eating Disorders	0	0.00	0	0.00	0	0.00
Chemical Dependency	20	3.72	3	0.56	23	4.27
Other Mental Health	226	42.00	38	7.06	264	49.06
Total Outpatient Behavioral Health Utilization	314	58.35	69	12.82	383	71.17
CIGNA HealthCare of Massachusetts, Inc.						
Major Depression	54	31.74	259	152.21	313	183.95
Attention Deficit Hyperactivity Disorder	6	3.53	32	18.81	38	22.33
Eating Disorders	0	0.00	1	0.59	1	0.59
Chemical Dependency	2	1.18	0	0.00	2	1.18
Other Mental Health	71	41.73	680	399.63	751	441.35
Total Outpatient Behavioral Health Utilization	133	78.16	972	571.23	1,105	649.40
ConnectiCare of Massachusetts, Inc.						
Major Depression	9	1.93	80	17.19	89	19.12
Attention Deficit Hyperactivity Disorder	22	4.73	128	27.50	150	32.22
Eating Disorders	0	0.00	19	4.08	19	4.08
Chemical Dependency	5	1.07	40	8.59	45	9.67
Other Mental Health	110	23.63	1,574	338.12	1,684	361.75
Total Outpatient Behavioral Health Utilization	146	31.36	1,841	395.47	1,987	426.84
Health New England, Inc.						
Major Depression	3,865	56.03	11,765	170.56	15,630	226.59
Attention Deficit Hyperactivity Disorder	1,131	16.40	3,201	46.41	4,332	62.80
Eating Disorders	42	0.67	669	9.69	711	9.70
Chemical Dependency	66	0.96	1,590	23.05	1,656	24.01
Other Mental Health	6,320	91.62	43,212	626.45	49,532	718.07
Total Outpatient Behavioral Health Utilization	11,424	165.62	60,395	875.56	71,819	1,041.17
UnitedHealthcare of New England, Inc.						
Major Depression	0	0.00	0	0.00	0	0.00
Attention Deficit Hyperactivity Disorder	19	4.71	74	18.34	93	23.04
Eating Disorders	0	0.00	4	0.99	4	0.99
Chemical Dependency	21	5.20	81	20.07	102	25.27
Other Mental Health	321	79.54	1,894	469.29	2,215	548.82
Total Outpatient Behavioral Health Utilization	361	89.45	2,053	508.68	2,414	598.13

Total Physician Encounters: 805,881

Total Non-Physician Encounters: 2,074,481

Total Encounters: 2,880,362