

CIRCULAR LETTER M2107106

July 9, 2021

TO ALL IN-NETWORK PROVIDERS OF TRIPLE-S SALUD, INC. (COMMERCIAL)

RE: RESPONSIBILITY TO PROVIDE SERVICES TO BLUE PLAN MEMBERS THROUGH THE BlueCard® NATIONAL PROGRAM

Dear Provider:

Triple-S Salud, Inc. (Triple-S) is an independent licensee of the Blue Cross and Blue Shield Association (BCBSA) for Puerto Rico and the United States Virgin Islands.

The national program known as BlueCard® Program (BCP) was established by the BCBSA and requires that all Association's plans belong to that program. Triple-S is a member of the BCBSA, and therefore, all in-network providers of Triple-S must provide services to members of other Blue Cross Blue Shield plans. This program makes it easier for blue plan members to access health services in different geographic areas, including Triple-S members traveling to the states.

Triple-S participates in the BlueCard® Program through an agreement with the BCBSA. **If you are an in-network provider of Triple-S, you are a participant provider for all members of the BlueCard Program.** As an in-network provider of Triple-S, you also must provide services to patients who are members of other Blue Plans (national accounts) who travel or live in Puerto Rico.

We want to remind you that this is a contractual responsibility, and we urge you to continue fulfilling it. For your reference, we ask you to review **Circular Letter #M1506071**, where we advise you on the steps or measures to be taken in case of non-compliance. In addition, we inform you that we will document any guidance or intervention with providers or their office staff, regarding incidents related to access to services to BlueCard Program members for the benefit of all parties.

We appreciate your commitment to complying with this requirement, which is in the best interest of the members we serve.

If you or your office staff have any questions about the BlueCard program, we invite you to call us at 1-800-496-8868 or our Provider Service Center at 787-749-4700 or 1-877-357-9777 (For long distance calls, free of charge) from Monday to Friday from 7:30 a.m. to 8:00 p.m. and Saturdays from 8:00 a.m. to 12:00 p.m.

Cordially,



Dionnel Pérez Morales
Vice President
Network Management Division

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