



COMMONWEALTH OF PUERTO RICO
OFFICE OF THE COMMISSIONER OF INSURANCE

Fermín M. Contreras Gómez
Commissioner of Insurance

January 27, 2003

CIRCULAR LETTER NO.: C-E-1-1673-2003

**TO ALL DISABILITY INSURERS AUTHORIZED IN PUERTO RICO TO TRANSACT
HEALTH CARE PLANS AND TO ALL HEALTH MAINTENANCE ORGANIZATIONS**

**Re: Due date for submit the Internal Grievance Resolution Administrative Procedure as
requested by Rule Number 73**

Dear ladies and gentlemen:

According to Article 11 of the Rule Number 73 of the Regulations of the Puerto Rico Insurance Code, all insurers and health maintenance organizations must establish an internal administrative procedure to address all grievances. This procedure shall include the designation of a grievance committee, constituted by no fewer than three (3) members appointed at the discretion of the insurer or the health maintenance organization.

The insurers or health maintenance organizations shall submit the above procedure to this Office, and also mailed it to ppuntual@ocs.gobierno.pr, non-later than **February 4, 2003**.

If you have any question or you need additional information, do not hesitate to contact at our Prompt Payment Unit, Mrs. Marisol Amaro or Mrs. Armanda Vázquez, to phone number 787-722-8686, extensions 2328 or 2553, respectively.

Cordially,


Fermín M. Contreras Gómez
Commissioner of Insurance

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