



YOUR HEALTH PLAN GUIDE 2024 US VIRGIN ISLANDS





FEDERAL EMPLOYEE AND RETIREE







We stand by you

Our mission is to enable healthy lives. That's why we care for your physical, mental, and emotional health. We want you to be well cared for, from prevention to the care of a health condition or a possible hospitalization.

This guide will help you learn how your plan works and all the services Triple-S offers. Check it out and take advantage of everything we offer.



DEAR FEDERAL MEMBER

Your well-being is our plan, that is why we offer you more benefits that are right for you and your family. Check out the **NEW** benefits we have for you effective January 1, 2024.

- **▼ \$0 COPAY** on **thyroid** test.*
- √ \$0 COPAY on Prostate Specific Antigen (PSA) test.*
- **▼ \$0 COPAY** in **digital breast tomosynthesis bilateral screening**.
- ✓ URGENT CARE \$50 copay at Sanitas Medical Centers for urgent care if you travel to Florida, USA.
- ✓ **INFERTILITY COVERAGE extended** to cover infertility treatments and procedures, without a lifetime maximum, subject to preauthorization and through reimbursement.

For more details on the changes to your benefits, please review Section 2 of your FEHB 2024 Policy. You can also visit www.ssspr.com/federal to get your full FEHB 2024 policy or for more information.

We stand by you every step of the way.

Thank you for trusting us with your health!

^{*}Once a year, as part of your preventive services. Additional tests: \$1 copay.



TeleConsulta

Not feeling well and don't know what to do?

Our nursing professionals are available 24/7 over the phone to guide you on how to manage your health concerns and recommend next steps.



Call **1.800.255.4375**

(the number is also on your health plan card)



Mi TRIPLE-S App

Download Mi Triple-S App and enjoy what it offers you:





Mi TRIPLE-S web

Access www.mitriples.com to view:

- · History of medical and ER visits
- Hospitalizations
- Medications
- Existing conditions for you and your underage dependents

You can also:

- Make payments
- Access educational modules

Sign up today at **mitriples.com**







787.706.2552 1.800.981.4860

Monday to Friday 8:00 a.m. to 4:30 p.m.



manejocasos@ssspr.com



We go the extra mile to take care of you

Clinical Care Programs

We have a group of experts available to you, including nurses, health educators, social workers, and nutritionists focused on your well-being. They evaluate your health, social, and nutritional needs to develop a healthcare plan based on your needs. They also help you schedule your services, appointments, coordinate educational activities, and help you manage health conditions such as diabetes, asthma, heart failure, obesity, mental health, hypertension, and chronic obstructive pulmonary disease (COPD).

SSS CONTIGO



We offer an educational program to promote women's integral health through activities that promote prevention.

Educational interventions include videos and special events, among others.











Prenatal and postpartum visits





For more information or to register email us at **contigomama@ssspr.com**



Educational program for pregnant women

Our program offers virtual workshops on prenatal care, childbirth, and breastfeeding. We provide you telephone counseling with a clinical management specialist.

Includes:

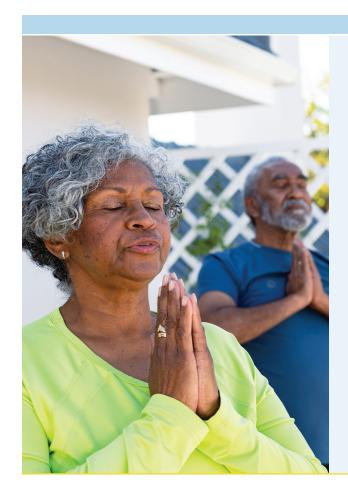


Breast pump



 Glucometer and arterial pressure monitor for high-risk pregnancies







Educational program focused on mental and behavioral health for all ages. The content includes videos, presentations, and events.

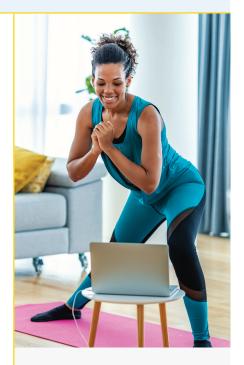
mitriples.com





We offer a virtual program of functional exercises. The program works with a personal trainer to help you boost your physical activity and set up monthly routines.

The program is available to members who complete the required education modules. Once completed, you will receive questionnaires from nutritionists who will qualify you for the program.









We offer confidential assistance with health professionals who can help you and your family in the following areas:

- Emotional, financial, and legal advice
- Interpersonal and marital relationships
- Drug and alcohol dependency
- Poor motivation and anguish
- Work-related stress and management counseling, among others
- Consulting, clinical psychologists, and psychotherapy services by industrial psychologists



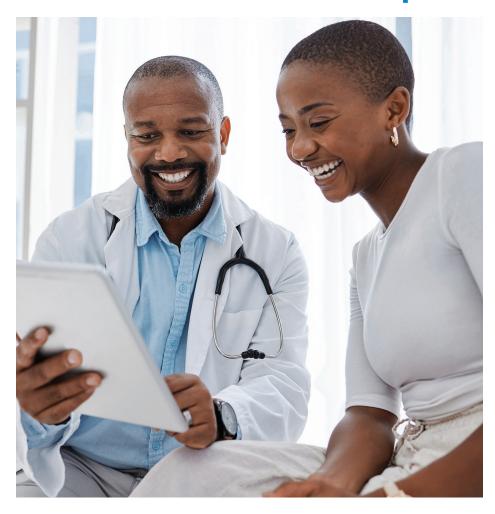
Available 24/7 in case of a crisis **1.800.660.4896**



www.fhcsaludmental.com



The Importance of the Annual Preventive Checkup



Why is it essential to visit the doctor every year?

A routine annual visit helps detect problems before these get complicated and keeps you up to date with your preventive tests.



PREVENTIVE TESTS

They vary by age, medical history, and gender:

- Physical exam
- Blood pressure monitoring
- Weight and body mass index (BMI) evaluation
- Visit to ophthalmologist for the fundoscopy and glaucoma examination
- Lab tests for cholesterol and glucose, among others
- Bone density
- Vaccines
- Depression screening
- Sexually transmitted infections tests
- Cancer tests:
 - Colorectal
 - Pap smear and mammogram for women
 - PSA (Prostate Specific Antigen) for men

Preventives included according to United States Preventive Services Task Force (USPSTF)

The importance of having a **Primary Care Physician** (PCP)

The PCP's main role is to help you lead a healthy lifestyle and prevent diseases. This medical professional helps you manage your care, assess the urgency of your health problems, and guide you to the next steps you should take.

Primary Care Physician

- Knows your health conditions
- Assess your needs
- Prescribes your medications
- Prescribes diagnostic tests in advance
- · Tells you which specialist you need to see





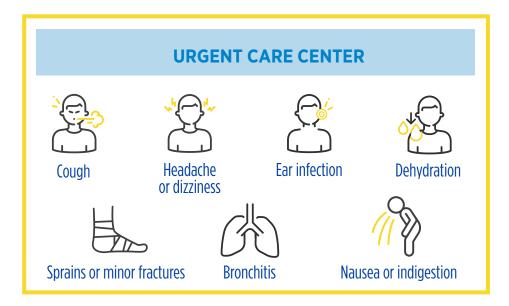
Primary care physicians:

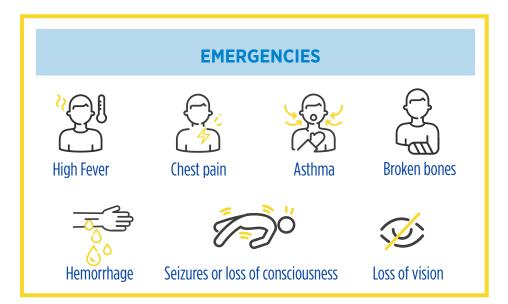
- Generalists
- Family doctor
- Internist
- Pediatrician, if the patient is a minor

Where Should I Go: Emergency Room or Urgent Care Center?

Save time and money.

Visit an urgent care center when you need quick medical attention, but your life is not in danger.





Refer to the Provider Directory for the full list of Urgent Care Centers in US Virgin Islands.

If a person requires treatment for an emergency condition, they should seek immediate care in a hospital emergency room or a nearest emergency room facility or call the 9-1-1 System.

New!



Urgent care in Florida



If you travel to Florida and need medical attention, visit a Sanitas Medical Center urgent care facility.

Urgent care centers available in:

MIAMI

- Sanitas Doral Urgent Care
- Sanitas Miami Lakes Urgent Care
- Sanitas Kendall Urgent Čare

ORLANDO

- Sanitas East Colonial Urgent Care
- Sanitas Ocoee Urgent Care
- Sanitas Kissimmee Urgent Care

BROWARD & PALM BEACH

- Sanitas Plantation Urgent Care
- Sanitas Lauderdale Lakes Urgent Care
- Sanitas Lake Worth Urgent Care

TAMPA

Sanitas Tampa Urgent Care



844.665.4827 mysanitas.com



Travel relaxed with all the benefits The Blue Card Program has to offer

Through 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***

PROVIDERS OF THE PROGRAM



1.800.810.BLUE (2583)



http://provider.bcbs.com/

FOLLOW THESE STEPS

To find program providers, you may call 1-800-810-BLUE (2583) or visit http://provider.bcbs.com/.

Visit a participating healthcare provider in the BCBS network and show your insurance card.

The provider will verify your eligibility, policy deductibles, coinsurance, and conditions. The provider will then bill their local BlueCross BlueShield.

You will pay the deductible and coinsurance corresponding to your benefit in the United States.

The BCBS plan in the area the service was provided will pay the provider and send Triple-S Salud the insurance claim electronically.

Triple-S Salud will reimburse the BCBS plan.

^{*} Requires Preauthorization ** Requires a certificate from the university *** Only available for main insured member

Coordination of Benefits

Important information if you have more than one health plan



What is coordination of benefits?

- Avoid payments in excess when two or more health plan policies cover health care.
- This also applies to any reimbursement request you have made where you could recover the whole or the maximum possible cost of the care received.

How do I pay the deductibles and coinsurances?

Traditional Medicare

Triple-S Salud pays the deductibles and coinsurances applied by Medicare, subject to our payment policy.

Triple-S Salud with another Triple-S Salud plan or an external private plan

The payment of deductibles and coinsurances applied to the primary plan, will be assumed by the secondary plan when this payment does not exceeds the net payment amount that would have been made as if it were your primary plan. The payment policy applies.

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, without exceptions. The employer plan will always be the primary.



Make sure to fill out the attached Service Coordination form.

* For detailed information about Coordination of Benefits refer to section 9 of your FEHB Brochure.

	Primary	Secondary	Tertiary
Dependent / Nondependent	Where you are the policy main holder	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 (main holder)	Active Employee insurance	Retired employee insurance	
Active/inactive (as a dependent)	Retired employee insurance	Active Employee insurance	
Active/inactive (retired as a dependent) and Medicare	Active Employee insurance	Medicare	Retired employee insurance
Antiquity	Oldest policy	Newest policy	

Federal Employee with part A and B of Medicare*	Primary	Secondary
Age (older than 65 years)		
Retiree	Medicare	Triple-S
Active Employee	Triple-S	Medicare
Disability		
Federal employee receiving disability benefits for six months or more	Medicare	Triple-S
End Stage Renal Disease		
Have Medicare solely based on end stage renal disease (ESRD) and:1. Is within the first 30-months of eligibility for or entitlement to Medicare due to ESRD (30-month coordination period)	Triple-S	Medicare
2. Is beyond the 30-month coordination period and you or a family member are still entitled to Medicare due to ESRD	Medicare	Triple-S



dependents

Formulario de Coordinación de Beneficios

Coordination of Benefits Form

	BlueCross BlueSnield of Puerto Rico		Coordination of Deneglis Form
I. Información sol	bre el Suscriptor - Subscriber Int	ormation	
NOMBRE / Name	APELLIDO PATERNO / Lastname	APELLIDO MATERNO / Surname	NUMERO DE CONTRATO / Contract Number
· ·	n. Your health/dental insurance policy contain	•	ento de las reclamaciones bajo su seguro médico/dental podría on. Processing of claims submitted under your insurance policy may
POR FAVOR,		E FORMULARIO DENTRO eturn this form within fifte	D DE LOS PRÓXIMOS QUINCE (15) DÍAS. een (15) days.
			erta bajo otro seguro médico, dental, farmacia o Medicare? another plan, dental plan, pharmacy insurance or Medicare?
O NO —		or de firmar y devolver el for lease sign and return this form to	
O SÍ / Yes	If "YES" was checked,	r de completar las siguientes please complete the following sec	tions:
O Cambio/l		, favor de indicar el plan, la e d, please indicate health plan, efe	efectividad y/o cancelación del mismo. ectivity date and cancelation date.
II. Información sol	bre el otro seguro - Information a	about other insurance	
NOMBRE DE LA OTRA COMPAÑ	IIA SEGURO/ Name of other Insurance Company	NÚMERO PÓLIZA/ Policy Number	NÚMERO CONTRATO/ Contract Number
			FECHA APERTURA/Open Date FECHA CANCELACIÓN/Cancelation Date
TIPO DE PLAI Plan Salud Grupal	N/Plan Type	OVERAGE/Cubiertas	TEGINATENTIA Open Date
O Póliza Individual (Pago I	Discrete Vila dividual Deliau	irúrgico/Medical-Surgical	MES/Mo DÍA/Day AÑO/Year MES/Mo DÍA/Day AÑO/Year
O ELA O Plan Empleados Federa	les/FEHBP Ambulatori	a/Ambulatory	DIRECCIÓN DEL OTRO SEGURO MÉDICO / Other Insurance Address
O Medicare A o B	O Maternidad	I/Maternity	
Medicare Parte D Medicare Advantage	O Dental		
O TriCare	O Farmacia/F	,	
MI SALUD/Government	-	dicos Mayores/Major Medical	TELÉFONO / Phone () -
O Otro/Other	O Compleme	ntaria/Complementary	FACSÍMIL / Fax () -
			FAGSIWIL/Fax ()
NOMBRE SUSCRIPTOR/ Subscr	iber Name APELLIDO PATERNO / Last Name	APELLIDO MATERNO / Surname	PATRONO DEL OTRO SEGURO/ Other Insurance Employer
ESTATUS DEL SUSCRIPTOR/Su		AL ELLISO MATERIO / Garnanio	
Empleado Activo/Actively	NIÍ	M. DE SEGURO SOCIAL/Social Security No.	DIRECCIÓN / Address
	Tronking		
O Inactivo/Inactive	FE	CHA NACIMIENTO/Date of Birth	
O Retirado desde/Retired Si	nce:		
O COBRA desde/COBRA Si	_ ´_ MF	S/Mo DÍA/Day AÑO/Year	TELÉCONO / Observe
-	MES/Mo DÍA/Day AÑO/Year		TELÉFONO / Phone ()
III. Información sol	bre dependientes en el otro se	eguro - Information about depe	endents on other insurance
NOMBRE Y APELLIDOS/ Name, L	ast and Surnames FECHA NA	CIMIENTO/Date of Birth SEGURO SOCIAL/ S	PARENTESCO CON SUSCRIPTOR Social Security SEXO/Sex Relationship with subscriber's insured
1			M O F O
	MES/Mo	DÍA/Day AÑO/Year	
2			M O F O
	MES/Mo	DÍA/Day AÑO/Year	
3			FO
4	MES/Mo	DÍA/Day AÑO/Year	M ()
			M O F O
5	MES/Mo	DÍA/Day AÑO/Year	MQ
	mara añadir dependientes MES/Mo	DÍA/Day AÑO/Year	M O F O
	para añadir dependientes WES/MO	DIN Day AND/ I Gai	

Incluya la información de Medicare al dorso Include Medicare information on reverse

IV. Divorciados, separados o c	on custodia - Divorced, separated, or v	with custody
		nte bajo seguro médicosin importar que duplique información stody of any dependent child under your health insurance contract
Please, complete this section even if some of the information		stody of any dependent child under your mealth insurance contract
NOMBRE Y APELLIDOS/ Name, Last and Surnames	FECHA NACIMIENTODate of Birth SEGURO SOCIA	PARENTESCO CON ASEGURADO DE SUSCRIPT L/ Social Security SEXO/Sex Relationship with suscriber's insured
1		M
	M50/M- P(4/D-1) A50/4-1-	F Ŏ
2	MES/Mo DÍA/Day AÑO/Year	M
		M O F O
2	MES/Mo DÍA/Day AÑO/Year	M
3		M O F O
	MES/Mo DÍA/Day AÑO/Year	
4		M O
	MES/Mo DÍA/Day AÑO/Year	<u>F O</u>
INFORMACIÓN DEL SEGURO QUE PROVEE C	·	Information of the Health Insurance providing minor's coverage:
INFORMACION DEL SEGURO QUE PROVEE C	OBIERTA A LOS MENORES DEFENDIENTES/	miormation of the health insurance providing minor's coverage.
NOMBRE DE LA OTRA COMPAÑÍA SEGURO/ Name of other la	nsurance Company NÚMERO PÓLIZA/ Policy Number	NÚMERO CONTRATO/ Contract Number
		FERMA AREPTURAN AND FERMA CANOCI ACIÓNO AND FORMA
TIPO DE PLAN/Plan Type O Plan Salud Grupal	COVERAGE/Cubiertas O Hospital	FECHA APERTURAOpen Date FECHA CANCELACIÓNCancelation Dat
O Póliza Individual (Pago Directo)/Individual Policy	Médico Quirúrgico/Medical-Surgical	
O ELA		MES/Mo DÍA/Day AÑO/Year MES/Mo DÍA/Day AÑO/Year
O Plan Empleados Federales/FEHBP	O Ambulatoria/Ambulatory	DIRECCIÓN DEL OTRO PLAN MÉDICO / Other Insurance Address
O Medicare A o B	Maternidad/Maternity	
Medicare Parte D Medicare Advantage	O Dental	
O TriCare	O Farmacia/Pharmacy	
MI SALUD/Government Health Plan	O Gastos Médicos Mayores/Major Medical	
O Otro/Other	O Complementaria/Complementary	TELÉFONO / Phone ()
		FACSÍMIL / Fax ()
INDIVIDUO RESPONSABLE DEL SEGURO DE	LOS MENORES DEPENDIENTES/ Individual res	sponsible for minor's coverage:
NOMBRE Y APELLIDOS/ Name, Last and Surnames	FECHA NACIMIENTODate of Birth SEGURO SOCIA	PARENTESCO CON MENOR(ES) AL/ Social Security SEXO/Sex Relationship with minor(s)
NOMBRE 1 AF LELIDOS/ Name, Last and Surnames		
		M O F O
	MES/Mo DÍA/Day AÑO/Year	
V. Información sobre Medicare	- Medicare Information	
Complete la siguiente información para cada asegur	ado bajo su contrato de plan de salud que tenga	cubierta de Medicare. Complete the following information for
each member on your health plan contract is also covered		,
NOMBRE Y APELLIDOS DE BENEFICIARIO DE MEDICARE		FECHA DE EFECTIVIDAD/Effective Date
Name, Last and Surname of Medicare Beneficiary	FECHA NACIMIENTODate of Birth SEGURO SOCIAL/ So	ocial Security SEXO/Sex PARTE A/Part A PARTE B/Part B
		M O F O
	MES/Mo DÍA/Day AÑO/Year	
RAZÓN PARA CUBIERTA DE MEDICARE (MARQUE TODAS LAS QUE AP Reason for Medicare coverage (Check all that apply)	'LIQUEN)	NÚMERO MEDICARE / Medicare Claim Number
	llo Renal Crónico/End-Stage-Renal disease O Depend	liente/Dependent
NOMBRE Y APELLIDOS DE BENEFICIARIO DE MEDICARE Name. Last and Surname of Medicare Beneficiary	FECHA NACIMIENTODate of Birth SEGURO SOCIAL/ So	FECHA DE EFECTIVIDAD/Effective Date ocial Security SEXO/Sex PARTE A/Part A PARTE B/Part B
		M O
		F O
RAZÓN PARA CUBIERTA DE MEDICARE (MARQUE TODAS LAS QUE AP	MES/Mo DÌA/Day AÑO/Year	NÚMERO MEDICARE / Medicare Claim Number
Reason for Medicare coverage (Check all that apply)	,	
O Edad/Age (65) O Incapacidad/Disability O Fall	lo Renal Crónico/End-Stage-Renal disease O Depend	ilente/Dependent
N. A. 1181 17		
VI. Certificación- Certification		
		emás que proveer información falsa o incorrecta
·	•	LUD, así como las disposiciones aplicables de las
	e information provided hereinabove is accurate and tr insurance and to filling of criminal charges under the an	rue. I further recognize that providing false or inaccurate ntifraud statutes.
	Page	uelva el formulario Departamento de Operaciones de Servicio
		ppletado a: TRIPLE-S SALUD
		n the completed form to PO Box 363628
On Firms (Manua Ci	Fredrick (B. 1	San Juan, PR 00936-3628
Su Firma / Your Signature	Fecha / Date	



EFFECTIVE 01/01/24

HEALTH PLAN PREMIUMS

US VIRGIN ISLANDS		PREMIUM RATE			
TYPE OF	ENROLLMENT	BIWE	EKLY	МО	NTHLY
ENROLLMENT	CODE	GOVERNMENT SHARE	YOUR SHARE	GOVERNMENT SHARE	YOUR SHARE
High Option Self Only	851	\$225.74	\$75.25	\$489.11	\$163.04
High Option Self Plus One	853	\$506.86	\$168.95	\$1,098.20	\$366.06
High Option Self and Family	852	\$516.95	\$172.32	\$1,120.07	\$373.35

Service

Copays and Coinsurances

Basic Coverage	
Maximum Out of Pocket (MOOP) 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.	\$6,600 Self Only \$13,200 Self Plus One & Self and Family
Immunizations (Vaccines)	\$0
Medical Visits General Practitioner Specialist Sub-specialist Nutritionist Chiropractor	\$7.50 \$7.50 \$7.50 \$0 Up to 6 visits per year \$0 1 Initial and 1 follow up
Maternity Care Prenatal and postnatal care visits (if enrolled in Maternal Program) Prenatal care and postnatal care Delivery Electric Breast Pump (Coordinated with the Maternal Program)	\$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) Digital breast tomosynthesis bilateral screening Allergy tests	\$1.00 per diagnostic test \$0 \$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
Hospitalizations Regular & Partial Skilled Nursing Facility	\$0 \$0
Emergency Services Emergency room at a hospital Recommended by Teleconsulta Urgent Care Centers Sanitas Medical Centers in Florida	\$25 \$10 \$10 \$50
Ambulatory Surgery Lithotripsy	\$25 \$0

Basic Coverage cont.

Services

Copays and Coinsurances

Other Durable Medical Equipment	25% with Pre-authorization
Services by Non-Participating Providers in Puerto Rico and USVI.	10%
Services in United States	
We cover emergencies or services that we have pre-authorized area that are neither emergency nor precertified, we will reimburse 90% please refer to Section 1 of your brochure.	•
Pharmacy	
30 Day Supply (Retail Pharmacy)	
Tier 1: Generic prescription drugs	\$2.00 for unit or refill
Tier 2: Preferred brand prescription drug	\$20 for unit or refill
Tier 3: Non-preferred brand name drugs	20% or \$20, whichever is higher
	\$125 maximum out of pocket for unit or refill
Tier 4: Preferred Specialty/biotech drugs	25% or \$200, whichever is the lowest for unit or refill
Tier 5: Non-Preferred Specialty/biotech drugs	30% or \$300, whichever is the lowest for unit or refill
The antihypertensives, antidiabetics (except insulins), antihyperlipidemics (only statins), and	Naxolone medications will be covered at 100%.
90 Day Supply and Mail Order	
Tier 1: Generic prescription drugs	\$4.00 for unit or refill
Tier 2: Preferred brand prescription drug	\$40 for unit or refill
	20% or \$60, whichever is higher
Tier 3: Non-preferred brand name drugs	\$375.00 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	30%
and Oral Surgery	
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

This is a brief informational summary and does not replace or modify the policy. We urge you to review the Certificate of Benefits (Policy) so that you know in detail the benefits, limitations, and exclusions of the cover.

detail the benefits, limitations, and exclusions of the cover. Triple–S Salud, Inc. a raza, color, origen de nacionalidad, edad, discapacidad, o sexo. Triple–S Sal	e policy. We urge you to review the Certificate of Benefits (Policy) so that you know in cumple con las leyes federales aplicables de derechos civiles y no discrimina en base lud, Inc. complies with applicable federal civil rights laws and does not discriminate
because of race, color, national origin, age, disability, or sex. ATTENTION: If available to you. Call 787–774–6060, (TTY/TDD), 787–792–1370 or 1–866–215 or retiree, call 787–774–6081, Toll Free 1–800–716–6081; (TTY / TDD) 787–792	you chark English Janguage assistance convices tree of charge are

costo 1-866-215-1999. Independent licensee of BlueCross BlueShield Association. TSS-MKT-5217-2023-B



