

Massachusetts Division of Insurance  
 Quarterly Report of Health Maintenance Organization Membership in Closed Network Health Plans  
 as of December 31, 2011<sup>1</sup>

COMPARISON OF 4th QUARTER MEMBERSHIP TO LAST THREE QUARTERS

Closed Network							
	1st Quarter 2011 Members at End of Quarter	2nd Quarter 2011 Members at End of Quarter	3rd Quarter 2011 Members at End of Quarter	4th Quarter 2011 Members at End of Quarter	Member Change 3rd Qtr. 11 to 4th Qtr. 11	Percent Change 3rd Qtr. 11 to 4th Qtr. 11	4th Quarter 2011 Share of Massachusetts Closed Network Market
<b>COMPARISON OF 4TH QUARTER MEMBERSHIP TO LAST THREE QUARTERS</b>							
Aetna Health Inc. <sup>2</sup>	2,067	1,896	1,919	1,877	(42)	-2.19%	0.1%
Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. <sup>3</sup>	549,081	540,635	529,916	522,646	(7,270)	-1.37%	24.9%
Boston Medical Center Health Plan, Inc.	252,146	251,584	238,846	229,026	(9,820)	-4.11%	10.9%
CeliCare Health Plan of Massachusetts, Inc.	34,087	32,926	34,304	35,719	1,415	4.12%	1.7%
ConnectiCare of Massachusetts, Inc.	2,952	2,884	2,836	2,857	21	0.74%	0.1%
Fallon Community Health Plan, Inc.	156,342	153,925	153,286	151,374	(1,912)	-1.25%	7.2%
Harvard Pilgrim Health Care, Inc.	310,712	308,600	307,889	307,091	(798)	-0.26%	14.6%
Health New England, Inc.	88,220	87,909	89,718	90,155	437	0.49%	4.3%
Neighborhood Health Plan, Inc.	230,749	237,600	242,922	241,806	(1,116)	-0.46%	11.5%
Network Health, LLC <sup>4</sup>	0	0	173,514	178,901	5,387	3.10%	8.5%
Tufts Associated HMO, Inc. <sup>5</sup>	336,754	334,847	337,850	336,180	(1,470)	-0.44%	16.0%
UnitedHealthcare of New England, Inc.	33	28	32	30	(2)	-6.25%	0.0%
<b>Totals</b>	<b>1,963,143</b>	<b>1,952,824</b>	<b>2,112,832</b>	<b>2,097,662</b>	<b>(15,170)</b>	<b>-0.72%</b>	<b>100.0%</b>

PPO							
	1st Quarter 2011 Members at End of Quarter	2nd Quarter 2011 Members at End of Quarter	3rd Quarter 2011 Members at End of Quarter	4th Quarter 2011 Members at End of Quarter	Member Change 3rd Qtr. 11 to 4th Qtr. 11	Percent Change 3rd Qtr. 11 to 4th Qtr. 11	4th Quarter 2011 Share of Massachusetts PPO Market
<b>COMPARISON OF 4TH QUARTER MEMBERSHIP TO LAST THREE QUARTERS</b>							
Aetna Health Inc. <sup>2</sup>	1,541	1,487	1,419	1,429	10	0.70%	1.0%
Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. <sup>3</sup>	99,633	100,471	101,084	101,748	664	0.66%	72.8%
Boston Medical Center Health Plan, Inc.	0	0	0	0	0	0.00%	0.0%
CeliCare Health Plan of Massachusetts, Inc.	0	0	0	0	0	0.00%	0.0%
ConnectiCare of Massachusetts, Inc.	341	339	326	326	0	0.00%	0.2%
Fallon Community Health Plan, Inc.	232	297	238	244	6	2.52%	0.2%
Harvard Pilgrim Health Care, Inc.	30,001	29,982	30,280	29,642	(638)	-2.04%	21.2%
Health New England, Inc.	1,690	1,714	1,662	1,642	(15)	-0.90%	1.2%
Neighborhood Health Plan, Inc.	0	0	0	0	0	0.00%	0.0%
Network Health, LLC <sup>4</sup>	0	0	0	0	0	0.00%	0.0%
Tufts Associated HMO, Inc. <sup>5</sup>	3,763	3,774	3,763	3,653	(110)	-2.92%	2.6%
UnitedHealthcare of New England, Inc.	1,595	1,488	1,265	1,168	(97)	-7.67%	0.8%
<b>Totals</b>	<b>138,736</b>	<b>139,552</b>	<b>140,017</b>	<b>139,857</b>	<b>(160)</b>	<b>-0.11%</b>	<b>100.0%</b>

<sup>1</sup> Information reported by HMOs as of the end of the fourth quarter of 2011 based upon the Massachusetts Division of Insurance's "Guidelines for Reporting Membership & Utilization Statistics - Version 6.0"

that instructs HMOs to exclude members for whom the HMO did not bear any financial risk.

<sup>2</sup> Effective September 1, 2010, Aetna Health Inc. ceased offering small group health plans in Massachusetts and will begin nonrenewing all small group health business as of April 1, 2011.

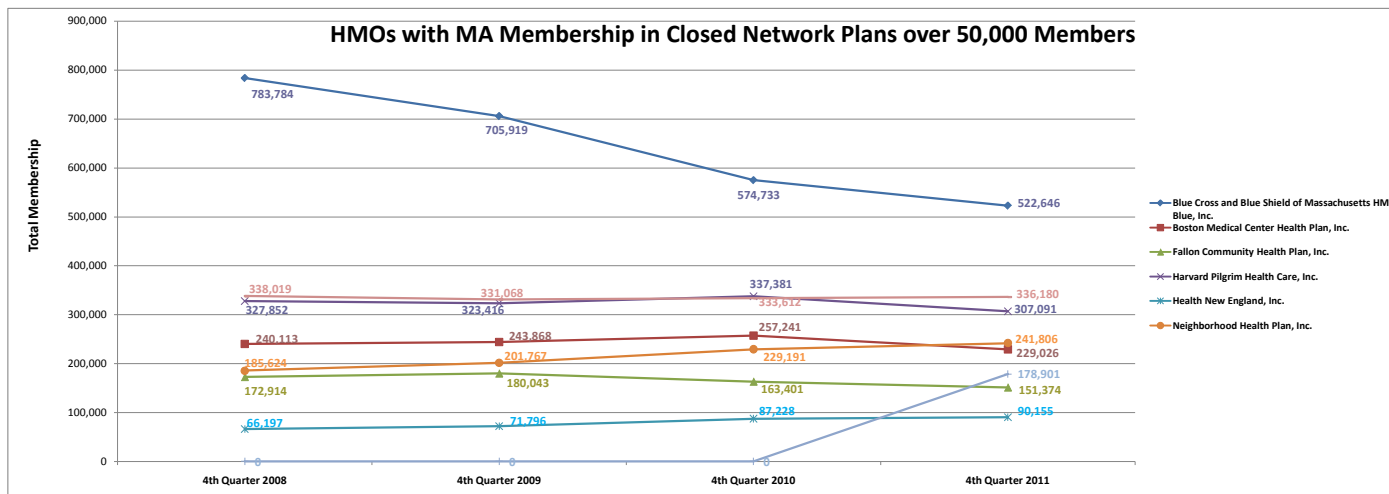
<sup>3</sup> Formerly a line of business of Blue Cross and Blue Shield of Massachusetts, Inc. ("BCBSMA"). Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. was created as a separate corporate entity for BCBSMA's HMO line of business effective January 1, 2005.

<sup>4</sup> Network Health, LLC was not licensed until October 1, 2011. The 3rd quarter 2011 membership report includes Network Health, LLC for the first time.

<sup>5</sup> Doing business as Tufts Associated Health Plan ("TAHMO") and as Tufts Health Plan (THP).

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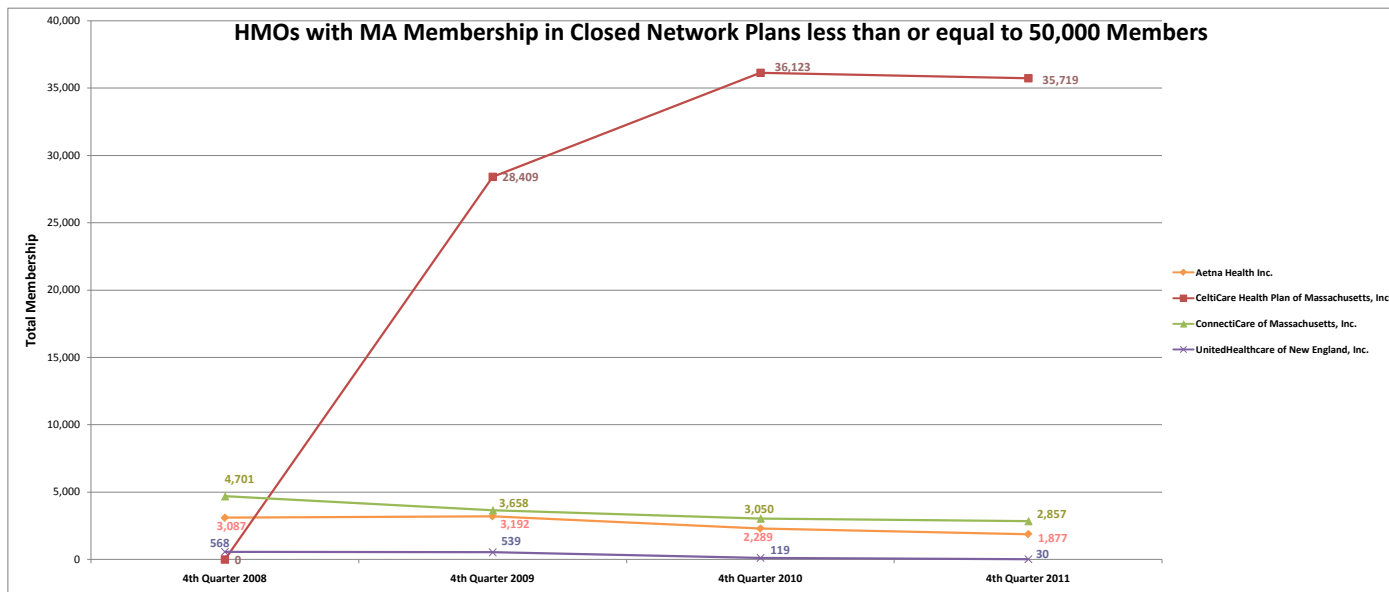
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<sup>1</sup> Network Health, LLC was not licensed until October 1, 2011. The 3rd quarter 2011 membership report includes Network Health, LLC for the first time.

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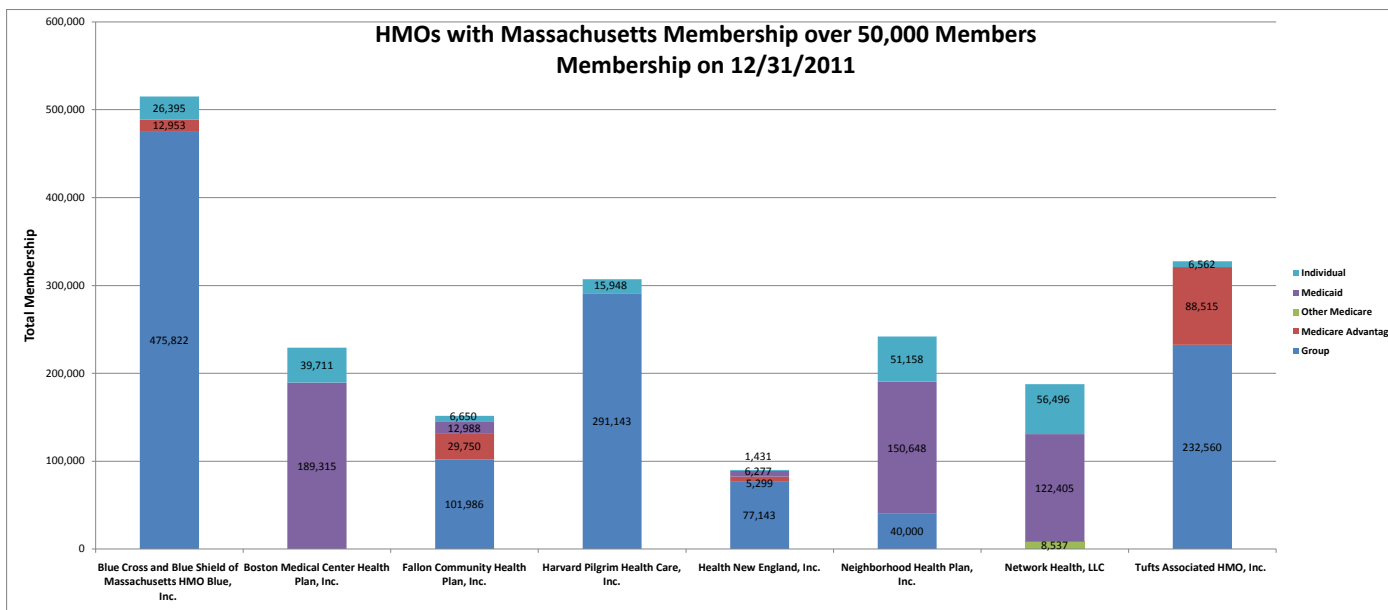
COMPARISON OF 4th QUARTER MEMBERSHIP TO LAST THREE QUARTERS



<sup>1</sup> CeltiCare Health Plan of Massachusetts, Inc. was not licensed until 2009. The 4th quarter 2009 membership report includes CeltiCare Health Plan of Massachusetts, Inc. for the first time.

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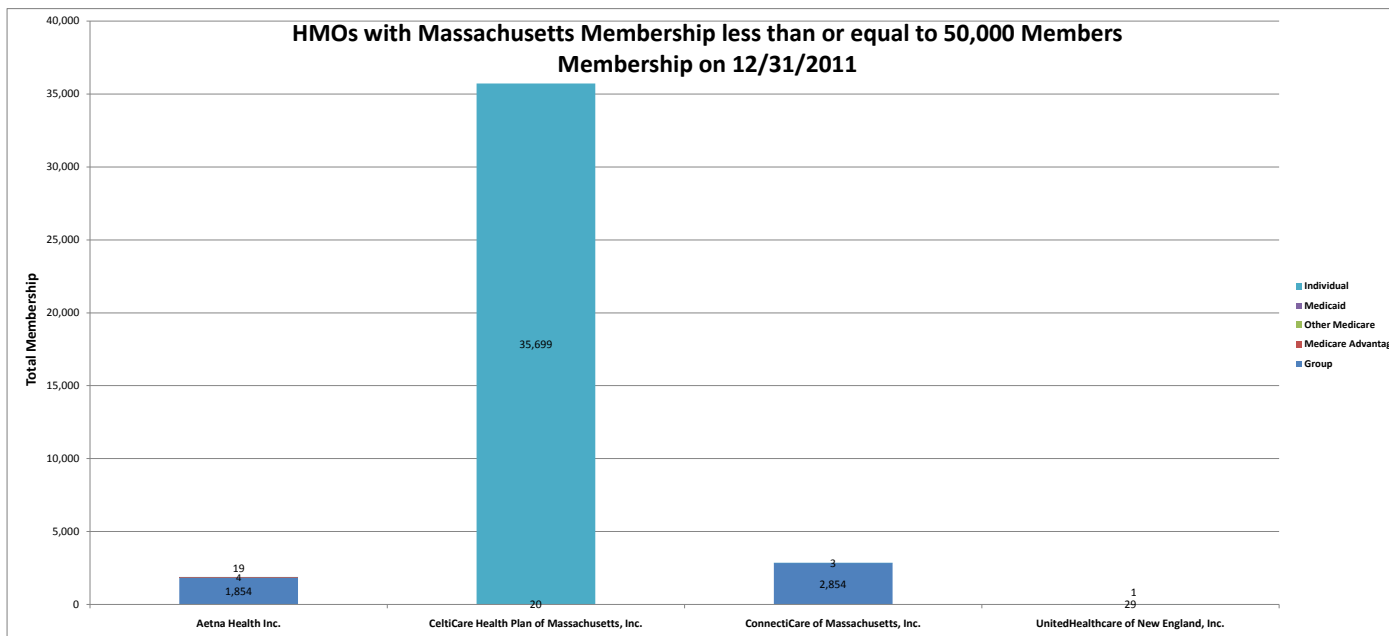
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<sup>1</sup> Individual membership includes enrollment in Commonwealth Care for Boston Medical Center Health Plan, Inc., Fallon Community Health Plan, Inc., Neighborhood Health Plan, Inc., and Network Health, LLC.

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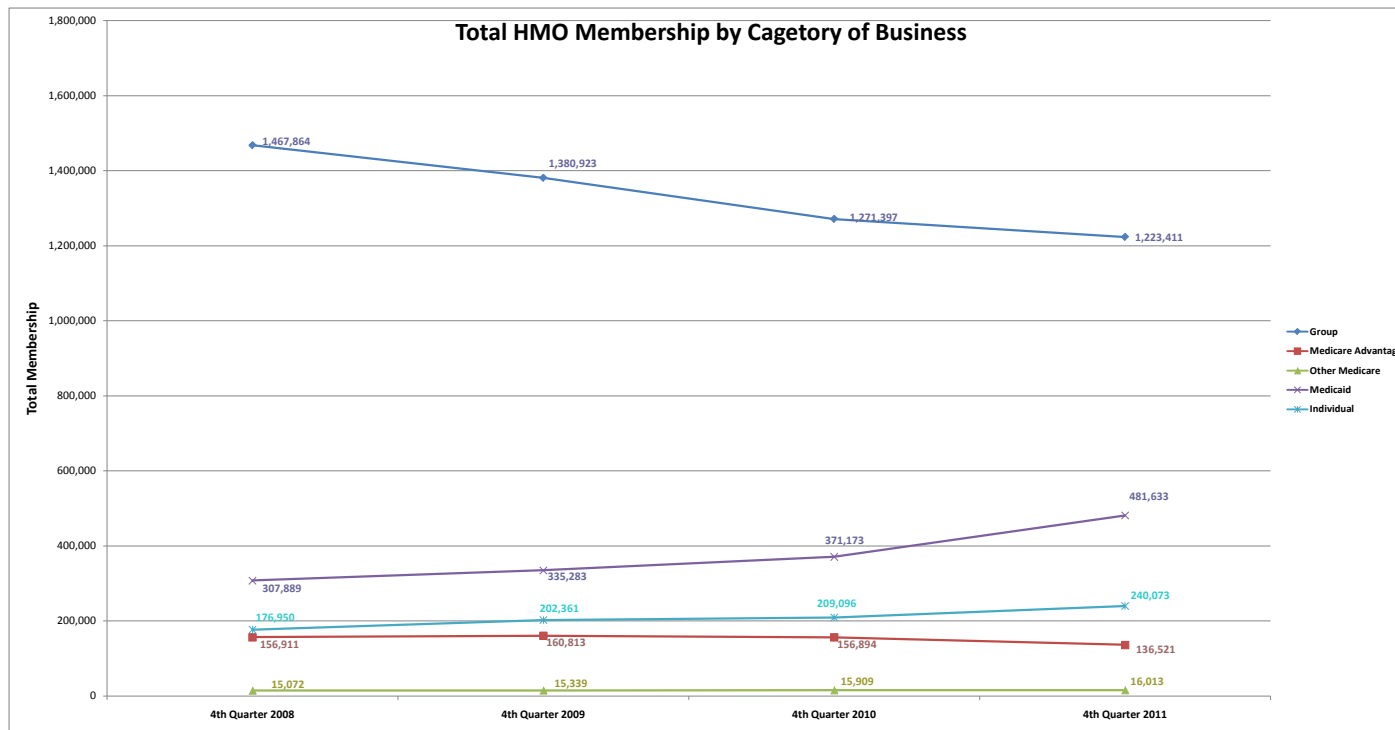
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<sup>1</sup> Individual membership includes enrollment in Commonwealth Care for CeliCare Health Plan of Massachusetts, Inc.

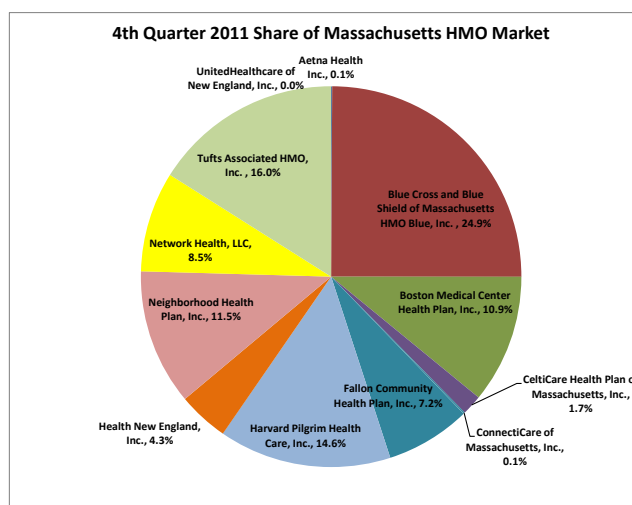
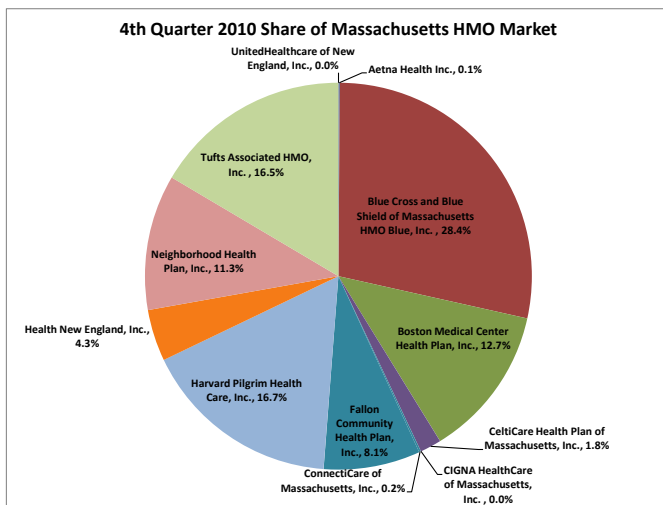
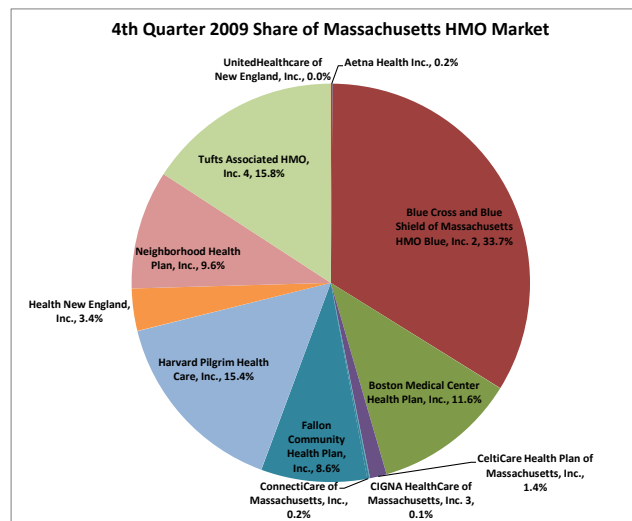
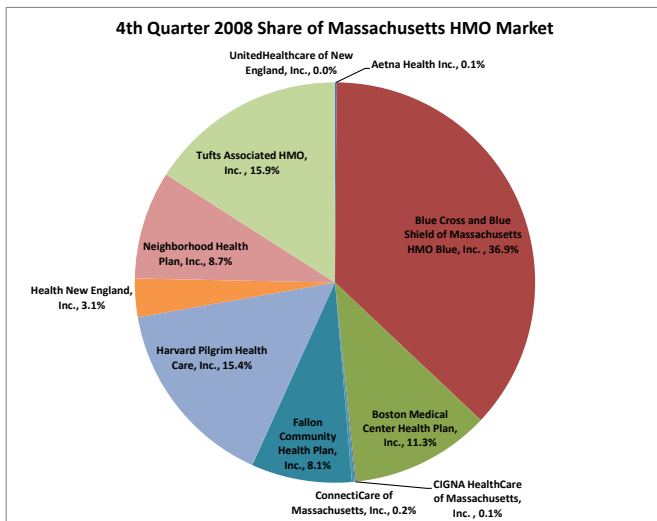
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<sup>1</sup> Individual membership includes enrollment in Commonwealth Care for Boston Medical Center Health Plan, Inc., Fallon Community Health Plan, Inc., Neighborhood Health Plan, Inc., CeliCare Health Plan of Massachusetts, Inc., and Network Health, LLC.

COMPARISON OF 4th QUARTER MEMBERSHIP TO LAST THREE QUARTERS



1 Membership charts reflect those persons enrolled only in closed network plans; so-called "dual certificate option" plan (POS) members and insured preferred provider plan members are not included in this report.  
 2 CeltiCare Health Plan of Massachusetts, Inc. was not licensed until 2009. The 4th quarter 2009 membership report includes CeltiCare Health Plan of Massachusetts, Inc. for the first time.  
 3 Network Health, LLC was not licensed until October 1, 2011. The 3rd quarter 2011 membership report includes Network Health, LLC for the first time.

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**TOTAL MEMBERSHIP BY COUNTY**

**Closed Network**

	Barnstable	Berkshire	Bristol	Dukes	Essex	Franklin	Hampden	Hampshire	Middlesex	Nantucket	Norfolk	Plymouth	Suffolk	Worcester	Massachusetts
	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter
<b>TOTAL MEMBERSHIP BY COUNTY</b>															
Aetna Health Inc. <sup>2</sup>	46	22	114	0	223	10	70	14	700	0	162	148	142	226	1,877
Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. 3	14,280	10,003	36,324	956	64,332	5,484	25,122	11,137	135,815	949	61,457	48,077	38,327	70,383	522,646
Boston Medical Center Health Plan, Inc. <sup>4</sup>	12,980	17,236	42,790	7	10,615	6,371	66,139	10,016	8,093	2	6,703	15,748	22,724	9,602	229,026
CelliCare Health Plan of Massachusetts, Inc.	1,440	237	2,097	236	4,843	792	2,296	939	6,579	126	3,083	1,901	8,531	2,629	35,719
ConnectiCare of Massachusetts, Inc.	0	14	0	0	1	153	2,099	671	0	0	0	2	0	0	2,657
Fallon Community Health Plan, Inc.	135	1,371	2,215	1	5,880	1,949	8,785	3,694	16,681	1	3,321	2,182	651	104,508	151,374
Harvard Pilgrim Health Care, Inc.	17,130	168	21,072	1,796	33,465	570	1,365	2,141	78,731	509	45,554	29,574	44,650	30,366	307,091
Health New England, Inc.	14	11,602	9	0	5	9,744	47,925	19,642	30	0	10	4	22	1,248	90,155
Neighborhood Health Plan, Inc.	3,828	75	18,584	993	47,467	120	3,733	208	52,119	694	24,428	18,360	56,586	14,611	241,806
Network Health, LLC <sup>5</sup>	2,549	1,233	6,971	1,185	27,032	702	9,601	664	46,903	392	9,317	8,657	20,033	43,962	178,901
Tufts Associated HMO, Inc. <sup>6</sup>	9,565	3,824	25,874	74	42,420	1,938	12,820	4,035	105,698	23	42,843	29,879	22,059	35,129	336,180
UnitedHealthcare of New England, Inc.	0	0	0	0	0	0	0	0	8	0	2	2	3	15	30
<b>Total HMO Members</b>	<b>61,967</b>	<b>45,685</b>	<b>156,050</b>	<b>5,248</b>	<b>236,283</b>	<b>27,833</b>	<b>179,855</b>	<b>53,161</b>	<b>461,057</b>	<b>2,696</b>	<b>196,880</b>	<b>154,534</b>	<b>213,728</b>	<b>312,685</b>	<b>2,097,682</b>
2010 Massachusetts Population <sup>7</sup>	220,593	129,026	548,395	16,144	749,560	71,579	470,018	155,861	1,516,942	11,245	672,873	500,810	759,925	808,309	6,631,280
Market Penetration Rate <sup>8</sup>	28.09%	35.41%	28.46%	32.51%	31.52%	38.88%	38.27%	34.11%	29.73%	23.98%	29.26%	30.86%	28.12%	38.68%	31.63%

**PPO**

	Barnstable	Berkshire	Bristol	Dukes	Essex	Franklin	Hampden	Hampshire	Middlesex	Nantucket	Norfolk	Plymouth	Suffolk	Worcester	Massachusetts
	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter
<b>TOTAL MEMBERSHIP BY COUNTY</b>															
Aetna Health Inc. <sup>2</sup>	24	21	32	0	350	12	202	28	340	0	134	46	106	134	1,429
Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. 3	3,866	1,337	5,913	559	12,575	1,070	4,692	1,942	31,638	1,118	12,812	6,381	8,186	9,659	101,748
Boston Medical Center Health Plan, Inc. <sup>4</sup>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CelliCare Health Plan of Massachusetts, Inc.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ConnectiCare of Massachusetts, Inc.	0	6	0	0	0	8	243	67	0	0	1	0	0	1	326
Fallon Community Health Plan, Inc.	1	0	0	0	0	0	0	0	9	0	2	0	0	232	244
Harvard Pilgrim Health Care, Inc.	608	24	1,502	154	3,148	41	74	222	10,260	66	4,963	2,236	4,297	2,047	29,642
Health New England, Inc.	35	166	3	0	11	156	821	362	25	0	8	5	7	48	1,647
Neighborhood Health Plan, Inc.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Network Health, LLC <sup>5</sup>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tufts Associated HMO, Inc. <sup>6</sup>	27	14	110	1	429	25	89	76	1,672	4	461	154	368	223	3,653
UnitedHealthcare of New England, Inc.	10	0	1,050	0	0	0	0	0	3	0	28	65	0	12	1,168
<b>Total HMO Members</b>	<b>4,571</b>	<b>1,568</b>	<b>8,610</b>	<b>714</b>	<b>16,513</b>	<b>1,312</b>	<b>6,121</b>	<b>2,697</b>	<b>43,947</b>	<b>1,188</b>	<b>18,409</b>	<b>8,887</b>	<b>12,964</b>	<b>12,356</b>	<b>139,857</b>
2011 Massachusetts Population <sup>7</sup>	220,593	129,026	548,395	16,144	749,560	71,579	470,018	155,861	1,516,942	11,245	672,873	500,810	759,925	808,309	6,631,280
Market Penetration Rate <sup>8</sup>	2.07%	1.22%	1.57%	4.42%	2.20%	1.80%	1.30%	0.91%	1.51%	10.56%	2.74%	1.77%	1.71%	1.53%	2.11%

<sup>1</sup> Information reported by HMOs as of the end of the fourth quarter of 2011 based upon the Massachusetts Division of Insurance's "Guidelines for Reporting Membership & Utilization Statistics - Version 6.0" that instructs HMOs to exclude members for whom the HMO did not bear any financial risk.

<sup>2</sup> Effective September 1, 2010, Aetna Health Inc. ceased offering small group health plans in Massachusetts and will begin nonrenewing all small group health business as of April 1, 2011.

<sup>3</sup> Formerly a line of business of Blue Cross and Blue Shield of Massachusetts, Inc. ("BCBSMA"). Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. was created as a separate corporate entity for BCBSMA's HMO line of business effective January 1, 2005.

<sup>4</sup> This carrier currently only offers coverage to enrollees of the Medicaid and Commonwealth Care programs.

<sup>5</sup> Doing business as Tufts Associated Health Plan ("TAHMO") and as Tufts Health Plan (THP).

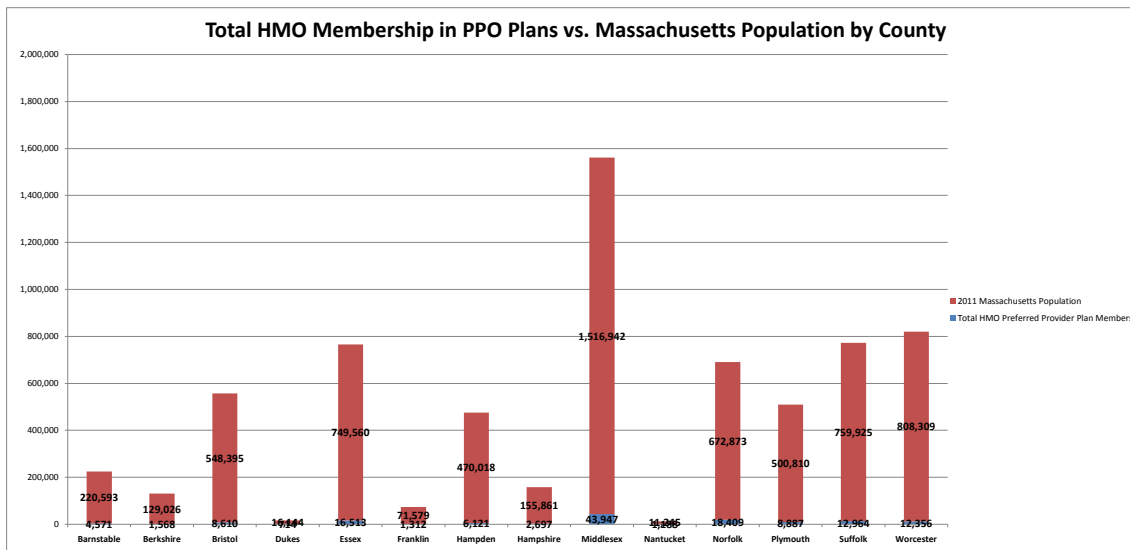
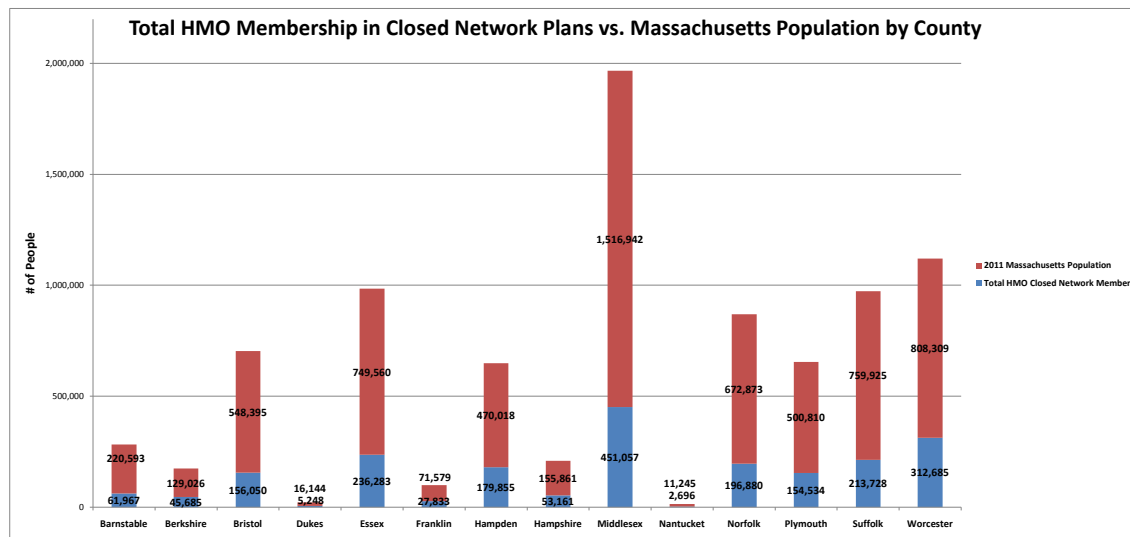
<sup>6</sup> 2011 Population Source: Table 1: Annual Estimates of the Resident Population for Counties of Massachusetts: April 1, 2000 to July 1, 2010 (CO-PEST2010-totals). Source: Population Division, U.S. Census Bureau. Release Date: March 2011.

<sup>7</sup> Total HMO members in each county divided by the 2011 population in each county.



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TOTAL MEMBERSHIP BY COUNTY



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**GROUP MEMBERSHIP BY COUNTY**

**Closed Network**

	Barnstable	Berkshire	Bristol	Dukes	Essex	Franklin	Hampden	Hampshire	Middlesex	Nantucket	Norfolk	Plymouth	Suffolk	Worcester	Massachusetts
	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter
<b>GROUP<sup>2,3</sup> MEMBERS BY COUNTY</b>															
Aetna Health Inc. <sup>4</sup>	46	21	114	0	218	10	70	13	687	0	162	146	141	226	1,854
Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. <sup>5</sup>	12,111	9,447	33,280	776	59,263	4,514	21,598	9,793	123,957	790	55,865	44,452	35,332	64,644	475,822
CeltiCare Health Plan of Massachusetts, Inc.	0	0	0	0	0	0	0	0	1	0	3	0	16	0	20
ConnectiCare of Massachusetts, Inc.	0	14	0	0	1	153	2,007	670	0	0	0	2	0	7	2,854
Fallon Community Health Plan, Inc.	107	1,274	1,902	1	5,127	1,644	7,308	3,330	12,256	0	2,245	1,721	532	64,539	101,986
Harvard Pilgrim Health Care, Inc.	15,635	140	20,145	1,610	32,022	531	1,327	2,091	73,545	412	43,111	28,119	43,329	29,126	291,143
Health New England, Inc.	13	10,742	7	0	2	8,267	39,745	17,119	23	0	8	4	18	1,195	77,143
Neighborhood Health Plan, Inc.	676	0	1,887	376	7,919	3	105	20	8,845	195	4,901	2,642	10,382	2,049	40,000
Tufts Associated HMO, Inc. <sup>6</sup>	6,073	3,534	18,829	68	30,756	1,802	6,525	3,197	66,812	23	28,246	22,547	16,917	27,231	232,560
UnitedHealthcare of New England, Inc.	0	0	0	0	0	0	0	0	8	0	1	2	3	15	29
<b>Total Group Members</b>	<b>34,661</b>	<b>25,172</b>	<b>76,164</b>	<b>2,831</b>	<b>135,308</b>	<b>16,924</b>	<b>78,685</b>	<b>36,233</b>	<b>286,134</b>	<b>1,420</b>	<b>134,542</b>	<b>99,635</b>	<b>106,670</b>	<b>189,032</b>	<b>1,223,411</b>

**PPO**

	Barnstable	Berkshire	Bristol	Dukes	Essex	Franklin	Hampden	Hampshire	Middlesex	Nantucket	Norfolk	Plymouth	Suffolk	Worcester	Massachusetts
	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter
<b>Group<sup>4,5</sup> Members</b>															
Aetna Health Inc. <sup>4</sup>	24	21	32	0	350	12	202	28	340	0	134	46	106	134	1,429
Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. <sup>5</sup>	2,239	1,140	4,523	420	10,124	433	2,541	1,063	26,636	951	10,138	4,771	6,806	5,649	77,434
ConnectiCare of Massachusetts, Inc.	0	6	0	0	0	8	242	67	0	0	1	0	0	1	325
Fallon Community Health Plan, Inc.	0	0	0	0	0	0	0	0	0	0	0	0	0	4	4
Harvard Pilgrim Health Care, Inc.	523	17	1,472	133	3,043	38	68	219	9,838	62	4,822	2,167	4,189	1,977	28,568
Health New England, Inc.	35	166	3	0	11	100	659	282	25	0	8	5	7	48	1,349
Tufts Associated HMO, Inc. <sup>6</sup>	27	14	109	1	427	25	89	74	1,659	3	458	153	362	223	3,624
UnitedHealthcare of New England, Inc.	10	0	1,050	0	0	0	0	0	3	0	28	65	0	12	1,168
<b>Total Group Members</b>	<b>2,858</b>	<b>1,364</b>	<b>7,189</b>	<b>554</b>	<b>13,955</b>	<b>616</b>	<b>3,801</b>	<b>1,733</b>	<b>38,501</b>	<b>1,016</b>	<b>15,589</b>	<b>7,207</b>	<b>11,470</b>	<b>8,048</b>	<b>113,901</b>

<sup>1</sup> Information reported by HMOs as of the end of the fourth quarter of 2011 based upon the Massachusetts Division of Insurance's "Guidelines for Reporting Membership & Utilization Statistics - Version 6.0" that instructs HMOs to exclude members for whom the HMO did not bear any financial risk.  
<sup>2</sup> Includes all commercial group members as defined in the Massachusetts Division of Insurance's "Guidelines for Reporting Membership & Utilization Statistics - Version 6.0."  
<sup>3</sup> Carriers that do not have any "Group" business are not reflected on this report.  
<sup>4</sup> Effective September 1, 2010 Aetna Health Inc. ceased offering small group health plans in Massachusetts and will begin nonrenewing all small group health business as of April 1, 2011.  
<sup>5</sup> Formerly a line of business of Blue Cross and Blue Shield of Massachusetts, Inc. ("BCBSMA"). Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. was created as a separate corporate entity for BCBSMA's HMO line of business effective January 1, 2005.  
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**MEDICARE ADVANTAGE MEMBERSHIP BY COUNTY**

**Closed Network**

	Barnstable	Berkshire	Bristol	Dukes	Essex	Franklin	Hampden	Hampshire	Middlesex	Nantucket	Norfolk	Plymouth	Suffolk	Worcester	Massachusetts
	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter
<b>MEDICARE ADVANTAGE MEMBERS BY COUNTY <sup>2,3</sup></b>															
Aetna Health Inc. <sup>4</sup>	0	0	0	0	0	0	0	0	4	0	0	0	0	0	4
Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. <sup>5</sup>	518	0	755	0	1,051	671	2,362	633	1,395	0	1,271	871	328	3,098	12,953
Fallon Community Health Plan, Inc.	18	0	4	0	13	168	1,031	55	1,669	1	365	4	9	26,413	29,750
Health New England, Inc.	0	1	0	0	1	912	2,839	1,543	0	0	0	0	0	3	5,299
Tufts Associated HMO, Inc. <sup>6</sup>	2,797	0	6,326	0	10,185	0	5,873	566	34,224	0	12,613	6,258	4,018	5,655	88,515
<b>Total Medicare Advantage Members</b>	<b>3,333</b>	<b>1</b>	<b>7,085</b>	<b>0</b>	<b>11,250</b>	<b>1,751</b>	<b>12,105</b>	<b>2,797</b>	<b>37,292</b>	<b>1</b>	<b>14,249</b>	<b>7,133</b>	<b>4,355</b>	<b>35,169</b>	<b>136,521</b>

**PPO**

	Barnstable	Berkshire	Bristol	Dukes	Essex	Franklin	Hampden	Hampshire	Middlesex	Nantucket	Norfolk	Plymouth	Suffolk	Worcester	Massachusetts
	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter
<b>Medicare Advantage Members <sup>2,3</sup></b>															
Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. <sup>5</sup>	1,115	0	965	0	1,460	549	1,922	664	2,018	0	1,450	1,037	558	3,468	15,206
Fallon Community Health Plan, Inc.	1	0	0	0	0	0	0	0	9	0	2	0	0	228	240
Health New England, Inc.	0	0	0	0	0	56	162	80	0	0	0	0	0	0	298
<b>Total Medicare Advantage Members</b>	<b>1,116</b>	<b>0</b>	<b>965</b>	<b>0</b>	<b>1,460</b>	<b>605</b>	<b>2,084</b>	<b>744</b>	<b>2,027</b>	<b>0</b>	<b>1,452</b>	<b>1,037</b>	<b>558</b>	<b>3,696</b>	<b>15,744</b>

<sup>1</sup> Information reported by HMOs as of the end of the fourth quarter of 2011 based upon the Massachusetts Division of Insurance's "Guidelines for Reporting Membership & Utilization Statistics - Version 6.0" that instructs HMOs to exclude members for whom the HMO did not bear any financial risk.

<sup>2</sup> Includes all members enrolled in the HMO under a Medicare Advantage contract with the Centers for Medicare and Medicaid Services as defined in the Massachusetts Division of Insurance's "Guidelines for Reporting Membership & Utilization Statistics - Version 6.0."

<sup>3</sup> Carriers that do not have any "Medicare Advantage" business are not reflected on this report.

<sup>4</sup> Effective September 1, 2010, Aetna Health Inc. ceased offering small group health plans in Massachusetts and will begin nonrenewing all small group health business as of April 1, 2011.

<sup>5</sup> Formerly a line of business of Blue Cross and Blue Shield of Massachusetts, Inc. ("BCBSMA"). Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. was created as a separate corporate entity for BCBSMA's HMO line of business effective January 1, 2005.

<sup>6</sup> Doing business as Tufts Associated Health Plan ("TAHMO") and as Tufts Health Plan (THP").

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 as of December 31, 2011 <sup>1</sup>

**OTHER MEDICARE MEMBERSHIP BY COUNTY**

**Closed Network**

	Barnstable	Berkshire	Bristol	Dukes	Essex	Franklin	Hampden	Hampshire	Middlesex	Nantucket	Norfolk	Plymouth	Suffolk	Worcester	Massachusetts
	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter
<b>OTHER MEDICARE MEMBERS BY COUNTY</b> <sup>2,3</sup>															
Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. <sup>4,5</sup>	330	59	919	13	845	13	376	101	2,578	0	838	630	440	334	7,476
Tufts Associated HMO, Inc. <sup>6</sup>	481	226	316	4	837	87	342	165	2,336	0	1,082	477	670	1,514	8,537
<b>Total Other Medicare Members</b>	<b>811</b>	<b>285</b>	<b>1,235</b>	<b>17</b>	<b>1,682</b>	<b>100</b>	<b>718</b>	<b>266</b>	<b>4,914</b>	<b>0</b>	<b>1,920</b>	<b>1,107</b>	<b>1,110</b>	<b>1,848</b>	<b>16,013</b>

**PPO**

	Barnstable	Berkshire	Bristol	Dukes	Essex	Franklin	Hampden	Hampshire	Middlesex	Nantucket	Norfolk	Plymouth	Suffolk	Worcester	Massachusetts
	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter
<b>Other Medicare Members</b> <sup>2,3</sup>															
N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total Other Medicare Members</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

<sup>1</sup> Information reported by HMOs as of the end of the fourth quarter of 2011 based upon the Massachusetts Division of Insurance's "Guidelines for Reporting Membership & Utilization Statistics - Version 6.0" that instructs HMOs to exclude members for whom the HMO did not bear any financial risk.

<sup>2</sup> Includes all members enrolled in other Medicare plans including, for example, so-called "Medicare Wrap-Around" policies as defined in the Massachusetts Division of Insurance's

"Guidelines for Reporting Membership & Utilization Statistics - Version 6.0."

<sup>3</sup> Carriers that do not have any "Other Medicare" business are not reflected on this report.

<sup>4</sup> Formerly a line of business of Blue Cross and Blue Shield of Massachusetts, Inc. ("BCBSMA"). Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. was created as a separate corporate entity for BCBSMA's HMO line of business effective January 1, 2005.

<sup>5</sup> Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. offers a group "Medicare Wrap-Around" product under the name "Managed Blue for Seniors."

<sup>6</sup> Doing business as Tufts Associated Health Plan ("TAHMO") and as Tufts Health Plan (THP). TAHMO offers a group "Medicare Wrap-Around" product under the name "Tufts Medicare Complement" (TMC).

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**MEDICAID MEMBERSHIP BY COUNTY**

**Closed Network**

	Barnstable	Berkshire	Bristol	Dukes	Essex	Franklin	Hampden	Hampshire	Middlesex	Nantucket	Norfolk	Plymouth	Suffolk	Worcester	Massachusetts
	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter
<b>MEDICAID<sup>2</sup> MEMBERS BY COUNTY<sup>3</sup></b>															
Boston Medical Center Health Plan, Inc.	8,331	12,999	35,747	3	8,524	4,589	60,382	7,175	6,253	2	4,910	12,592	19,710	8,098	189,315
Fallon Community Health Plan, Inc.	3	4	11	0	26	22	51	5	1,152	0	289	2	18	11,405	12,988
Health New England, Inc. <sup>4</sup>	1	515	2	0	2	396	4,714	619	7	0	2	0	4	15	6,277
Neighborhood Health Plan, Inc.	1,467	71	12,781	176	30,430	78	2,869	143	30,659	102	13,201	11,424	37,753	9,494	150,648
Network Health, LLC	995	13	3,432	266	19,858	481	5,376	311	32,888	113	4,502	5,301	14,638	34,231	122,405
<b>Total Medicaid Members</b>	<b>10,797</b>	<b>13,602</b>	<b>51,973</b>	<b>445</b>	<b>58,840</b>	<b>5,566</b>	<b>73,392</b>	<b>8,253</b>	<b>70,959</b>	<b>217</b>	<b>22,904</b>	<b>29,319</b>	<b>72,123</b>	<b>63,243</b>	<b>481,633</b>

**PPO**

	Barnstable	Berkshire	Bristol	Dukes	Essex	Franklin	Hampden	Hampshire	Middlesex	Nantucket	Norfolk	Plymouth	Suffolk	Worcester	Massachusetts
	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter
<b>Medicaid<sup>4</sup> Members<sup>3</sup></b>															
N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total Medicaid Members</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

<sup>1</sup> Information reported by HMOs as of the end of the fourth quarter of 2011 based upon the Massachusetts Division of Insurance's "Guidelines for Reporting Membership & Utilization Statistics - Version 6.0" that instructs HMOs to exclude members for whom the HMO did not bear any financial risk.

<sup>2</sup> Includes all members enrolled in the HMO in which reimbursement is provided pursuant to Title XIX of the Federal Social Security Act as defined in the Massachusetts Division of Insurance's "Guidelines for Reporting Membership & Utilization Statistics - Version 6.0."

<sup>3</sup> Carriers that do not have any "Medicaid" business are not reflected on this report.

<sup>4</sup> Effective July 1, 2010 Health New England, Inc. began enrolling Medicaid members.

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**INDIVIDUAL MEMBERSHIP BY COUNTY**

**Closed Network**

INDIVIDUAL MEMBERS BY COUNTY <sup>2,3</sup>	Barnstable	Berkshire	Bristol	Dukes	Essex	Franklin	Hampden	Hampshire	Middlesex	Nantucket	Norfolk	Plymouth	Suffolk	Worcester	Massachusetts
	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter
Aetna Health Inc. <sup>4</sup>	0	1	0	0	5	0	0	1	9	0	0	2	1	0	19
Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. <sup>5</sup>	1,321	497	1,370	167	3,173	286	786	610	7,885	159	3,483	2,124	2,227	2,307	26,395
Boston Medical Center Health Plan, Inc. <sup>6</sup>	4,649	4,237	7,043	4	2,091	1,782	5,757	2,841	1,840	0	1,793	3,156	3,014	1,504	39,711
CeltiCare Health Plan of Massachusetts, Inc. <sup>7</sup>	1,440	237	2,097	236	4,843	792	2,286	939	6,578	126	3,080	1,901	8,515	2,629	35,699
ConnectiCare of Massachusetts, Inc.	0	0	0	0	0	0	2	1	0	0	0	0	0	0	3
Fallon Community Health Plan, Inc. <sup>8</sup>	7	93	298	0	714	115	395	304	1,604	0	422	455	92	2,151	6,650
Harvard Pilgrim Health Care, Inc.	1,495	28	927	186	1,443	39	38	50	5,186	97	2,443	1,455	1,321	1,240	15,948
Health New England, Inc.	0	244	0	0	0	169	623	360	0	0	0	0	0	35	1,431
Neighborhood Health Plan, Inc. <sup>9</sup>	1,685	4	3,916	441	9,118	39	759	45	12,615	397	6,326	4,294	8,451	3,068	51,158
Network Health, LLC	1,554	1,220	3,539	919	7,174	221	4,225	353	13,715	279	4,815	3,356	5,395	9,731	56,496
Tufts Associated HMO, Inc. <sup>10</sup>	214	64	403	2	641	49	80	107	2,322	0	902	597	453	728	6,562
UnitedHealthcare of New England, Inc.	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
<b>Total Individual Members</b>	<b>12,365</b>	<b>6,625</b>	<b>19,593</b>	<b>1,955</b>	<b>29,202</b>	<b>3,492</b>	<b>14,951</b>	<b>5,611</b>	<b>51,754</b>	<b>1,058</b>	<b>23,265</b>	<b>17,340</b>	<b>29,469</b>	<b>23,393</b>	<b>240,073</b>

**PPO**

Individual Members <sup>4,5</sup>	Barnstable	Berkshire	Bristol	Dukes	Essex	Franklin	Hampden	Hampshire	Middlesex	Nantucket	Norfolk	Plymouth	Suffolk	Worcester	Massachusetts
	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter
Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. <sup>5</sup>	512	197	425	139	991	88	229	215	2,984	167	1,224	573	822	542	9,108
ConnectiCare of Massachusetts, Inc.	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Harvard Pilgrim Health Care, Inc.	85	7	30	21	105	3	6	3	422	4	141	69	108	70	1,074
Tufts Associated HMO, Inc. <sup>10</sup>	0	0	1	0	2	0	0	2	13	1	3	1	6	0	29
<b>Total Individual Members</b>	<b>597</b>	<b>204</b>	<b>456</b>	<b>160</b>	<b>1,098</b>	<b>91</b>	<b>236</b>	<b>220</b>	<b>3,419</b>	<b>172</b>	<b>1,368</b>	<b>643</b>	<b>936</b>	<b>612</b>	<b>10,212</b>

<sup>1</sup> Information reported by HMOs as of the end of the fourth quarter of 2011 based upon the Massachusetts Division of Insurance's "Guidelines for Reporting Membership & Utilization Statistics - Version 6.0" that instructs HMOs to exclude members for whom the HMO did not bear any financial risk.

<sup>2</sup> Includes all members who do not belong to a group and contract directly with the HMO as defined in the Massachusetts Division of Insurance's "Guidelines for Reporting Membership & Utilization Statistics - Version 6.0." This includes persons enrolled in closed guaranteed issue managed care plans offered between October 1, 1997 and July 1, 2007, and persons covered under so-called closed health plans offered prior to October 1, 1997.

<sup>3</sup> Carriers that do not show any "Individual" members are not reflected on this report.

<sup>4</sup> Effective September 1, 2010, Aetna Health Inc. ceased offering small group health plans in Massachusetts and will begin nonrenewing all small group health business as of April 1, 2011.

<sup>5</sup> Formerly a line of business of Blue Cross and Blue Shield of Massachusetts, Inc. ("BCBSMA"). Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc. was created as a separate corporate entity for BCBSMA's HMO line of business effective January 1, 2005.

<sup>6</sup> Boston Medical Center Health Plan, Inc.'s figure includes 39,711 individuals enrolled through the Connector Commonwealth Care plan through December 31, 2011.

<sup>7</sup> CeltiCare Health Plan of Massachusetts, Inc.'s figure includes 21,891 individuals enrolled through the Connector Commonwealth Care plan and 13,428 individuals enrolled through the Connector Commonwealth Care Bridge plan through December 31, 2011.

<sup>8</sup> Fallon Community Health Plan, Inc.'s figure includes 4,981 individuals enrolled through the Connector Commonwealth Care plan through December 31, 2011.

<sup>9</sup> Neighborhood Health Plan, Inc.'s figure includes 36,614 individuals enrolled through the Connector Commonwealth Care plan through December 31, 2011.

<sup>10</sup> Doing business as Tufts Associated Health Plan ("TAHMO") and as Tufts Health Plan (THP).

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 as of December 31, 2011 <sup>1</sup>

**OTHER MEMBERSHIP BY COUNTY**

**Closed Network**

	Barnstable	Berkshire	Bristol	Dukes	Essex	Franklin	Hampden	Hampshire	Middlesex	Nantucket	Norfolk	Plymouth	Suffolk	Worcester	Massachusetts
	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter
<b>OTHER<sup>2</sup> MEMBERS BY COUNTY<sup>3</sup></b>															
Health New England, Inc.	0	0	0	0	0	0	4	1	0	0	0	0	0	0	5
Tufts Associated HMO, Inc. <sup>4</sup>	0	0	0	0	1	0	0	0	4	0	0	0	1	0	6
<b>Total Other Members</b>	0	0	0	0	1	0	4	1	4	0	0	0	1	0	11

**PPO**

	Barnstable	Berkshire	Bristol	Dukes	Essex	Franklin	Hampden	Hampshire	Middlesex	Nantucket	Norfolk	Plymouth	Suffolk	Worcester	Massachusetts
	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter	Members at End of Quarter
<b>Other<sup>4</sup> Members<sup>3</sup></b>															
N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total Other Members</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

<sup>1</sup> Information reported by HMOs as of the end of the fourth quarter of 2011 based upon the Massachusetts Division of Insurance's "Guidelines for Reporting Membership & Utilization Statistics - Version 6.0" that instructs HMOs to exclude members for whom the HMO did not bear any financial risk.

<sup>2</sup> Includes all members enrolled in the HMO whose group coverage and COBRA coverage have expired and who have converted to an individual (conversion) policy as defined in the Massachusetts Division of Insurance's "Guidelines for Reporting Membership & Utilization Statistics - Version 6.0." This includes persons who enrolled in group conversion plans offered prior to October 1, 1997.

<sup>3</sup> Carriers that do not have any members in closed group conversion plans are not reflected in this report.

<sup>4</sup> Doing business as Tufts Associated Health Plan ("TAHMO") and as Tufts Health Plan (THP).