



DEPARTMENT OF

# HEALTH

GOVERNMENT OF PUERTO RICO

MEDICAID PROGRAM

May 2, 2025

Managed Care Organizations (MCOs)  
Medicare Advantage Organizations (MAOs)  
Pharmacy Benefit Managers (PBMs)  
Puerto Rico Government Health Plan – Vital Plan

## **Subject: Provider Revalidation Reminder Notification**

This notification highlights the importance of provider revalidation and outlines the requirements for providers currently enrolled in the Puerto Rico Medicaid Program (PRMP). In compliance with PRMP Revalidation Policy PRMMIS – PRV-0002 and 42 Code of Federal Regulations (CFR) 455.414, the State Medicaid Agency (SMA) must conduct revalidation for all enrolled providers, regardless of provider type. This includes ordering, prescribing, and referring providers.

To ensure accurate Medicaid provider enrollment records, providers must complete the revalidation process through the Provider Enrollment Portal (PEP) before their Medicaid agreement end date. Notifications with detailed revalidation instructions are sent to providers via their designated email address 90 days before their agreement expires. Additional reminder notifications are issued every 30 days until the end date.

Providers are responsible for keeping their contact information updated and maintaining access to their Provider Secure Communication Portal (PSC) account to review notifications carefully. Initiating the revalidation process promptly upon receiving the first notification is strongly recommended.

Failure to complete the revalidation process by the provider's Medicaid agreement end date will result in termination from the Puerto Rico Medicaid Program (PRMP).

For more information, the provider may access the following links:

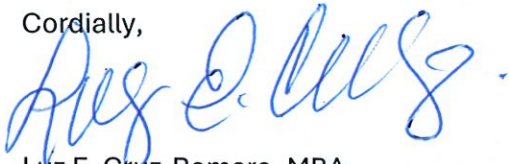
- Provider Frequently Asked Questions - <https://medicaid.pr.gov/Home/PEPFAQs/#p14-1>.
- Provider Revalidation Policy - [https://medicaid.pr.gov/pdf/PEP-Policies/PRV-0002%20-%20Provider%20Revalidation\\_V1.2.pdf](https://medicaid.pr.gov/pdf/PEP-Policies/PRV-0002%20-%20Provider%20Revalidation_V1.2.pdf).
- Application Fee Policy - <https://medicaid.pr.gov/pdf/PEP-Policies/PRV-0005%20-%20Provider%20Application%20Fee.pdf>.
- Provider Enrollment Portal (PEP) - <https://pr.hppcloud.com/>.
- Provider Secure Communication Portal (PSC) - <https://psc.prmis.pr.gov/>.

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It is of utmost importance that Puerto Rico Government Health Plans effectively communicate and share this information across their internal departments and provider network to ensure compliance and smooth implementation.

For questions regarding enrollment in the Puerto Rico Medicaid Program (PRMP), please contact the Medicaid Provider Enrollment Unit at (787) 641-4200, available Monday through Friday from 8:00 a.m. to 5:00 p.m. Atlantic Standard Time. You may also submit inquiries via email at [prmp-pep@salud.pr.gov](mailto:prmp-pep@salud.pr.gov).

Cordially,



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