



383 Ave F.D. Roosevelt
San Juan, PR 00918

March 15, 2023

**To: All providers of Humana Health Plans of Puerto Rico, Inc. and
Humana Insurance of Puerto Rico Inc.**

Re: Humana's Strategy on Medicare Advantage Business;
Continuity of services to Humana Commercial policyholders

Dear provider:

As previously announced, Humana intends to exit from our Employer Group Commercial Medical Products business ("Humana Commercial") in all states and territories, including Puerto Rico. Humana is making this decision to focus on the Medicare Advantage business. In Puerto Rico, the exit of Humana Commercial is expected to happen by December 31, 2024. No other Humana health plan offerings are impacted by this decision. Humana will continue to serve other lines of businesses, including Medicare Advantage.

Please be assured there is nothing you need to do at this time. There is no immediate change for our Humana Commercial members who are your patients. Humana will continue to work with you to care, support, and assist these members/patients, which means that all terms of your active contract with us remain in place and unchanged. You can continue to submit your claims for Humana members as usual.

Humana has been serving Puerto Rico for over 25 years and will continue to provide excellent quality of care for years to come. As such, please be assured Humana will provide you with the customer service and assistance you need during this planned transition.

We appreciate your support in serving our members and your patients.

If you have any questions with this communication or with the billing process, you can contact our Provider Service Center at **1-800-611-1474**, Monday through Friday from 7:00 a.m. to 6:30 p.m. Also, we remind you that if you wish to coordinate a face-to-face meeting or conference call to attend processes for denial of claims and/or payment reconciliation, you can send an email to:
prprovidernetwork@humana.com.

Sincerely,

David E. Maldonado, CPA
Provider Engagement Director