

**Combined Blue Cross and Blue Shield of Massachusetts, Inc. and
Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc.
Revenue, Expense and Enrollment Data
(\$ in Millions)**

	Calendar Year 12/31/2019	Calendar Year 12/31/2018
Total Premiums	8,360.1	\$ 7,996.0
Medical Benefits		
Hospital/Medical benefits	5,487.3	5,227.6
Other professional services	461.9	440.4
Emergency room and out-of-area	139.0	132.9
Prescription drugs	1,246.4	1,255.4
Incentive pool	129.2	150.9
Net reinsurance recoveries	0.0	(90.1)
Total Medical Benefits	7,463.8	7,117.1
Administrative Expenses		
Claims adjustment expenses	424.3	384.4
General administrative expenses	466.7	436.7
Federal ACA assessments	1.7	93.0
Premium taxes	37.1	34.9
Total Administrative Expenses	929.8	949.0
Operating Loss	(33.5)	(70.1)
Net Investment and Other Income	171.9	76.0
Net Income before Taxes	138.3	5.9
Federal Income Tax Benefit	(76.6)	(153.7)
Net Income	214.9	\$ 159.6
Membership		
Commercial membership	1,025,572	1,063,799
Medicare membership	453,740	431,565
Total Insured Membership	1,479,312	1,495,364
Administrative Expense Ratio	11.1%	10.7%
Operating Margin	-0.4%	-0.9%

Notes:

- 1) Source of data is quarterly and annual statutory statements filed with the Massachusetts Division of Insurance.
- 2) Commercial membership reflects insured only membership and includes direct pay and FEP business.
- 3) Medicare membership includes Medex, Medicare Advantage, Medicare Part D, and Managed Blue for Seniors.
- 4) Operating income includes contribution to the Foundation.
- 5) Federal ACA assessments include Patient Centered Outcome Research Fee (PCORI) and insurer Fee which was suspended for 2017 and 2019 but resumed in 2018.