

HMOs' Outpatient Behavioral Health Utilization Data for MA Residents
January 1, 2010 - December 31, 2010
(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	152,764	220.75	139,093	201.00	291,857	421.75
Attention Deficit Hyperactivity Disorder	32,191	46.52	18,564	26.83	50,755	73.34
Eating Disorders	3,927	5.67	5,938	8.58	9,865	14.26
Chemical Dependency	274	0.40	18,933	27.36	19,207	27.75
Other Mental Health	283,361	409.47	318,040	459.58	601,401	869.05
Total Outpatient Behavioral Health Utilization	472,517	682.81	500,568	723.34	973,085	1,406.15
Boston Medical Center Health Plan, Inc.						
Major Depression	10,029	41.00	159,704	652.89	169,733	693.89
Attention Deficit Hyperactivity Disorder	4,017	16.42	92,388	377.69	96,405	394.11
Eating Disorders	57	0.23	2,195	8.97	2,252	9.21
Chemical Dependency	4,286	17.52	297,231	1,215.11	301,517	1,232.63
Other Mental Health	18,550	75.83	428,062	1,749.96	446,612	1,825.79
Total Outpatient Behavioral Health Utilization	36,939	151.01	979,580	4,004.62	1,016,519	4,155.63
Fallon Community Health Plan, Inc.						
Major Depression	3,544	20.86	39,414	231.94	42,958	252.80
Attention Deficit Hyperactivity Disorder	2,852	16.78	7,134	41.98	9,986	58.76
Eating Disorders	219	1.29	2,804	16.50	3,023	17.79
Chemical Dependency	3,267	19.23	16,923	99.59	20,190	118.81
Other Mental Health	8,961	52.73	78,441	461.60	87,402	514.34
Total Outpatient Behavioral Health Utilization	18,843	110.89	144,716	851.61	163,559	962.50
Harvard Pilgrim Health Care, Inc.						
Major Depression	35,156	96.61	124,916	343.29	160,072	439.91
Attention Deficit Hyperactivity Disorder	9,655	26.53	17,523	48.16	27,178	74.69
Eating Disorders	545	1.50	5,183	14.24	5,728	15.74
Chemical Dependency	4,462	12.26	16,430	45.15	20,892	57.41
Other Mental Health	49,639	136.42	279,975	769.42	329,614	905.84
Total Outpatient Behavioral Health Utilization	99,457	273.33	444,027	1,220.27	543,484	1,493.59
Neighborhood Health Plan, Inc.						
Major Depression	17,566	80.96	107,877	497.21	125,443	578.18
Attention Deficit Hyperactivity Disorder	9,068	41.80	47,310	218.06	56,378	259.85
Eating Disorders	160	0.74	1,627	7.50	1,787	8.24
Chemical Dependency	6,103	28.13	449,419	2,071.41	455,522	2,099.54
Other Mental Health	41,488	191.22	277,998	1,281.32	319,486	1,472.54
Total Outpatient Behavioral Health Utilization	74,385	342.85	884,231	4,075.49	958,616	4,418.34
Tufts Associated Health Maintenance Organization, Inc.						
Major Depression	31,845	94.44	76,332	226.38	108,177	320.82
Attention Deficit Hyperactivity Disorder	7,205	21.37	10,606	31.45	17,811	52.82
Eating Disorders	235	0.70	2,552	7.57	2,787	8.27
Chemical Dependency	1,856	5.50	6,006	17.81	7,862	23.32
Other Mental Health	37,600	111.51	156,355	463.70	193,955	575.21
Total Outpatient Behavioral Health Utilization	78,741	233.52	251,851	746.91	330,592	980.43

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	884	412.57	183	85.41	1,067	497.98
Attention Deficit Hyperactivity Disorder	178	83.07	39	18.20	217	101.28
Eating Disorders	17	7.93	9	4.20	26	12.13
Chemical Dependency	95	44.24	12	5.60	107	63.84
Other Mental Health	1,858	867.14	404	188.55	2,262	1,055.69
Total Outpatient Behavioral Health Utilization	3,032	1,415.06	677	315.96	3,709	1,731.02
CeltiCare Health Plan of Massachusetts, Inc.						
Major Depression	2,517	80.34	922	29.43	3,439	109.77
Attention Deficit Hyperactivity Disorder	141	4.50	25	0.80	166	5.30
Eating Disorders	13	0.41	11	0.35	24	0.77
Chemical Dependency	5,186	165.54	1,398	44.62	6,584	210.17
Other Mental Health	3,546	113.19	1,345	42.93	4,891	156.12
Total Outpatient Behavioral Health Utilization	11,403	363.99	3,701	118.14	15,104	482.13
CIGNA HealthCare of Massachusetts, Inc.						
Major Depression	21	63.75	43	130.53	64	194.28
Attention Deficit Hyperactivity Disorder	3	9.11	0	0.00	3	9.11
Eating Disorders	0	0.00	2	6.07	2	6.07
Chemical Dependency	0	0.00	1	3.04	1	3.04
Other Mental Health	15	45.54	79	239.82	94	285.35
Total Outpatient Behavioral Health Utilization	39	118.39	125	379.46	164	497.85
ConnectiCare of Massachusetts, Inc.						
Major Depression	54	14.65	403	109.31	457	123.96
Attention Deficit Hyperactivity Disorder	19	5.15	189	51.27	208	56.42
Eating Disorders	0	0.00	14	3.80	14	3.80
Chemical Dependency	5	1.36	40	10.85	45	12.21
Other Mental Health	146	39.60	1,255	340.42	1,401	380.02
Total Outpatient Behavioral Health Utilization	224	60.76	1,801	515.64	2,125	576.40
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	627	9.09	669	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	14	5.78	57	23.54	71	29.32
Eating Disorders	0	0.00	3	1.24	3	1.24
Chemical Dependency	6	2.48	36	14.87	42	17.34
Other Mental Health	269	111.08	1,387	572.75	1,656	683.83
Total Outpatient Behavioral Health Utilization	289	119.34	1,483	612.39	1,772	731.73

Total Physician Encounters: 807,293

Total Non-Physician Encounters: 3,273,255

Total Encounters: 4,080,548