



R.J. Franzoi  
Regional Manager, Health Care Delivery  
Mid-Atlantic Region

tel: 484-322-5179  
fax: 484-322-6410  
2201 Renaissance Boulevard  
F605  
King of Prussia, PA 19406-2766

February 22, 2006

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

Dear Mr. Volavka,

Aetna is pleased to commend the Pennsylvania Health Care Cost Containment Council on the publication of *Measuring the Quality of Pennsylvania's Commercial HMOs: A Managed Care Performance Report*. PHC4's efforts to measure and publicly report on the performance of hospitals, ambulatory surgical centers, surgeons and managed care organizations is consistent with Aetna's mission to promote access to safe, cost-effective, high-quality health care. We specifically commend the Council's use of risk-adjustment methodologies and efforts to confirm the integrity of data with health plans.

We hope that citizens and businesses in our Commonwealth continue to use the information reported by PHC4 to promote higher quality and more affordable health care for Pennsylvanians.

Sincerely,

A handwritten signature in blue ink, appearing to read "R.J. Franzoi", is written over a light blue horizontal line.

R.J. Franzoi  
Regional Manager, Health Care Delivery