



To Whom It May Concern:

I would like to take a moment to tell you about my experience with Medical Transportation Management (MTM). Harmony Health Plan (Harmony) contracted with MTM in 2002 for our Illinois line of business, and when Harmony entered the Missouri Market in 2006, we signed an agreement with MTM to service this line of business as well. In 2004, Harmony became a part of the WellCare group of companies and our partnership with MTM carried over into this new relationship.

MTM has provided transportation to the Medicaid population in this area for a number of years and I believe MTM understands the unique needs of the local community and the population served.

One of the areas of greatest concern to Harmony for our partnership with a transportation company is quality service. MTM has demonstrated a commitment to quality through their vendor education and quality improvement programs. Quality issues have been minimal, but whenever there are issues, MTM provides timely and appropriate responses and resolutions.

MTM has been dedicated to developing a network of quality providers for Harmony Health Care members. They have shown their commitment to meeting our needs by ensuring that there was an adequate network to serve our members when Harmony expanded to largely rural areas.

MTM's quality indicators are currently at or above the goals set by Harmony and MTM. In 2006, MTM's Call Center exceeded the goals of "Speed to Answer" and "Abandonment Rate". The complaints were well below the goal.

We are pleased with the service provided by MTM and would recommend this company to others in the industry. We have found them to be an excellent partner in providing quality access to care to the population served by Harmony Health Plan.

Sincerely,

A handwritten signature in black ink that reads "Tina R. Gallagher". The signature is written in a cursive, flowing style.

Tina Gallagher
Executive Director