



November 22, 2024.

Normative Letter 2024-1122

**TO: Managed Care Organizations (MCOs) under contract for the Government Health Plan (Vital), Primary Care Physicians (PCP), Primary Medical Groups (PMG), Participating Providers and Pharmacy Benefit Administrator (PBM)**

**Re: Member Change Period for Vital Plan Beneficiaries**

Per federal regulation and as established in the contract between the Puerto Rico Health Insurance Administration (PRHIA) and the contracted MCO's, beneficiaries must be given the opportunity to change MCO every year. Between January 1, 2025, through February 14, 2025, beneficiaries will have 45 days to change MCOs for any reason. This period is referred to as the Open Enrollment Period (OEP).

This way, and as established in the Vital Plan contract, each MCO must send specific instructions to the beneficiaries on how to contact the Enrollment Counselor and receive information about their options and how to change their MCO. If the beneficiary doesn't change MCO, they will remain enrolled in their current MCO.

Beneficiaries that select a new MCO through the Enrollment Counselor may also change their PCP or PMG as established in section 5.2.6.1 of the Vital contract. If the change is only for PCP/PMG, it will be processed directly by the MCO. Changes can also be made through the Enrollment Counselor's web page <http://www.planvitalpr.com>, or the ASES Vital App that may be downloaded at the Google Play Store or the iOS Apple Store, or by calling the Vital Enrollment Counselor at 1-833-253-7721.

By December 2, 2024, each MCO must send a notice to all beneficiaries currently enrolled in the MCO and provide official notice of the Open Enrollment Period. The notice must be reviewed and approved by ASES and must contain the following information in accordance with **42 CFR 438.54(d)(3)**.

The notice must include:

- Notice that as of January 1, 2025 the Member will be enrolled in their current plan;
- Notice that there will be a change period from January 1, 2025 to February 14, 2025 during which a Member can choose a different MCO;
- The list of MCOs available for enrollment;
- Clear instructions to the potential enrollee on how to inform the state/territory on the MCO selection;
- Implications for not actively choosing an MCO;
- An explanation of the enrollment period timeframe, the 45-day without cause disenrollment period, and other disenrollment information (e.g., just-cause disenrollment after the open enrollment period)



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- Contact information for the member support system.
- Information requirements that comply with 42 CFR 438.10.

The MCO shall not include any additional messages to the beneficiaries in this communication. For everybody's best service, attached to this Normative Letter you will find the model of the letter to be sent to each beneficiary.

Following the mailing, the MCO must send an attestation to the ASES Compliance Officer in charge of the MCO certifying that the mailing was completed. This document has to be received in ASES on or before Friday, December 6, 2025.

Thank you for your cooperation in ensuring this important notice is provided to your beneficiaries.

Best regards,



Carlos E. Guzmán Otero, BBA  
Director, Customer Service Department