

July 12, 2006

Alexander H. Neustadter
1111 University Blvd West
Silver Spring, MD 20902

Re: Israel Neustadter

Delmarva Quality Concern Inquiries sent to Drs. [Nawaz](#), [Kariya](#) and [Weiner](#) (obtained by court order) asked all the right questions and gave the doctors 20 days to respond.

Although it received no reply to any of the inquiries, Delmarva nonetheless concluded that care met "[professionally recognized standards of healthcare](#)" and that it fulfilled its contractual obligation to Medicare.

I replied to [Dr. Jensen](#) and also wrote to CMS's [Marie Wagner-Clarke](#) to express my concerns as suggested. Both refused to do anything more.

Dear Mr. Neustadter:

I am responding to your June 26, 2006 request for reconsideration of Delmarva Foundation's findings concerning the quality of health care services provided to your father during his admission to Holy Cross Hospital from March 10, 2003 through March 27, 2003. Please accept my sincere sympathy in the loss of your father. I too have lost a beloved parent and can appreciate your loss.

The Delmarva Foundation, the authorized Medicare Quality Improvement Organization (QIO) for the State of Maryland takes this responsibility very seriously and follows the processes as required by our contract with CMS in conducting our review to determine if the services received by your father met medically acceptable standards of care. These review processes were scrupulously followed with respect to your father's care.

We appreciate the time and effort taken on your part to provide additional information for consideration. We carefully analyzed the process followed and the medical review determination including all the information submitted by you in your recent correspondence. **We have concluded that the process as required by contract was followed and the decision remains as communicated in our June 14, 2006 letter.**

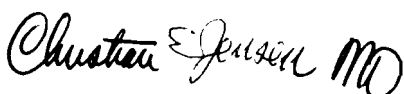
I would like to reassure you that the Delmarva Foundation is committed to the improvement of the quality of health care in Maryland. Your request, correspondence, and submitted documents were reviewed consistently with that commitment, and with a genuine appreciation for the points you made.

If you continue to have concerns, you may direct your correspondence to:

The Centers for Medicare and Medicaid (CMS) Contract Project Officer, **Marie Wagner-Clarke** at the following address:

Marie Wagner-Clarke, Project Officer
JFK Federal Building
Room 2325
Boston, MA 02203-0003

Sincerely,



Christian E. Jensen, MD, MPH
Chief Executive Officer

We don't provide healthcare...we make it better.