

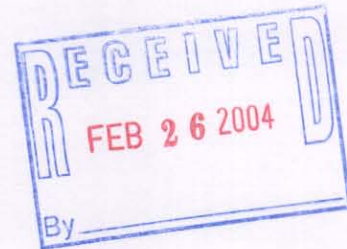


Patricia P. Mueller, M.D.
Regional Medical Director
Mid-Atlantic Region

MuellerP@aetna.com
tel: 484-322-3899
fax: 484-322-6845
2201 Renaissance Blvd., F608
P.O. Box 61516
King of Prussia, PA 19406-0916

February 24, 2004

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



Dear Mr. Volavka:

Aetna continues to be impressed with the efforts the Pennsylvania Health Care Cost Containment Council is making to improve the health care of Pennsylvanians. We share the Council's fundamental belief that making credible information available to purchasers, physicians, hospitals and, most importantly, consumers, yields systematic improvements in the delivery of health care. As a recognized leader in the area of consumer directed health plans, Aetna promotes the empowerment of consumers and applauds your efforts to make information available.

We would especially like to acknowledge the diligent work of your research and analytic staff in their efforts to ensure the integrity of the underlying data analyzed. The process of confirming the accuracy of records is critical to the accuracy of the final report.

As we continuously work to improve our medical management programs, we increasingly rely on outcome measures such as those promoted by PHC4.

Sincerely,

Patricia Mueller, MD
Mid-Atlantic Regional Medical Director