

# UPMC HEALTH PLAN

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Two Chatham Center  
112 Washington Place  
Pittsburgh, PA 15219

March 4, 2008

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

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

Dear Mr. Volavka:

UPMC Health Plan appreciates the opportunity to submit written comments prior to the publication of the Pennsylvania Health Care Cost Containment Council (PHC4) Managed Care Performance Report.

UPMC Health Plan incorporates the data from the report to support our ongoing analysis of hospital quality and quality improvement activities. Our clinical improvement team uses sources such as the Managed Care Performance report, NCQA Quality Compass, utilization information and hospital quality transparency tools to supplement the quality indicators that we track for individual network hospitals. This performance data supports identification of opportunities for improvement and barrier analysis for our network hospital quality improvement program.

UPMC Health Plan is committed to promoting wellness and enhancing quality of care for our members. State and national performance comparison data supports development of new health plan programs and assists us in refining the care management programs and processes we have in place.

UPMC Health Plan commends PHC4 for a continued commitment to empower Pennsylvania consumers with information to support their decisions as health care consumers while keeping in mind the need to reduce the administrative burden on health care organizations by using data from existing sources. We thank PHC4 for its collaborative approach to preparing this report.

Sincerely,



Michael Culyba, M.D.  
Vice President Medical Affairs