



June 12, 2001

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

Dear Mr. Volavka:

I'd like to thank you for affording Geisinger Health Plan the opportunity to comment on the recent findings published in PHC4's report, "Measuring the Quality of Pennsylvania's Commercial HMOs." Geisinger Health Plan commends the Council for its continued efforts to analyze and report important health-care measures within the managed care industry. In keeping with our mission, Geisinger Health Plan strives to attain the highest level of member satisfaction by providing the best quality of health care. We are pleased to see that the Council's findings reflect our commitment to member satisfaction, clinical outcomes and preventive measures.

As part of our ongoing efforts to provide the best quality of care to our members, Geisinger Health Plan offers specialized disease-management programs to members with chronic conditions, such as diabetes, hypertension and osteoporosis. Designed to empower members to become active participants in the management of their condition, our programs include one-on-one educational sessions with registered nurses and extensive monitoring by the member's primary care physician. Our disease-management programs have been most successful in championing clinical guidelines, providing member education and improving one's quality of life.

With nearly 300,000 members throughout central and northeastern Pennsylvania, Geisinger Health Plan makes it a top priority to maintain the highest level of quality possible. We are pleased with the results of your report and will continue to use them as a benchmark for evaluating and developing new initiatives to meet current challenges.

Sincerely,

A handwritten signature in dark ink that reads "Duane E. Davis M.D." in a cursive style.

Duane E. Davis, M.D., F.A.C.P., F.A.C.R.
Senior Vice President, Medical Director
Geisinger Health Plan

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ADMINISTRATION

100 NORTH ACADEMY AVENUE • DANVILLE, PA 17822-3020
TEL. 570.271.8775 OR 1.800.441.6211 EXT 8775 • FAX. 570.271.5268