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February 17, 2005

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

Dear Mr. Volavka:

Aetna commends the Pennsylvania Health Care Cost Containment Council for its longstanding efforts to make information available to purchasers and consumers. We share your conviction that information on health outcomes is sure to promote better and more affordable health care for Pennsylvanians. We hope that this year's publication of *Measuring the Quality of Pennsylvania's Commercial HMOs: A Managed Care Performance Report* will stimulate the discussion and inquiry that helps purchasers make better decisions and causes health plans to improve their performance.

We would also like to commend the Council on its careful attention to detail in the data collection and analysis process. While the general public may not appreciate the complexities of confirming data accuracy and risk-adjustment, they are well served by the Council's nationally renowned approach to measurement in health care.

Aetna is particularly pleased to see that, especially in areas where we have established programs to improve the care our members' receive, our scores reflect performance that often exceeds the state average for HMOs. Our efforts to improve care for acute and chronic conditions, such as our efforts to promote effective antibiotic prescribing, our disease management programs and our efforts to improve women's health, appear to be yielding positive results.

Again, Aetna commends PHC4 for continuing to improve health care in Pennsylvania.

Sincerely,

A handwritten signature in black ink that reads 'Don Liss'.

Don Liss, MD, FACP  
Regional Medical Director