



September 9, 2015

To whom it may concern:

*Medicare y Mucho Más (MMM)* is a health plan especially designed to benefit the elderly and disabled population on Medicare. It was founded in 2001, becoming the first Medicare Advantage plan established in Puerto Rico, and we are committed to providing healthcare coverage to eligible Medicare beneficiaries.

Between April 2015 and June 2015 we developed, along with London Consulting Group's team and the Business Operation Improvement team, an improvement initiative that included the process diagnosis and implementation of improvement initiatives for the submission and validation of data for HEDIS measures. The Healthcare Effectiveness Data and Information Set (HEDIS) is a tool used by more than 90 percent of America's health plans to measure performance on important dimensions of care and service. Altogether, HEDIS consists of 81 measures across 5 domains of care. Because so many plans collect HEDIS data, and because the measures are so specifically defined, HEDIS makes it possible to compare the performance of health plans on an "apples-to-apples" basis.

Some of the achievements obtained during the project were:

- 95% of the data domains for HEDIS measures were validated for data completeness and accuracy
- Minor discrepancies (less than 1%) were identified in membership and claims data.
- Average success rate of 80% in discrepancies resolution by redefining the specifications related to data extraction.

Additionally, we developed activities that directly impacted the efficiency of the processes, such as:

- A model was implemented to identify discrepancies among master data tables for the definition of adjustments in the specifications of data extraction.
- The operational submission process for the compilation and submission of HEDIS measures was assessed and enhanced.

Based on the above, MMM would like to once again express our satisfaction with the work performed by *London Consulting Group's* consulting team and we highly recommend the company to carry out this type of project.

Sincerely,

A handwritten signature in blue ink that reads "Vilmarí García Morales".

Vilmarí García Morales, PE, PMP  
Vice President, Business Operations Improvement  
MMM Holdings, LLC