



# GOVERNMENT OF PUERTO RICO

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Department of Health  
Medicaid Program

**July 19, 2023**

**Subject: Important Information for MCO Health Plans and Enrolled Provider Associations in the Puerto Rico Medicaid Program (PRMP)**

The purpose of this communication is to emphasize to the Puerto Rico Government Health Plans that requesting verification from providers of their group associations for the purposes of provider contracting is outside the parameters of the Puerto Rico Medicaid Program (PRMP).

Puerto Rico Government Health Plans MCOs, MAOs are encouraged to review their Provider Enrollment Daily File PRV-0005 to monitor association information and effective and end dates. It is vital that the Puerto Rico Government Health Plans communicate and share this information within their internal departments:

- Credentialling Department
- Provider Enrollment Department
- Claims encounters Department
- Others as applicable

Additionally, the Puerto Rico Government Health Plans shall prohibit any unreasonable requests as stipulated in section 10.1.8 of the ASES contract.

Upon completing the Provider Enrollment application in the Provider Enrollment Portal, Group Providers have the option to export the list of associations in Excel or PDF from the Associations panel and share this information with their associated Individuals within a Group (IG).

Furthermore, Providers are required to notify Puerto Rico Medicaid Program (PRMP) within 30 days of any changes in enrollment information. Any changes to group associations can be submitted on the Change Request Form via Provider Secure Communication (PSC) portal.

- Providers must include the following information:
  - Individual within a Group (IG)/Group provider's National Provider Identifier (NPI)
  - Individual within a Group (IG)/Group provider's Medicaid ID for that service location.
  - Effective/End date

If you have questions regarding this notification or enrollments in the Puerto Rico Medicaid Program, please contact the Medicaid Provider Enrollment Unit at (787) 641-4200 between 8:00 a.m. and 5:00 p.m. Atlantic Standard Time, Monday through Friday. You may also submit your inquiry by email to [prmp-pep@salud.pr.gov](mailto:prmp-pep@salud.pr.gov).

Cordially,

Medicaid Provider Enrollment Unit/Puerto Rico Medicaid Program