



P.O. Box 9023547  
San Juan, P.R. 00902-3547  
787.758.2500

San Juan, Puerto Rico  
July 2022

**To whom it may concern:**

**MCS Healthcare Holdings, LLC**, a leader in Puerto Rico's health insurance market, developed, in conjunction with LONDON CONSULTING GROUP, the "**Providers 360**" project in the Providers department between May 2021 and July 2022. MCS offers a wide range of products and services that encourage healthy lifestyle choices which promote physical and emotional well-being to its 370,000+ clients.

During the project London Consulting Group implemented solutions that enabled us to align the processes to the company's objectives. The main objective was the design and implementation of a Contracting Monitoring Tool ensuring visibility at all stages of the process and allowing an efficient reduction in turnaround times (TATs).

Some of the improvements we obtained during the project were:

- TAT improvement for Professional Area in 62%.
- TAT improvement for Ancillary & Facilities Area in 48%.
- Professional Signature Process improvement by 58%.
- Ancillary/Facilities Signature Process Improvement by 54%.
- Hospital Signature Process Improvement by 42%.
- Design and Implementation of a Contracting Follow Up Tool giving visibility to every contract in the E2E process using the Power Apps Platform.
- Automation of the Provider contract signature process using the Power Automate Platform and DocuSign.
- Design of Operational Dashboards for directors, managers and specialists for monitoring and the compliance of the contracting TAT by entity type on the Power BI platform.
- Design of the Active Supervision Model for the review of the action plans and the weekly results.
- Digitization of the PDR Format to ensure that the provider's information arrives complete (DocuSign).

During the project, technological resources were integrated as a fundamental part of process reengineering, moving from an operation based on processes to the Power Platform (Power Apps, Automate & BI), guiding the company into the digital transformation.

The change management, the training process, the dedication of the team members, as well as the methodology applied and transferred in the different phases of the project were very useful for the achievement of the results and the successful conclusion of the project in the agreed time.

Sincerely,



Maritza Vazquez Garay  
Network Management Senior VP