

**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 12/31/2021	Calendar Year 12/31/2020
<b>Total Premiums</b>	<b>8,425.5</b>	\$ 8,285.5
<b>Medical Benefits</b>		
Hospital/Medical benefits	5,560.6	5,016.5
Other professional services	409.5	374.0
Emergency room and out-of-area	129.3	120.8
Prescription drugs	1,319.2	1,307.1
Incentive pool	125.6	116.0
Net reinsurance recoveries	1.9	(0.9)
<b>Total Medical Benefits</b>	<b>7,546.1</b>	<b>6,933.5</b>
<b>Increase in Premium Deficiency Reserves</b>	<b>(73.0)</b>	73.0
<b>Administrative Expenses</b>		
Claims adjustment expenses	416.9	410.7
General administrative expenses	488.4	466.4
Federal ACA assessments	2.5	96.1
Premium taxes	36.7	37.1
<b>Total Administrative Expenses</b>	<b>944.5</b>	<b>1,010.3</b>
<b>Operating Income</b>	<b>7.8</b>	268.7
<b>Net Investment and Other Income</b>	<b>183.5</b>	37.6
<b>Net Income before Taxes</b>	<b>191.3</b>	306.3
<b>Federal Income Tax Benefit</b>	<b>(1.2)</b>	(80.4)
<b>Net Income</b>	<b>192.5</b>	<b>\$ 386.7</b>
<b>Membership</b>		
Commercial membership	907,897	913,293
Medicare membership	468,731	467,444
<b>Total Insured Membership</b>	<b>1,376,628</b>	<b>1,380,737</b>
<b>Administrative Expense Ratio (Excluding ACA Assessments)</b>	<b>11.2%</b>	11.0%
<b>Operating Margin</b>	<b>0.1%</b>	3.2%

**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.