

# UPMC HEALTH PLAN

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February 27, 2006

Marc P. Volavka  
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**Re: *Measuring the Quality of Pennsylvania's Commercial HMOs:  
A Managed Care Performance Report***

Dear Mr. Volavka:

UPMC Health Plan would like to thank the Pennsylvania Health Care Cost Containment Council (PHC4) for again affording us the opportunity to submit written comments in response to the information presented in this year's PHC4 Managed Care Performance Report.

The Health Plan commends PHC4 for continuing to expend the tremendous amount of time and resources needed to evaluate the data and prepare this report. PHC4's use of data from existing sources not only reduces the administrative burden of health care organizations but also empowers Pennsylvania consumers with information on standardized data. The state and national performance comparisons provided in this report assist consumers in making informed health care decisions.

The clinical data from calendar year 2004 presented in this year's PHC4 report for UPMC Health Plan reflects not only our strengths but also opportunities for continued improvement. As part of the quality improvement process we have in place, analyzing these data and identifying barriers and opportunities for improvement are priorities for our clinical team. We have initiated several care management enhancements and interventions related to opportunities for improvement identified by this report.

In line with our ongoing commitment to provide quality care to our members, we also analyze our annual HEDIS® results and other utilization information and use them to improve and refine the care management programs and processes we have in place while also developing new programs that will enhance the quality of care our members receive.

We would like to thank PHC4 for its continued collaborative and thoughtful approach in the production of this managed care report, as well as for the opportunity to submit comments on the report.

Sincerely,



Diane Holder  
President