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| GOVERNMENT OF PUERTO RICO  ADMINISTRACIÓN DE SEGUROS DE SALUD (ASES)  PUERTO RICO HEALTH INSURANCE ADMINISTRATION   CONTACT CENTER OF THE ENROLLMENT COUNSELOR PROGRAMGovernment Health Plan REQUEST FOR INFORMATION **RFI #CCEC-2023**Issue Date: March 8, 2023  Response Due Date: April 4, 2023, on or before 6:00 PM Amendment #1 Issue date March 22, 2023 |

**AMENDMENTS TO THE RFI**

This document constitutes an amendment to the request for information (RFI) titled Contact Center of the Enrollment Counselor Program, issued by the Puerto Rico Health Insurance Administration (Administración de Seguros de Salud - ASES) (referred to herein as “Amendment #1”). Amendment #1 is being issued on March 22, 2023, and amends the RFI to correct a clerical error in the update data in Appendix D, include the minimum qualifications and experience of Key Personnel (App. E) and include additional reports to Appendix F. Amendment #1 will be available in ASES’ website by March 22, 2023. Also, the RFI Contact will notify Amendment #1 via e-mail to all direct invitees.

1. **Amendment to Appendix B.**

*Appendix B is amended to correct a clerical error in the numeration of Section 3.*

1. **Amendment to Appendix D.**

*Appendix D is amended to update the utilization data of the Enrollment Counselor as of February 28, 2023,* *and data on languages and TTY/TDD usage.*

1. **Amendment to Appendix E**

*Appendix E is amended to include the minimum qualifications and experience for the Key Personnel.*

1. **Amendment to Appendix F.**

*Appendix F is amended to include additional reports.*

Attachments (2) : Amended RFI document 

 Amended Appendix D 