



DEPARTMENT OF HEALTH

Puerto Rico Medicaid Program

November 25, 2024

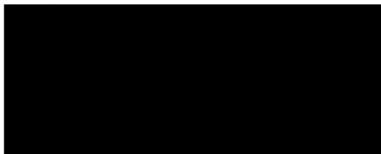
Via Certified Mail: 7018-0360-0000-7224-9472

To the honorable Xavier Becerra
Secretary
Department of Health and Human Services
200 Independence Avenue, SW
Washington DC, 20201

Dear Secretary Becerra:

Pursuant to 42 U.S.C. 1308(g)(7)(A)(v)(II) and (III), the Commonwealth of Puerto Rico certifies that contracts listed in the attached certification were issued by the Puerto Rico Medicaid Program and the Puerto Rico Health Insurance Administration during the period of July 1, 2024 thru September 30, 2024, and to the best of our knowledge and efforts have met the procurement standards set forth in sections 75.327, 75.328 and 75.329 of 45 CFR, except as indicated.

Respectfully,



Procurement Oversight Lead
Puerto Rico Medicaid Program



DEPARTMENT OF HEALTH

Puerto Rico Medicaid Program

CERTIFICATION

Pursuant to 42 U.S.C. 1308(g)(7)(A)(v)(II) and (III), the Commonwealth of Puerto Rico certifies to the honorable Xavier Becerra, Secretary of the Department of Health and Human Services, that contracts listed below issued by the administration of the Puerto Rico Medicaid Program (PRMP) during the period of July 1, 2024 thru September 30, 2024, to the best of our knowledge and efforts have met the procurement standards set forth in sections 75.327, 75.328 and 75.329 of 45 CFR, except as indicated.

The Puerto Rico Department of Health (PRDoH) is the State Medicaid Agency (SMA) within the Commonwealth of Puerto Rico. Within PRDoH, the PRMP is responsible for the management of the Medicaid Program and the Puerto Rico Medicaid Enterprise System (PRMES). The Puerto Rico Health Insurance Act (PRHIA) created the Puerto Rico Health Insurance Administration (ASES by its Spanish acronym), which has a memorandum of understanding with the PRMP and is responsible for contracting with, and monitoring services provided by, the Managed Care Organizations (MCOs) and other carriers.

| Puerto Rico Health Insurance Administration (ASES) | | | | |
|---|-----------------|------------------------|---------------|------|
| Vendor | Contract number | Contract period | Amount | Note |
| Plan de Salud Menonita, Inc. | 2023-000044H | 10/1/2023 – 9/30/2024 | \$55,824,301 | 1 |
| MMM Multihealth, LLC | 2023-000045H | 10/1/2023 – 9/30/2024 | \$103,931,336 | 1 |
| Triple-S Salud, Inc. | 2023-000046H | 10/1/2023 – 9/30/2024 | \$149,078,464 | 1 |
| First Medical Health Plan, Inc. | 2023-000047H | 10/1/2023 – 9/30/2024 | \$104,923,899 | 1 |
| Humana Health Plans of PR, Inc. | 2024-000001B | 8/30/2024 – 12/31/2024 | \$4,144,681 | 2 |
| Triple-S Advantage, Inc. | 2024-000002B | 8/30/2024 – 12/31/2024 | \$11,656,915 | 2 |
| MMM Healthcare, LLC | 2024-000003B | 8/30/2024 – 12/31/2024 | \$34,193,617 | 2 |
| MCS Advantage, Inc. | 2024-000004B | 8/30/2024 – 12/31/2024 | \$23,054,787 | 2 |
| Humana Health Plans of PR, Inc. | 2025-000001 | 1/1/2025 – 12/31/2025 | \$5,991,106 | 3 |
| Triple-S Advantage, Inc. | 2025-000002 | 1/1/2025 – 12/31/2025 | \$16,849,983 | 3 |
| MMM Healthcare, LLC | 2025-000003 | 1/1/2025 – 12/31/2025 | \$49,226,616 | 3 |
| MCS Advantage, Inc. | 2025-000004 | 1/1/2025 – 12/31/2025 | \$33,325,521 | 3 |
| Goldman Antonetti & Cordova, LLC | 2025-000015 | 7/8/2024–6/30/2025 | \$175,000 | 4 |
| Premier Financial Services, PSC | 2025-000018 | 7/1/2024–6/30/2025 | \$1,500,800 | 4 |
| Ad Astra Solutions, LLC | 2025-000019 | 7/1/2024–6/30/2025 | \$334,350 | 4 |

| Puerto Rico Health Insurance Administration (ASES) | | | | |
|---|-----------------|--------------------|-------------|------|
| Vendor | Contract number | Contract period | Amount | Note |
| Mercer Health & Benefits, LLC | 2025-000023 | 7/2/2024-6/30/2025 | \$6,614,285 | 4 |
| Citriom, LLC | 2025-000024 | 7/2/2024-6/30/2025 | \$1,946,160 | 4 |
| Deloitte Consulting, LLP | 2025-000029 | 7/1/2024-6/30/2025 | \$2,008,800 | 4 |
| Milliman, Inc | 2025-000030 | 8/1/2024-6/30/2025 | \$1,743,242 | 5 |
| Traslados Médicos de PR, Inc. | 2025-000036 | 8/1/2024-6/30/2027 | \$1,046,622 | 6 |
| Truenorth Corporation | 2025-000038 | 8/1/2024-7/31/2025 | \$1,989,344 | 4 |
| Publicidad Tere Suárez, LLC | 2025-000040 | 8/1/2024-6/30/2025 | \$450,000 | 4 |

| Puerto Rico Medicaid Program | | | | |
|---------------------------------|-----------------|-----------------------|--------------|------|
| Vendor | Contract number | Contract period | Amount | Note |
| Redmane Technology, LLC | 2019-DS0574I | 10/1/2024 - 9/30/2025 | \$20,986,331 | 7 |
| Intervoice Comm. Of PR, Inc. | 2023-DS1139C | 10/1/2024 - 6/30/2025 | \$4,759,770 | 7 |
| Telecontacto, Inc. | 2023-DS1504C | 8/26/2024 - 9/30/2024 | \$350,000 | 8 |
| Telecontacto, Inc. | 2023-DS1504D | 10/1/2024 - 9/30/2025 | \$2,983,510 | 9 |
| Enterprise Services Caribe, LLC | 2023-DS2110B | 10/1/2024 - 9/30/2025 | \$3,662,743 | 7 |
| Mercer Health & Benefits, LLC | 2023-DS2784B | 10/1/2024 - 9/30/2025 | \$772,065 | 10 |
| Enterprise Services Caribe, LLC | 2024-DS2147C | 10/1/2024 - 9/30/2025 | \$24,600,000 | 7 |
| Estudios Técnicos, Inc. | 2025-DS5059 | 9/1/2024 - 9/30/2025 | \$392,375 | 11 |
| Wovenware, Inc. | 2025-DS5270 | 10/1/2024 - 9/30/2025 | \$3,321,964 | 7 |
| Intervoice Comm. Of PR, Inc. | 2025-DS5360 | 10/1/2024 - 3/31/2025 | \$2,460,000 | 7 |

Color Identification:

- Contracts that have met procurement standards identified under sections 45 CFR 75.327 – 329.
- Extenuating circumstances prevented the compliance of these contracts with the standards identified under 45 CFR 75.327 – 329.

Notes:

1 – Refers to amendments to contracts with MCOs who provide health services for persons eligible for Medicaid and other enrollees of the Puerto Rico Government Health Plan program known as “Plan Vital” to conform to the Updated PMPM Payments. Original contract, signed in 2022 and valid until September 30, 2025, was preceded by the Request for Proposal PSG-RFP2018. Amendments H respond to Updated PMPM Payments as scheduled in original contract.

Section 21.1 of original contract state: “Subject to and upon the terms and conditions herein, this contract shall be in full force and effect on January 1, 2023, and shall terminate on September 30, 2025.” Additionally, original contract’s section 21.4 state:

PO BOX 70184, San Juan, PR 00936-8184
787-765-2929 www.salud.pr.gov

"The PMPM Payments shall be negotiated for every rating period covered by the Contract (specifically from January 1, 2023, to September 30, 2023, October 1, 2023, to September 30, 2024, October 1, 2024, to September 30, 2025). Any increase in the PMPM Payment shall be subject to ASES's determination that the proposed new amount is actuarially sound."

For its part, section 21.4.1 of current amendments (H) state: *"Within thirty (30) calendar days following CMS's and FOMB's approval of the October 1, 2023, Updated PMPMP Payments, ASES shall pay contractor for the difference between (i) PMPM Payments that ASES made to Contractors after the Expired rating Period and (ii) the Updated PMPM Payments. Payment shall be based on the risk scores applicable for the October 1, 2023, risk adjustment period."*

2 – Refers to second amendments (identified as 'B') to State Medicaid Agency Contracts (SMACs) with Medicare Advantage Organizations (MAOs) who assist the Medicare and Medicaid dual-eligible population with Medicaid wraparound services (known locally as Medicaid Platino) during natural year 2024 period. The amendments have the purpose of increasing the wrap around payment from 50 dollars to 93 dollars.

These contracts are a step within the Centers for Medicare and Medicaid Services (CMS) Annual MA Open Enrollment Period covering, but not limited to the Medicare Advantage Dual Eligible Special Need Plans providers' contract process (D-SNPs). The SMAC process in ASES is not a competitive one. ASES does not limit the number of contracts awarded. If the MAO complies with CMS's and ASES' requirements, the SMAC is awarded, contingent upon CMS's final award of their contract with said MAO.

Each vendor has been determined to be an eligible MAO by the CMS under 42 CFR 422.501; and has entered a contract with CMS pursuant to Sections 1851 through 1859 of the Social Security Act to operate a Medicare Advantage plan in compliance with 42 CFP 422.502 and other applicable federal statutes, regulations and policies.

3 – Refers to CMS approved contracts of Puerto Rico's 2025 Platino-Dual Special Needs Plan (State Medicaid Agency Contracts (SMACs) with Medicare Advantage Organizations (MAOs) who assist the Medicare and Medicaid dual-eligible population with Medicaid wraparound services – known locally as Medicaid Platino).

As stated in previous note these contracts are a step within the Centers for Medicare and Medicaid Services (CMS) Annual MA Open Enrollment Period covering, but not limited to the Medicare Advantage Dual Eligible Special Need Plans providers' contract process (D-SNPs). The SMAC process in ASES is not a competitive one. ASES does not limit the number of contracts awarded. If the MAO complies with CMS's and ASES' requirements, the SMAC is awarded, contingent upon CMS's final award of their contract with said MAO.

Each vendor has been determined to be an eligible MAO by the CMS under 42 CFR 422.501; and has entered a contract with CMS pursuant to Sections 1851 through 1859 of the Social Security Act to operate a Medicare Advantage plan in compliance with 42 CFP 422.502 and other applicable federal statutes, regulations and policies.

4 – Refers to contracts for state fiscal year 2024-2025 between ASES and entities with professional subject matter expertise in areas of general government affairs including disciplines of accounting, financial, legal, IT, human resources, publicity and grant management, among other ASES administrative and operational functions and responsibilities. Although these contracts are certified by the procurement oversight lead under the category of extenuating circumstances, ASES, considers the following two vendors as sole source:

– Mercer Health & Benefits, LLC (contract 2025-000023

Mercer Health & Benefits has the contractual responsibility to provide actuarial services related to rates for Plan VITAL and Platino (MCOs and MAOs providers). Mercer services commenced in 2022 after being awarded the Good Pro in competitive process RFP #ACTUARIAL2022, which provided for a one-year contract plus an optional one-year extension. As mentioned in Certificate for April – June 2024 period, ASES opted for the extension with contract 2024-000018B, which provided for the finalization of rates for Federal fiscal year 2024 and develop rates for Federal Fiscal year 2025. Now, contract 2025-000023 provides for the monitor plus rate update for Federal fiscal year 2024, rate-setting and residual tasks for Federal fiscal year 2025, and rate setting for Federal fiscal year 2026. The overlapping effect of the contracted services across the different contracts is considered by the procurement oversight lead as an extenuating circumstance that motivated the current contract. Furthermore, it could be foreseen that the extenuating circumstance will be present as a yearly recurrent event. A competitive procurement process with the feasibility to provide a contract duration on par with the length of the MCOs contracts should be considered.

– Citriom, LLC (contract 2025-000024)

The certificate corresponding to the January – March 2024 period included contract 2024-000008A with Citriom, which was signaled in findings reported by HHS Office of the Inspector General, report number A-02-24-01002. In written response to the report ASES attested that Citriom, contracts are based on a single source consideration and public exigency as permitted by 45 CFR 75.329(f)(1) and (2). OIG's final determination is still pending to this date. Future certifications would relate to such determination.

5 – Refers to a continuation of a license and consulting professional services contract in IT consulting services and access to MedInsight®, a data warehousing, analytics and reporting solution. Since MedInsight is a creation of Milliman, ASES procured this license and consulting service from a single source according to 45 CFR 75.329(f)(1).

6 – Refers to a multi-agency contract with vendor Traslados Médicos de Puerto Rico, Inc., for aeromedical transportation services. The Puerto Rico Department of Health, as well as the Puerto Rico State Insurance Fund Corporation (CFSE by its Spanish Acronym) and the Puerto Rico Automobile Accident Compensation Administration (ACAA by its Spanish acronym) also participate in this contract. Each cited state agency provides own funds to run the contract. This contract was preceded by competitive process RFP 22 – 2665 held by the Puerto Rico General Services Administration.

7 – Refers to contract amendments authorized by CMS in accordance with 45 CFR 75-329(f)(3).

- o For 2019-DS0574I authorization see Attachment A
- o For 2023-DS1139C authorization see Attachment B
- o For 2023-DS2110B authorization see Attachment C
- o For 2024-DS2147C authorization see Attachment C
- o For 2025-DS5270 authorization see Attachment B
- o For 2025-DS5360 authorization see Attachment D

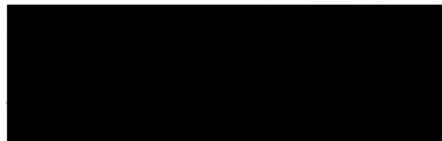
8 – Contract 2023-DS1504C refers to an amendment to contract with the same number, which was preceded by RFP 2022-PRMP-MES-Contact Center-004 awarded on June 16, 2022. The RFP provided for a two (2) year base-contract with three (3) optional one (1) year extensions. Amendment C refers to the addition of \$350,000 to complete the tasks during the final month of the base two-year contract. Budget assigned to initial contract was depleted due to the increment of demand for services during the “unwinding” process. Only \$103,503 of the added funds were used.

9 – Contract 2023-DS1504D refers to the first optional extension of the validity of contract for the contact center services. As stated in the previous note, the contact center RFP provided for a two (2) year base-contract with three (3) optional one (1) year extensions. This extension applies for the period of October 1, 2024, through September 30, 2025.

10 – Contract 2023-DS2784B refers to the first optional extension of the validity of contract for the External Quality Review Organization, a requirement from the Balanced Budget Act of 1997. The request for proposal 2021-PRMP-RFP-002 provided for a two (2) year base-contract with three (3) optional one (1) year extensions. This extension applies for the period of October 1, 2024, through September 30, 2025.

11 – Contract 2025-DS5059 refers to the assessment and GAP analysis of Non-Emergency Medical Transportation services in Puerto Rico (NEMT). It is related to the Money Follows the Person grant and was preceded by RFP 2024-PRMP-MFP-NEMT-003.

Given today November 25, 2024, in San Juan, Puerto Rico.

A large black rectangular box redacting the signature of the Procurement Oversight Lead.

Procurement Oversight Lead
PRMP

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard, Mail Stop S2-22-16
Baltimore, Maryland 21244-1850



August 7, 2024

Dinorah Collazo-Ortiz
Program Director
Puerto Rico Department of Health Medicaid Program
P.O. Box 70184
San Juan, PR 00936-8184

RE: PR-2024-07-10-EE-CntAmend-MEDITI3G-Redmane

Dear Director Collazo-Ortiz:

This letter is in response to Puerto Rico's submissions dated July 10, 2024, requesting that the Centers for Medicare & Medicaid Services (CMS) review and approve the Territory's contract amendment with Redmane for the Territory's Eligibility and Enrollment (E&E) project.

Puerto Rico's contract amendment with Redmane is for increased application maintenance and support, enhancement, and continued maintenance and operations of the MEDITI3G E&E system. Additionally, Redmane will integrate a dedicated project into the maintenance component to allow for flexibility in reporting and data analytic needs.

The amendment increases the total cost of Redmane's contract (#2019-DS0574) by \$20,986,331, for a new contract total not to exceed \$138,087,775. The amendment also extends the contract's end date from September 30, 2024, for one year, resulting in a new contract end date of September 30, 2025. Puerto Rico will complete a competitive procurement process for ongoing maintenance and operations during this time; the associated Request for Proposals was posted on July 31, 2024.

CMS approved Puerto Rico's related Advance Planning Document (APD), PR-2024-07-10-EE-IAPDU-MEDITI3G-Multiple Projects, outlining the Redmane contract's scope and costs, on August 6, 2024. The approved funding will expire on September 30, 2025.

CMS approves the Territory's Redmane amendment, effective July 10, 2024, in accordance with 45 CFR 95.611. Please provide your Medicaid Enterprise Systems (MES) State Officer with an electronic copy of the final executed amendment.

As per 45 CFR 95.611, any subsequent revisions and/or amendment(s) to the contract will require CMS' prior written approval to qualify for Federal financial participation (FFP). Additionally, any changes in the related approved APD project scope, duration, or cost require CMS prior approval of an APD Update.

Formal submissions of E&E APDs, RFPs, and contracts should be sent to the CMS dedicated MES electronic mailbox: MedicaidE&E_APD@cms.hhs.gov, with a cover letter addressed to Eugene Gabriyelov, Director, Division of State Systems.

If you have any questions, please contact your MES State Officer, Jessica Dunlap, at Jessica.Dunlap@cms.hhs.gov.

Sincerely,



Eugene Gabriyelov, Director
Division of State Systems

CC:

MESClearance@cms.hhs.gov

Ricardo Holligan, CMS/CMCS

Rosa Esther Peralta, CMS/CMCS

Ivelisse Salce, CMS/CMCS

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard, Mail Stop S2-22-16
Baltimore, Maryland 21244-1850



July 26, 2024

Dinorah Collazo-Ortiz
Program Director
Puerto Rico Department of Health Medicaid Program
P.O. Box 70184
San Juan, PR 00936-8184

RE: PR-2024-07-08-EE-CntAmend-MEDITI3G-Intervoice
PR-2024-07-09-EE-CntAmend-MEDITI3G-Wovenware

Dear Director Collazo-Ortiz:

This letter is in response to Puerto Rico's submissions dated July 8, 2024, and July 9, 2024, requesting that the Centers for Medicare & Medicaid Services (CMS) review and approve the State's Intervoice and Wovenware contracts supporting the State's Eligibility and Enrollment (E&E) system, known as MEDITI3G.

Puerto Rico's contract with Intervoice (2023-DS139) is for overall MEDITI3G project management support. Intervoice will support the territory during the anticipated E&E System transition resulting from the forthcoming MEDITI3G Request for Proposals (RFP). Intervoice manages and supports system enhancement releases for the MEDITI3G system to deliver new and improved capabilities to the Medicaid program.

This amendment increases the total cost of the Intervoice contract by \$4,759,771, for a new contract total not to exceed \$30,115,036. This amendment also extends the contract end date from September 30, 2024, for 12 months, resulting in a new contract end date of September 30, 2025.

Puerto Rico's contract with Wovenware (2024-DS3180) is for Maintenance and Operations support to Puerto Rico's Local State Data Verification Hub, including interfaces between multiple government agencies and the MEDITI3G system.

This amendment increases the total cost of the Wovenware (2024-DS3180) contract by \$3,321,995, for a new contract total not to exceed \$36,289,696. This amendment also extends the contract end date from September 30, 2024, for 12 months, resulting in a new contract end date of September 30, 2025.

CMS approved Puerto Rico's related Advance Planning Document (APD) PR-2024-04-02-EE-IAPD-MEDITI3G-FFY2024-2025, outlining the scope and costs for both amendments for the MEDITI3G project, on April 12, 2024. The approved funding will expire on September 30, 2025.

CMS approves the State's Intervice contract, effective July 8, 2024. CMS additionally approves the State's Wovenware contract, effective July 9, 2024, both in accordance with 45 CFR 95.611. Please provide your Medicaid Enterprise Systems (MES) State Officer with electronic copies of the final amendments upon execution.

As per 45 CFR 95.611, any subsequent revisions and/or amendment(s) to either contract will require CMS' prior written approval to qualify for Federal financial participation (FFP). Additionally, any changes in the related approved APD project scope, duration, or cost, requires CMS prior approval of an APD Update.

Formal submissions of E&E APDs, RFPs, and contracts should be sent to the CMS dedicated E&E electronic mailbox: MedicaidE&E_APD@cms.hhs.gov with a cover letter addressed to Edward L. Dolly, Deputy Director, Data and Systems Group.

If you have any questions, please contact the MES State Officer, Jessica Dunlap, at 667-290-8460 or Jessica.Dunlap@cms.hhs.gov.

Sincerely,



Alejandra Johnson, Technical Director
On behalf of
Edward L. Dolly, Deputy Director
Data and Systems Group

CC:

MESClearance@cms.hhs.gov

Ricardo Holligan, CMS/CMCS

Rosa Esther Peralta, CMS/CMCS

Ivelisse Salce, CMS/CMCS

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard, Mail Stop S2-22-16
Baltimore, Maryland 21244-1850



September 18, 2024

Dinorah Collazo-Ortiz
Program Director
Puerto Rico Department of Health Medicaid Program
P.O. Box 70184
San Juan, PR 00936-8184

RE: PR-2024-08-20-MMIS-CNTAmend-ESC-Phase III
PR-2024-08-30-MMIS-CNTAmend-ESC-Phase I and II Ops

Dear Director Collazo-Ortiz:

This letter is in response to Puerto Rico's submissions dated August 20, 2024, and August 30, 2024, requesting that the Centers for Medicare & Medicaid Services (CMS) review and approve the territory's contract amendments with Enterprise Services Caribe (ESC) for the territory's Medicaid Management Information System (MMIS) Phase III implementation as well as ongoing Phase I and II operations.

Puerto Rico's MMIS Phase III contract amendment directs ESC to produce the remaining Phase III deliverables (roadmaps, defects list, system integration testing results, user acceptance testing results, production screenshots, reports, and data certification), and to participate in CMS system certification. This contract includes Maintenance and Operations support for Phase III capabilities, including hosting and disaster recovery as well as support for ongoing enhancements.

This amendment increases the total cost of the Phase III contract by \$3,662,743 for a new contract total not to exceed \$18,184,309. This amendment also extends the contract's end date from September 30, 2024, for one year, resulting in a new contract end date of September 30, 2025.

Puerto Rico's MMIS Phase I and II Operations contract amendment is for continued Electronic Data Interchange (EDI) Help Desk support, surveillance/utilization review, provider module support, and general MMIS operational support. This amendment increases the total cost of the Phase I and II contract by \$24,600,000 for a new contract total not to exceed \$87,011,771. This amendment also extends the contract's end date from September 30, 2024, for one year, resulting in a new contract end date of September 30, 2025.

CMS approved Puerto Rico's related Advance Planning Document (APD) PR-2024-01-18-MMIS-MES-APDU-PRMES-Multiple Projects, outlining the scope and costs for these amendments, on February 29, 2024. The approved funding will expire on September 30, 2025.

CMS approves the Territory's MMIS Phase III contract amendment, effective August 20, 2024, and the MMIS Phase I and II contract amendment, effective August 30, 2024, in accordance with 45 CFR 95.611. Please provide your Medicaid Enterprise Systems (MES) State Officer with electronic copies of the final contract amendments upon execution.

As per 45 CFR 95.611, any subsequent revisions and/or amendment(s) to either contract will require CMS' prior written approval to qualify for Federal Financial Participation (FFP). Additionally, any changes in the related approved APD project scope, duration, or cost, requires CMS prior approval of an APD Update.

Formal submissions of MES APDs, RFPs, and contracts should be sent to the CMS dedicated MES electronic mailbox MedicaidMMIS@cms.hhs.gov, with a cover letter addressed to Dzung Hoang, Director of Division of HITECH and MMIS.

If you have any questions, please contact your MES State Officer, Jessica Dunlap, at Jessica.Dunlap@cms.hhs.gov.

Sincerely,


Dzung Hoang, Director
Division of HITECH and MMIS

CC:

MESClearance@cms.hhs.gov

Ricardo Holligan, CMS/CMCS

Rosa Esther Peralta, CMS/CMCS

Ivelisse Salce, CMS/CMCS

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard, Mail Stop S2-22-16
Baltimore, Maryland 21244-1850



September 19, 2024

Dinorah Collazo-Ortiz
Program Director
Puerto Rico Department of Health Medicaid Program
P.O. Box 70184
San Juan, PR 00936-8184

RE: PR-2024-09-04-MMIS-CNTAmenend-ProviderOperations-Intervoice

Dear Director Collazo-Ortiz:

This letter is in response to the Puerto Rico Medicaid Program's (PRMP's) submission dated September 4, 2024, requesting that the Centers for Medicare & Medicaid Services (CMS) review and approve the Territory's Medicaid Management Information System (MMIS) Core/Provider Operations Contract amendment with Intervoice.

Puerto Rico's MMIS Core/Provider Operations contract with Intervoice is for ongoing operational support for PRMP provider enrollment, revalidation, and maintenance activities and to support PRMP with related operations activities that are required for the successful operation of the Provider Enrollment Unit.

This amendment increases the total cost of the Intervoice contract (2024-DS3012) by \$2,460,000 for a new contract total not to exceed \$21,656,911. This amendment also extends the contract's end date to six months from September 30, 2024, or until the pending procurement of provider enrollment services is complete, resulting in a new contract end date of no later than March 31, 2025.

CMS approved Puerto Rico's related Advance Planning Document (APD), outlining the Intervoice amendment scope and costs for the MMIS Core/Provider Operations project, on February 29, 2024 (PR-2024-01-18-MMIS-MES-APDU-PRMES-Multiple Projects). The approved funding will expire on September 30, 2025.


CMS approves the Territory's Intervoice contract amendment, effective September 4, 2024, in accordance with 45 CFR 95.611. Please provide your Medicaid Enterprise Systems (MES) State Officer an electronic copy of the final contract amendment upon execution.

As per 45 CFR 95.611, any subsequent revisions and/or amendment(s) to the contract will require CMS' prior written approval to qualify for Federal Financial Participation (FFP). Additionally, any changes in the related approved APD project scope, duration, or cost, requires CMS prior approval of an APD Update.

Formal submissions of MES APDs, RFPs, and contracts should be sent to the CMS-dedicated MES electronic mailbox MedicaidMMIS@cms.hhs.gov, with a cover letter addressed to the following: Dzung Hoang, Director of Division of HITECH and MMIS.

If you have any questions, please contact your MES State Officer, Jessica Dunlap, at Jessica.Dunlap@cms.hhs.gov.

Sincerely,



Dzung Hoang, Director
Division of HITECH and MMIS

CC:

MESClearance@cms.hhs.gov

Ricardo Holligan, CMS/CMCS

Rosa Esther Peralta, CMS/CMCS

Ivelisse Salce, CMS/CMCS