

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
7500 Security Boulevard, Mail Stop S2-22-16  
Baltimore, Maryland 21244-1850



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December 19, 2025

Carlos A. Santiago-Rosario  
Executive Director  
Puerto Rico Department of Health  
PO Box 70184, San Juan, Puerto Rico 00936-8184

RE: PR-2025-11-14-MMIS-Contract-HIE-Intervoice

Dear Executive Director, Santiago-Rosario:

This letter is in response to Puerto Rico's submission dated November 14, 2025, requesting that the Centers for Medicare & Medicaid Services (CMS) review and approve the Territory's Health Information Exchange contract with Intervoice.

Puerto Rico's 2025-PRMP-MES-HIE-001 with Intervoice is for Intervoice to develop, operate, and manage the technical and operational components of the Puerto Rico HIE. The HIE will serve as a centralized clinical data utility to support secure data exchange and care coordination across Puerto Rico.

The total cost of the contract, including the base term and optional renewals, shall not exceed \$29,822,816. The initial contract term (2 years) has a not-to-exceed cost of \$9,831,787.50. Two (2) optional 2-year extensions are possible, for a maximum 6-year contract duration.

CMS approved Puerto Rico's related Advance Planning Document (APD), outlining the Intervoice contract scope and costs for the HIE project, on November 11, 2025, with the cost allocation being 50% to Medicaid for DDI and 42% to Medicaid for Operations. The approved funding will expire on September 30, 2027.

CMS approves the Territory's HIE/Intervoice contract, effective November 14, 2025, in accordance with 45 CFR 95.611. Please provide an electronic copy of the final contract to your Medicaid Enterprise Systems State Officer.

CMS reminds the Territory that approval of this contract does not constitute approval of federal funding for the entire duration of the contract. Puerto Rico's APD approval currently authorizes funding only through September 30, 2027; additional funding to support this contract must be requested through an APD Update to cover contract work occurring after September 30, 2027.

As per 45 CFR 95.611, any subsequent revisions and/or amendment(s) to the contract will require CMS' prior written approval to qualify for Federal financial participation (FFP). Additionally, any changes in the related approved APD project scope, duration, or cost, requires CMS prior approval of an APD Update. Please provide an electronic copy of the final signed Statement of Work to your Medicaid Enterprise Systems State Officer.

The Territory must obtain CMS' prior approval for APDs, Requests for Proposals (RFPs), contracts, and contract amendments as specified in regulations at 45 CFR 95.611. Per 45 CFR 95.611(d), CMS has 60 days to review and respond to a territory's submission. The Territory is reminded that funding for each FFY expires on September 30 of the corresponding FFY. **Failure to submit an annual or as-needed APD update in a timely manner may put the Territory at risk of having a gap in approved FFP.**

Formal submissions of MES APDs, RFPs, and contracts should be sent to the CMS dedicated electronic mailbox: [MedicaidMMIS@cms.hhs.gov](mailto:MedicaidMMIS@cms.hhs.gov), with a cover letter addressed to the following: Edward Dolly, Deputy Director, Data and System Group.

If you have any questions, please contact your MES State Officer, Jessica Dunlap, at [jessica.dunlap@cms.hhs.gov](mailto:jessica.dunlap@cms.hhs.gov).

Sincerely,

Ricardo Melendez, Deputy Director  
Division of HITECH and MMIS

CC:  
[MESClearance@cms.hhs.gov](mailto:MESClearance@cms.hhs.gov)  
Ricardo Holligan, CMS