Provider Enrollment Inquiry Tool
User Guide
Puerto Rico Medicaid Program

The purpose of this guide is to provide the navigation steps for the Provider Enrollment Inquiry tool and to explain the different components of the tool. You will be able to view provider enrollment information including effective and end dates along with demographic information including service location and contact information. This tool will also provide group associations contained within the Puerto Rico Medicaid Management Information System (PRMMIS) as well as the provider's affiliation to carriers - Managed Care Organizations (MCO), Medicare Advantage Organizations (MAO) and Pharmacy Benefit Managers (PBM). This does not include the network details for each MCO/MAO. Those details can be obtained from the MCO/MAO.

Access Information

- If you are a hospital provider or an MCO/MAO requesting access to the tool, you must first sign an agreement with the Puerto Rico Department of Health by contacting one of the following individuals at the Medicaid Central Office:
    - Roberto Serrano
        - roserrano@salud.pr.gov
        - 787-765-2929 ext. 6715
    - Katherine Cabrera
        - kacabrera@salud.pr.gov
        - 787-765-2929 ext. 6713

- If you are a non-hospital provider requesting access to the tool, you must click the register button and enter the following information. Additional details are provided below.
    - NPI
    - Tax ID
    - Last 4 of SSN
    - License Number

Navigation

Navigate to Puerto Rico's Medicaid website located at: https://www.medicaid.pr.gov/. Scroll to the section titled **Our Institutional Services** as shown below.

Figure 1
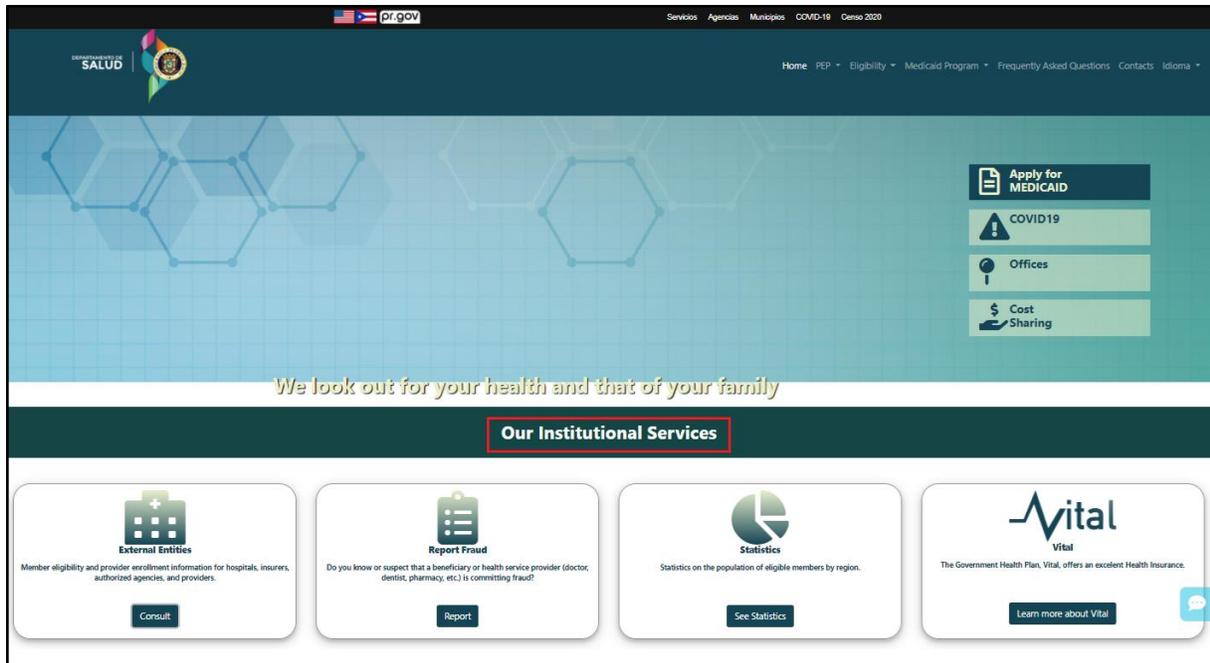
Click the **Consult** button located on the **External Entities** tile.

Figure 2
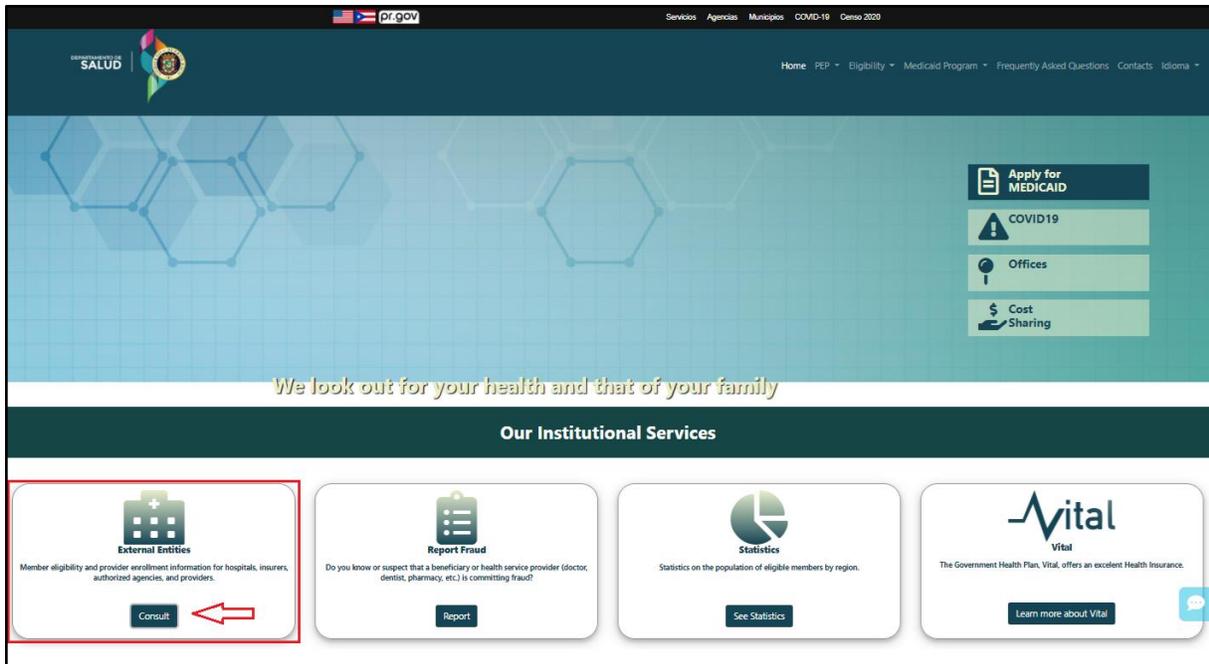
A pop-up de will display, instructing the user to **Indicate what type of entity you are**, as shown below. Click the **Providers**.

Figure 3
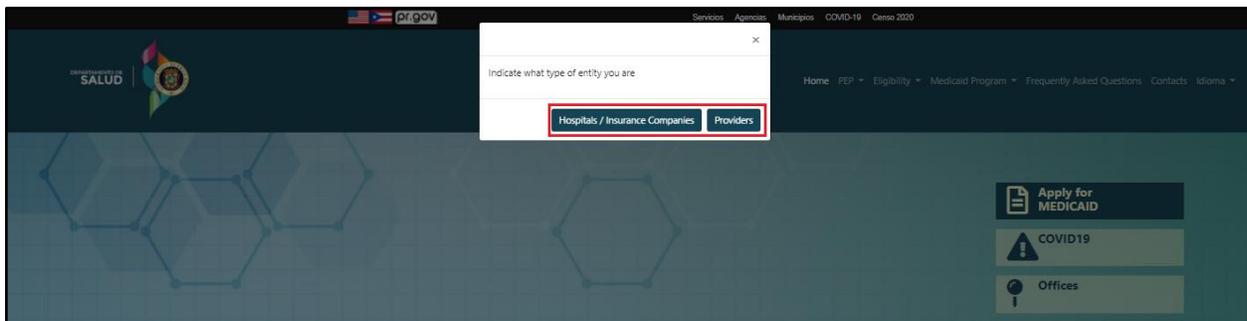
Each time you access the tool, the Provider Portal Terms & Conditions will appear. Click the **Yes** button to accept the Terms & Conditions.

Figure 4

Provider Portal Terms & Conditions

First time users must register by clicking the **Register** button, as shown below.

Note: Providers who already have credentials to search for beneficiary eligibility information through the Medicaid Inquiries section will not have to register again.

Figure 5

Complete all fields and click the **Register** button to complete your registration.

Figure 6

Registered users can login by entering a username, password, and completing the CAPTCHA verification. Click the **Enter** button.

Figure 7
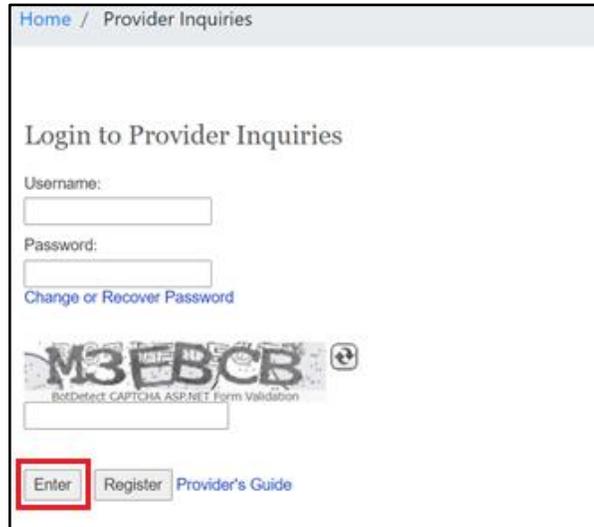
After successfully logging in, the search screen will display. Select the **Provider Enrollment Search** option. Enter the NPI or Medicaid ID of the provider you wish to search for and click the **Search** button.

Note: Clicking the **Clear Fields** button will clear data you have entered in the fields. Clicking the **Exit** button will return you to the login screen.

Figure 8

After clicking the **Search** button, the **Provider Details** tab will display. This tab shows all the records associated to the NPI or Medicaid ID used in the search. Provider details in this tab include:

- **NPI:** The provider's National Provider Identifier. Atypical providers will not have an NPI.
- **Medicaid ID:** The Medicaid ID assigned to the provider following enrollment through the Provider Enrollment Portal.
- **Provider Name:** This is either the provider's business name or their name listed in last name, second last name, first name, and middle initial order.
- **DBA Name:** The Doing Business As (DBA) name of the provider.
- **Enrollment Type:** The provider's enrollment type.
- **Specialty Type:** The description of the primary specialty.
- **Provider Type:** The description of the provider type.
- **Taxonomy:** The description of the provider's primary taxonomy classification in PRMMIS.
- **Effective Date:** The effective date associated with the provider's Medicaid eligibility.
- **End Date:** The end date associated with the provider's Medicaid eligibility.

In the top right corner, you will see the NPI and or Medicaid ID that was used for the search. Searching by NPI will return all the Medicaid IDs related to the NPI. Searching by Medicaid ID will return only that Medicaid ID.

Note: Each tab has an option to export data into an excel format by clicking on **Export Data**. Clicking Export Data on either of the first 3 tabs will export the data in all 3 tabs. Clicking **Export Data** on the group association tab will only export the group associations. Clicking **Export Data** on the carrier association tab will only export the carrier associations.

The following image is an example of a result for a Provider who enrolled as both an Individual within a group and as an Individual or Sole Proprietor:

Figure 9
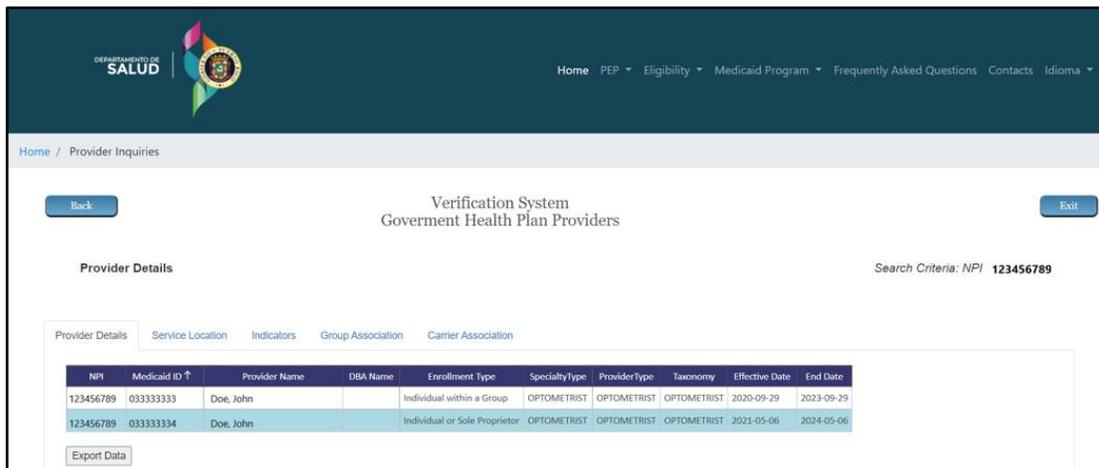
Service Location tab. This tab displays the NPI and the Medicaid ID of the records, as well as additional information such as:

- **Address line 1:** The first line of the street address for the physical location of the provider or practice.
- **City:** The city for the physical location of the provider or practice.
- **State:** The state code for the physical location of the provider or practice.
- **Zip Code:** The zip code for the physical location of the provider or practice.
- **Zip+4:** The zip code extension for the physical location of the provider or practice.
- **Phone:** The work phone number at the physical location of the provider or practice.

Note: The Service Location for Individuals within a Group will be in blank, since their service locations are based on their group associations.

Figure 10
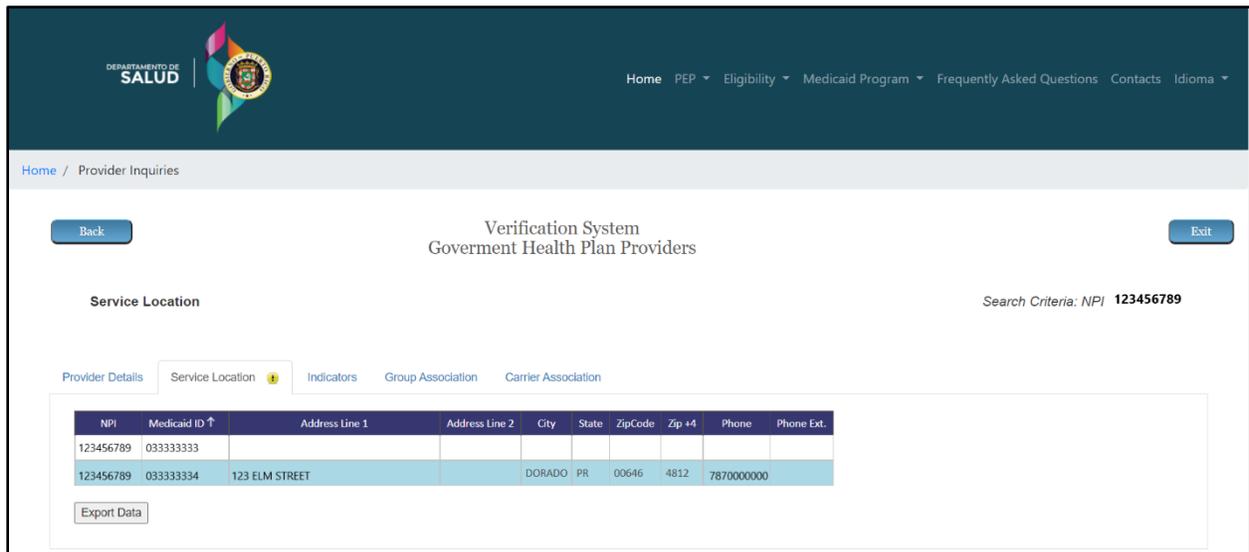
Indicators tab. This tab displays the NPI and the Medicaid ID of the records, as well as additional information, such as:

- **Handicap Indicator:** Indicates if the provider's physical location or practice is handicap accessible.
- **Out of State Indicator:** Indicates if the provider is an out-of-state provider or not.
- **Border Status Indicator:** Indicates whether the out-of-state provider is contracted with one or more Medicaid MCO/MAOs or has prior authorization to provide services.

Figure 11
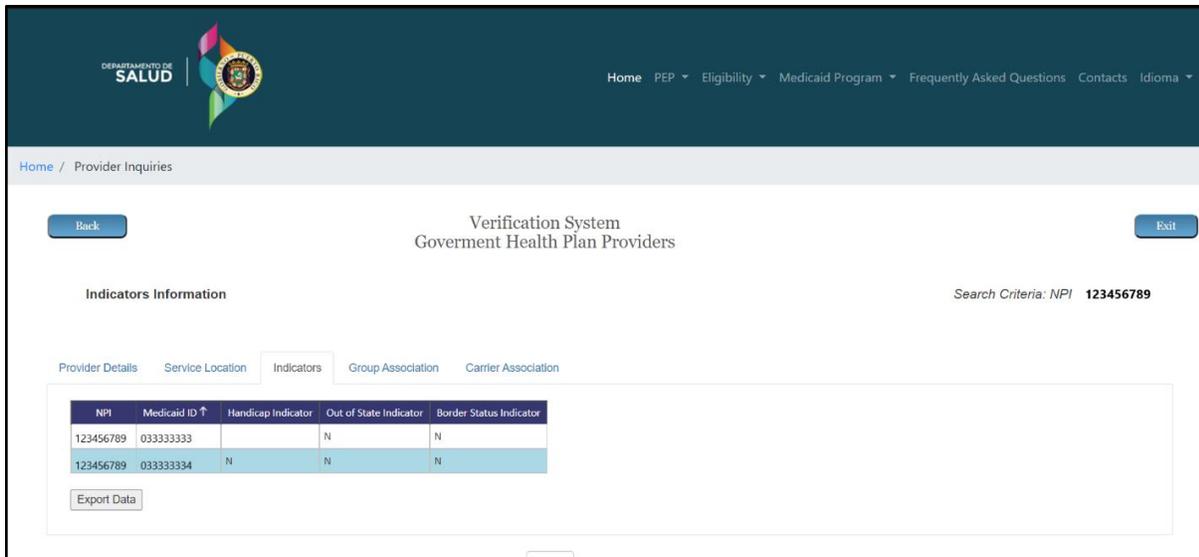
Group Association tab**.** This tab lists the groups/individuals with whom the provider is associated. To access the **Group Association** tab, select a Medicaid ID by clicking the link (blue text) in the results table from either the **Provider Details**, **Service Location**, or **Indicators** tabs. The top right corner shows the NPI used in the search and the Medicaid ID that was selected.

Example of **Group Association** tab for Individuals within a Group:

Figure 12
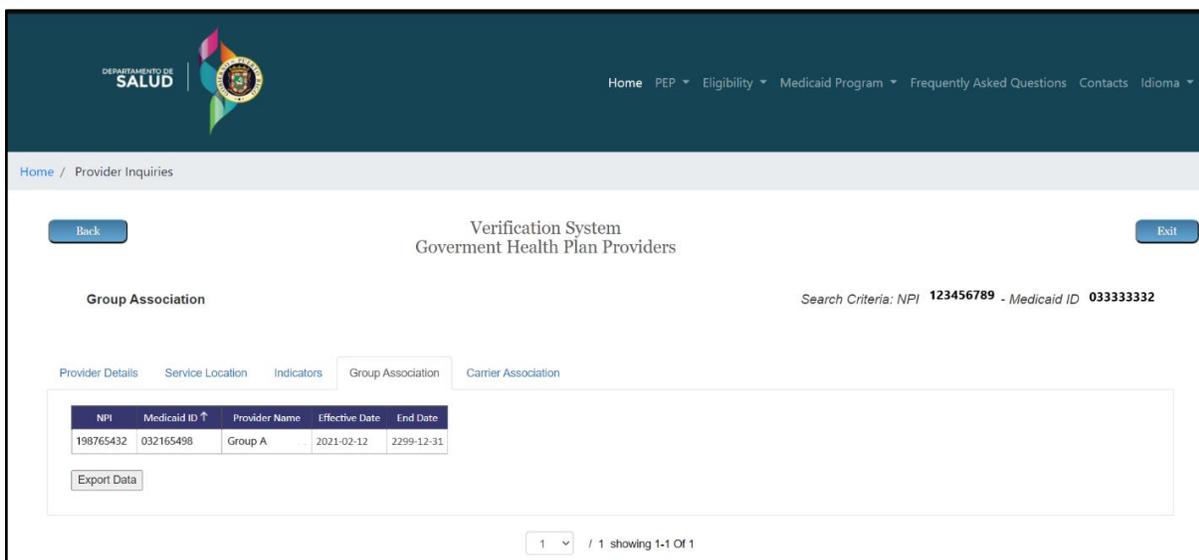
Example of **Group Association** tab for Groups:

Figure 13

Carrier Association tab. This tab lists the MAO/MCOs with whom the provider is contracted.

Figure 14

To close the Provider Lookup tool, click the **Exit** button located in the upper right corner of the page.