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Dear Governor Nikki Haley:

As your constituent, and as an individual who works every day to modernize our country's health care system, I am writing to you about the future of primary care delivery.

Primary care offers great value. It improves individuals' health outcomes and reduces costs by preventing unnecessary and unwanted hospital stays. With a growing elderly population, increasing rates of chronic illness, and the changing desires of consumers who want more convenient access, we need more primary care capacity.

Unfortunately, even with recent growth in insurance coverage and a potential increases in primary care physicians, access remains limited for tens of millions of Americans, especially in rural areas and in lower-income communities.

I hope you continue to make strengthening primary care a priority. As you work with colleagues to increase primary care capacity and improve care delivery, please consider more broadly applying the following proven solutions:

- Shifting from a fee-for-service model to paying care providers for value and quality;
- Better leveraging nurse practitioners and physician assistants in primary care;
- Using care teams to increase capacity and better target resources; and
- Harnessing HIT to advance data sharing, care coordination, and patient engagement.

For more information on improving primary care to effectively modernize the health care system, I encourage you to review the UnitedHealth Center for Health Reform & Modernization's report, Advancing Primary Care Delivery: Practical Proven, and Scalable Approaches, available at [www.unitedhealthgroup.com/modernization](http://www.unitedhealthgroup.com/modernization).

Thank you for your consideration of these efforts to strengthen and expand the benefits of primary care for our state and our country.

Sincerely,  
Sandra Smith  
120 Fox Farm Way  
Greer, SC 29651-2113