



Puerto Rico Medicaid Management Information System (PRMMIS)

Outreach Communications	Policy No.:	PRMMIS - 0017
	Classification:	Operation
	Effective Date:	07/09/2020
	Supersedes:	New
	Last Change:	N/A
	Mandate Review:	Annually

Purpose:

Maintain outreach communication with all the providers enrolled in the Puerto Rico Medicaid Program (PRMP) through the official documents distributed in the PRMP web site, Learning Management System (LMS), Provider Contact Center and other communications through the Managed Care Organization (MCO), Medicare Advantage Organization (MAO), and Pharmacy Benefits Management (PBM).

Acronym/Term	Definition
CHIP	Children’s Health Insurance Program
LMS	Learning Management System
MAO	Medicare Advantage Organization
MCO	Managed Care Organization
PBM	Pharmacy Benefits Management
PEP	Provider Enrollment Portal
PRMP	Puerto Rico Medicaid Program

Scope

All references to the PRMP in this policy are inclusive of Children’s Health Insurance Program (CHIP) and Puerto Rico Medicaid Program. This policy applies to all providers enrolling in PRMP.

Policy

PRMP is responsible for implementing laws passed by Congress and regulations related to the Medicaid Program and CHIP. To implement these programs, PRMP issues various forms of guidelines to explain how laws and regulations will be implemented and what providers need to do to comply.

Provider must use the PRMP official website, LMS, Provider Contact Center and MCO, MAO, and PBM communications to confirm policies, requirements, and other official documents or information.

PRMP’s web site provides electronic access to official communications such as:

- General Information; Provider Enrollment Portal (PEP)
<https://www.medicaid.pr.gov/Home/PEP/>
- Enrollment Inscriptions Schedule
<https://www.medicaid.pr.gov/Home/PEPWaveSchedule/>



- Communications
<https://www.medicaid.pr.gov/Home/PEPWaveSchedule/>
- Policies
<https://www.medicaid.pr.gov/Home/PEPPoliticlas/>
- Forms/Instructions
<https://www.medicaid.pr.gov/Home/PEPForms/>
- Guidance
<https://www.medicaid.pr.gov/Home/PEPGuias/>
- Verification Lists
<https://www.medicaid.pr.gov/Home/PEPChecklist/>
- Frequently Asked Questions (FAQs)
<https://www.medicaid.pr.gov/Home/PEPFAQs/>
- Other documents upload in the PRMP web site

References

Medicaid Puerto Rico web site
<https://www.medicaid.pr.gov/>

Change History

Date	Version	Change Details	Approval Date
06/18/2020	1.0	New Policy	07/09/2020