



CIRCULAR LETTER #M2308112

August 14, 2023

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

Re: New dedicated line BCBS

Greetings from Triple-S Salud, Inc. (Triple-S, after this). At Triple-S, we are committed to providing our providers and members with high-quality service. Triple-S is the only independent licensee of the BlueCross BlueShield Association (BCBSA, hereinafter) for Puerto Rico and the US Virgin Islands. That means you can receive a call or be visited by an insured who travels to or lives in Puerto Rico with a non-local BCBSA health plan from any of the 50 states or territories.

As of September 1, 2023, Triple-S will have a new dedicated BCBSA line for providers to improve our services. This is in order to make eligibilities for all insured who travel to Puerto Rico to receive services and who have a BCBSA medical plan. Therefore, you can contact our dedicated BCBSA line from our Provider Service Center at 787-728-4951 from Monday to Friday from 8:00 a.m. to 5:00 p.m. to 5:00 p.m. and Saturdays from 8:00 a.m. to 12:00 p.m.

We appreciate that you are aware of what is reported here. If you need additional information or have any questions, you can contact our Provider Service Center for Commercial line business at 787-749-4700 or 1-877-357-9777 (toll-free) from Monday to Friday from 8:00 a.m. to 4:30 p.m. and Saturdays from 8:00 a.m. to 12:00 p.m.

Cordially,

Dionnel Pérez Morales, VP
Contracting and Administration Division
Triple-S Salud, Inc.

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