

**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 12/31/2020	Calendar Year 12/31/2019
Total Premiums	8,285.5	\$ 8,360.1
Medical Benefits		
Hospital/Medical benefits	5,016.5	5,487.3
Other professional services	374.0	461.9
Emergency room and out-of-area	120.8	139.0
Prescription drugs	1,307.1	1,246.4
Incentive pool	116.0	129.2
Net reinsurance recoveries	(0.9)	-
Total Medical Benefits	6,933.5	7,463.8
Increase in Premium Deficiency Reserves	73.0	-
Administrative Expenses		
Claims adjustment expenses	410.7	424.3
General administrative expenses	462.9	468.5
Federal ACA assessments	99.6	-
Premium taxes	37.1	37.1
Total Administrative Expenses	1,010.3	929.9
Operating Income (Loss)	268.7	(33.6)
Net Investment and Other Income	37.6	171.9
Net Income before Taxes	306.3	138.3
Federal Income Tax Benefit	(80.4)	(76.6)
Net Income	386.7	\$ 214.9
Membership		
Commercial membership	913,293	1,025,572
Medicare membership	467,444	453,740
Total Insured Membership	1,380,737	1,479,312

Administrative Expense Ratio (Excluding ACA Assessments) 11.0% 11.1%

Operating Margin 3.2% -0.4%

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 2019 but resumed in 2020.