



TO ALL BENEFICIARIES OF CONSTELLATION HEALTH

Re: Special authorization for the coordination and delivery of emergency services and drugs

Receive a warm greeting from the Constellation Health, LLC team. We would like to inform you that due to Hurricane María, our administrative office will operate during special hours, from Monday to Friday from 9:00 a.m. to 4:30 p.m. Our call center will continue to operate on its regular schedule, from Monday thru Sunday from 8:00 a.m. to 8:00 p.m.

To guarantee access to the services, Constellation Health has authorized its providers during this period, the coordination and delivery of services and emergency equipment and/or products, coordination of discharge and Life Support services. Also, we have authorized the pharmacies to provide a supply of their prescription drugs to our beneficiaries, to guarantee continuity of service of service. If you need assistance with you benefits, you may call our customer service call center at 787-304-4040 (Metro Area) or 1-866-714-0724 (Toll Free). TTY users should call 1-866-805-7777. Our service hours are from Monday to Sunday from 8:00 a.m. to 8:00 p.m.

If your emergency is related to a health situation, call 9-1-1 or go to the nearest hospital. At Constellation Health we are concerned about your health and safety, and will continue to work in order to provide the care for your health needs.

Cordially,

Constellation Health