

April 11, 2019.

To: All Pharmacy Providers

COM 2019 – 016 - ENG

RE: ASES Normative Letter 19-0305. Public policy for non-discrimination to beneficiaries by reason of gender identity, expression of gender or real or perceived sexual orientation, when requesting or receiving health services.

Dear **PROVIDER**,

We would like to notify that the “Administración de Seguros de Salud de Puerto Rico” (ASES) has provided guidance for the appropriate and sensitive management of beneficiaries of the lesbian, gay, bisexual, transsexual, transgender, queer, intersexual, asexual, among others (LGBTB+) population when requesting or receiving health services. Due to the public policy, Providers must not discriminate beneficiaries by reason of gender identity, expression of gender or real or perceived sexual orientation, when requesting or receiving health services. ASES provided the: “*Guía básica a proveedores para el manejo sensible y adecuado al brindar servicios de salud a beneficiarios LGBTB+*” available at our Provider Portal: <http://www.pharmpix.com/providers/> for Provider reference and adoption; unless Provider has their own protocol or guidance for the purposes intended to be satisfied with the ASES guide.

PharmPix will allow claims for gender-specific services to be processed correctly and not inadvertently be denied when the service provided is gender specific and does not match the gender on the member’s enrollment or medical record. In such circumstances, PharmPix will override any gender specific edits (prescription drug/gender conflict) that arise and allow the claim to continue processing as usual.

Please submit the enclosed “*Certificación de cumplimiento del proveedor Carta Normativa de ASES 19-0305*” before **May 10, 2019**, to certify compliance with the Normative Letter 19-0305 and applicable guidance.

If you have any questions regarding this communication, please contact the Retail Network Contracting Unit at 787-522-5252 ext. 183 or 169 or email: retailnetwork@pharmpix.com .

Cordially,

Retail Network Unit
retailnetwork@pharmpix.com

