

# UPMC HEALTH PLAN

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February 25, 2004

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

**Re: *Measuring the Quality of Pennsylvania's Commercial HMOs:  
Managed Care Performance Report***

Dear Mr. Volavka:

UPMC Health Plan would like to thank the Pennsylvania Health Care Cost Containment Council (PHC4) for once again having the opportunity to submit written comments of the information presented in this year's PHC4 HMO report.

As in past years, UPMC Health Plan wishes to commend PHC4 for the tremendous effort it has made in preparing this year's Managed Care Performance Report. We feel that by taking data from already submitted reports, PHC4 has achieved four very important goals:

- PHC4 has created a reporting model that aims to integrate various sources of information about managed care organizations. This approach overcomes any incompatibility among regulatory reports, accreditation measures, and hospital data.
- PHC4 has not added another reporting mechanism to those that managed care organizations already have. PHC4 instead has worked collaboratively with managed care organizations to review and analyze their reported data.
- PHC4 uses data obtained from both nationally recognized clinical benchmarks, such as HEDIS measures from the National Committee for Quality Assurance (NCQA), as well as inpatient data reported by Pennsylvania acute care hospitals. This allows all Pennsylvanians the opportunity to compare our HMOs in both a national and statewide context.
- PHC4 documents the positive results that managed care organizations can help their members achieve. It also provides Pennsylvanians with an important comparative analysis tool they can use to become informed consumers.