



April 19, 2002

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

Dear Mr. Volavka,

HealthAmerica welcomes the opportunity to comment on the 2002 *Managed Care Performance Report*. HealthAmerica is represented in the report with two lines of business, those being HealthAmerica commercial HMO and HealthAssurance commercial POS. We are pleased to once again participate in this important initiative to provide the public with health plan performance information.

This report demonstrates a number of positive performance measures for HealthAmerica's commercial managed care products. HealthAmerica's positive HEDIS measures were acknowledged by the National Committee for Quality Assurance when the Plan was awarded an "Excellent" accreditation status for both the HMO and POS products in 2001. The Plan continues to partner with our members as well as physicians to improve the quality of care provided. Our quality improvement committees and Health Management Teams, which include health plan employees as well as network physicians and specialists, utilize this data to evaluate our ongoing initiatives and develop new programs to meet the needs of our membership.

HealthAmerica supports the Council's efforts to refine the information reported. Through ongoing meetings with Council staff, the Plan recognizes the fact that the CAHPS member satisfaction data provided to PHC4 through the purchase of NCQA's Quality Compass did not, in certain cases, match the scores that were provided to the health plans by the survey vendors. Unfortunately, no consensus emerged among the various health plans for resolving this issue. HealthAmerica will continue to support the Council's efforts to provide accurate and fair reporting of all performance measures.

We believe that the results of your analyses confirms the importance that HealthAmerica places on health care quality and look forward to future opportunities to partner with the Council in these important initiatives.

Sincerely,

A handwritten signature in blue ink that reads "Paul M. Vaughan MD, MPH".

Paul M. Vaughan, MD, MPH
Vice President, Medical Affairs – Western Region