

HMOs' Outpatient Non-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.						
Office Visits	3,401,938	4,196.03	108,178	133.43	3,510,116	4,329.46
Ambulatory Surgery	114,829	141.63	0	0.00	114,829	141.63
Observation Day	5,263	6.49	0	0.00	5,263	6.49
Emergency Room	172,681	212.99	0	0.00	172,681	212.99
Total Outpatient Non-Behavioral Health Utilization	3,694,711	4,557.14	108,178	133.43	3,802,889	4,690.57
Boston Medical Center Health Plan, Inc.						
Office Visits	1,063,293	4,314.81	316,599	1,284.75	1,379,892	5,599.56
Ambulatory Surgery	35,817	145.34	2,048	8.31	37,865	153.65
Observation Day	1,895	7.69	3,087	12.53	4,982	20.22
Emergency Room	51,990	210.97	127,639	517.95	179,629	728.93
Total Outpatient Non-Behavioral Health Utilization	1,152,995	4,678.82	448,373	1,823.54	1,602,368	6,502.36
Fallon Community Health Plan, Inc.						
Office Visits	698,443	3,920.69	144,466	810.96	842,909	4,731.64
Ambulatory Surgery	36,373	204.18	1,724	9.68	38,097	213.86
Observation Day	10,317	57.91	146	0.82	10,463	58.73
Emergency Room	53,470	300.15	1,642	9.22	55,112	309.37
Total Outpatient Non-Behavioral Health Utilization	798,603	4,482.93	147,978	830.67	946,581	5,313.60
Harvard Pilgrim Health Care, Inc.						
Office Visits	1,664,313	4,939.89	344,377	1,022.15	2,008,690	5,962.05
Ambulatory Surgery	125,542	372.62	0	0.00	125,542	372.62
Observation Day	17,464	51.84	0	0.00	17,464	51.84
Emergency Room	61,073	181.27	0	0.00	61,073	181.27
Total Outpatient Non-Behavioral Health Utilization	1,868,392	5,545.62	344,377	1,022.15	2,212,769	6,567.78
Neighborhood Health Plan, Inc.						
Office Visits	935,956	4,810.82	435,717	2,239.59	1,371,673	7,050.41
Ambulatory Surgery	19,654	101.02	0	0.00	19,654	101.02
Observation Day	3,531	18.15	0	0.00	3,531	18.15
Emergency Room	120,699	620.39	0	0.00	120,699	620.39
Total Outpatient Non-Behavioral Health Utilization	1,079,840	5,550.39	435,717	2,239.59	1,515,557	7,789.98
Tufts Associated Health Maintenance Organization, Inc.						
Office Visits	1,794,896	5,281.98	133,140	391.80	1,928,036	5,673.78
Ambulatory Surgery	77,601	228.36	1,140	3.35	78,741	231.72
Observation Day	3,068	9.03	0	0.00	3,068	9.03
Emergency Room	112,679	331.59	587	1.73	113,266	333.32
Total Outpatient Non-Behavioral Health Utilization	1,988,244	5,850.96	134,867	396.88	2,123,111	6,247.85

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.						
Office Visits	9,735	3,573.24	28,790	10,567.40	38,525	14,140.64
Ambulatory Surgery	2	0.73	1	0.37	3	1.10
Observation Day	0	0.00	0	0.00	0	0.00
Emergency Room	586	215.09	1,685	618.48	2,271	833.57
Total Outpatient Non-Behavioral Health Utilization	10,323	3,789.07	30,476	11,186.25	40,799	14,975.32
CeltiCare Health Plan of Massachusetts, Inc.						
Office Visits	14,074	2,615.42	39,653	7,368.85	53,727	9,984.27
Ambulatory Surgery	14	2.60	1	0.19	15	2.79
Observation Day	26	4.83	6	1.11	32	5.95
Emergency Room	1,480	275.03	2,554	474.62	4,034	749.65
Total Outpatient Non-Behavioral Health Utilization	15,594	2,897.88	42,214	7,844.77	57,808	10,742.65
CIGNA HealthCare of Massachusetts, Inc.						
Office Visits	8,272	4,861.35	803	471.91	9,075	5,333.27
Ambulatory Surgery	694	407.86	0	0.00	694	407.86
Observation Day	29	17.04	28	16.46	57	33.50
Emergency Room	805	473.09	0	0.00	805	473.09
Total Outpatient Non-Behavioral Health Utilization	9,800	5,759.34	831	488.37	10,631	6,247.71
ConnectiCare of Massachusetts, Inc.						
Office Visits	14,790	3,177.12	1,743	374.42	16,533	3,551.54
Ambulatory Surgery	1,581	339.62	325	69.81	1,906	409.44
Observation Day	9	1.93	2	0.43	11	2.36
Emergency Room	1,076	231.14	3	0.64	1,079	231.79
Total Outpatient Non-Behavioral Health Utilization	17,456	3,749.81	2,073	445.31	19,529	4,195.12
Health New England, Inc.						
Office Visits	295,407	4,282.56	44,329	642.64	339,736	4,925.21
Ambulatory Surgery	12,199	176.85	0	0.00	12,199	176.85
Observation Day	779	11.29	0	0.00	779	11.29
Emergency Room	15,346	222.47	0	0.00	15,346	222.47
Total Outpatient Non-Behavioral Health Utilization	323,731	4,693.18	44,329	642.64	368,060	5,335.82
UnitedHealthcare of New England, Inc.						
Office Visits	28,632	7,094.30	21,353	5,290.74	49,985	12,385.04
Ambulatory Surgery	756	187.32	830	205.65	1,586	392.97
Observation Day	33	8.18	3	0.74	36	8.92
Emergency Room	0	0.00	0	0.00	0	0.00
Total Outpatient Non-Behavioral Health Utilization	29,421	7,289.79	22,186	5,497.14	51,607	12,786.93

Total Physician Encounters: 10,989,110

Total Non-Physician Encounters: 1,762,599

Total Encounters: 12,751,709