

OFFICIAL COMMUNICATION

CLINICAL AFFAIRS DEPARTMENT

April 14, 2020

TO ALL MCS LIFE INSURANCE COMPANY AND MCS ADVANTAGE, INC. PARTICIPATING HOSPITALS

Continuity of Hospital Audits During the Emergency Period

Greetings from the MCS Life Insurance Company and MCS Advantage, Inc. teams. This communication is regarding the one sent on March 20, 2020 on the management of hospital reviews during the decreed COVID-19 emergency in Puerto Rico.

Recognizing the importance of continuing to serve the population and given the outlook that the emergency situation continues to be extended, MCS Life and MCS Advantage are adjusting their operations. Therefore, we wish to inform you that both MCS Life and MCS Advantage will be conducting hospital audits remotely, both concurrently and retrospectively. The information sharing alternatives comply with the safety and privacy requirements set by regulatory agencies.

Currently, we have the following options for sharing information to continue the hospital review process:

- **Access to the hospital's electronic records** from the laptop of the specialist assigned to the hospital, with the due processes of the privacy and security agreements.
- **BOX platform deposit.** This option allows the hospital to securely deposit all digitized files and upload them to the system for evaluation. Files will not have to be emailed to us one by one.
- **Files sent via encrypted email and/or fax.** These options will require our unit's supervisor to inform you of the email to be used.

We urge you to evaluate these options and determine the most favorable one for you. The following measures will be taken as part of the audit process:

- Discussion with the specialist of days in question, if the record is viewed concurrently.
- Sending the days-in-question sheet by email.
- Closing cases, if there are no days in question, and sending via email the closed cases without comments. When hospital visits are resumed, the sheet can be stamped as evidence of the audit.

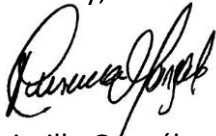
- Cases with designated days denied can be discussed with the assigned specialist. If there is any discrepancy with the determination, we will make the unit's medical director available.
- Once the case is closed with an indication, the sheet with the days denied will be sent. This is for those cases for which the denial applies.

In addition, our Information and Technology (IT) Department is available to assist you in implementing whichever option you indicate, if necessary. Remember, these options comply with the security and privacy requirements established by the regulatory agencies.

We're in the best position to continue working with you during the decreed emergency period. If you need additional information, or to clarify any concerns, call 787.758.2500, Ext. 2814.

We look forward to your reply.

Cordially,

A handwritten signature in black ink, appearing to read 'Priscilla González', written in a cursive style.

Priscilla González, Vice President
Clinical Administration Department