



CERTIFICATION

Pursuant to 42 U.S.C. 1308(g)(7)(A)(v)(II) and (III), the Commonwealth of Puerto Rico certifies to the honorable Robert F. Kennedy, Jr., Secretary of the U.S. Department of Health and Human Services, that contracts listed below issued by the administration of the Puerto Rico Medicaid Program (PRMP) and the Puerto Rico Health Insurance Administration (PRHIA) during the period of **October 1, 2025** thru **December 31, 2025 (4th Quarter of 2025)**, to the best of our knowledge and efforts, have met the procurement standards set forth in sections 200.317-327 of 2 CFR, except as indicated.

The Puerto Rico Department of Health (PRDoH) is the State Medicaid Agency (SMA) within the Commonwealth of Puerto Rico. Within the 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 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 (PRHIA)				
<i>Vendor</i>	<i>Contract Number</i>	<i>Contract Period</i>	<i>Amount</i>	<i>Note</i>
Premier Financial Services, PSC	2026-000043	10/06/2025 – 06/30/2026	\$1,375,000.00	1(a)
Mercer Health & Benefits, LLC	2026-000049	11/05/2025 – 11/30/2025	\$792,029.00	1(b)
Milliman, Inc.	2026-000050	11/06/2025 – 06/30/2026	\$1,693,242.00	1(c)
Mercer Health & Benefits, LLC	2026-000054	12/08/2025 – 12/31/2025	\$696,416.50	1(d)

Puerto Rico Medicaid Program (PRMP)				
<i>Vendor</i>	<i>Contract Number</i>	<i>Contract Period</i>	<i>Amount</i>	<i>Note</i>
Telecontacto, Inc.	2026-DS6814	10/01/2025 – 09/30/2026	\$2,985,560.00	2
RedMane Technology, LLC	2026-DS6977	10/03/2025 – 09/30/2026	\$18,560,907.00	3
Enterprise Services Caribe, LLC	2026-DS6982	10/14/2025 – 09/30/2026	\$31,742,683.12	3
Intervoice Communication of Puerto Rico, Inc.	2026-DS6938	10/01/2025 – 09/30/2027	\$13,220,000.00	2

Intervoice Communication of Puerto Rico, Inc.	2026-DS6790	10/01/2025 – 09/30/2027	\$14,104,985.75	2
Health Gorilla Latin America, LLC	2026-DS7203	11/21/2025 – 12/31/2026	\$3,150,000.00	3
Wovenware, Inc.	2026-DS7209	10/31/2025 – 09/30/2026	\$3,306,994.60	3
Berry, Dunn, McNeil & Parker, LLC	2024-DS4340-B	01/01/2026 – 06/20/2026	\$7,041,850.00	2

Color Indication:

 Contracts that have met procurement standards identified under 2 CFR § 200.317–327.

 Extenuating circumstances prevented the compliance of these contracts with the standards identified under 2 CFR § 200.317–327.

Notes:

1. Contracts for state fiscal year 2025–2026 between the Puerto Rico Health Insurance Administration (PRHIA) 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 PRHIA administrative and operational functions and responsibilities. Although some of these contracts are certified by the Procurement Oversight Lead (POL) under the category of extenuating circumstances, the PRHIA considers the following vendors as to fall under the “sole source” or “inadequate competition” exceptions, 2 CFR § 200.320 (c) (2), (5) [formerly 45 CFR § 75.329 (f) (1), (4)].

(a) Premier Financial Services, PSC (Contract Number: 2026-000043)

Noncompetitive procurement under the “sole source” exception, 2 CFR § 200.320 (c) (2).

PRHIA’s Interpretation and Comments:

Premier Financial Services, PSC (Premier) is a consulting firm specializing in financial and fiscal matters within the health insurance industry. The firm possesses extensive expertise in the Puerto Rico Medicaid Enterprise, which includes the Puerto Rico Health Insurance Administration (PRHIA) and the Puerto Rico Medicaid Program (PRMP), under the Puerto Rico Department of Health.

Premier has provided critical support to PRHIA and PRMP in implementing Phase III of the Puerto Rico Medicaid Management Information System (PRMMIS). This phase is essential for enabling accounting and capitated payment functionalities. Training for Phase

III began in March 2024, and the system went live at that time. Although Phase III was officially completed in February 2025, it remains in the final development and adjustment stage, particularly to address significant change requests aimed at improving PRHIA's accounting operations.

In addition, PRHIA is currently addressing a Corrective Action Plan (CAP) issued by the Office of the Inspector General (OIG) on May 2, 2025, as well as recommendations from the Puerto Rico Office of the Comptroller dated May 14, 2025. These actions relate to the development and refinement of PRHIA's internal regulations governing PRMMIS operations. To comply with these requirements, Premier has initiated a comprehensive review of PRHIA's internal procedures for accounting, financial, fiscal, and compliance operations.

Furthermore, in April 2025, PRHIA launched an initiative under Section 5121 of the Consolidated Appropriations Act of 2023 and the Social Security Act, as requested by PRMP. This initiative ensures that youth in juvenile correctional institutions receive health benefits 30 days prior to their release. As part of the implementation process, PRHIA engaged Premier to develop the necessary Standard Operating Procedures (SOPs) to ensure PRMMIS functionality for this initiative. This effort is considered an extension of Phase III implementation.

Premier is also conducting a full evaluation of PRHIA's Compliance Office procedures to strengthen its Fraud, Waste, and Abuse (FWA) Program for the Government Health Plan (GHP) and Advantage contracts with Medicare Advantage Organizations (MAOs).

Premier's proposal for fiscal year 2025–2026 encompasses all the tasks described above to ensure timely completion and compliance. A change in vendor at this stage would result in significant additional costs for PRHIA due to required training and would severely delay finalizing the integration of PRHIA's systems with PRMMIS. Also, completing these projects is critical to achieving compliance with the CAPs issued by the OIG and the Comptroller's Office.

Given these circumstances, PRHIA has determined that noncompetitive procurement of Premier qualifies under the sole source exemption. Premier is uniquely positioned to provide these services due to its specialized expertise in financial and fiscal matters related to the Puerto Rico Medicaid Enterprise and its experience managing federal funding within the public health context. Accordingly, PRHIA has concluded that this contract meets the criteria for sole source procurement based on the vendor's unique qualifications and knowledge of key PRMMIS projects.

However, PRHIA is currently assessing its projected needs following the completion of these projects to define the scope of future services needed and initiate the appropriate procurement process for such services for fiscal year 2026–2027.

POL's Interpretation and Comments:

The POL acknowledges that the vendor has vast experience and knowledge regarding the financial and fiscal matters of the Puerto Rico Medicare Enterprise System (MES) as well as in managing federal funds within the public health context. However, the vendor's particular experience and knowledge does not necessarily qualify them as a "sole source" given that there is no indication of a set of unique qualifications, certifications or skills that the vendor possesses that are required to complete such tasks. The services provided by the vendor also do not appear to be unique or only available through this vendor. Because of the aforementioned reasons the POL cannot qualify this contract as a "sole source procurement".

Based on the fact that Premier's actual contract encompasses all the necessary tasks to comply with and also complete the issues stated in the PRHIA Corrective Action Plan (CAP), it is the POL's recommendation that a new procurement process must be scheduled for the next fiscal year (2026-2027).

(b) Mercer Health & Benefits, LLC (Contract Number: 2026-000049)

Noncompetitive procurement under the "inadequate competition" exception, 2 CFR § 200.320 (c) (5).

PRHIA's Interpretation and Comments:

Under Contract No. 2025-000023 with Mercer Health & Benefits, LLC, PRHIA engaged actuarial services scheduled to conclude on June 30, 2025. In anticipation of the contract's expiration, PRHIA launched a competitive procurement process through RFP #2025-001 on December 30, 2024. After the evaluation of proposals was completed, the Evaluation Committee's report and recommendation was issued on June 9, 2025.

On July 30, 2025, PRHIA's Board of Directors reviewed the procurement recommendation. Acting under the authority granted by Act No. 72-1993, as amended – PRHIA's enabling statute– and in accordance with Section 5.8.4 of RFP #2025-001, which permits cancellation when only one responsive offeror is identified, the Board exercised its discretion to cancel the RFP. This decision was deemed to be in PRHIA's best interest.

Specifically, the Notice of Cancellation stated that a new RFP for actuarial services should be prepared by the newly appointed Executive Director, with modifications to promote broader competition during the procurement and ensure better alignment with PRHIA's current operational needs. Therefore, among other criteria, the Board's decision was based on obtaining adequate competition in a new procurement process.

Accordingly, RFP #2025-004 for Actuarial Services was issued on August 18, 2025.

Anticipating delays in the completion of the competitive procurement process for actuarial services, PRHIA personnel contacted CMS in June 2025 to identify the appropriate PO Box 70184, San Juan, P.R. 00936-8184 | 787-765-2929 | www.salud.pr.gov

division responsible for authorizing noncompetitive contracts for services such as actuarial services. CMS responded that there is not a specific division or designated point of contact for contracts related to actuarial or financial services. As a result, PRHIA was unable to obtain direct authorization for a noncompetitive procurement.

Given this provider's critical roles in key PRHIA initiatives —such as the implementation of the All Patient Refined Diagnosis Related Groups (APR-DRG) and, most notably, the ongoing negotiations for Per Member Per Month (PMPM) rates under the Plan Vital contract— PRHIA identified a continued need for actuarial services to support these essential operations.

RFP #2025-004 was adjudicated by PRHIA's Board of Directors on November 25, 2025, and the Notice of Intent to Award was notified on December 5, 2025. The Board of Directors determined to award the contract to Milliman, Inc., as the new provider. The contract approval process in other government entities (Office of Budget and Management, FOMB) was underway during this period and the new actuarial services contract with the awarded Offeror was signed on January, 22 2026, to begin the transition process with Mercer as soon as possible. However, Mercer presented a Petition for Reconsideration and a subsequent petition for judicial review in the Puerto Rico Court of Appeals, which also had an impact on the contract approval process for the new actuarial firm.

The uninterrupted provision of actuarial services is crucial for PRHIA's compliance with federal regulations. In other words, PRHIA must maintain a contract for actuarial services. The need of having an actuary actively engaged in current PMPM rate negotiations with Managed Care Organizations (MCOs), as well as in the development and certification of actuarially sound rates and the submission of multiple reports required by the federal government is crucial, as actuarially sound rate certifications are required by the federal government. Compliance with these aspects is crucial for the Puerto Rico Medicaid Enterprise, not only to ensure adequate compliance in all operational areas, but it also serves the public interest and guarantees essential services to Plan Vital beneficiaries.

In conclusion, considering that the cancellation of the first procurement, RFP #2025-001, was based, among other criteria, on the requirement for broader competition, this delayed the award of a new contract resulting from a procurement process. Therefore, this contract for the extension of actuarial services would be justified under 2 CFR sec. 200.320 (c) (5), which refers to inadequate competition that resulted from the first procurement process.

This contract is a continuation of Contract No. 2026-000038, certified for the Third Quarter of 2025.

POL's Interpretation and Comments:

After reviewing all pertinent documentation associated with the cancellation of RFP #2025-001 and circumstances surrounding the procurement process, it's the POL's interpretation that the only reason to allow noncompetitive procurement in this case is that
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"[a]fter soliciting several sources, competition is determined inadequate", 2 CFR § 200.320 (c) (5).

(c) Milliman, Inc. (Contract Number: 2026-000050)

Noncompetitive procurement under the "sole source" exception, 2 CFR § 200.320 (c) (2).

PRHIA's Interpretation and Comments:

The Information Systems Office manages several critical professional services, including the data warehousing, analytics, reconciliation, and reporting solution provided by Milliman, Inc. through its proprietary platform, MedInsight®, currently used by PRHIA as an integral component of Government Health Plan (GHP) data management. This tool enables PRHIA to:

1. Consolidate all data into a single repository.
2. Track and analyze medical costs and utilization rates.
3. Access detailed financial, medical, and administrative trend reports through standard dashboards.
4. Develop and analyze retrospective and prospective health risk factors for patients, groups, or lines of business.
5. Perform ad-hoc data analysis and queries.

This service is essential for PRHIA's proper operation of the GHP and was certified as a single source exception under 45 C.F.R. § 75.329(f)(1), as reflected in the Puerto Rico Medicaid Program's FY 2024-2025 Third Quarter certification to the U.S. Secretary of Health. This exception remains applicable for Fiscal Year 2025-2026.

Until May 2024, PRHIA used MedInsight® for premium calculations and performance reporting to CMS. Although the Puerto Rico Medicaid Management Information System (PRMMIS) became the new transactional engine for premium payments last fiscal year, its full integration with PRHIA's systems is still in progress, resulting in data discrepancies that require actuarial analysis. MedInsight® continues to provide essential validation elements and supplemental data for PRMMIS, ensuring accurate premium determinations. From an operational perspective, MedInsight® remains a critical data source for the GHP. Under Section 1932 of the Social Security Act and 42 C.F.R. Part 438, states contracting with Medicaid Managed Care Organizations (MCOs) must implement quality strategies, performance evaluation programs, external reviews (EQRs), and accreditation reporting. PRHIA, as the fiscal entity for the GHP, is responsible for monitoring care quality, contractual compliance of MCOs and MAOs (Medicare Platino Program), and reporting performance results to regulatory entities such as CMS. This requires technical and statistical analysis, validation against standards like HEDIS and Adult & Child Core Metrics and ensuring transparency and equity in reimbursement.

These metrics must be validated by a CMS-certified vendor, such as Milliman, which provides a platform compliant with HIPAA and interoperability standards. MedInsight® PO Box 70184, San Juan, P.R. 00936-8184 | 787-765-2929 | www.salud.pr.gov

ensures reports and metrics align with CMS guidelines and maintains retrospective audit capabilities, particularly when historical data supports bonuses or performance evaluations.

Additionally, PRHIA collaborates with the Department of Health on multiple initiatives—such as asthma control, lead surveillance, STD monitoring, and mental health observatories—requiring biannual or annual data submissions under MOUs. MedInsight® enables PRHIA to meet these obligations effectively.

The MedInsight® platform offers unique advantages for state Medicaid agencies compared to other market solutions, which tend to be rigid or focused on prebuilt dashboards. Its capabilities include:

- Generating statistical data and trend analyses.
- Monitoring population health and per capita costs (PMPM) for Vital and Medicare Platino programs.
- Tracking chronic disease patterns through customized dashboards.
- Validating insurer data in monthly, quarterly, and annual reports.

Customized to PRHIA's fiscal operations, MedInsight® supports accurate financial and clinical risk evaluation, optimization, and predictive modeling. Its strengths in clinical-financial analysis, performance monitoring, benchmarking, and population risk assessment make it a comprehensive solution for sustaining the GHP.

Renewing the MedInsight® contract ensures operational stability, regulatory compliance, transparency, and quality of care for over 1.3 million beneficiaries. Maintaining this platform guarantees consistency, traceability, and continuity in actuarial methodologies used for capitated premium updates.

Market research confirms that MedInsight® is the most CMS-aligned platform for quality measurement, risk adjustment, and regulatory compliance. Unlike alternatives focused on providers or commercial entities, MedInsight® specializes in payer-side analytics for Medicaid and Medicare programs. It supports CMS-HCC risk adjustment, ACO REACH, Medicare Advantage, and Medicaid, meeting federal technical and privacy requirements.

In summary, MedInsight® uniquely combines actuarial rigor, predictive analytics, and regulatory compliance in one ecosystem. It integrates claims, eligibility, EMR, and pharmacy data into a unified platform, enabling real-time and retrospective analytics for care management, fraud detection, and HEDIS gap closure.

Its unique alignment with CMS frameworks and PRHIA's strategic needs justifies its designation as a single source exception under federal regulations.

POL's Interpretation and Comments:

The POL agrees with the PRHIA allowing Milliman to continue as a vendor offering services through MedInsight® to secure operational stability, regulatory compliance, transparency, and quality of care to all beneficiaries. However, the POL strongly recommends
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that in order to guarantee the adequate transfer of knowledge to the Puerto Rico Medicaid Program (PRMP), a procurement process should be in place to pursue that full integration of the PRMMIS with the PRHIA's system.

(d) Mercer Health & Benefits, LLC (Contract Number: 2026-000054)

Noncompetitive procurement under the "inadequate competition" exception, 2 CFR § 200.320 (c) (5).

PRHIA's Interpretation and Comments:

Actuarial services extension of Contract No. 2026-000049. See note 1(b) of this Certification.

POL's Interpretation and Comments:

See note 1(b) of this Certification and corresponding POL's Interpretation and Comments.

2. Procurement by competitive proposals, as per 2 CFR § 200.320 (b)(2) [formerly 45 CFR § 75.329 (d)].
3. Procurement by noncompetitive proposals, as per 2 CFR § 200.320 (c)(4) [formerly 45 CFR § 75.329 (f)(3)]. The requests were made pursuant to the CFR cited which permits noncompetitive procurement when "[t]he HHS awarding agency or pass-through entity expressly authorizes noncompetitive proposals in response to a written request from the non-Federal entity." Moreover, these contract amendments were also approved by the Centers for Medicare & Medicaid Services (CMS) in accordance with 45 CFR § 95.611 and 45 CFR § 95.613.

Given today, February 20, 2026, in San Juan, Puerto Rico.



Angel Bosch-De León
Procurement Oversight Lead
Puerto Rico Medicaid Program