

HMOs' Outpatient Non-Behavioral Health Utilization Data for MA Residents
 1/1/2015 - 12/31/2015
 (Includes combined HMO Closed Network Plan and HMO Insured Preferred Provider Network Plan statistics)

HMOs with over 100,000 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	2,225,225	3,634.37	306,221	500.14	2,531,446	4,134.51
Ambulatory Surgery	126,335	206.34	0	0.00	126,335	206.34
Observation Day	3,068	5.01	0	0.00	3,068	5.01
Emergency Room	109,928	179.54	0	0.00	109,928	179.54
Total Outpatient Non-Behavioral Health Utilization	2,464,556	4,025.26	306,221	500.14	2,770,777	4,525.40
Boston Medical Center Health Plan, Inc.						
Office Visits	848,456	3,722.87	324,179	1,422.44	1,172,635	5,145.30
Ambulatory Surgery	31,053	136.25	2,618	11.49	33,671	147.74
Observation Day	2,568	11.27	2,414	10.59	4,982	21.86
Emergency Room	75,163	329.80	64,607	283.48	139,770	613.28
Total Outpatient Non-Behavioral Health Utilization	957,240	4,200.19	393,818	1,728.00	1,351,058	5,928.19
Fallon Community Health Plan, Inc.						
Office Visits	518,471	3,594.60	112,370	779.07	630,841	4,373.67
Ambulatory Surgery	30,876	214.07	7,064	48.98	37,940	263.04
Observation Day	7,971	55.26	1,238	8.58	9,209	63.85
Emergency Room	45,623	316.31	6,825	47.32	52,448	363.63
Total Outpatient Non-Behavioral Health Utilization	602,941	4,180.24	127,497	883.95	730,438	5,064.18
Harvard Pilgrim Health Care, Inc.						
Office Visits	1,234,237	5,154.01	600,421	2,507.28	1,834,658	7,661.28
Ambulatory Surgery	39,899	166.61	1,408	5.88	41,307	172.49
Observation Day	1	0.00	4,241	17.71	4,242	17.71
Emergency Room	41,801	174.56	11,406	47.63	53,207	222.19
Total Outpatient Non-Behavioral Health Utilization	1,315,938	5,495.18	617,476	2,578.50	1,933,414	8,073.68
Health New England, Inc.						
Office Visits	741,209	4,481.69	147,827	893.83	889,036	5,375.52
Ambulatory Surgery	31,406	189.90	0	0.00	31,406	189.90
Observation Day	3,045	18.41	0	0.00	3,045	18.41
Emergency Room	68,651	415.10	0	0.00	68,651	415.10
Total Outpatient Non-Behavioral Health Utilization	844,311	5,105.09	147,827	893.83	992,138	5,998.93
Neighborhood Health Plan, Inc.						
Office Visits	1,809,246	4,678.03	1,083,846	2,802.42	2,893,092	7,480.45
Ambulatory Surgery	42,936	111.02	0	0.00	42,936	111.02
Observation Day	9,676	25.02	0	0.00	9,676	25.02
Emergency Room	205,668	531.78	0	0.00	205,668	531.78
Total Outpatient Non-Behavioral Health Utilization	2,067,526	5,345.85	1,083,846	2,802.42	3,151,372	8,148.26
Tufts Associated HMO, Inc.						
Office Visits	1,817,131	6,277.13	221,119	763.84	2,038,250	7,040.97
Ambulatory Surgery	86,280	298.05	4,445	15.35	90,725	313.40
Observation Day	2,637	9.11	0	0.00	2,637	9.11
Emergency Room	98,143	339.03	959	3.31	99,102	342.34
Total Outpatient Non-Behavioral Health Utilization	2,004,191	6,923.32	226,523	782.51	2,230,714	7,705.82
Tufts Health Public Plans, Inc.						
Office Visits	876,417	3,246.65	67,395	249.66	943,812	3,496.31
Ambulatory Surgery	59,360	219.90	1,802	6.68	61,162	226.57
Observation Day	8,772	32.50	255	0.94	9,027	33.44
Emergency Room	147,874	547.79	1,262	4.68	149,136	552.47
Total Outpatient Non-Behavioral Health Utilization	1,092,423	4,046.84	70,714	261.96	1,163,137	4,308.79

HMOs with under 100,000 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
Aetna Health Inc.						
Office Visits	9,649	5,325.79	3,049	1,682.90	12,698	7,008.69
Ambulatory Surgery	382	210.85	384	211.95	766	422.80
Observation Day	31	17.11	4	2.21	35	19.32
Emergency Room	403	222.44	520	287.02	923	509.45
Total Outpatient Non-Behavioral Health Utilization	10,465	5,776.18	3,957	2,184.08	14,422	7,960.26
CeltiCare Health Plan of Massachusetts, Inc.						
Office Visits	137,456	2,816.66	103,958	2,130.24	241,414	4,946.91
Ambulatory Surgery	290	5.94	3,806	77.99	4,096	83.93
Observation Day	1,607	32.93	101	2.07	1,708	35.00
Emergency Room	11,569	237.06	22,156	454.01	33,725	691.07
Total Outpatient Non-Behavioral Health Utilization	150,922	3,092.60	130,021	2,664.31	280,943	5,756.91
ConnectiCare of Massachusetts, Inc.						
Office Visits	7,978	6,284.78	2,639	2,078.91	10,617	8,363.68
Ambulatory Surgery	382	300.93	0	0.00	382	300.93
Observation Day	8	6.30	18	14.18	26	20.48
Emergency Room	246	193.79	0	0.00	246	193.79
Total Outpatient Non-Behavioral Health Utilization	8,614	6,785.79	2,657	2,093.09	11,271	8,878.88
Minuteman Health, Inc.						
Office Visits	8,912	1,725.31	678	131.26	9,590	1,856.57
Ambulatory Surgery	456	88.28	367	71.05	823	159.33
Observation Day	0	0.00	125	24.20	125	24.20
Emergency Room	326	63.11	1,708	330.66	2,034	393.77
Total Outpatient Non-Behavioral Health Utilization	9,694	1,876.70	2,878	557.16	12,572	2,433.86

Total Physician Encounters: 11,519,127

Total Non-Physician Encounters: 3,110,557

Total Encounters: 14,629,684