



GOVERNMENT OF PUERTO RICO

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Department of Health  
Medicaid Program

December 18, 2020

Dear PRDOH and ASES Colleagues:

We are pleased to announce that our reports related to Contracting Reform, Contract Oversight and Approval, Audits of Managed Care Payments, and Scorecard Measures were submitted to the United States Congress by the December 20, 2020 deadline. Over the past three months, in addition your regular responsibilities, you took on the difficult responsibility to coordinate efforts with our Deloitte team and respond to Congress's mandates from P.L. 116-94. I would like to congratulate you for this notable achievement that highlights the hard work that each of you do. The level of detail in the reports is a testament to your outstanding effort and the knowledge transfer sessions, interviews, and multiple clarifications provided between teams. Your work, as always, stands to benefit the people of Puerto Rico who depend on our services.

I share a heartfelt thank you to everyone in our teams, with some specific recognition to:

- Walter Dobek for the multiple reviews of the work done by Deloitte and coordinating the vast amount of documents submitted.
- Lourdes Luaces for the constant support coordinating meetings, emails, responses, and document requests. Your effort was truly vital to the success of these reports.
- Edanit Torres and Raquel Vera for the multiple sessions and reviews of the procurement and contracting process and legal-related oversight activities.
- Madeline Figueroa for your detailed information on all things compliance related - from marketing to quality of care.
- Carlos Delgado and the Compliance Office for providing information on different compliance subjects such as Monitoring Standards, Enrollment, and Marketing.
- Milagros Soto Mejía for your descriptions of our quality oversight activities spanning from Network Adequacy, Planning and Quality, to Scorecard measures.
- Christopher Orozco, Milagros Soto Mejía, and Olga Rosario for serving as invaluable resources on Puerto Rico's Scorecard data analysis and reporting process, both internally and in interactions with CMS, as well as providing key insights into the current state processes.
- Yolanda García and her team for providing insight on the rate development processes and the RFP procurement process.
- Carmen L. Rodríguez and the Finance Team for clarifying payment and contract information related to Financial Oversight.
- Martha Vélez for providing information and reviews of our RFP procurement process.

- Antonio Quilichini and Ada Marte for their support in describing our contracting process.
- María García-Ducos and the Program Integrity Unit for their descriptions and information on current Program Integrity processes.
- Caleb Colon and Javier Rodríguez Colon for all the information regarding the PR MMIS system and the new Provider Enrollment Portal.
- Rafael Vázquez and Ramiro Rodríguez for all the help providing clarifications on the EDW, the enrollment information processing, and all the information sharing processes across PRHIA and PRDOH.
- Marta Torres for description of our Network Adequacy standards and procedures.
- Ivan Santiago for the description of the Grievances and Appeals processes including the mediation process.

For your reference, attached are copies of the reports complying with the P.L. 116-94 requirements:

- **Contracting Reform P.L. 116-94: Division N, Title I, Subtitle B, §202(a)(7)(A)(iii):** Puerto Rico complies with the mandate of the law by publishing a contracting reform plan to combat fraudulent, wasteful, or abusive contracts under Puerto Rico's Medicaid program. We establish our vision to be recognized as a leader in ethics and transparency in procurement and contracting by identifying opportunities for our improvement, as well as implementation plans to help Puerto Rico achieve our vision and reform the contracting processes of our Medicaid Enterprise.
- **Report on Contract Oversight and Approval P.L. 116-94: Division N, Title I, Subtitle B, §202(f)(2):** Report that outlines our own assessment of our contracting and oversight processes that provides an overview of our competitive and non-competitive contracting processes and identifies opportunities to help enhance our contract oversight processes.
- **Audits of Managed Care Payments P.L. 116-94 Division N, Title I, Subtitle B, §202(f)(3):** Report that outlines a summary of our response to the U.S. Department of Health and Human Services (HHS), Office of the Inspector General (OIG) Risk Assessment of Puerto Rico's Medicaid Program (December 10, 2020)[1], and highlight the upcoming planned enhancements to our program that will address the high risk areas identified by OIG and will be implemented to strengthen our processes for the evaluation of Managed Care Payments.
- **Reporting on Medicaid and CHIP Scorecard Measures P.L.116-94: Division N, Title I, Subtitle B, §202(f)(4):** Report that describes how Puerto Rico is reporting to the Administrator of the Centers for Medicare and Medicaid Services on selected measures included in the Medicaid and CHIP (MAC) scorecard. We describe how Puerto Rico is on track to achieve compliance through the submission of the MAC Scorecard measures,

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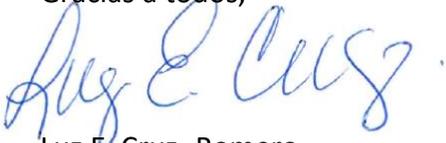
<sup>[1]</sup> Office of the Inspector General, Department of Health and Human Services. (December 10, 2020). A-02-20-01011 Risk Assessment Puerto Rico Medicaid Program. Retrieved from <https://oig.hhs.gov/oas/reports/region2/22001011.asp>

provide a status of our current state regarding our Scorecard Reporting and provide details on the opportunities we have identified to enhance our reporting activities to enable continuous improvement in the short and long term.

- **Implementation of Medicaid and CHIP Scorecard Measures P.L.116-94: Division N, Title I, Subtitle B, §202(f)(4):** This report identifies eight initiatives to enhance data management and reporting operations for MAC Scorecard reporting for 2022 and beyond, through greater alignment of our people, processes, and technologies. The implementation plan provides a guide for how we can realize each opportunity through the implementation of eight initiatives which are described in our report.

Les queremos agradecer a todos por su apoyo constante durante el desarrollo de estos reportes. De igual manera les deseo una muy Feliz Navidad, un próspero 2021, y un feliz Día de Reyes.

Gracias a todos,



Luz E. Cruz- Romero  
Executive Director  
Medicaid Program