



February 23, 2005

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 applaud the Council for their efforts to report key areas of care and service within the managed-care industry in the PHC4 report, *"Measuring the Quality of Pennsylvania's Commercial HMOs."* 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. Not only are the results of the report valuable to health plans, consumers benefit from PHC4's efforts to provide pertinent and comparable data regarding health plans.

We are pleased to see that the Council's findings continue 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 best scores, including those for asthma 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 continue to strengthen and enhance 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 have consistently received "Excellent" accreditation from NCQA and were rated number one in customer service in the state of Pennsylvania in 2004 according to the Commercial Assessment of Health Plans Survey (CAHPS®). We are pleased with the results of your report and will continue to use them as a source to identify opportunities to improve the value, efficiency and quality of health care we deliver.

Sincerely,

Duane E. Davis, M.D., F.A.C.P., F.A.C.R.  
Vice President, Chief Medical Officer  
Geisinger Health Plan