



GOBIERNO DE PUERTO RICO  
Administración de Seguros de Salud

**Circular Letter 20-0826-02**

August 26, 2020

**To: Managed Care Organizations (MCOs), Pharmacy Benefit Manager (PBM), Pharmacy Program Administrator (PPA), Primary Medical Groups (PMGs), Primary Care Physicians, and Participating Providers of the Puerto Rico Government Health Plan, Vital Plan**

**RE: TTY NUMBER CHANGE – VITAL PLAN ENROLLMENT COUNSELOR**

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The Puerto Rico Health Insurance Administration would like to inform you that on August 1, 2020, the teletype (TTY) number for the Vital Plan Enrollment Counselor Call Center changed to the following: 1-888-984-0128. The TTY number is to be used only by individuals who are deaf or hard of hearing.

It is important that the Beneficiary Manual, website, promotions, and all other documents, in English and Spanish, that has the Enrollment Counselor TTY number listed be updated to reflect this change. Beneficiaries and providers of the Puerto Rico Government Health Plan, Vital Plan, should also be notified.

Sincerely,

Jorge E. Galva, JD, MHA  
Executive Director

