

Appendix L

Deliverables 2026

ADMINISTRACION DE
SEGUROS DE SALUD

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Contract Section	Deliverable	Contractor delivery date	ASES Division Approval	Status Yes/No
4.5.1	Cultural Competency Plan	On or before August 29, 2025	Clinical Operations & PROBENE	
5.3.9.1	Mental Health or Substance Use Disorder Benefits - Parity Requirements	August 29, 2025	Clinical Operations	
5.4	Advance Directives Policies and Procedures	August 29, 2025	Clinical Operations	
6.1.8.4.1.1 9	Evidence of all screen Providers evaluation according with the federal database specified in 42 CFR 455.436 to ensure that the payment to non-excluded individuals.	On monthly basic	Compliance Office	
6.1.8.4.1.1	Policies and Procedures Credentialing and Re-Credentialing	August 29, 2025	Compliance Office	
6.1.8.4.1.1 8	Written policies and procedures, that have been prior approved in writing by ASES, to ensure and verify that providers have appropriate licenses and certifications to perform services outlined in their respective Provider agreements; and	August 29, 2025	Compliance Office	
6.1.8.4.1.3	Standard Credentialing Form	August 29, 2025	Compliance Office	
6.1.2	Contractor shall submit to ASES at the beginning of this contract, the documentation assuring adequate capacity and services in compliance with 42 CFR 438.207(b) and other applicable regulations governing the ability to accommodate expected enrollment in accordance with ASES's standards for access and timeliness of care.	August 29, 2025	Clinical Operations	
6.1.2.11	Written policies and procedures for the selection and retention of Network Providers	August 29, 2025	Clinical Operations	
7.1 and 7.1.5	Provider Guidelines and the evidence of receipt shall include the legible name of the Network Provider, NPI, date of delivery, and signature of the Network Provider and shall be made available	August 29, 2025.	Clinical Operations and PROBENE	
7.1.6	Policies and Procedures to inform its Provider Network, in a timely manner, of programmatic changes such as changes to drug formularies, Covered Services, and protocols.	August 29, 2025	Clinical Operations and PROBENE	

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8.2.2	Utilization Management Policies and Procedures	August 29, 2025.	Clinical Operations	
8.2.2.1	Utilization Guidelines to be used in clinical audits	30 days after the contract signature	Executive Director Office and Clinical Operations	
9.1.5	The Contractor shall provide the results of all audits conducted of the Medicare product under the Medicare Advantage product that operates with the Platino Medicaid program within the past five years by January 30, 2026 . The Contractor shall also submit any responses submitted and any corrective action plans developed based on the findings. Audits and oversight reviews may include, but are not limited to reviews of quality, access, timeliness of services for Enrollees, claims, encounters, policies and procedures, program integrity, or any other results from an accreditation oversight body. Any new reports received shall be submitted within 30 days of receipt from CMS or another oversight body.	January 30, 2026	Clinical Operations	
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9.2.3	Copy of the _ Chronic Care Improvement Program (CCIP) and of the Attestation submitted to CMS of the CCIP.	January 15, 2026	Clinical Operations	
9.2.4	QAPI program	August 29, 2025	Clinical Operations	
10.1.6	Fraud, Waste and Abuse Policies and Procedures	August 29, 2025.	Compliance Office	
10.2.1	Fraud, Waste and Abuse Compliance Plan	August 29, 2025	Compliance Office	
10.3.2	Program Integrity Plan	August 29, 2025	Compliance Office	
10.6.2	The methodology and sampling process to verify with its Enrollees on a monthly whether services billed to the Contractor by Providers were actually received.	August 29, 2025	Compliance Office	

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10.7	Policies and Procedures in compliance to Stark Law	August 29, 2025	Compliance Office	
11.1.4	Grievances and Appeals Policies and Procedures,	August 29, 2025.	PROBENE	
11.1.13	Grievances and Appeals System Form	August 29, 2025	PROBENE	
11.5.9	Policies and Procedures for Expedite Review Process for Appeals	August 29, 2025	PROBENE/ Legal Office	
13.6.1	Payment Schedule	August 29, 2025	Finance Office	
14.5.7	Annual System Incident Report	January 15, 2027	Information System	
14.5.13	Annual basis test its BC-DR Plan	January 30, 2026 Annual & 30 calendar days of completion of tests	Information System	
14.7.7	Copy of the HIPAA Notice of Privacy Practices	August 29, 2025	Information System	
14.8.1	Written System Process and Procedure Manuals document and describe all manual and automated system procedures for its information management processes and Information Systems.	August 29, 2025	Information System	
14.10.1	Disaster Recovery and Business Recovery Plan	August 29, 2025	Information System	
20.1.2	Certification that report any loans or other special arrangement made between Contractor and any provider	August 29, 2025	Finance /Legal Office	
20.1.4	Annual Report required to be filed with the Puerto Rico Office of the Insurance Commissioner (OIC Report), for the year ended.	Before March 31, 2026	Legal/ Finance Office	

Contract Section	Deliverable	Contractor delivery date	ASES Division Approval	Status Yes/No
26.1	The Contractor must submit a copy of its Insurance License and Certificate of Solvency, both issued by the Office of the Puerto Rico Insurance Commissioner.	(30) Calendar Days of the expiration date of the license.	Legal/ Finance Office	
27.2.1.1	Certification issued by the Treasury Department of Puerto Rico (Model SC-2888) with evidence that that the Contractor has filed income tax returns in the past five (5) years or has non-profit status;	January 15, 2026	Legal Office	
27.2.1.2	Certification from the Treasury Department of Puerto Rico that Contractor has no outstanding debt with the Department or, if such a debt exists, it is subject to a payment plan or pending administrative review under applicable law or regulation (Model SC-3537);	January 15, 2026	Legal Office	
27.2.1.3	Certification from the Center for the Collection of Municipal Revenues certifying that there is no outstanding debt or, if a debt exists, that such debt is subject to payment plan or pending administrative review under applicable law or regulations;	January 15, 2027	Legal Office	
27.2.1.4	Certification from the Department of Labor and Human Resources certifying compliance with unemployment insurance, temporary disability insurance and/or chauffeur's social security, if applicable	January 15, 2026.	Legal Office	
27.2.1.5	Evidence of Incorporation and of Good Standing issued by the Department of State of Puerto Rico;	January 15, 2026	Legal Office	
27.2.1.6	Certification of current municipal license tax ("Patentes Municipales"), if applicable;	January 15, 2026	Legal Office	

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27.2.1.7	Certification issued by the Minor Children Support Administration (“ASUME”, by its Spanish acronym) of no outstanding alimony or child support debts, if applicable	January 15, 2026.	Legal Office	
27.2.2	A sworn statement certifying that it has no debt with the government of the Government of Puerto Rico, or with any state agencies, corporations or instrumentalities that provide or are related to the provision of health services	January 15, 2026	Legal Office	
27.2.3	Certification from the Puerto Rico Administration of Medical Services (“ASEM”, its Spanish acronym) certifying that there is no outstanding debt or, if a debt exists, that such debt is subject to a payment plan or pending administrative review under applicable law or regulations	January 15, 2026	Legal Office	
29.1.6	Policies and Procedures for protection of all records and all other documents deemed confidential information. (Security and Privacy)	August 29, 2025.	Information System	
29.3.5	Annual report of events or suspected data disclosures	March 15, 2027	Compliance Office	
33.2	Conflict of Interest Form,	January 15, 2026	Legal Office	

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Contrato Número

REV. MMATOS 12/Junio/2025
OFICINA DE CUMPLIMIENTO


