

Dear Administrator:

Greeting from the Triple S Salud, Inc. team.

As a result of the impact of Hurricane Fiona through the island, effective September 20, 2022, the following waivers will be implemented:

- **Out-of-network providers.** We will allow access in Puerto Rico to out-of-network providers without applying penalties or restrictions.
- **Telemedicine.** Medical consultations by phone and virtually through our extensive provider network. There is no copayment or coinsurance for these consultations.
- **Referrals and preauthorization.** All preauthorization and referral requirements are suspended for services rendered in Puerto Rico.
- **Dispensing Drugs.** All pharmacy edits to manage drugs utilization are suspended. This change means we will not apply preauthorization requirements, quantity limits, refill too soon, mail order and mandatory 90-day supplies, maximum dose verification, step therapy and limits related to medical specialties. Besides, the pharmacist will be able to process a one-time thirty (30) days emergency supply. Although edits have been waived, our pharmacy personnel are constantly monitoring utilization to ensure the appropriate use of services.
- **Premium payment grace period.** Triple-S will grant the premium payment grace period of thirty (30) days as established by the Office of the Insurance Commissioner of Puerto Rico.

This determination is made in accordance with the regulatory letter CN-2022-317-D and CN-2022-318, available in the following link: <https://ocs.pr.gov/Pages/default.aspx>

Also, our insureds have the following Service Centers available from 8:00 am through 5:00 pm:

- Central Office / San Juan, Manatí, Ponce, Fajardo, Aguadilla, Mayagüez y Caguas

The Call Center for members of the commercial line of business will be operating from 7:30 a.m. until 8:00 p.m. If you need assistance, please call 787-774-6060 (metro area) or 1-800-981-3241 (toll free number). Further updates related to the Call Center or the Service Centers available in the following link: <https://salud.grupotriples.com/en/>

We restate our commitment to provide a service of excellence and the necessary support to ensure the continuity of care of the population we serve. Should you need additional information, please do not hesitate to contact us.

