

HMOs' Outpatient Non-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.						
Office Visits	2,831,731	4,091.98	94,860	137.08	2,926,591	4,229.06
Ambulatory Surgery	145,588	210.38	0	0.00	145,588	210.38
Observation Day	3,850	5.56	0	0.00	3,850	5.56
Emergency Room	134,391	194.20	0	0.00	134,391	194.20
Total Outpatient Non-Behavioral Health Utilization	3,115,560	4,502.13	94,860	137.08	3,210,420	4,639.20
Boston Medical Center Health Plan, Inc.						
Office Visits	1,031,092	4,215.20	290,413	1,187.24	1,321,505	5,402.44
Ambulatory Surgery	36,070	147.46	1,955	7.99	38,025	155.45
Observation Day	1,953	7.98	2,829	11.57	4,782	19.55
Emergency Room	53,284	217.83	111,862	457.30	165,146	675.13
Total Outpatient Non-Behavioral Health Utilization	1,122,399	4,588.48	407,059	1,664.10	1,529,458	6,252.57
Fallon Community Health Plan, Inc.						
Office Visits	648,975	3,819.04	154,219	907.54	803,194	4,726.58
Ambulatory Surgery	32,751	192.73	5,390	31.72	38,141	224.45
Observation Day	7,234	42.57	615	3.62	7,849	46.19
Emergency Room	46,652	274.53	3,405	20.04	50,057	294.57
Total Outpatient Non-Behavioral Health Utilization	735,612	4,328.88	163,629	962.91	899,241	5,291.79
Harvard Pilgrim Health Care, Inc.						
Office Visits	1,730,998	4,757.09	368,888	1,013.77	2,099,886	5,770.86
Ambulatory Surgery	130,440	358.47	0	0.00	130,440	358.47
Observation Day	18,989	52.19	0	0.00	18,989	52.19
Emergency Room	62,213	170.97	0	0.00	62,213	170.97
Total Outpatient Non-Behavioral Health Utilization	1,942,640	5,338.72	368,888	1,013.77	2,311,528	6,352.49
Neighborhood Health Plan, Inc.						
Office Visits	988,534	4,556.23	491,668	2,266.14	1,480,202	6,822.37
Ambulatory Surgery	19,989	92.13	0	0.00	19,989	92.13
Observation Day	3,738	17.23	0	0.00	3,738	17.23
Emergency Room	120,399	554.93	0	0.00	120,399	554.93
Total Outpatient Non-Behavioral Health Utilization	1,132,660	5,220.52	491,668	2,266.14	1,624,328	7,486.66
Tufts Associated Health Maintenance Organization, Inc.						
Office Visits	1,990,802	5,904.10	180,750	536.05	2,171,552	6,440.15
Ambulatory Surgery	100,441	297.88	2,401	7.12	102,842	305.00
Observation Day	3,096	9.18	0	0.00	3,096	9.18
Emergency Room	110,035	326.33	695	2.06	110,730	328.39
Total Outpatient Non-Behavioral Health Utilization	2,204,374	6,537.49	183,846	545.23	2,388,220	7,082.72

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	33,704	15,729.93	5,869	2,739.11	39,573	18,469.04
Ambulatory Surgery	1,279	596.92	356	166.15	1,635	763.07
Observation Day	91	42.47	31	14.47	122	56.94
Emergency Room	1,014	473.24	1,767	824.67	2,781	1,297.92
Total Outpatient Non-Behavioral Health Utilization	36,088	16,842.56	8,023	3,744.40	44,111	20,586.96
CeltiCare Health Plan of Massachusetts, Inc.						
Office Visits	108,886	3,475.70	103,829	3,314.28	212,715	6,789.99
Ambulatory Surgery	98	3.13	23	0.73	121	3.86
Observation Day	318	10.15	88	2.81	406	12.96
Emergency Room	9,835	313.94	15,706	501.34	25,541	815.28
Total Outpatient Non-Behavioral Health Utilization	119,137	3,802.92	119,646	3,819.17	238,783	7,622.09
CIGNA HealthCare of Massachusetts, Inc.						
Office Visits	2,282	6,927.40	283	859.09	2,565	7,786.49
Ambulatory Surgery	192	582.85	0	0.00	192	582.85
Observation Day	13	39.46	9	27.32	22	66.78
Emergency Room	132	400.71	0	0.00	132	400.71
Total Outpatient Non-Behavioral Health Utilization	2,619	7,950.42	292	886.42	2,911	8,836.83
ConnectiCare of Massachusetts, Inc.						
Office Visits	11,745	3,185.80	1,477	400.63	13,222	3,586.44
Ambulatory Surgery	1,406	381.37	272	73.78	1,678	455.15
Observation Day	7	1.90	0	0.00	7	1.90
Emergency Room	880	238.70	6	1.63	886	240.33
Total Outpatient Non-Behavioral Health Utilization	14,038	3,807.78	1,755	476.04	15,793	4,283.82
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	19,110	7,891.26	15,108	6,238.68	34,218	14,129.94
Ambulatory Surgery	473	195.32	534	220.51	1,007	415.83
Observation Day	20	8.26	6	2.48	26	10.74
Emergency Room	0	0.00	0	0.00	0	0.00
Total Outpatient Non-Behavioral Health Utilization	19,603	8,094.84	15,648	6,461.67	35,251	14,556.50

Total Physician Encounters: 10,768,461

Total Non-Physician Encounters: 1,899,643

Total Encounters: 12,668,104