



GREEN SPRING
HEALTH SERVICES, INC.

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MANAGING WITH CARE

November 13, 1998

To Whom it May Concern:

Tim Rolf was initially hired by Green Spring Health Services (GSHS) in 11-97 as a temporary employee for a 2 week assignment. Based on his ability to process data quickly & accurately and skills beyond those for which he was hired, GSHS upgraded Mr. Rolf's employment from 2 weeks to indefinite.

The most significant contribution Mr. Rolf made to GSHS (now Magellan Health Services) was building from the ground-up our corporate clinical library. This required organizational aptitude, the ability to self-learn specialized software programs, comprehension of complex behavioral healthcare issues, and the ability to locate clinician requested abstracts applicable to these issues on short notice. Clinical archives (which used to be stored in multiple locations with limited accessibility) are now electronically inventoried on widely accessible servers, physically stored in one central location, and augmented weekly with the latest clinical data electronically procured for clinicians by Mr. Rolf. Demand for library research services has ballooned since this new library format was created.

If Mr. Rolf's professional interests were in the mental health field, we would hire him without question. Based on our experience, we recommend him to you without reservation.

Sincerely,

Suzan Lumpkin, MPH
Director, Evaluation and Outcomes