



August 1, 2000

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


Dear Mr. Volavka:

Geisinger Health Plan (GHP) welcomes the opportunity to comment on the managed care performance report as prepared by the Pennsylvania Health Care Cost Containment Council (PHC4). Given that GHP focuses on providing quality services to its members in northeastern and central Pennsylvania, we have many internal processes that function to monitor clinical and service initiatives and to maintain high quality. Your report includes a broad mix of data on member satisfaction, clinical outcomes and preventive measures that helps give purchasers a more complete picture of how well each health plan serves its members.

The data that you have provided the readers of the Managed Care Performance Report, we also collect, analyze, and compare to our own internal benchmarks. We do so to provide focus to our own ongoing quality improvement activities. Health Plan quality improvement committees, consisting of Health Plan employees and network practitioners, use these data to evaluate ongoing quality initiatives, as well as develop new initiatives to meet current challenges. The Health Plan also shares these initiatives with our members, practitioners, providers, and employees to illustrate our commitment to quality.

We believe that the results of your analyses bear out the importance the Geisinger Health Plan places on quality and look forward to comparing ourselves to the other managed care companies across Pennsylvania. This focus on data reporting and analysis gives purchasers advantages that are unavailable through traditional fee-for-service healthcare.

Sincerely,



Duane E. Davis, MD, FACP, FACR  
Senior Vice-President, Medical Director  
Geisinger Health Plan