

**Brackbill, Robert**

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**From:** Brackbill, Robert  
**Sent:** Tuesday, April 09, 2013 9:02 AM  
**To:** 'Chronister, Ronald'  
**Subject:** Highmark/UPE Form A Filing: Public Comment Received from Ms. Diggans

Mr. Chronister,

The following public comment concerning the subject filing is being forwarded to you for appropriate response.

**Robert E. Brackbill, Jr.** | PIR | Chief, Company Licensing Division  
Insurance Department | Office of Corporate and Financial Regulation  
1345 Strawberry Square | Harrisburg, PA 17120  
Phone: 717.783.2143 | Fax: 717.787.8557  
[www.insurance.pa.gov](http://www.insurance.pa.gov) | [www.chipcoverspakids.com](http://www.chipcoverspakids.com)

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**From:** Kathy Diggans [<mailto:KDIGGANS@wpahs.org>]  
**Sent:** Tuesday, April 09, 2013 8:59 AM  
**To:** Brackbill, Robert  
**Subject:** WPAHS/Highmark  
**Importance:** High

Dear Robert Brackbill,  
I have worked for AGH since 1976. We provide high quality care to our patients. We treat our patients like family. I have taken care of multiple patients that went to UPMC and felt they were just a number on an assembly line. When they come here they are very thankful to have a choice and like the difference in our approach to meeting their needs. Please support this affiliation of WPAHS/Highmark. As a member of this community, I think having a choice is essential to maintaining excellent health care and meeting the needs of our community.

Sincerely,  
Kathy Diggans RN

Kathy Diggans  
West Penn Allegheny Health Systems  
PHONE: 412.359.6601  
EMAIL: [KDIGGANS@wpahs.org](mailto:KDIGGANS@wpahs.org)

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This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the West Penn Allegheny Health System Help Desk at 412 330-4357.  
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