



GOBIERNO DE PUERTO RICO  
Administración de Seguros de Salud

March 13, 2020

**To: Managed Care Organizations (MCO's) contracted to offer services under the Government Health Plan Program (Plan Vital); Medicare Advantage Organizations (MAOs); Pharmacy Benefit Management (PBM); Pharmacy Programs Administrators (PPAs)**

**Re: COVID-19 Contingency Plan**

This past Wednesday the Governor of Puerto Rico, Hon. Wanda Vázquez Garced, declared a state of emergency in response to the COVID-19 pandemic notified by the World Health Organization. All government agencies have been called to prepare contingency plans to deal with the potential obstacles and operational disruptions this situation may cause.

MCOs, MAOs, PBMs, PPAs and other organizations contracting with the PRHIA may suffer operational disruptions ranging from minor to significant. In the latter case, the payment cycle of providers, remittance of information to PRHIA, and direct services to the Plan Vital/Platino beneficiaries might also be disrupted. This situation, were it to arise, could impose considerable financial hardship on providers, service interruptions to Vital beneficiaries and disruption of information exchanges with PRHIA.

Consequently, we are requesting from your organization to provide PRHIA as soon as practicable, but no later than Tuesday, March 17, 2020, a comprehensive plan of mitigation dealing with:

1. Payment cycle to Vital providers, including utilization audits, payment reconciliation, transmittal of encounter information, electronic data transmission, etc.
2. Direct services to Vital beneficiaries.
3. Remittance of operational, financial and quality information to PRHIA as set forth in the Plan Vital contract and normative letters.
4. All additional contingency measures needed to insure uninterrupted services to providers and beneficiaries in accordance with the Plan Vital contract and normative letters.

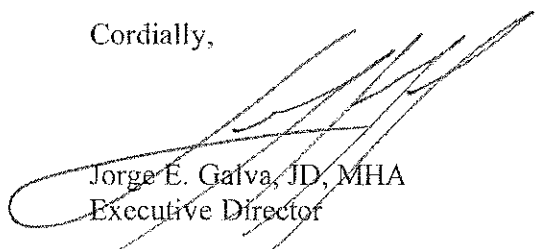


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PRHIA has a strong commitment to encourage and monitor the uninterrupted operational, financial and quality functions of our business partners during this crisis. As PRHIA business partners, we look to your cooperation and full assistance in performing all needed measures to ensure that our Plan Vital beneficiaries and providers receive the level of service and outcomes they are entitled to.

Cordially,



Jorge E. Galva, JD, MHA  
Executive Director

Cc Hon. Wanda Vázquez Garced, Governor  
Hon. Rafael Rodríguez Mercado, Secretary of Health  
Luz E. Cruz, Director Medicaid Office of Puerto Rico  
Ivelisse Salce, CMS



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