



**CIRCULAR LETTER 2023-0118-1**

January 18, 2023

**To: Managed Care Organizations (MCOs) contracted by the Puerto Rico Health Insurance Administration (PRHIA) under the Vital Program, Primary Medical Groups, Primary Care Physicians, Specialists and Sub-Specialists, and Participating Providers**

**Re: Vital Program open provider network**

In response to the issues faced by the local public health sector, the Vital Program agreements between the Puerto Rico Health Insurance Administration (PRHIA) and the Managed Care Organizations (MCOs) that came into effect on January 1, 2023, implemented various initiatives destined to ameliorate any detrimental impacts presented by negative circumstances. One such measure is the requirement that MCOs must open their provider network to all providers who agree to accept the contractual terms and conditions that are offered by the MCO and/or the MCOs' subcontractors.

As part of the PRHIA-MCO agreements, MCOs are compelled to enroll all eligible and willing providers within their network. Section 9.1.1.9 of the Agreements requires MCOs to contract with any Provider that satisfies Contractor's credentialing standards and agrees to the terms of the Provider Contract. Furthermore, Section 9.1.1.4 of the Agreement states that "[u]pon declining to include a Provider or group of Providers that have requested inclusion in the Contractor's General Network, the Contractor shall give the affected Provider(s) written notice explaining the reason for its decision".

PRHIA issues this Circular Letter to urge MCO compliance with the mentioned contractual requirements.

We remind MCOs that, in accordance with Articles 19 and 20 of the Vital Program contract, the agency has the right to issue sanctions and penalties if MCOs fail to comply with any of the obligations under the agreements.

Sincerely,

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Executive Director

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