



February 24, 2004

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

Dear Mr. Volavka:

I would like to commend the Council for their efforts to report on key areas of care and service within the managed-care industry in the PHC4 report, "*Measuring the Quality of Pennsylvania's Commercial HMOs*" and to thank you for our opportunity to comment on your findings. We are proud to be a part of PHC4's efforts to provide important information to Pennsylvanians and the promotion of efficient and effective managed care in Pennsylvania. With the number of challenges that the health care industry currently faces, PHC4 stands as a role model to many organizations across the nation in providing public reporting on the quality of health care.

We are pleased to see that the Council's finding continues to reflect Geisinger Health Plan's commitment to managing chronic illnesses and preventing hospitalizations through primary care. We take great pride in the results achieved. Some of our highest scores, including those for diabetes and hypertension measures, are the result of specialized health management programs developed and implemented internally. These programs have endured a comprehensive review and received full accreditation from NCQA. We will continue to strengthen our health management programs and encourage our members to take an active role in their health care.

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 source to identify opportunities for containing costs and improving the quality of health care we deliver.

Sincerely,

A handwritten signature in black ink that reads "Duane E. Davis M.D.".

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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ADMINISTRATION
100 NORTH ACADEMY AVENUE • DANVILLE, PA 17822-3020
TEL. 570.271.6487 • FAX 570.271.5268