



November 12, 1999

Mark P. Volavka  
Executive Director,  
Pennsylvania Healthcare Cost Containment Council  
Suite 400  
225 Market Street  
Harrisburg, PA 17101

Dear Mr. Volavka:

Thank you for the opportunity to respond to the Pennsylvania Health Care Cost Containment Council's report on the role of HMOs in managing diabetes.

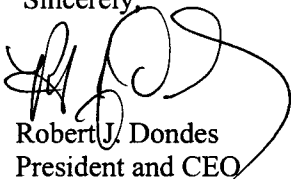
HealthCentral is in full support of this initiative. We view this as a unique opportunity to measure our performance and to identify areas for possible improvement.

One suggestion, perhaps during the comments phase of future reports, you could share with the plans any regional and state-wide benchmark data that may be included in the final report. In so doing, plans would be better able to assess their performance.

In closing, HealthCentral and its management team would like to thank you for making this data collection process relatively easy. We appreciate the Council's willingness to utilize previously collected HEDIS data.

We look forward to reviewing the final document. If you have questions or require clarification on our response, please contact Scott Flinchbaugh, Director Utilization Reporting and Performance Measurement at (717) 651-6122.

Sincerely,



Robert J. Dondes  
President and CEO

c: Scott Flinchbaugh