

Vincent J. Sobocinski
Vice President and General Manager
CIGNA HealthCare



CIGNA HealthCare

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June 15, 2001

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

Dear Mr. Volavka:

We appreciate the opportunity to comment on the information about CIGNA HealthCare of Pennsylvania included in the report - *Measuring the Quality of Pennsylvania's Commercial HMOs: A Managed Care Performance Report*.

Our specific comments are in regard to the diabetes management survey under 1. Treatment Measures, the Management of Ongoing Illnesses. In regard to diabetes management, we offer to our members the CIGNA HealthCare Well Aware Program for Diabetes as part of our basic benefit program (in some cases employer approval is required). In addition, by way of clarification, diabetic supplies are available to our members through the basic benefit plan, pharmacy rider, and may include a copayment requirement. Finally, CIGNA HealthCare does require a Primary Care provider referral for an annual diabetic retinal eye exam.

Thank you for the opportunity to review the information included in the report. We look forward to receiving the final report later this month.

Sincerely,

Vincent J. Sobocinski
Vice President and General Manager