

PUERTO RICO 2021

**HEALTH PLAN
SUMMARY**

FEDERAL EMPLOYEES



**GET MORE
HEALTH FROM
YOUR SAME PREMIUM**

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, 2021, you will continue to enjoy the new and enhanced benefits with the same price just by being part of the Triple-S Salud family. We are happy to share with you the changes in your benefits for 2021! You can review further details in Section 2 of your 2021 FEHB brochure.

- Your share for Postal and non-Postal premiums will stay the same in Puerto Rico and U.S. Virgin Islands.
- We cover **unlimited** telemedicine services with a \$10 copayment per member. Previously, it was covered up to four consults per member.
- We now offer **Triple-S En Casa**, a mobile application that allows you to buy medicine and receive your medication in your place of preference.
- We have increased chiropractic manipulations of the spine and extremities, up to **20 manipulations** per year which continue to have a **\$0** copay. Previously, we covered up to 15 manipulations per year.
- Members that register in our Maternal Program within the first trimester will have **\$0** copay for obstetric visits. Members not enrolled in the Maternal Program will have \$7.50 copay per visit.
- We cover strips and lancets for all members who have been diagnosed with Diabetes Type 1 without age limit.
- We cover strips and lancets with **\$0** copay for members with Diabetes Type 2 that are enrolled in Medicare Part A and B.
- We cover **Lipid Panel Test** as part of the Preventive Care Services. Previously, only Total Blood Cholesterol was covered.

To get your 2021 FEHB Brochure or to learn more, visit our website at www.ssspr.com/federal.

Thank you for trusting your health to us! At Triple-S Salud we want to give you one more reason to smile.

| 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 |

Services

Copays and coinsurance

Basic Coverage

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 Out of Pocket minimum.

Preventive

Preventive Care Services at Participating Preventive Centers
Immunizations (Vaccines)

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

\$0
\$0

Medical Visits

General Practitioner in Salus Clinics
General Practitioner
Specialist
Sub-specialist

\$0
\$7.50
\$7.50
\$7.50

Telemedicine

Nutritionist
Chiropractor
Acupuncture

\$10 | Unlimited consults
\$0 | Up to 4 visits per year
\$0 | 1 Initial and 1 follow up
\$10 | Up to 10 visits per year

Maternity Care

Prenatal care visits (if enrolled in Maternal Program)
Prenatal care and postnatal care
Delivery
Electric Breast Pump

\$0
\$7.50
\$0
\$0

Therapies

Chiropractic Manipulations
Physical Therapy
Respiratory Therapy

\$0 | Up to 20 manipulations per year
\$10
\$10

Tests

Labs
Imaging Studies (X-rays, Sonograms, MRI, MRA, CT Scan)
Allergy tests

\$1.00 per diagnostic test
\$0
\$10

Mental Health

Group Therapy
Collateral Visits
Psychiatrists, Psychologists and Clinical Social Workers Visits
Hospitalization | Partial Hospitalization

\$7.50
\$7.50
\$7.50
\$0.00, you may coordinate services with
FHC 1-800-660-4896

Hospitalization

Regular & Partial
Skilled Nursing Facility

\$0
\$0

Emergency Services

Emergency room at a hospital
Recommended by Teleconsulta

\$25
\$10

Urgent Care Centers

\$10

Ambulatory Surgery

Lithotripsy

\$25
\$0

Other

Durable Medical Equipment
Services by Non-Participating Providers in Puerto Rico

20% with Pre-authorization
10%

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 precertified, 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

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) | \$0 |
| Periapical and bitewing X-rays | \$0 |
| Panoramic X-Ray (one group every 3 years) | 30% |
| Amalgam restorations, Endodontics, Restorative and Oral Surgery | 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 | \$10 |
| Radiotherapy | \$10 |



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 Arcibo, 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.

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

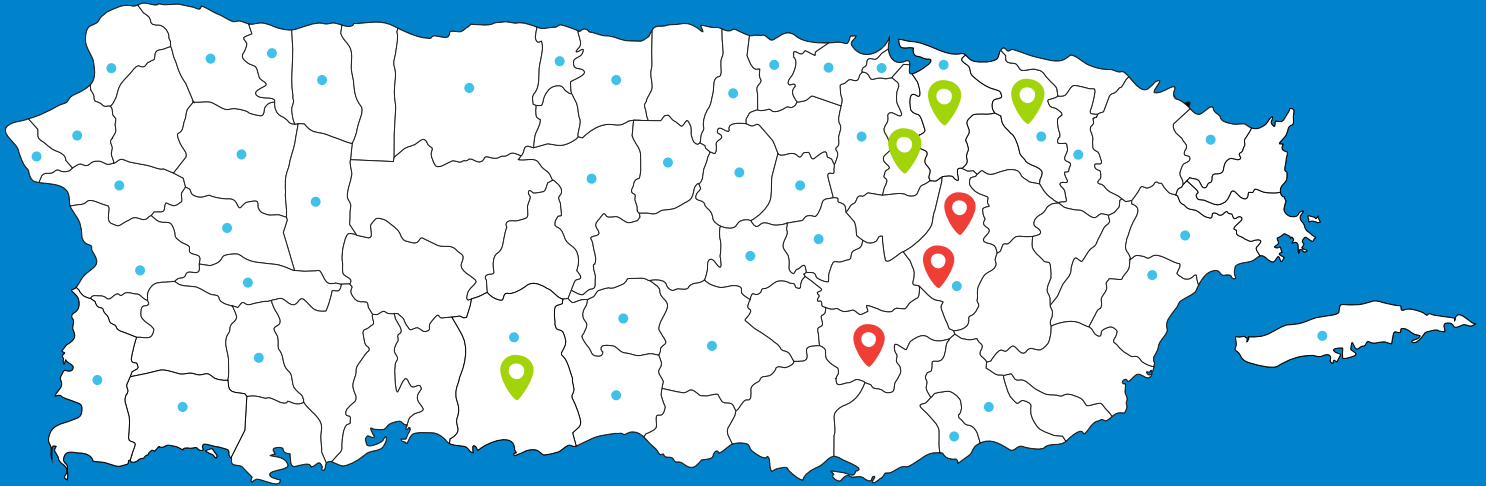
You can enjoy these useful benefits:

- 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

NEW FEHB COST CALCULATOR - COMING JANUARY 2021

A new tool designed so you can access medical, pharmacy and dental cost information through **Mi Triple-S** will be available in January 2021. Simple, convenient, and easy to access with either your mobile or computer.

Your Triple-S Salud plan gives you easy access to health care services.



• URGENT CARE CENTERS (See Provider Directory)

📍 SALUS 📍 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 Center
- 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.

LAS AMÉRICAS

- Primary Care Physicians
- Preventive programs
- Imaging Center
- Specialists

400 Ave. FD Roosevelt Suite 101 y 103, San Juan
(Primer Nivel Clínica Las Américas en Hato Rey)
Mon - Fri 8:00 a.m. - 5:00 p.m.

CAROLINA

- Primary Care Physicians
- Imaging Center
- Laboratory
- Vaccination
- Specialists
- Audiology Center
- Preventive Care

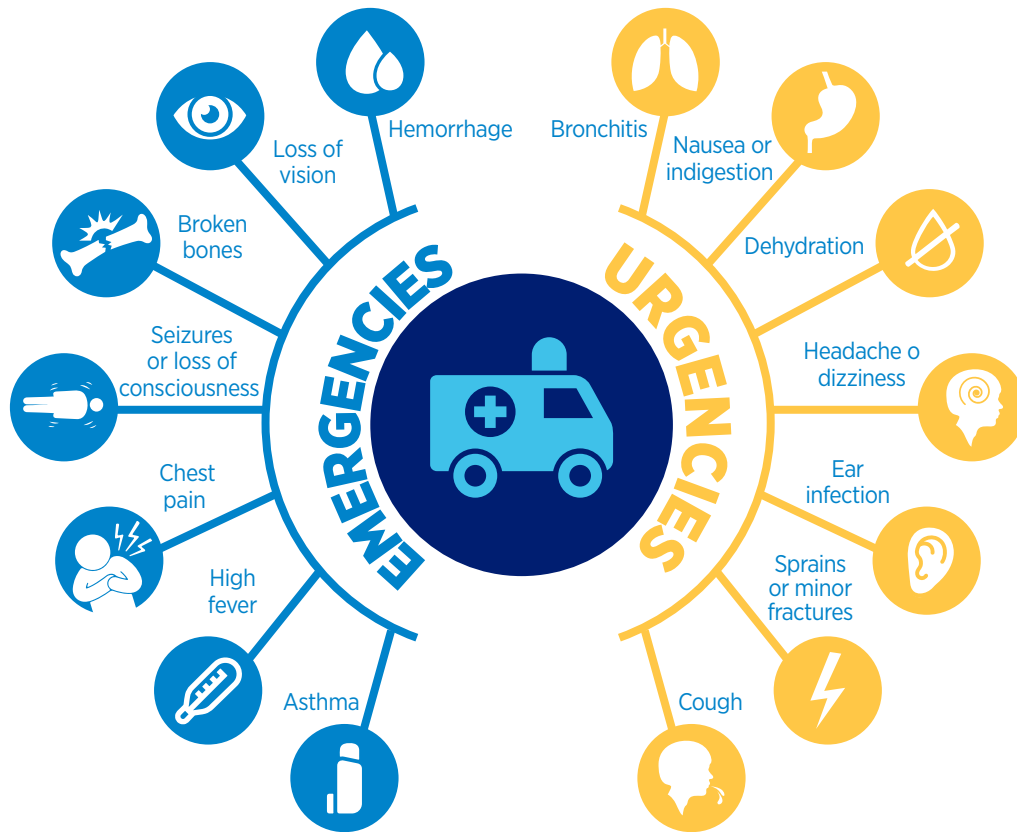
Carr. 190, Km. 1.8, Sabana Abajo
(entry by Universidad Ana G. Méndez)
Mon - Fri 8:00 a.m. - 5:00 p.m.

PONCE

- Primary Care Physicians
- Preventive Care
- Specialists

Calle Navarra 1825, Torre Sofia, Tercer Piso
Mon - Fri 8:00 a.m. - 5:00 p.m.

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



URGENT CARE CENTERS

WIDE NETWORK INCLUDING
47 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.



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

787.286.6060

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

787.286.6060

Calle Troche

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

www.haspr.com

787.286.6060

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

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 doctor consult virtually. Save time and avoid long waits at 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

Unlimited visits in Puerto Rico with a \$10 copay.



Download the app or visit
TeleConsultaMD.com



Receive your prescription at home with no additional cost for delivery with **Triple-S en Casa** when you choose the pharmacy **Alivia Home Delivery**.



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 • Manatí



Unit of Personalized Care for Sub-Acute Patients

Operated by Clinical Solutions, LLC
#1395 Calle San Rafael, 7th floor
DOCTORS' CENTER HOSPITAL OF SAN JUAN

Designed exclusively for *Triple-S Salud* and *Triple-S Advantage* patients who have been discharged from acute care hospitals but need additional care to complete their treatment.

Sub-acute patients are those who no longer require services as critical as those offered at traditional hospitals but whose health could be compromised if they return home, due to their multiple chronic conditions.

MOST COMMON CONDITIONS IN SUB-ACUTE CARE

Care for ulcers, wounds, tracheotomy, colostomy, gastrostomy, ventilators, Bi-PAP, to complete antibiotic treatments, osteomyelitis, cellulitis, and sepsis, among others.

SERVICES

- We provide patients with comprehensive and personalized health care services designed to get them on track to a full recovery.
- Nursing staff and other health care professionals who specialize in sub-acute care.
- Nutritionists, social workers, and various other professionals, based on patient needs.
- Individualized care available 24/7.



PERSONAL ASSISTANT

Patients will have a personal assistant to lead them through a successful transition of care to their primary care physician.

PATIENTS WALK OUT WITH EVERYTHING SET

- Follow-up visits
- Medication prescriptions
- Support during the first month for proper follow-up on care at home



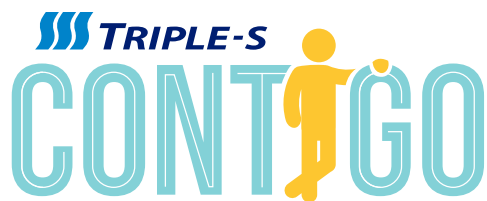
FACILITIES

- Patients from other hospitals are welcome
- Completely remodeled with state-of-the-art equipment
- 20 beds
- LCD TVs with cable service, including premium channels (free of charge)
- iPads with WiFi included
- Exclusive sensory ambience
- LED lighting
- Fire control system
- 24/7 monitoring

787-999-2959

787-999-7620 ext. 7073

*Services are offered in the Clinical Solutions, LLC facilities located in Doctors' Center Hospital of San Juan. A physician's referral is required. Patients from other hospitals are welcome.



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

PREVENTIVE CENTERS



Triple-S has 8 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

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

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.*

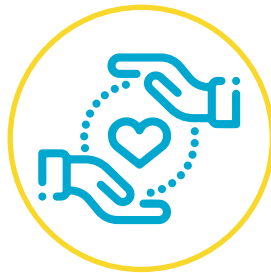


* Requires registration at ssspr.com

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



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




**EMOTIONAL
CONNECT**



Tips for a **VIRTUAL** **APPOINTMENT** with your Mental Health Professional

BEFORE THE APPOINTMENT

TECHNOLOGY

- Make sure you have access to a device with a built-in camera and microphone such as a computer, laptop, tablet, or smart phone.
- Make sure you have a robust Internet signal and that you are using the latest versions of your internet browser (Chrome, Safari or Firefox, etc.).
- Download the Zoom application to your computer. 

PRIVATE SPACE

- Identify a private place where you can be for the duration of the appointment without interruptions.
- It should be a well-lit place with little ambient noise.

YOU WILL RECEIVE BY EMAIL

- A ZOOM invitation with the number that provides access to the appointment.
- Documents to be filled out and sent to the professional before the appointment.

WRITE DOWN WHAT YOU WANT TO TALK ABOUT WITH THE MENTAL HEALTH PROFESSIONAL AND THE QUESTIONS YOU WANT TO ASK.

THE DAY OF THE APPOINTMENT

- A few minutes before the session, enter Zoom to be ready in front of the screen. Check the sound and make sure your computer camera is at eye level.
- Punctuality is particularly important.
- Using headphones will allow you to hear better and give you more privacy in your conversation.
- Have a pen and paper handy for when you want to make a note of the recommendations.
- Feel comfortable to talk to a health care professional who is available to help you.

When you are finished, a follow-up appointment will be arranged according to your needs.

FHC First
Healthcare

FHCSaludMental.com 

EAP. Mental Health. FHC Academy

1.800.660.4896

Toll-free 24-hour/7-day access



Is your child turning 26?

Triple-S Salud has options to keep taking care of their health

Did you know 26 is the age limit for a child to be an eligible dependent under a health plan? We understand how this may worry you. Knowing your child is about to turn 26, at Triple-S Salud we would like to tell you more about what you can do to keep them covered and continue getting their health care services.



TWO OPTIONS FOR CONTINUATION OF CARE

Temporary Continuation of Coverage (TCC)

As an insured dependent on FEHB, your child may be eligible for Temporary Continuation of Coverage (TCC). This extended period of coverage allows you to maintain the same FEHB coverage, with the following considerations:

- Employees or dependents who are separated can continue with TCC for up to 18 months after the separation date.
- Member must pay the full plan premium they select (i.e. employee and government contribution) plus an administrative fee of 2%.
- Federal and family employees who lose their FEHB coverage due to a qualifying event may be eligible for TCC.
- **IMPORTANT:** You may not elect TCC if you are fired from your Federal or Tribal job due to gross misconduct.

For more information visit <https://www.opm.gov/healthcare-insurance/healthcare/temporary-continuation-of-coverage/> where it explains what you must do to enroll.

Triple-S Directo

Triple-S Directo is a comprehensive health insurance plan that offers your child the continuity of care they need. With Triple-S Directo, along with strong coverage, they also have many other benefits. These include:

- **TeleConsulta MD:** virtual consultations with a doctor from your cellphone or computer.
- **Triple-S en casa:** an app for managing prescriptions electronically and getting medicines at home.*
- **Triple-S Salud mobile app:** get information about your plan, medical directory, and many more benefits.
- **Salus clinic network:** \$0 copay for generalists, specialists, subspecialists, nutritionists, and X-rays.
- **Dental Coverage:** \$0 copay for preventive and restorative diagnostic services to keep a healthy smile.
- **Vision:** benefit of \$50 for eyeglasses or contact lenses.
- **Triple-S Natural:** more options to take better care of yourself.
- A network of more than 13,000 health care providers.

Don't let them lose their protection

To do this, get the protection of a Triple-S Directo plan before they lose eligibility to your employer-sponsored plan. To learn more, please call 787-277-6682 or visit our page, sssdirecto.com

*Triple-S en casa applies to members insured by commercial plans with Triple-S pharmacy coverage and affiliates of Triple-S Advantage. Not applicable to Vital Plan beneficiaries.

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
- 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.



TRIPLE-S^{Rx} en casa

Your medication at your door.

How to Use the Mobile App

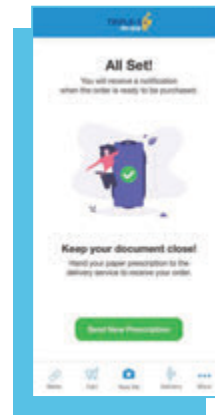
for  and 



STEP 1

Member uploads a picture of the prescription straight from a smartphone* or asks the doctor to send an electronic prescription to:

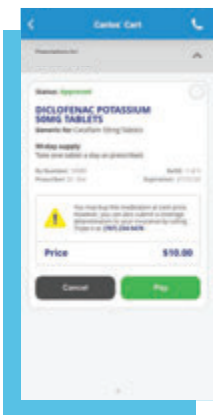
Alivia Home Delivery Pharmacy
NCPDP 4030235
NPI 1396391280



STEP 2

Alivia Home Delivery will then process the medicines.

When the order is ready, a notice will be sent through the app and email to finish the process.



STEP 3

Once the medicine is ready, it will show in the shopping cart. Select the medicine in the cart, press "Order" and proceed to coordinate the address, date and delivery hour.



STEP 4

Review the order and press "Process payment"

If the order has a copay, users must complete the payment process and press "Go back to app"



STEP 5

Once the order is done, a screen to add OTC products will appear. Press "Continue" and choose the amount and products you want. When necessary, the pharmacy will call to complete the order.



STEP 6

Get medicines delivered straight to the doorstep or preferred place. It's easy and convenient!

*Important: If a photo of the prescription was sent, you must hand in the original and present a valid ID to the messenger upon arrival.

Our friendly pharmacists from Alivia Home Delivery are always here to help. Feel free to reach out to them at:

EMAIL: homedelivery@aliviahealth.com | **PHONE:** 1.888.525.4842 | **FAX:** 787.979.9600

1. You need to buy a prescription drug in order to purchase an OTC product. Variety of OTC is limited. Triple-S en casa service is for those with Comercial plans with Triple-S Salud pharmacy coverage.



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



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
- 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

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 | Telephone |
|----------------------------------|---|------------------------------------|
| WALGREENS #15191 | AVE 65 INFANTERIA, ESQ. BARBOSA SAN JUAN | T: 787-777-1120 F: 787-777-1124 |
| ALIVIA SPECIALTY PHARMACY | 355 DE DIEGO AVE 3RD FLOOR, SAN JUAN | T: 787-723-6869 F: 787-723-6987 |
| FARMACIA PUREMED | 107 EL TUQUE INDUSTRIAL PARK, PONCE | T: 787-651-8070 F: 787-651-1188 |
| CVS CAREMARK | JESUS T PINERO AVE #278-280 STE B, RIO PIEDRAS | T: 787-759-4162 F: 855-297-1270 |

You will get your drugs at your place of choice in Puerto Rico or USVI. You may arrange to have them sent to your home, physician's office, or any other place for pick-up.

OTC Program

Triple-S Salud has added in most of its prescription drug coverages some OTC drug alternatives; without \$0 copay to you.

These choices are of great benefit for you because you can have access to effective drugs with a lower cost in your pharmacological therapy.

To take advantage of this program and to ensure that you are using an appropriate therapy, you must submit a prescription from your doctor for dispensing of the OTC drug.

Tell your doctor that he needs to write in the prescription the name of the drug followed by OTC.

These are the OTC drug alternatives available:

| Category | Available OTC drugs |
|--|--|
| ULCERS AND REFLUX (Proton pump inhibitors) | Omeprazole DR Tab 20 mg, Omeprazole Mag DR Cap 20.6 mg: Prilosec OTC®* Omeprazole-Sodium Bicarbonate Cap 20-1100 mg: Zegerid OTC®* Lanzoprazole DR Cap 15 mg: Prevacid 24hr®* Esomeprazole MAG DR Tab 20 mg, Esomeprazole MAG DR Cap 20 mg: Nexium 24hr®* |
| ALLERGIES (Non-sedative antihistamines) | Cetirizine Hcl Cap 10 mg, Cetirizine HCl Tab 5 mg, Cetirizine HCl Tab 10 mg, Cetirizine HCl Chew Tab 5 mg, Cetirizine HCl Chew Tab 10mg, Cetirizine HCl Oral Sol 1 mg/ml (5 mg/5ml) Cetirizine HCl Desintegrating Tab 10 mg: Zyrtec ®* |

Tabla continúa en la siguiente página.

| Category | Available OTC drugs |
|---|---|
| <p>ALLERGIES (Non-sedative antihistamines)</p> | <p>Fexofenadine HCL Tab 60 mg, Fexofenadine HCl Tab 180 mg, Fexofenadine HCl Susp 30 mg/5ml (6 mg/ml), Fexofenadine HCl Desintegrating Tab 30 mg: Allegra^{®*}</p> <p>Levocetirizine Tab 5 mg, Levocetirizine Soln 2.5 mg/5ml (0.5 mg/ml): Xyzal^{®*}</p> <p>Loratadine Cap 10 mg, Loratadine Tab 10 mg, Loratadine Chew Tab 5 mg, Loratadine Syrup 5 mg/5ml, Loratadine Desintegrating Tab 5 mg, Loratadine Desintegrating Tab 10 mg: Claritin^{®*}</p> <p>Cetirizine-Pseudoephedrine Tab ER 12hr 5-120 mg: Zyrtec-D^{®*}</p> <p>Loratadine & Pseudoephedrine ER 12hr 5-120 mg: Claritin-D^{®*}</p> <p>Loratadine & Pseudoephedrine Tab Er 24hr 10-240 mg: Claritin-D^{®*}</p> <p>Fexofenadine-Pseudoephedrine Tab Er 12hr 60-120 mg: Allegra-D^{®*}</p> <p>Fexofenadine-Pseudoephedrine Tab 24hr 180-240 mg: Allegra-D^{®*}</p> |
| <p>EYE ALLERGIES</p> | <p>Ketotifen Fumarate Ophthalmic Solution 0.025%: Zaditor^{®*}</p> |
| <p>NASAL ALLERGIES</p> | <p>Budesonide Nasal Suspension 32 mcg/act: Rhinocort Allergy^{®*}</p> <p>Fluticasone Furoate Nasal Suspension 27.5 mcg/spray: Flonase Sensimist^{®*}</p> <p>Fluticasone Propionate Nasal Suspension 50mcg/act: Flonase Allergy Relief^{®*}</p> <p>Triamcinolone Acetonide Nasal Aerosol Suspension 55 mcg/act: Nasacort Allergy 24hr^{®*}</p> |

*Trade name of product as reference

Step Therapy for Prescription Drugs

A pharmacy program designed to help you use safe and cost effective drugs.



1 Access to drugs that have been proven to work well and be safe.



2 Lower or even zero copayments



3 Savings in drugs helps you comply with the therapy

STEP THERAPY STEP BY STEP

1 You start treatment with a first step drug, that works well and is safe, but at a lower cost*.

2 If the first step drug does not give you the expected therapeutic benefit, you use a second step drug.

Ask your doctor about Step Therapy benefits.

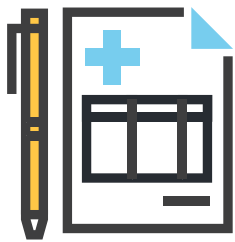
* Applies only if you are using the drug for the first time or have not used it for the last six (6) months. Included OTC drugs belong to Triple-S Salud OTC program. Check your Drug List for more detail. The program is subject to the exclusions of the pharmacy plan. The drugs may change by coverage.

| ST Group Desc | Step 1 Drugs | Step 2 Drugs |
|------------------------------------|--|---|
| Proton Pump Inhibitors | <i>Prevacid-OTC</i> <i>Lansoprazole (gen for Prevacid)-OTC/Rx</i> <i>Prilosec- OTC</i> <i>Omeprazole (gen for Prilosec)-OTC/Rx</i> <i>Pantoprazole (gen for Protonix)</i> <i>Zegerid-OTC</i> <i>Nexium-OTC</i> | <i>Prevacid Rx</i> <i>Prilosec Rx</i> <i>Protonix</i> <i>Dexilant</i> <i>Nexium</i> <i>Esomeprazole (gen for Nexium)</i> <i>Rabeprazole (gen for Aciphex)</i> |
| Non-sedative Antihistamines | <i>Levocetirizine tablets (gen for Xyzal)</i> <i>Zyrtec/ Cetirizine -OTC</i> <i>Zyrtec D/Cetirizine- Pseudoephedrine-OTC</i> <i>Allegra/Fexofenadine-OTC</i> <i>Allegra D/Fexofenadine-Pseudoephedrine-OTC</i> <i>Claritin/Loratadine-OTC</i> <i>Claritin D/Loratadine-Pseudoephedrine-OTC</i> <i>Xyzal-OTC</i> | <i>Clarinex</i> <i>Clarinex-D</i> <i>Desloratadine (gen for Clarinex)</i> |
| Ocular Allergies | <i>Ketotifen Fumarate Ophthalmic Solution 0.025 % - OTC</i> | <i>Emadine</i> <i>Azelastine Oph (gen for Optivar)</i> <i>Olopatadine (gen for Patanol and Pataday)</i> |
| Statins | <i>Atorvastatin (gen for Lipitor)</i> <i>Lovastatin (generic for Mevacor)</i> <i>Simvastatin (generic for Zocor)</i> <i>Pravastatin (generic for Pravachol)</i> <i>Rosuvastatin (gen for Crestor)</i> | <i>Fluvastatin (gen for Lescol)</i> <i>Simvastatin-Ezetimibe (gen for Vytorin)</i> |
| Biphosphonates | <i>Alendronate (gen for Fosamax)</i> | <i>Fosamax</i> <i>Ibandronate (gen for Boniva)</i> <i>Risedronate (gen for Actonel)</i> <i>Risedronate DR (gen for Atelvia)</i> |
| Nasal Corticosteroids | <i>Fluticasone (generic for Flonase and Veramyst)-Rx & OTC</i> <i>Budesonide (gen for Rhinocort)</i> <i>Nasacort Allergy- OTC</i> <i>Rhinocort Allergy- OTC</i> <i>Flonase Allergy -OTC</i> | <i>mometasone (gen for nasonex)</i> <i>Flunisolide (gen for Nasarel)</i> <i>Beconase AQ</i> <i>Qnasl</i> <i>Triamcinolone Acetonide</i> |

Benefit coordination

WHAT IS COORDINATION OF BENEFITS?

- Avoids payments in excess when health care is covered by two or more health plan policies.
- The payment of deductibles and coinsurances left to pay by the primary plan, will be assumed by your secondary plan when the payment does not outpace the net payment amount if only you had a primary plan. The payment policy will apply as stated by the contract.
- This also applies to any request of reimbursements you have made where you could recover the whole or the maximum possible of the cost of the care received.



HOW DO I PAY THE DEDUCTIBLES AND COINSURANCES?

- a. **Traditional way** (Medicare) - Triple-S Salud pays the deductibles and coinsurances left to pay for Medicare, applying the payment policy.
- b. **Triple- S Salud with another Triple-S Salud plan or an external private plan** - the payment of deductibles and coinsurances left to pay for the primary plan, will be assumed by the secondary plan when and when this payment does not outpace the amount of the net payment that would have made this same policy if only this were your primary plan. The payment policy applies.
- c. **Preserving benefits** - payment for the secondary takes as its basis the comparison of the net payment of your primary with the net payment of your secondary plan, as if the latter is primary

WHO PAYS FIRST?

See table on next page.

Coordination with Government Health Plan

The government health plan will always be secondary to any other insurance.

| | Primary | Secondary | Tertiary |
|--|--|-----------------------------|----------------------------|
| Dependent / Non dependent | Where you are the policy mainholder | Where you are a dependent | |
| Birthdays | First birthday of the year or Oldest policy (in case both birthdays are on the same day) | Second birthday of the year | |
| Custody | Who has custody of the child | Spouse of custodian | Parent without custody |
| Active/inactive (mainholder) | Active Employee insurance | Retired employee insurance | |
| Active/inactive (as dependent) | Retired employee insurance | Active Employee insurance | |
| Active/inactive (retired as dependent) and Medicare | Active Employee insurance | Medicare | Retired employee insurance |
| Antiquity | Oldest policy | Newest policy | |

ssspr.com/federal



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