

OFFICIAL COMMUNICATION

Network Administration Department

IMPORTANT NOTIFICATION

TO ALL PARTICIPATING MCS LIFE INSURANCE COMPANY HOSPITALS

Hospital Review during the Public Health Emergency Period

Greetings from MCS Life Insurance Company! As you already know, the coronavirus (COVID-19) was declared a public health emergency by the World Health Organization (WHO) and recognized as a pandemic on March 11, 2020.

As part of the preventive measures being taken as a result of the COVID-19 threat to citizens, and Executive Order 2020-023 issued on March 15, 2020 by the Governor of Puerto Rico, the staff of our Hospital Review Unit will not be visiting hospitals until further notice. Admissions that have not been audited and closed as of March 15, 2020 under the utilization review of the level of hospital care, will be reviewed retrospectively, once our staff reports to the hospital once again.

In order to prevent the hospital's cash flow from being affected, admission services can be billed without the audit. Once an insured's file is audited, MCS Life will discuss and share the results with the hospital's utilization staff. Any changes in care levels as a result of the retrospective review will be adjusted with prior notification.

We remain committed to keeping you informed of any additional guidelines we receive on this subject. Go to Provinet regularly to stay current on this and other issues that could impact your operation.

You can contact our Provider Service Call Center at 787.620.2535 (metro area) or 1.800.981.4766 (toll free), Monday to Friday from 8:00 a.m. to 5:00 p.m., and Saturday from 8:00 a.m. to 1:00 p.m. for additional information.