

**BLUE CARD PROGRAM'S QUICK REFERENCE GUIDE FOR MANAGING BLUE CARD PROGRAM POLICYHOLDERS**

<b>HOW TO IDENTIFY THE INSURED FROM THIS PROGRAM</b>	<b>ALWAYS REQUEST FOR THE HEALTH PLAN ID CARD</b>	<b>LOOK FOR THE SYMBOL OF THE SUITCASE</b>
<b>ELIGIBILITY, DEDUCIBLES, COPAYMENTS AND COVERED SERVICES</b>	<b>CALL TOLL FREE NUMBER</b>	<b>1-800-676-2583(BLUE)</b>
	<b>ELECTRONICALLY SUBMIT -HIPAA 270 TO TRIPLE-S PORTAL (TSS WEB PORTAL) OR CLEARING HOUSE</b>	<b>WWW.SSSPR.COM</b>
<b>QUESTIONS-DOUBTS</b>	<b>PROVIDER SERVICE AND TRIPLE-S PROFESSIONAL RELATIONS</b>	<b>(787) 749-4700</b>
	<b>TELE EXPRESS</b>	<b>1-877-357-9777</b>
<b>WHAT ARE THE PAYMENT RATES YOU WILL RECEIVE</b>	<b>THE RATES SET FORTH IN YOUR PARTICIPATING PROVIDER CONTRACT WITH TRIPLE-S SALUD</b>	<b>FEE FOR SERVICE PAYMENT</b>
<b>HOW AND WHERE TO BILL</b>	<b>BILL TSS ELECTRONICALLY OR PAPER, AS USED TO DOING</b>	<b>Triple-S Salud, Inc. Claims Department PO Box 70299 San Juan PR 00936-8299</b>
<b>WHERE TO CHECK CLAIMS STATUS</b>	<b>CALL PROVIDER SERVICE AND TRIPLE-S PROFESSIONAL RELATIONS</b>	<b>(787) 749-4700</b>
	<b>TELE EXPRESS</b>	<b>1-877-357-9777</b>
<b>WHERE AND HOW TO SUBMIT ADJUSTMENTS</b>	<b>SEND THE ADJUSTMENTS OR COMMUNICATE WITH TRIPLE-S</b>	<b>Triple-S Salud, Inc. Claims Department PO Box 70299 San Juan PR 00936-8299</b>

**PROVIDERS RESPONSIBILITY AND IMPORTANT POINTS TO REMEMBER:**

- 1- You are part of the Triple-S Participating Provider Network that provides services to Blue Card Program policyholders who live or are traveling in Puerto Rico.
- 2- You should always check deductibles or co-pays. **Do not request payment upfront (prepayment).**
- 3- Include in the claim any amount charged to policyholders, including deductibles or co-pays.
- 4- It is your responsibility and indispensable to keep contact information up to date. Immediately notify Triple-S of any changes to your demographic information or any other relevant information to ensure easy access for your patients.

**REMEMBER, YOUR PATIENTS ARE OUR POLICYHOLDERS. TOGETHER WE HAVE A RESPONSIBILITY TO GIVE THEM ACCESS TO HEALTH SERVICES IN AN AGILE AND TIMELY MANNER ACCORDING TO NEED.**