



Normative Letter: 20-0123-01

January 23, 2020

To: All Managed Care Organizations (MCOs) contracted by the Puerto Rico Health Insurance Administration (PRHIA) to provide physical and behavioral services under the Government Health Plan Program (GHP)

Re: Addendum to PRHIA/MCO Contract - Attachment 19 - Health Care Improvement Program (HCIP) Manual

This Normative Letter has the purpose of informing all MCOs the submission of the revised Attachment 19 - Health Care Improvement Program (HCIP) manual, which covers the period of November 1, 2018 - September 30, 2021. The MCO is required to submit to the Puerto Rico Health Insurance Administration the reports described on the HCIP manual, in strict accordance with the Reporting Timeframes set forth in the HCIP. Failure to report as indicated will be evaluated by PRHIA as potential contractual non-compliance by the MCO. These reports should be generated and deposited on the ASES Share File. Upon review of the quarterly reports associated with the HCIP, the Planning and Quality Office will proceed to evaluate them and certify the release of the retained funds as appropriate.

Cordially,


Jorge E. Galva, JD, MHA
Executive Director