

Transmittal Letter

August 28, 2020

To: All Providers Contracted by First Medical Health Plan, Inc. for the Vital Plan, Unique Region and Vital Population-X (Virtual)

Re: Circular Letter 20-0826-02 related to TTY Number Change – Vital Plan Enrollment Counselor

Dear Provider:

Receive a warm greeting on behalf of First Medical Health Plan, Inc. (FMHP).

Attached you will find the Circular Letter 20-0826-02 from the Puerto Rico Health Insurance Administration (PRHIA).

Through this Circular Letter, the PRHIA informs that, on **August 1, 2020**, the teletype (TTY) number for the Vital Plan Enrollment Counselor Call Center changed to the following number: 1-888-984-0128. The TTY number is to be used only by individuals who are deaf or hard of hearing.

For specific details of the information provided by the PRHIA, we encourage you to read the Circular Letter 20-0826-02.

If you have any questions regarding this letter or need additional information, feel free to contact our Provider Service Center toll free at 1-844-347-7802 Monday through Friday from 7:00 a.m. to 7:00 p.m. Also, you can access our website at www.firstmedicalvital.com.

Cordially,

Compliance Department
First Medical Health Plan, Inc.



GOBIERNO DE PUERTO RICO
Administración de Seguros de Salud

Circular Letter 20-0826-02

August 26, 2020

To: Managed Care Organizations (MCOs), Pharmacy Benefit Manager (PBM), Pharmacy Program Administrator (PPA), Primary Medical Groups (PMGs), Primary Care Physicians, and Participating Providers of the Puerto Rico Government Health Plan, Vital Plan

RE: TTY NUMBER CHANGE – VITAL PLAN ENROLLMENT COUNSELOR

The Puerto Rico Health Insurance Administration would like to inform you that on August 1, 2020, the teletype (TTY) number for the Vital Plan Enrollment Counselor Call Center changed to the following: 1-88-984-0128. The TTY number is to be used only by individuals who are deaf or hard of hearing.

It is important that the Beneficiary Manual, website, promotions, and all other documents, in English and Spanish, that has the Enrollment Counselor TTY number listed be updated to reflect this change. Beneficiaries and providers of the Puerto Rico Government Health Plan, Vital Plan, should also be notified.

Sincerely,

Jorge E. Galva, JD, MHA
Executive Director

