



April 18, 2002

Marc P. Volavka
Executive Director
Pennsylvania Health Care Cost Containment Council
225 Market Street, Suite 400
Harrisburg, PA 17101

Dear Mr. Volavka:

Thank you for offering Geisinger Health Plan the opportunity to comment on the recent findings published in PHC4's report, "*Measuring the Quality of Pennsylvania's Commercial HMOs.*" As always, I commend the Council for its continued efforts to report on key areas of care and service within the managed-care industry. As Congress continues to debate the fate of our nation's health-care system, there is no question that publicly releasing this type of information will only help to strengthen the leadership role our industry has played in improving the state of health care in this country. With that said, we are pleased, once again, to see that the Council's findings reflect Geisinger Health Plan's commitment to member satisfaction, clinical outcomes and preventive measures.

Our ongoing efforts to deliver services aimed at controlling or preventing disease continue to demonstrate increased success. Investing internal resources into the implementation of seven specialized disease-management programs has resulted in documented improvements in quality of care. Hospitalization rates of members with chronic illnesses, including diabetes, asthma, hypertension and COPD, are significantly lower than the state averages, as measured by your report. We are committed to strengthening these programs that have already been so successful in championing clinical guidelines and empowering members to take an active role in the management of their condition.

As one of the nation's largest rural HMOs, our top priority is to provide the highest level of service and care to all of our members. We are pleased with the results of your report and will continue to use them as a benchmark for evaluating and developing new initiatives to meet current challenges.

Sincerely,

Duane E. Davis, M.D., F.A.C.P., F.A.C.R.
Vice President, Chief Medical Officer
Geisinger Health Plan

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