



STATE OF MARYLAND

DHMH

Office of Health Services
Medical Care Programs

Maryland Department of Health and Mental Hygiene
201 W. Preston Street • Baltimore, Maryland 21201

Martin O'Malley, Governor – Anthony G. Brown, Lt. Governor – Joshua M. Sharfstein, M.D., Secretary

June 4, 2013

Jack Cheng, President
M S Technologies Corporation
10110 Molecular Drive
Suite 305
Rockville, Maryland 20850

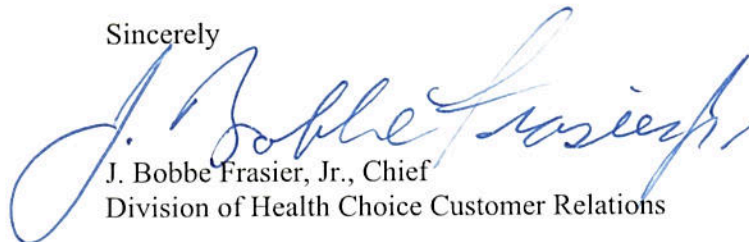
Dear Mr. Cheng:

I want to thank you and your staff for such a wonderful job that you have performed in the design and installation of our interactive voice response (IVR) system in 2004. Additionally, thank you again for your continued support and outstanding work for adding the five year contract to provide maintenance and development updates to our PROMIS (Provider Recipient Ombudsman Management Information System) since 2011. Your work has helped us in meeting our mission in helping us to serve 600,000 Medicaid recipients in managed care.

Additionally, you and your staff have been very professional and provided excellent service. You have been helpful in the problem solving process and a very good partner as we pursue excellence. Your staff has been educational and timely in meeting our needs and working with our IT department. In the past eleven (11) years it has been wonderful to work with you and your staff. You may count us among the chorus to sing your praises of outstanding work and customer service.

Again, thank you for your hard work and helping us to fulfill our mission and goals.

Sincerely



J. Bobbe Frasier, Jr., Chief
Division of Health Choice Customer Relations

