



Medical Directors
P.O. Box 2244
Mailstop U29A
Blue Bell, PA 19422
Fax: 215-775-6595

August 4, 2000

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

Dear Mr. Volavka:

We appreciate the opportunity to comment on the information about Aetna U.S. Healthcare and Prudential HealthCare plans included in the report "Measuring the Quality of Pennsylvania's HMOs: A Managed Care Performance Report."

General comments:

1. Our health plans are referred to throughout the report and in each table as Aetna USHC or PruCare. These names are incorrect. The correct legal names are Aetna U.S. Healthcare and Prudential HealthCare, respectively. No abbreviations should be used.
2. We would recommend that the graphs and tables showing HEDIS rates and CAPHS results clearly state that the data reflects HEDIS 1999 results (1998 reporting year) since HEDIS 2000 results (1999 reporting year) are now publicly available through NCQA's Quality Compass.

Specific comments:

3. We believe the subtitle on the graph displaying CAPHS survey results for Question 42 is misleading. This subtitle states "Percentage of members who filed a complaint." Filing a complaint implies a formal grievance process and the CAPHS question does not imply such an action. The actual wording of the question on the CAPHS survey is "In the last 12 months, have you called or written your health plan with a complaint or problem?" Aetna U.S. Healthcare's grievance rate in the Pennsylvania health plans is less than 1%. We would encourage you to rephrase the title and subtitle for that graph to accurately reflect the question members responded to on the survey.
4. Question 42 was not listed on page 5 of the "Measuring the Quality of Pennsylvania's HMOs: A Managed Care Performance Report Fiscal year 1999: Technical Report" as one of the CAPHS survey questions included in the report. Please add that question to the list on page 5.

Sincerely,

Jay Krakovitz, M.D.
Regional Medical Director
Aetna U.S. Healthcare, Mid-Atlantic Region

cc: Felicia Norwood
Beth Rubin
Larry Hartshorn
Jeff Beck
James Grana
Claire Spettell