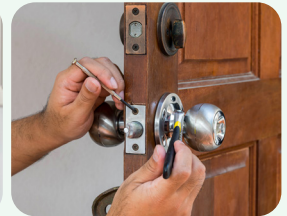
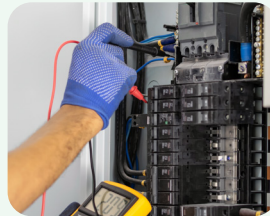


2025 HOME ASSISTANCE SERVICES

Steps to request Home Assistance services

1. **Identify** the service you need.
2. **Call** at 787.705.6454 or 787.706.2975 **24/7** to coordinate the service.
3. Services are offered from 8:00 a.m. to 5:00 p.m. Monday through Saturday.
4. **Receive the service** at the agreed time. On the day of the visit, you must have your health plan card and a valid photo ID available.
5. If you need to cancel an appointment, you must do so at least **24** hours in advance.



Basic Repairs and Prevention

See detail back

- ✓ Preventive home disinfection
- ✓ Pest control (ants and roaches)
- ✓ Plumbing, Electricity and/or Locksmith



Hairstyling

Cut, wash and dry



Front Yard clean-up

280 square feet and fringe

Technology assistance (remote)

- ✓ Computers (Windows 10/11 & Mac)
 - New Computer Settings
 - Software and Printer Installations
 - Email Configuration
 - Mouse, Monitor, Keyboard and Webcam Configurations
- ✓ Phones and Tablets (IOS & Android)
 - Phone Configuration
 - Program Download and Installation (from the APP Store or Google Play)
 - MCS Application Configuration
 - Use of Text Messages, Email, Social Media and Streaming Services
 - Online Tutorials at MCS's Website



Preventive home disinfection and pest control service	What do you need to have?
Disinfection	N/A
Fumigation (ants and roaches)	N/A
Simple exterior fumigation	N/A

Electrical Services	What do you need to have?
20 AMP Breaker	Breaker
40 AMP Breaker	Breaker
Double Breaker	Breaker
Double 50 AMP Breaker	Breaker
120V Receptacle	Receptacle
Double 120V Receptacle	Receptacle
Simple Fan Installation	Fan
Simple Fan Installation (remote control)	Fan
Kitchen Extractors Cleaning	N/A
Simple Lamp Installation	Lamp
Change 0 – 10 Bulbs	Bulbs
Change 11-20 Bulbs	Bulbs
15 A 30 AMP circuit breakers	N/A
Short circuit search	N/A
Water heater installation	Water heater
Shower heater installation	Water heater

Locksmith Services	What do you need to have?
Simple Lock Change	Lock
Padlock opening	N/A

Plumbing Services	What do you need to have?
Simple unclogging	N/A
Toilet Flapper Installation	Flapper
Flapper Base Installation	Flapper Base
Flusher Handle (Lever) Installation	Handle
Hose Valve Installation	Valve
Water Filter Installation	Filter
Mixer Installation	Mixer
Flexible Toilet Stopper and Valve Installation	Toilet Stopper and Valve
Flexible Toilet Hose Installation	Flexible Toilet Hose
Flexible Bathroom Sink Hose Installation	Flexible Sink Hose
Flexible Kitchen Sink Hose Installation	Flexible Sink Hose
Change the Angular Kitchen Sink Valve	Angular Kitchen Sink Valve
Change the Angular Bathroom Sink Valve	Angular Bathroom Sink Valve
Change the Angular Toilet Valve	Angular Toilet Valve
Hydraulic Tank Screw Installation	Hydraulic Tank Screws
Bathroom Sink Trap Installation	Bathroom Sink Trap
Kitchen Sink Trap Installation	Kitchen Sink Trap
Change Garden or Sink Faucet	Faucet
Clean Drain	N/A
Installation of valves, seals and toilet gaskets	Valve, seal or gaskets
Installation of hose faucet without material	Brine wrench
Installation of toilet nipple, washbasin and sink	Nipple
Replacement of toilet kit	Toilet kit
Installation of safety bar	Safety bar
Adjustment of mixer or siphon	N/A
Toilet screw replacement	Screw
Toilet lid replacement	Toilet cover

 **1.866.627.8183** (toll free)  **1.866.627.8182** TTY (hearing impaired)



Monday through Sunday from 8:00 a.m. to 8:00 p.m. from October 1 to March 31.
Our hours from April 1 to September 30 are Monday through Friday from 8:00 a.m. to 8:00 p.m. and Saturday from 8:00 a.m. to 4:30 p.m.

Complete Health
MCS Classicare
(HMO)

MCS Classicare is a product subscribed by MCS Advantage, Inc. MCS Classicare is an HMO plan with a Medicare contract and a contract with Puerto Rico Medicaid program. Enrollment in MCS Classicare depends on contract renewal. The benefits mentioned are a part of special supplemental program for members with chronic diseases, such as: Cardiovascular disorders, Hypertension, Diabetes, Chronic and disabling mental health conditions, Chronic kidney disease and other conditions not listed. Eligibility cannot be guaranteed based solely on your condition. All applicable eligibility requirements must be met before the benefit is provided. For details, please contact us. Eligibility for the Additional Benefits under the VBI Model is not assured and will be determined by MCS after enrollment, based on relevant criteria (area deprivation index). Amounts may vary per coverage. If you have questions, need materials on a standing basis in alternate formats and/or languages or need oral interpretation services, you can call us at 1.866.627.8183 (TTY: 1.866.627.8182). Benefits may vary per coverage. Call us or refer to your Evidence of Coverage available on our website www.mcsclassicare.com for benefit information, limitations and exclusions. Unused amounts do not rollover to the next quarter.

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