

1. When will I receive my card?

If you made a change of insurer between November 1 and 20 November, you will be receiving the card from the assigned insurer by the end of the month. If you have not received your Vital card, you can contact the insurer that you selected directly at the following numbers:

- First Medical 1-844-347-7800
TTY/TDD 1-844-347-7805 (Audio Impaired Only)
 - MMM 1-844-336-3331
TTY/TDD 787-999-4411 (Audio Impaired Only)
 - Molina Healthcare 1-877-335-3305
TTY/TDD 787-522-8281 (Audio Impaired Only)
 - Menonita 1-866-600-4753
TTY/TDD 1-844-726-3345 (Audio Impaired Only)
 - Triple-S 1-800-981-1352
TTY/TDD 1-855-295-4040 (Audio Impaired Only)
- If you have changed your residence or address in the last twelve (12) months, you need to inform the Medicaid Program of your new address by calling 787-641-4224.

2. What can I do if I need to see my doctor and I don't have my card?

You have several options for receiving services, even if you have not yet received your new card:

- You can visit the service offices of your insurer, where they can deliver your Vital Plan card at the moment.
- You can call your insurer at the numbers listed above to verify the location of your nearest office. You can also find your insurer information through the beneficiary portal at www.asespr.org in the "Contracted Insurers" Section at the bottom of the page.
- You can also call your new insurer to receive a Certification of Coverage by email. The Certification of Coverage has the same information as your Vital Plan card. This is a quick and easy option, and has the same function as the card.
- On the other hand, your doctor must provide the service, even if you don't have your new card, since that he can verify in which insurer you are active. You or your provider can use the contract number ("MPI") found on your old card to see which insurer you are active through the following portal: www.asespr.org in the section "Beneficiaries" and then "Verification of Beneficiaries". With this information, the provider can then verify more details about your eligibility for the Vital Plan on the website of your insurer.
- Your provider or doctor can also verify your eligibility on the Medicaid Program, in the "Medicaid Consultations" section. Your provider must create an account by pressing "Register" to access, but the account, you can continue to access the portal with your credentials.

3. What can I do if my doctor says he is not contracted with my insurer?

You can select a different insurer that has contracted with your doctor.

- If you prefer, you can also call your insurer and change your doctor.
- If your doctor cancels your appointment, please call your insurer!

4. How can I change the insurer?

- You can make the change over the phone by calling:
 - 1-800-981-2737
 - 1-833-253-7721
- Deaf or hearing-impaired people using the TTY / TDD system can make the change:
 - TTY/TDD 1-888-984-0128 (Audio Impaired Only)
- You can also make the change online from the comfort of your home by accessing the portal www.planvitalpr.com in the section "Change your Insurer", and then pressing the "Change" button.

5. How can I change my doctor or medical group?

You can change your doctor or medical group by calling your insurer directly.

- First Medical 1-844-347-7800
TTY/TDD 1-844-347-7805 (Audio Impaired Only)
- MMM 1-844-336-3331
TTY/TDD 787-999-4411 (Audio Impaired Only)
- Molina Healthcare 1-877-335-3305
TTY/TDD 787-522-8281 (Audio Impaired Only)
- Menonita 1-866-600-4753
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