

January 4, 2021

Dear Insured/Subscriber:

### **Telemedicine Service**

As part of our commitment to keep you informed, we wish to announce the change we've implemented to our Telemedicine service effective January 1, 2021. This change is aimed at enhancing our strengths in managing our healthcare services. That way, we can continue expanding and adding value to the MCS platform – the best healthcare plan in Puerto Rico. The change we're implementing is described below.

### **New Telemedicine Service Partnership**

During these times, when it has been necessary to access medical services remotely, MCS continues to strengthen its Telemedicine platform. For this, we have contracted Innova/Care Expand, whose infrastructure will allow us to take our services to the next level, using a secure and reliable Telemedicine platform.

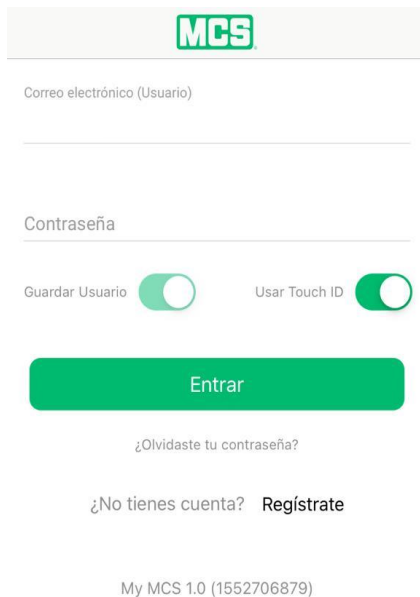
Insureds/subscribers who have this benefit included in their coverage will have easy virtual access to urgent care services through a network of highly qualified primary physicians – 24 hours a day, 7 days a week, 365 days a year. The link to the **MCS Medilínea MD** services for urgent care consultations with primary physicians can be accessed through the **Mi MCS** application.

To participate in a Telemedicine consultation, patients must go to Mi MCS through **mcs.com.pr** or the **Mi MCS** app from a smartphone (iPhone or Android), computer or tablet, as shown in the images below.

### **Website:**



## Smartphone App



MCS

Correo electrónico (Usuario)

Contraseña

Guardar Usuario ☒ Usar Touch ID ☒

Entrar

[¿Olvidaste tu contraseña?](#)

[¿No tienes cuenta? Regístrate](#)

My MCS 1.0 (1552706879)

- You can also call the following numbers:
  - Toll free for a video conference: 1.833.275.6276
  - TTY (hearing impaired): 1.844.981.1499
- You should always check your policy or Certificate of Coverage to verify whether you have the benefit available.
- If you have already downloaded the **MCS Medilínea MD** app to your device separately, you must delete it from your phone, as the service will be integrated with the **Mi MCS** app.

We also want to take this opportunity to remind you that, in addition to our Telemedicine services, the **Mi MCS** app has the following services available:

- Virtual access to your plan ID card
- Certification of Coverage
- Healthcare service provider search capabilities
- Direct access to **MCS Medilínea**, with 24-hour access to nurses by phone

If you have any doubts or require more information on this change, you can contact our Customer Service Center at 787.281.2800 or 1.888.758.1616, Monday to Friday from 8:00 a.m. to 8:00 p.m. and Saturday from 8:00 a.m. to 4:30 p.m.

Cordially,

Customer Service Department