



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

Robert L. Ehrlich, Jr., Governor – Michael S. Steele, Lt. Governor – S. Anthony McCann, Secretary

October 28, 2004

Jack Cheng, Vice President
MS Technologies
18572 Office Park Drive
Montgomery Village, MD 20886

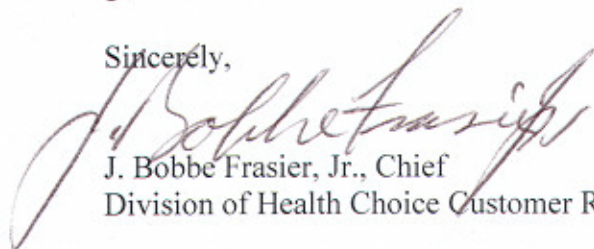
Dear Mr. Cheng:

I am taking this opportunity to thank you for such a wonderful job you and your staff have performed with the design and installation of our interactive voice response system (IVR). In the seven years that we have been operating an inbound call center here at the Department it has been imperative for us to have an IVR. The installation and operation of the IVR allows us to serve the 480,000 Medicaid customers that are in managed care in the State of Maryland and fulfill our mission.

Further, you and your staff have been excellent professionals. You have been timely in the meeting of your milestones with our project. MS Technologies staff has been both educative and patient with my staff. Since learning of your exceptional work and follow-thru on projects with other State agencies you can now count us as another who is willing to sing your praises and recommend you to others.

Again, thank you so much for all that you have done to help us achieve our mission and goals.

Sincerely,



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

