

From the onset of the pandemic, Triple-S has been doing its best to promote education to counter the spread of COVID-19. Early on, we focused on educating key stakeholders including providers, employees, members, employer groups, and the government. We also moved quickly to protect our employees and shifted to virtual work for more than 80% of our staff within two weeks

of the lockdown in Puerto Rico. Another crucial effort was to facilitating access to care and finally, vaccine promotion, education and support in its administration. Our vaccine related efforts have centered on educating and facilitating access for our members, particularly for the most vulnerable, and for the community in general.

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ACCESSING THE VACCINE

- Our Medicare Advantage (MA) population has access to a specific number of trips for medical appointments and other services considered essential to their wellbeing – including transportation to and from vaccination sites.
- Initially, limited quantities of the vaccine reached Puerto Rico. Triple-S, as part of the Medicare and Medicaid Advantage Products Association (MMAPA), partnered with the Government of Puerto Rico to facilitate access for the senior population. In 2021, our CEO, Bobby García, leads MMAPA, which includes all leading managed care organizations in Puerto Rico.
- As seniors were finding it difficult to coordinate their appointments online, we requested vaccine time slots to coordinate appointments for our Medicare members.
- Government of Puerto Rico granted our requests and prioritized the vaccine for the senior population during the month of February.
- MMAPA companies held daily calls to make sure appointments were proceeding seamlessly; satisfaction rates among seniors who accepted the vaccine was high.
- Approximately 10,200 Triple-S MA members were vaccinated through this initiative, which took place mostly in February.
- MMAPA member companies, including Triple-S's CMO, participate in daily meetings with the Health Department and the National Guard to support Puerto Rico's vaccination efforts.
- Clinical staff administered vaccines through multiple efforts:
 - At our Salus clinic.
 - During home visits to bedridden members.
 - Lending support to network providers.
- Provided logistic and collaboration for several large-scale events in support of VOCES, a non- profit organization has vaccinated thousands of people throughout the island.
- Triple-S helped coordinate vaccine appointments for employer groups including:
 - GFR Media, which owns the leading newspaper in Puerto Rico
 - Puerto Rico's Senate and House of Representatives
 - Claro – Telecommunications
 - Econo – Supermarket chain
- Triple-S also coordinated vaccination efforts for its own employees and, more recently, for family members.



EDUCATING THE COMMUNITY

Outreach to connect members to vaccine resources, acting as a trusted voice for the public:

- Triple-S’s CMO was featured in videos for social media to encourage vaccination, address vaccine supply challenges, allay public anxiety and ask people for patience and empathy while waiting for their turn. This is the latest in a series of educational videos throughout the pandemic.

Supporting Employers:

- Held Live Events for Employer Groups and Brokers to discuss vaccine safety and efficacy in December of 2020 and in March of 2021. This was the continuation of 2020 efforts, including a Live event in May 2020 to educate on COVID-19 and what could be expected during the course of the pandemic. In August of 2020, a Live Event for employers and brokers focused on employees’ mental health.



ADDRESSING INEQUITIES

- Joined AHIP and BCBSA on Vaccine Community Connectors program, pledging to promote vaccinations for 2 million underserved, at-risk Americans.
- Joined the Rally for Recovery Commitment, a national commitment to protect employees and communities by encouraging vaccines and continued mitigation efforts.
- Continue to hold weekly meetings to discuss and address the ongoing needs of the most vulnerable MA members.
- Ongoing efforts to vaccinate bedridden and homebound members.



UPCOMING COVID EFFORTS

- Supporting the National Guard in logistics and coordination of an island-wide effort to reach homebound patients.
- We will continue our multisector collaborations as well as our company efforts to educate the communities we serve to promote vaccination and COVID prevention.

OUR COMMITMENT

Blue Cross and Blue Shield companies remain committed to helping communities across the country during the COVID-19 pandemic. The belief that every American deserves safe and effective COVID-19 vaccines is at the heart of our commitment. We continue to support widespread vaccination events, as well as targeted efforts to reach those with low access. Blue Cross and Blue Shield companies have so far invested \$11.5 billion to support their communities during the pandemic. We’re using our deep community connections to build confidence in vaccines. And we’re striving to eliminate racial disparities in access. Our goal is to build a more equitable health care system for all, now and beyond the pandemic.

