

## **MMAPA Is Providing Critical Assistance to Puerto Rico During the COVID-19 Pandemic**

The Medicaid and Medicare Advantage Products Association of Puerto Rico (MMAPA) is a non-profit composed of the leading Medicaid and Medicare Advantage organizations in Puerto Rico. As the COVID-19 crisis unfolds, MMAPA companies are committed to supporting Puerto Rico's health care community and helping to ensure the American citizens on the island stay safe during this pandemic.

MMAPA members are on the frontlines of COVID-19 mitigation and prevention efforts, investing in programs and services designed to help ensure the people of Puerto Rico can access the care they need to stay healthy, and supporting providers, so that they can continue serving our members in time of great financial distress. Below is a summary of MMAPA's efforts to support the Puerto Rican community during this crisis:

- **Telehealth:** Access to health care without leaving the home has become crucial during shelter-in-place measures. MMAPA companies have adapted their internal processes and procedures to ensure health care provision continues uninterrupted even as patients stay home. Companies have extended their remote and telemedicine capabilities to include virtual doctor visits, 24/7 mental health services, and expanded access to prescription medications, both through waiving certain early prescription refill limits and providing medicine delivery at no cost to beneficiaries who are eligible.
- **Testing:** Limited access to testing has been one of the central challenges in mitigating COVID-19 in Puerto Rico. MMAPA companies remain committed to doing their part to support and expand access to testing to all those who need it, including donating thousands of rapid tests to the local government, working with local labs to increase the number of available rapid tests as well as making tests free for eligible patients.
- **Personal Protective Equipment (PPE):** Ensuring those on the health care frontlines as well as the general population stay safe is essential. MMAPA companies have donated hundreds of thousands of PPE items to government and non-governmental organizations tasked with COVID-19 assistance and relief. We are also working with local industries to incentivize the production of additional PPE as needed.
- **Public Education Campaigns:** Accurate information is vital during public health crises. MMAPA companies are at the forefront of public education when it comes to the health and safety of Americans in Puerto Rico during this crisis. This includes sharing important information on social media channels, in newspaper ads, in video PSAs, and phone calls with beneficiaries. In particular, MMAPA has bolstered its use of technology during the current pandemic to provide health tips, wellness, and entertainment activities to the community through social media and the web.
- **Food/Other Assistance:** Food insecurity has become a serious problem for Puerto Rican families during this pandemic. MMAPA companies have developed partnerships with local organizations to provide or cover the costs of grocery and food deliveries to several affiliates and beneficiaries. In addition to this critical support, MMAPA companies are helping residents have access to and pay for basic services like plumbing, electricity, and more.
- **Monetary Donations:** MMAPA companies have donated hundreds of thousands of dollars to various COVID-19 relief organizations in Puerto Rico, including those providing food assistance, PPE access and distribution, and basic services. MMAPA is committed to supporting the health care community in Puerto Rico in any way it can.

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