



OFFICE OF THE

COMMISSIONER OF INSURANCE

GOVERNMENT OF PUERTO RICO

February 12, 2026

CIRCULAR LETTER: CC-2026- 2060-D

TO ALL HEALTH INSURANCE ORGANIZATIONS OR INSURERS THAT WRITE COMMERCIAL HEALTH INSURANCE IN PUERTO RICO

EXTENSION OF CIRCULAR LETTER CC-2026-256-D ON SCHEDULED UPGRADE TO THE HEALTHCARE PROVIDER CREDENTIALS PORTAL

To Whom It May Concern:

The Office of the Commissioner of Insurance of Puerto Rico (OCI) implemented the Healthcare Provider Credentials Portal with the purpose of centralizing and standardizing the credential verification process, in compliance with Act No. 73-2023 and Chapter 18 of the Health Insurance Code.

In Circular Letter CC-2026-256-D, issued on January 26, 2026, the OCI notified that certain technological challenges had been identified that required additional adjustments to the Portal Form. As part of this process, upgrades were initiated to strengthen the functionality, reliability, and efficiency of the system.

The OCI notifies that these adjustments and upgrades will continue to be implemented progressively, subject to the development and validation of the appropriate technological solutions, in order to ensure operational stability and effective compliance with the applicable regulatory framework.

Therefore, and while the technological adjustments are being completed, the OCI is extending the period during which no fines or administrative penalties will be imposed for non-compliance related to the use of the Credentials Portal. This period will be taken into consideration when evaluating any investigation, complaint, or administrative proceeding related to the use of the Portal. Barring any additional issues, the Portal should be operating normally as of March 2, 2026.

The foregoing does not constitute a general waiver of compliance with applicable legal and regulatory provisions, nor does it limit the OCI's authority to evaluate and resolve each matter in accordance with law, taking into account particular circumstances.

The OCI acknowledges that technological transition processes may entail temporary operational adjustments and regrets any inconvenience that this stage may cause. These actions are part of a necessary structural process to strengthen the system and optimize credentialing processes in a sustainable manner.

During this transition period, any insurer or health care professional facing specific situations may contact the OCI directly for individualized guidance and assistance.

For these purposes, you may contact us at 787-304-8686 ext. 2412 or credenciales@ocs.pr.gov

The OCI will continue to address each situation within the applicable legal framework and reaffirms its commitment to a nimble, reliable, and efficient system for the entire sector.

Please take notice of the content of this Circular Letter.

Very truly yours,

SIGNED

Suzette Del Valle-Lecároz, Esq.
Commissioner of Insurance