



Dear Enrollee:

Greetings from the Puerto Rico Health Insurance Administration (ASES by Spanish acronym).

Welcome to Vital, the Government Health (Plan, Vital). We appreciate the opportunity to manage your comprehensive health care needs.

It's important to for you know that with Plan Vital, you can choose the Insurer Company, and provider network including doctors, laboratories, therapists and other health providers. In addition, you will have access to medical and hospital services island wide.

This guide will keep you informed regarding benefit coverage and services offered by the Plan Vital, including medical, hospital, dental, mental health and pharmacy services. This manual also informs about your rights and responsibilities as a beneficiary, the grievances and appeals procedures among other interest topics. We encourage you to read carefully. Keep this manual in a safe and easily accessible place so you have the information available.

If you have trouble reading this guide, you can request it in a different format like large print, Braille (writing and reading system for people with visual impairment) or audio CD, for free to your Insurer Company.

Your Insurer can answer any questions you have about your health care, ID card, benefits and healthcare providers.

It is important for ASES to have your address, personal information updated. If your information has changed, contact the Medicaid Program Call Center at 787-641-4224, (TTY) 787-625-6355 (Audio-impaired Service). Remember to attend eligibility appointments to keep your eligibility to the Plan Vital.

You can also contact the Call Center of the Vital Health Insurance of the Government of Puerto Rico free of charge at 1-800-981-2737, 1-833-253-7721, (TTY) 1-888-984-0128 (Audio-impaired services).

Today, your health is in your hands!

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