



# HEALTH PLAN SUMMARY

FOR FEDERAL  
EMPLOYEES & RETIREES

**PUERTO RICO 2020**



# WELCOME TO TRIPLE-S SALUD

Our focus is prevention. This is why we offer a variety of innovative programs and services for the care of your health and well-being.

This guide will help you know how your plan works and all services you have available with Triple-S Salud. Read it with care and take advantage of everything we offer you!



# NOW WITH LOWER RATES AND MORE BENEFITS FOR YOU!

Dear Federal Member:

Beginning January 1st, 2020, you will continue to enjoy all the new and enhanced benefits of being part of the Triple-S Salud family. We are happy to share with you the changes in your benefits for 2020! You can review further details in Section 2 of your 2020 FEHB brochure.

- We lowered your share for non-Postal premiums.
- We now cover general physician visits with a **\$0** copay at **Salus Clinics**; other general, specialist and sub-specialist's visits will be covered with a **\$7.50** copay.
- We now cover acupuncture for pain management with a **\$10** copay, up to 10 visits per policy year, using our contracted network. We will not cover services received out of network. Previously this benefit was not covered.
- We now cover the **Medela Double Electric Breast Pump** for pregnant women, limited to one per birth at **\$0** copayment. To coordinate your delivery, call our Prenatal Program at 787-749-4949 ext. 832-2042.
- We now cover urgent care centers within our network with a **\$10** copay.
- We now cover screening and counseling interventions to reduce unhealthy alcohol use in primary care settings.
- We continue to offer air ambulance services within Puerto Rico and US Virgin Islands, subject to medical necessity up to \$50,000 per occurrence. You pay nothing up to \$50,000 per occurrence.
- We now pre-authorize treatment for lymphedemas, when the treatment is other than any physical complication after a mastectomy procedure.

To get your 2020 FEHB Brochure or to learn more, visit our website at [www.ssspr.com/federal](http://www.ssspr.com/federal).

**Thank you for trusting your health to us!**

PUERTO RICO		NON-POSTAL PREMIUM		POSTAL PREMIUM	
ENROLLMENT CODE	TYPE OF ENROLLMENT	BIWEEKLY	MONTHLY	CATEGORY 1	CATEGORY 2
891	Self Only	\$45.00	\$97.51	\$43.20	\$37.35
893	Self Plus One	\$101.05	\$218.95	\$97.01	\$83.87
892	Self and Family	\$103.06	\$223.30	\$98.94	\$85.54

## Federal Employees Health Benefits Plan (Effective 01/01/20)

Services	Copays and coinsurance
<b>Basic Coverage</b>	
<b>Preventive</b>	
Preventive Care Services at Participating Preventive Centers	\$0
Immunizations	\$0
<b>Medical Visits</b>	
General Practitioner in Salus Clinics	\$0
General Practitioner	\$7.50
Specialist	\$7.50
Sub-specialist	\$7.50
Nutritionist	\$0   Up to 4 visits per year
Chiropractor	\$0   1 Initial and 1 subsequent
Acupuncture	\$10   Up to 10 visits per year
<b>Maternity Care</b>	
Prenatal care and postnatal care	\$7.50
Delivery	\$0
Medela Double Electric Breast Pump	\$0
<b>Therapies</b>	
Chiropractic Manipulations	\$0   Up to 15 visits per year
Physical Therapy	\$10
Respiratory Therapy	\$10
<b>Tests</b>	
Labs	\$1.00 per diagnostic test
Imaging Studies (X-rays, Sonograms, MRI, MRA, CT Scan)	\$0
Allergy tests	\$10
<b>Mental Health</b>	
Group Therapy	\$7.50
Collateral Visits	\$7.50
Psychiatrists, Psychologists and Clinical Social Workers Visits	\$7.50
Hospitalization   Partial Hospitalization	\$0.00, you may coordinate services with FHC 1-800-660-4896
<b>Hospitalization</b>	
Regular & Partial	\$0
Skilled Nursing Facility	\$0
<b>Emergency Services</b>	
Emergency room at a hospital	\$25
Recommended by Teleconsulta	\$15
Urgent Care Centers	\$10
<b>Ambulatory Surgery</b>	
Lithotripsy	\$0
<b>Other</b>	
Durable Medical Equipment	20% with Pre-authorization
Services by Non-Participating Providers in Puerto Rico	10%

Table continues on the next page.

## Federal Employees Health Benefits Plan (Effective 01/01/20)

### Services

### Copays and coinsurance

#### Services in United States

We cover emergencies or services that we have pre-authorize. When you receive covered services outside the service area that are neither emergency nor pre-authorized, we will reimburse 90% of Triple-S Salud established fees. For more information please refer to Section 1 of your brochure.

#### Pharmacy Coverage

##### **30 Day Supply (Retail Pharmacy)**

Tier 1: Generic prescription drugs  
 Tier 2: Preferred brand prescription drug  
 Tier 3: non-preferred brand name drugs

Tier 4: Preferred Specialty/biotech drugs  
 Tier 5: Non-Preferred Specialty/biotech drugs

\$2.00 for unit or refill  
 \$20 for unit or refill  
 20% or \$20, whichever is higher  
 \$125 maximum out of pocket for unit or refill.  
 25% or \$200, whichever is the lowest for unit or refill  
 30% or \$300, whichever is the lowest for unit or refill

Antihypertensives, antidiabetics (except insulins), antihyperlipidemics (only statins), and Naxolone will be covered at 100%.

##### **90 day supply and mail order**

Tier 1: generic prescription drugs  
 Tier 2: preferred brand prescription drug  
 Tier 3: non-preferred brand name drugs

\$4.00 for unit or refill  
 \$40 for unit or refill  
 20% or \$60, whichever is higher  
 \$375 maximum out of pocket for unit or refill.

#### Vision

Glasses or Contact Lenses up to 21 years of age

Covered up to a maximum benefit of \$109.

#### Dental

Preventive Cleaning (adults and children, one every 6 months)  
 Periapical and bitewing X-rays  
 Panoramic X-Ray (one group every 3 years)  
 Amalgam restorations, Endodontics, Restorative and Oral Surgery

\$0  
 \$0  
 30%  
 30%

#### Organ and Tissue Transplant

Solid organ transplants, tandem blood and marrow stem cell transplant, mini transplants (preauthorization by plan required).

\$0

#### Other Benefits

Chemotherapy  
 Radiotherapy

\$10  
 \$10

#### Maximum Out of Pocket

For medical, pharmacy and hospital services given by participating providers \*

\*Non-essential benefits, services not covered or given by providers outside our network aren't eligible for the accumulation of maximum out of pocket.

\$6,600 Self Only  
 \$13,200 Self Plus One & Self and Family



## Service centers

### MAIN OFFICE

1441 F.D. Roosevelt Ave.  
San Juan, PR 00920  
Monday to Friday 8:00 a.m. - 5:00 p.m.

### PLAZA LAS AMÉRICAS

2nd Level  
(Entrance through north parking)  
Monday to Friday 8:00 a.m. - 7:00 p.m.  
Saturday 9:00 a.m. - 6:00 p.m.  
Sunday 11:00 a.m. - 5:00 p.m.

### PLAZA CAROLINA

2nd Level  
Monday to Friday 9:00 a.m. - 7:00 p.m.  
Saturday 9:00 a.m. - 6:00 p.m.  
Sunday 11:00 a.m. - 5:00 p.m.

### ARECIBO

Caribbean Cinemas Building, Suite 101  
Road 2 km 81.0 Arecibo, PR 00612  
Monday to Friday 8:00 a.m. - 5:00 p.m.

### CAGUAS

Angora Building, Luis Muñoz Marín Ave.  
Corner/Street Troche, Caguas, PR 00725  
Monday to Friday 8:00 a.m. - 5:00 p.m.

### MAYAGÜEZ

Road 114 km 1.1 Castillo Community,  
Mayagüez, PR 00680  
Monday to Friday 8:00 a.m. - 5:00 p.m.

### PONCE

2760 Maruca Ave.  
Ponce, PR 00728-4108  
Monday to Friday 8:00 a.m. - 5:00 p.m.

## Service call center

787-774-6081  
Toll Free: 1-800-716-6081  
(TTY / TDD) 787-792-1370  
Toll Free: 1-866-215-1999

### SERVICE HOURS (AST):

Monday to Friday 7:30 a.m. - 8:00 p.m.  
Saturday 9:00 a.m. - 6:00 p.m.  
Sunday 11:00 a.m. - 5:00 p.m.

# Self-Service

Use your online tools to handle your plan at any time and without waiting.

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## TELEXPRESO

787-774-6060

1-800-981-3241

(free of charge)

### In Telexpreso, you can:

- Check your eligibility and your dependents
- Check the status of a reimbursement
- Get information on asking for a reimbursement, copies of your ID cards, certifications, among others.

## INTERNET

ssspr.com

### Connect to ssspr.com

In our portal, you can:

- Check your and your dependents' eligibility
- Get a Coverage Certificate
- View your:
  - coverage
  - drugs and pharmacy plan through SSS pharmacy
  - record of services received
- Ask for copies of your ID card
- Request and check the status of a reimbursement

## MOBILE APP

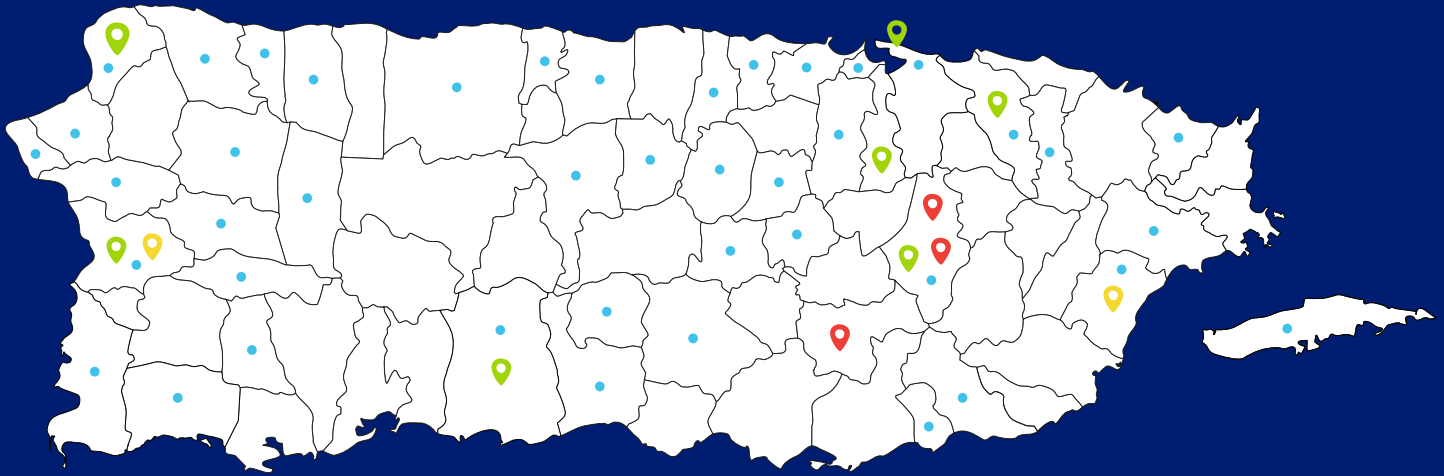
Triple-S Salud

For iOS or Android

### You can enjoy these useful benefits:

- Your Card Always with You: Email your plan ID card or your dependent's card to doctors
  - Review your and your dependent's coverage easily
  - Find the provider nearest you
  - Have our main phone numbers and addresses
  - Service questions
  - View the records of the care you received
-

Your Triple-S Salud plan gives you easy access to health care services all around the island



• URGENT CARE CENTERS (See Provider Directory)

📍 SALUS 📍 PREMIER 📍 HAS

**SALUS**  
HEALTH MADE EASIER

**787.789.1996**  
saluspr.com

**\$0 COPAY**  
in generalist  
A single electronic medical record

## 📍 GUAYNABO

- Primary Care Physicians • More than 40 Specialists
- Dentists • Imaging Centers • Women's Health and Breast Care • Mammograms, Sonograms, and Biopsies • Chronic Condition Management
- Preventive Programs • Laboratory • Pharmacy

Ave. Casa Linda #1, Carr. 177, Los Filtros, Km. 2.0, Bayamón  
(by the entrance to the American Military Academy)  
**Mon - Fri** 7:00 a.m. - 6:00 p.m. / **Sat** 8:00 a.m. - 3:00 p.m.

## 📍 CAROLINA

- Primary Care Physicians • Specialists
- Imaging Center • Audiology Center
- Laboratory • Walk-ins welcome

Carr. 190, Km. 1.8, Sabana Abajo (entry by Universidad Ana G. Méndez)  
**Mon - Fri** 8:00 a.m. - 5:00 p.m.

## 📍 CONDADO

- Primary Care Physicians • Pediatric Care • Nutrition
- Immunizations • Walk-ins welcome

2 Calle Washington, San Juan  
Administration Building, Ashford Presbyterian Community Hospital  
(first floor, behind the emergency room)

**Mon - Fri** 8:00 a.m. - 7:00 p.m. / **Sat** 8:00 a.m. - 12:00 m.d.

## 📍 PONCE

- Primary Care Physicians • Walk-ins welcome
- Calle Navarra 1825, Torre Sofía, 3rd floor  
**Mon - Fri** 8:00 a.m. - 5:00 p.m.

## 📍 AGUADILLA

- Primary Care Physicians • Walk-ins welcome
- Aguadilla Medical Services  
**Mon - Fri** 8:00 a.m. - 5:00 p.m.

## 📍 CAGUAS

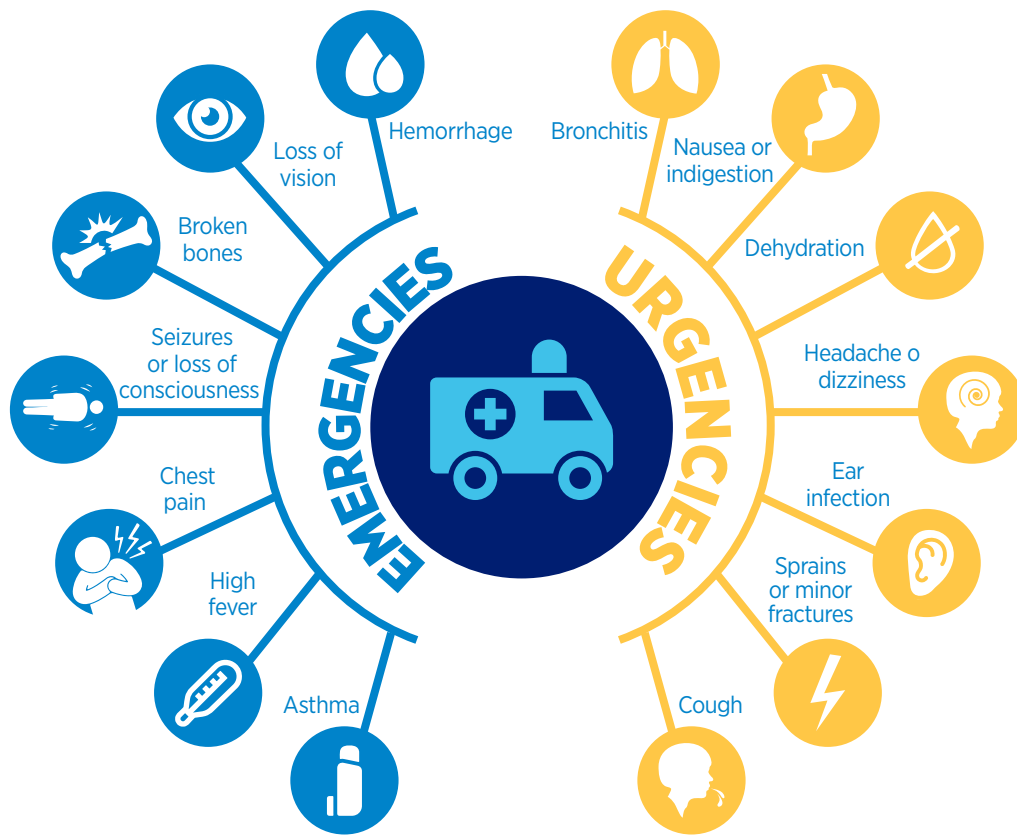
- Primary Care Physicians • Walk-ins welcome
- Plaza del Carmen Mall, Suite 29  
**Mon - Fri** 8:00 a.m. - 5:00 p.m.

## 📍 MAYAGÜEZ

- Primary Care Physicians • Walk-ins welcome
- Urb. La Sultana, UBS Financial building  
**Mon - Fri** 8:00 a.m. - 5:00 p.m.

\* Services vary by clinic and/or urgent care center.





## URGENT CARE CENTERS

**COPAY: URGENCY \$10 / EMERGENCY ROOM \$25**

**WIDE NETWORK INCLUDING 44 MUNICIPALITIES**

**Save time and money. Visit an urgent care center when you have a health situation that needs quick medical attention but your life is not in danger.**



### HUMACAO

- General Practitioners • Laboratory • X Rays
- Hydration • Minor Surgery • Respiratory Therapy

Boulevard del Río

**Mon** 8:00 a.m. - 8:00 p.m. / **Tues - Sun** 8:00 a.m. - 6:00 p.m.

[www.premiermedicalcenterpr.com](http://www.premiermedicalcenterpr.com)

787.656.2727

### CAYEY

- General Practitioners • X Rays • Laboratory
- Minor Surgery • Hydration
- Respiratory therapy • Health Certificates

Cayey Shopping Center

**Mon - Sun** 7:30 a.m. - 9:00 p.m.

[www.haspr.com](http://www.haspr.com)

787.286.6060

### MAYAGÜEZ

**SOON!**

- General Practitioners • Laboratory • X Rays
- Hydration • Minor Surgery • Respiratory Therapy

Plaza Sultana

**Mon** 8:00 a.m. - 8:00 p.m. / **Tues - Sun** 8:00 a.m. - 6:00 p.m.

[www.premiermedicalcenterpr.com](http://www.premiermedicalcenterpr.com)

787.656.2727

### CAGUAS

- General Practitioners • X Rays • Laboratory
- Minor Surgery • Hydration
- Respiratory therapy • Health Certificates

Plaza del Carmen Mall

**Mon - Sun** 7:30 a.m. - 9:00 p.m.

[www.haspr.com](http://www.haspr.com)

787.286.6060

Calle Troche

**Mon - Sun** 7:30 a.m. - 9:00 p.m.

[www.haspr.com](http://www.haspr.com)

787.286.6060

\* Refer to the Provider Directory for the full list of Emergency Centers

# Health information Hotline

**Teleconsulta is an exclusive health information hotline from Triple-S Salud, available 24 hours a day, 7 days a week, 365 days a year.**

Staffed by highly trained nursing professionals.



**Our calling is to take care of you.**

**Call  
1-800-255-4375**

(the number is also on your ID card)

**Our professionals at TeleConsulta, with over 5 years of experience will gladly answer your questions on any healthcare topic that may interest or worry you.**

Call us in confidence if:

- You feel sick, have some pain and don't know what to do
- You have questions about prescription drugs
- You want to know more about some conditions like asthma, diabetes, high blood pressure, among others
- You have doubts about a procedure or routine examination
- Your children are sick and you don't know what to do to ease symptoms
- Need advice about nutrition, diet and exercise

**Our nursing professionals will guide you if you need to:**

- Make an appointment with your doctor
- Do something to ease the symptoms that you have safely and reliably in the comfort of your home
- Go to an emergency room

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Teleconsulta is an exclusive service of Triple-S Salud for their members and it is administered by Axis Point Health, an independent contractor that provides phone health information and orientation services.

# TeleConsulta MD

You don't have time to waste!

- Have a virtual visit with a doctor. Save time and avoid long waits in the Emergency Room.
- Doctor electronically sends your prescription to the pharmacy.
- Have a doctor evaluate you immediately or choose the time of your appointment.
- Receive lab and preventive test orders.
- Share results of labs and pictures with your doctor.

Available 7 days a week from 6am - 10pm

The costs for services are:

- \$10 (for first 4 visits)
- \$40 (5th visits or more)

Download the app or visit  
[TeleConsultaMD.com](https://TeleConsultaMD.com)



# CONTIGO

## IN THE HOSPITAL

### SPECIALIZED CARE DURING YOUR HOSPITALIZATION



Because you deserve care as special as you, you will receive personalized assistance during your hospital stay and guidance for a successful transition of care with your primary doctor.

We want to help you complete your treatment as prescribed and avoid the need to return to the hospital.

#### AMONG THE SERVICES GIVEN ARE:

- Coordination of services or equipment needed to continue treatment at home
- Coordination of follow up visit with your doctor in the first seven days after discharge
- Medication reconciliation
- Educational information about your medical conditions
- Member rights and duties guidance
- During admission our case manager will contact you and become part of your discharge planning



ASHFORD PRESBYTERIAN



CENTRO CARDIOVASCULAR



MANATÍ MEDICAL CENTER



MAYAGÜEZ MEDICAL CENTER



SAN LUCAS PONCE



DOCTORS' CENTER HOSPITAL  
San Juan • Bayamón • Carolina





# WE GO THE EXTRA MILE TO TAKE CARE OF YOU

## CLINICAL CARE PROGRAMS



At Triple-S, we go the extra mile to take care of your health. We have a group of experts available to you, including nurses, health educators, social workers, and nutritionists focused on your wellbeing.

### CLINICAL CARE PROGRAMS:

- Evaluate your health, social, and nutritional needs.
- Develop a health care plan based on your specific needs.
- Schedule your services (appointments and others).
- Coordinate group and individual educational activities for physical and mental health.
- Manage chronic health conditions that are out of control.

### HEALTH MODIFICATION AND CARE PROGRAMS:

**Do you need help controlling a chronic condition? Our team is available to offer the tools you need to manage and care for conditions, such as:**

- Diabetes
- Asthma
- Heart Failure
- Hypertension
- Chronic Obstructive Pulmonary Disease (COPD)
- Obesity

### We also have programs to help you manage:

- High-risk pregnancies
- Terminal stage cancer
- Ulcers and homebound care needs
- Children with special needs requiring service coordination
- High usage of emergency room services
- Cerebrovascular accidents
- Mental health

For more information about our Clinical Care Programs, please call us at **787-706-2552**.

### CONTACT US

M-F 8:00 a.m. – 4:30 p.m.

787-706-2552 or 1-800-981-4860

Fax: 787-774-4824 or 1-855-887-8275

Email: [manejocasos@ssspr.com](mailto:manejocasos@ssspr.com)

# PREVENTIVE CENTERS



Triple-S has 10 Preventive Care Centers that promote the health and well-being of your staff. These centers simplify access to preventive checkups for better quality of health. Through these centers, members 21 years and over can get their yearly checkup in one visit without copayments in most tests.

## NO COPAYS OR LONG WAITS!

### ■ EVALUATION

- Medical history
- Physical examination
- Screening of depression
- Risk behavior
- Guidance: alcohol, smoking, diet, nutrition and others



### PREVENTIVE CARE CENTERS

#### **SALUS, Guaynabo**

(787) 789-1919 ext. 1044 & 1054  
(787) 999-3096

**SALUS, Carolina** (787) 999-0580  
noemi.cruz@saluspr.com

**SALUS, Ashford Condado** (787) 999-0569  
michelle.rodriguez@saluspr.com

**Tiger Med, Caguas** (787) 646-2800  
(787) 286-2800 ext. 636 & 248  
ssspreventive@tigermedpr.com

**Centro de Medicina y Cirugía Ambulatoria San Sebastián** (787) 501-5324, (787) 926-0000  
coordinadora.spc2@cmcapr.com

**Preventive Care Service, Ponce**  
(787) 651-1435, (787) 651-6479  
(787) 651-3607, (787) 651-3914  
citas@preventivecareservicespr.com

**Villa Los Santos, Arecibo**  
(787) 879-1585 ext. 233  
relacionespublicas@cdtvillalossantos.com

**Bella Vista Family Medicine Center, Mayagüez**  
(787) 834-6160 ext.203; (787) 834-6172  
imunizbfmc@gmail.com

**Wellness Alliance, Guaynabo**  
(787) 708-6777, (787) 708-6778

**Centro Preventivo de Quebradillas, Quebradillas**  
(787) 919-7277, (939) 225-7867

# Travel healthy with all the benefits **The Blue Card Program** has to offer



**Thanks to our affiliation with BlueCross BlueShield, you can access health care services with your Triple-S Salud card when you travel to the United States.**

**You may use the BlueCross BlueShield network of participating providers, available throughout the United States, for:**

- **Medical emergencies**
- **Treatments not available in PR\***
- **Full-time college students\*\***
- **Temporary Duty Assignment (TDY) of up to 3 months\*\*\***



1. To find program providers, you may call 1-800-810-BLUE (2583) or visit <http://provider.bcbs.com/>.
2. Visit a participating healthcare provider in the BCBS network and show your insurance card.
3. The provider will verify your eligibility and your policy deductibles, coinsurance, and conditions. The provider will then bill their local BlueCross BlueShield.
4. You will pay the deductible and coinsurance corresponding to your benefit in the United States.
5. The BCBS plan in the area the service was provided will pay the provider and send Triple-S Salud the insurance claim electronically.
6. Triple-S Salud will reimburse the BCBS plan. They will also mail you a report with the explanation of provided services.

\* Requires Preauthorization

\*\* Requires a certificate from the university

\*\*\* Only available for the primary policyholder

# Health Risk Assessment HRA

To help you achieve your health goal, we offer you the Health Risk Assessment (HRA). This online tool allows you to identify risk factors and lifestyles that can affect your well-being and your family.

## ***Take control of your health!***

When completing the questionnaire, the HRA tool develops a general evaluation of health and offers you recommendations for improvement of your health. Share it with your doctor and follow his/her instructions for tests and other preventive diagnostic tests.\*



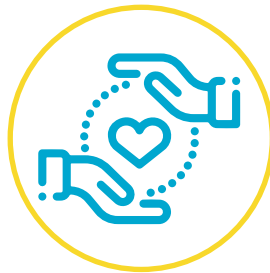
\* Requires registration at [ssspr.com](http://ssspr.com)



# Health Up



**Healthy  
Employees**



**Healthy  
Organizations**



**Healthy  
Workplaces**

**“Health Up” Program focuses on giving federal employees the opportunity to receive Health at Work with a creative, convenient and effective way to practice awareness and prevention.**

**A Health Champion is a key team player identified in your agency to facilitate and coordinate activities for your agency. Want to be healthier and live happier? We can help! Ask how our Health Up Program can help you.**

Our goal is to help you make informed health choices that matter helping you reach your health goals and wellbeing.

**Be a champion,  
Contact us today!**

Contact the Federal Programs Administration team at:

[fpad@ssspr.com](mailto:fpad@ssspr.com)



***Better Health,  
Better Living...  
Better You.***

# Your Pharmacy Program



Understanding your pharmacy benefits and programs will help you maintain an optimal state of health and will save you time and money.

## PHARMACY NETWORK

**Our network includes retail pharmacies throughout the Island, including most independent pharmacies, as well as drugstore chains. You can also purchase your prescriptions in the United States and US Virgin Islands.**

To find a participating pharmacy near you:

- Visit our online site [ssspr.com](http://ssspr.com)
- Access our app Triple-S Salud, available for Apple and Android.

## DISPENSING/SUPPLY

### Acute Drugs

Used to treat a sudden illness of short duration that have a clearly defined time of start and end. In general, we cover up to a maximum supply of fifteen (15) days with no refills.

### Maintenance Drugs

Are those that treat a life-long health problems such as diabetes, thyroid, asthma, and Parkinson's Disease, among others.

These drugs are covered for 30 days supply and up to a maximum of five (5) refills. **Some of these drugs may also be filled in an extended 90 days supply (and one refill).**

There are pharmacy coverages that require the dispensing of generic drugs as a first choice.





# 90 Days Extended Supply Program at participating pharmacies

**You can get a 90-day supply for certain maintenance drugs in our Program pharmacies.**

**Ask your doctor for a 90 day prescription plus one (1) refill of your maintenance drugs.**

## PROGRAM ADVANTAGES

- Save time and visits to the drugstore
- Savings in copayments or coinsurances
- Improve your life-long health problems with a higher supply on hand



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For more information about this Program, call to (787) 774-6081.

# Triple-S Salud Pharmacy Mail Order Program

**You can get certain maintenance drugs through the mail, in the comfort of your home; up to a 90-day supply.**

## HOW TO BEGIN USING THE SERVICES OF PHARMACY MAIL ORDER PROGRAM

Request your prescription drugs by mail in the following way:

### INTERNET

- Signup in [www.alliancerxwp.com/home-delivery](http://www.alliancerxwp.com/home-delivery)
- Once registered, follow the instructions in the confirmation page to submit your prescription.

### TELEPHONE

Call Customer Service Center at 1-800-778-5427

## SEND THE PRESCRIPTION TO THE PHARMACY BY:

- Facsimile
- E-prescribe

## IF YOU NEED THE MEDICATION IMMEDIATELY

Ask your doctor for two prescriptions, one for the first 30 days that you can fill it in your local pharmacy and another for 90 days with one refill for our mail order pharmacy to dispense.

## CONTACT INFORMATION

[www.alliancerxwp.com/home-delivery](http://www.alliancerxwp.com/home-delivery)

**Telephones:** 1 (800) 345-1985 (English)

1 (800) 778-5427/

TTY 1 (877) 220-6173 (Spanish)

**Fax:** 1 (800) 332-9581

### Mail:

PO Box 29061 Phoenix, AZ 85038-9061

### Opening Hours:

24 hours / 7 days a week





# Specialty Drug Management Program through our Exclusive Pharmacy Network

## An integrated care of specialized medications for high risk and chronic conditions.

You or your doctor may call one of these pharmacies and be guided with the steps to follow for ordering and getting your specialty drugs. You should remind your doctor to write two prescriptions, one for specialty drugs and the other for the non-specialty drugs.

Some of the health conditions handled through these pharmacies are:

- Cancer (oral)
- Crohn's Disease
- Antihemophilic Factor
- Rheumatoid Arthritis
- HIV (human immunodeficiency virus)
- Multiple Sclerosis
- Hepatitis C

Pharmacy	Address	Phone
<b>Alivia Specialty Pharmacy</b>	355 Ave. De Diego San Juan, PR 00909	T: (787) 925-1989 LC: 1(866) 981-8124 F: (787) 925-1015
<b>CVS Caremark Specialty Pharmacy</b>	Ave. Jesús T. Piñero #280, Suite B, San Juan, PR 00918	T: (787) 759-4162 LC: 1(888) 280-1190 F: (787) 759-4161 / 1(855) 297-1270
<b>Walgreens Specialty Pharmacy</b>	15191 65 Infantería Shopping Court Suite 101, San Juan, PR 00926	T: (787) 777-1120 F: (787) 777-1124 / (787) 777-1545

You may arrange to have the medications sent to your home, physician's office, or any other place of choice in Puerto Rico or USVI.

If you have questions or need help, call (787) 774-6081.

# Coordination benefits you. Do it now.

Medicare always makes the final determination as to whether they are the primary payor. The following chart illustrates whether Medicare or this Plan should be the primary payor for you according to your employment status and other factors determined by Medicare. It is critical that you tell us if you or a covered family member has Medicare coverage so we can administer these requirements correctly. (Having coverage under more than two health plans may change the order of benefits determined on this chart.)

PRIMARY PAYOR CHART		
A. When you - or your covered spouse - are age 65 or over and have Medicare and you...	The primary payor for the individual with Medicare is...	
	Medicare	This Plan
1) Have FEHB coverage on your own as an active employee		✓
2) Have FEHB coverage on your own as an annuitant or through your spouse who is an annuitant	✓	
3) Have FEHB through your spouse who is an active employee		✓
4) Are a reemployed annuitant with the Federal government and your position is excluded from the FEHB (your employing office will know if this is the case) and you are not covered under FEHB through your spouse under #3 above	✓	
5) Are a reemployed annuitant with the Federal government and your position is not excluded from the FEHB (your employing office will know if this is the case) and... <ul style="list-style-type: none"> <li>• You have FEHB coverage on your own or through your spouse who is also an active employee</li> <li>• You have FEHB coverage through your spouse who is an annuitant</li> </ul>	✓	✓
6) Are a Federal judge who retired under title 28, U.S.C., or a Tax Court judge who retired under Section 7447 of title 26, U.S.C. (or if your covered spouse is this type of judge) and you are not covered under FEHB through your spouse under #3 above	✓	
7) Are enrolled in Part B only, regardless of your employment status	✓ for Part B services	✓ for other services
8) Are a Federal employee receiving Workers' Compensation disability benefits for six months or more	✓*	
B. When you or a covered family member...		
1) Have Medicare solely based on end stage renal disease (ESRD) and... <ul style="list-style-type: none"> <li>• It is within the first 30 months of eligibility for or entitlement to Medicare due to ESRD (<b>30-month coordination period</b>)</li> <li>• It is beyond the 30-month coordination period and you or a family member are still entitled to Medicare due to ESRD</li> </ul>	✓	✓
2) Become eligible for Medicare due to ESRD while already a Medicare beneficiary and... <ul style="list-style-type: none"> <li>• This Plan was the primary payor before eligibility due to ESRD (<b>for 30 month coordination period</b>)</li> <li>• Medicare was the primary payor before eligibility due to ESRD</li> </ul>	✓	✓
3) Have Temporary Continuation of Coverage (TCC) and... <ul style="list-style-type: none"> <li>• Medicare based on age and disability</li> <li>• Medicare based on ESRD (<b>for the 30 month coordination period</b>)</li> <li>• Medicare based on ESRD (<b>after the 30 month coordination period</b>)</li> </ul>	✓ ✓	✓
C. When either you or a covered family member are eligible for Medicare solely due to disability and you...		
1) Have FEHB coverage on your own as an active employee or through a family member who is an active employee		✓
2) Have FEHB coverage on your own as an annuitant or through a family member who is an annuitant	✓	
D. When you are covered under the FEHB Spouse Equity provision as a former spouse		
	✓	

\*Workers' Compensation is primary for claims related to your condition under Workers' Compensation.

# NOTICE

Informing individuals about nondiscrimination and accessibility requirements and nondiscrimination statement: **Discrimination Is Against The Law.**

**Triple S Salud, Inc. complies with applicable federal civil rights laws and does not discriminate, exclude people or treat individuals differently because of race, color, national origin, age, disability, or sex.**



1. Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
2. Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

***If you need these services, contact a customer a Service Representative.***

If you believe that Triple S Salud, Inc. has failed to provide these services or has discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

## **Service Representative**

P.O. Box 11320, San Juan, PR 00922-9905  
Telephone: (787) 774-6081 or 1-800-716-6081  
TTY: (787) 792-1370 or 1-866-215-1999  
TSACompliance@sssadvantage.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, a Service Representative is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically, through the Office of Civil Rights Portal available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at: 200 Independence Ave, SW Room 509F, HHH Building, Washington, D.C. 20201

**Telephone:** 1-800-368-1019,  
**TDD:** 1-800-537-7697

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 787-774-6081, libre de costo 1-800-716-6081; (TTY/TDD) 787-792-1370; libre de costo 1-866-215-1999.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 787-774-6081, Toll Free 1-800-716-6081; (TTY/TDD) 787-792-1370; Toll-Free 1-866-215-1999.

