



Puerto Rico Medicaid Management Information System

DEL_PRMMIS_Final_User_Documentation_PEP_Enrollment_Individual_Ref_Guide

Provider Enrollment Portal (PEP) Enrollment Steps – Individual Phase Two Final User Documentation

Training Material – Reference Guide

Version 4.0

Change History

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4.0	05/12/2023	Gainwell Technologies	R19-R22 Updates
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1 Acronyms

The following table contains the list of abbreviations used within the text of this document. Acronyms found in images are not necessarily addressed unless the acronym is needed to complete the task.

Note: This acronym list will not include all potential HIPAA-related transaction information.

Table 1 – Acronyms

Acronyms	Definition
ACA	Affordable Care Act
ADA	Americans with Disabilities Act
ATN	Application Tracking Number
CLIA	Certified Laboratory Improvement Amendments
DDE	Direct Data Entry
DEA	Drug Enforcement Administration
DME	Durable Medical Equipment
EDI	Electronic Data Interchange
EIN	Employer Identification Number
HIPAA	Health Insurance Portability and Accountability Act of 1996
ID	Identifier
IRS	Internal Revenue Service
LMS	Learning Management System
NPI	National Provider Identifier
PDF	Portable Document Format
PEP	Provider Enrollment Portal
PHI	Protected Health Information
PII	Personally Identifiable Information
PRMMIS	Puerto Rico Medicaid Management Information System
PRMP	Puerto Rico Medicaid Program
RTP	Return to Provider
SSN	Social Security Number
URL	Uniform Resource Locator

2 Overview

The **Provider Enrollment Portal (PEP) Enrollment Steps – Individual Reference Guide** includes enrollment application instructions and notifications applicable to providers wishing to enroll in the Puerto Rico Medicaid Program (PRMP) using the Provider Enrollment Portal (PEP). In order to complete an application for enrollment as an Individual provider in the PRMP, you must complete all required enrollment steps and submit your application for review.

This document may be used in conjunction with training sessions or as a stand-alone reference resource.

Training participants are assumed to have general familiarity with navigating the internet, using computers, and understanding terminology such as icon, desktop, folders, tabs, browsers, search, toolbars, menus, mouse, hyperlinks, printing options, and save options. It is recommended for participants to bring note-taking materials such as writing utensils, a notepad, highlighters or sticky notes.

This document, along with other PEP training documents, is available in the Puerto Rico Medicaid Program (PRMP) Learning Management System (LMS). You can find it by going to the following link: <https://lms.prmis.pr.gov>

After reading the **Provider Enrollment Portal (PEP) Enrollment – Individual Reference Guide**, Providers should be able to complete these learning objectives in PEP:

- Complete all required enrollment application steps
- Submit an enrollment application
- Understand the different notifications received from the Provider Enrollment Portal and the required actions to take

Note: This training guide contains fictitious information and does not contain Protected Health Information (PHI) or Personally Identifiable Information (PII) data.

3 New Enrollment Application

A new enrollment application displays after having completed the Enrollment Registration page.

To see the detailed steps for completing the Enrollment Registration page, refer to **Section 2.1** of the **Provider Enrollment Portal (PEP) Navigation Reference Guide**.

The Individual enrollment type applies to Individual practitioners who are both rendering and billing providers. All payments made are reported to the Internal Revenue Service (IRS) against the individual's Social Security Number (SSN). Individual practitioners can either be a business or an individual.

The enrollment process for an Individual consists of multiple steps that must be completed in order to submit an enrollment application for review.

Each step is discussed in the following sections, including the panels and fields that must be completed.

3.1 General Information

Quick Reference – General Information

Table 2 – General Information

Step	Task	Action	Result
Start from the General Information page, the first step on a new enrollment application page.			
1	Select Enrollment Type.	Click the drop-down list under Enrollment Type and select Individual or Sole Proprietor.	a. Pop-up window displays, indicating that once the application is saved, the Enrollment Type cannot be changed. b. The required enrollment steps and a progress bar display at the top of the page.
2	Select Provider Type.	Click the drop-down list under Provider Type and select the relevant Provider Type.	Pop-up window displays, indicating that once the application is saved, the Provider Type cannot be changed.
3	Add Effective Date.	Enter the date you wish the enrollment in PRMP to be effective.	Effective date is added.
4	Add General Information.	Complete the rest of the General Information page, including: a. Provider Information and related questions b. Contact Information Click Save and Continue.	General Information is saved. Progress bar advances to the next available page.

Detailed Steps


1. Once registration has been completed, the new enrollment application begins with the General Information step.

The screenshot shows the 'General Information' section of the Provider Enrollment Portal. The 'Initial Enrollment Information' section contains three required fields: 'Enrollment Type' (dropdown menu), 'Provider Type' (dropdown menu), and 'Effective Date' (calendar icon). The 'Enrollment Type' dropdown is currently set to 'select a value...'.

In the Initial **Enrollment Information** section, click the drop-down list under **Enrollment Type** and select the “**Individual or Sole Proprietor**” option.


The screenshot shows the 'Enrollment Type' dropdown menu open. The 'Individual or Sole Proprietor' option is highlighted with a red box. A red arrow points from the dropdown menu in the main form to this pop-up window.

- a. Once an Enrollment Type is selected, a pop-up window displays, indicating that once the data on this page is saved, the Enrollment Type cannot be changed.

 Enrollment Type

Once you have saved the information on this page, you will not be able to change the Enrollment Type. Please confirm your selection before proceeding.

OK

 Enrollment Type

Once you have saved the information on this page, you will not be able to change the Enrollment Type. Please confirm your selection before proceeding.

OK

- b. The steps required to complete the enrollment for an Individual display at the top of the page, along with a progress bar to show your current progress.



DIFFERENT ENROLLMENT STEPS DISPLAYED: The steps displayed at the top of the screen may continue to change during the enrollment process as more information is entered in the application that dictate the remaining steps that are required.

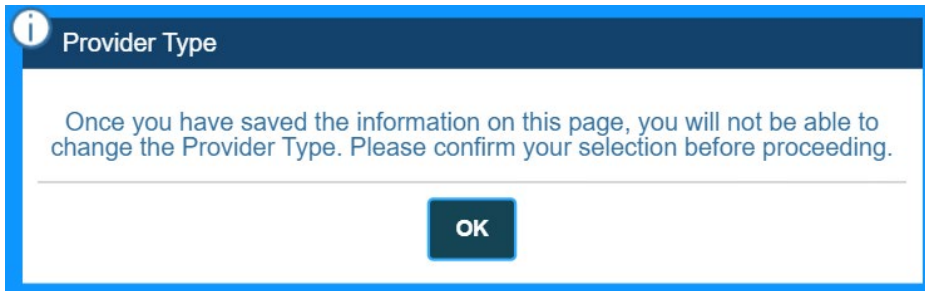
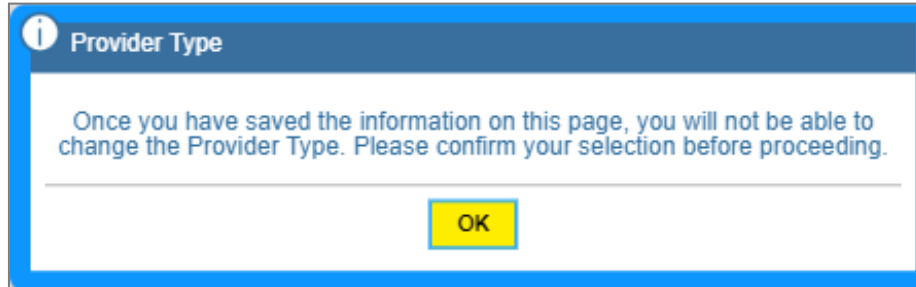
Steps are determined to be required, optional, or non-applicable based on the Provider Type, Specialties, and other related information.

2. Click the drop-down list under **Provider Type** and select the appropriate Provider Type for the Individual that is enrolling. The Provider Types shown in the drop-down list are for the Individual Enrollment Type.



PROVIDER TYPE: The Provider Type drop-down list is dynamic based on the Enrollment Type selected. If you do not see your Provider Type in this list, verify that you have selected the correct Enrollment Type.

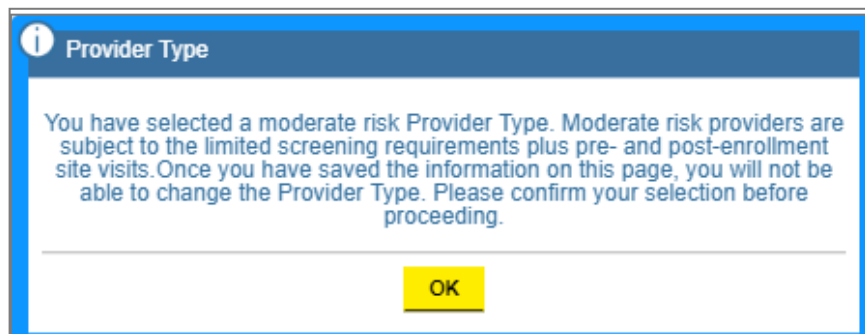
Once the Provider Type is selected, a pop-up window displays, indicating that once the data on this page is saved, the Provider Type cannot be changed.





PROVIDER RISK: Depending on the Provider Type chosen, the provider's risk level (limited, moderate, or high) and the additional steps the provider must take in addition to the enrollment will be displayed in the generated pop-up window.

Example of Provider Type pop-up window with provider risk level disclosed:



3. In the **Effective Date** field, select the date (or leave the default) you wish the enrollment in PRMP to be effective once approved.



NOTE: Retroactive enrollment dates will only be considered for approval up to 90 days in the past.

4. Complete the remaining sections of the General information page.
 - a. **Provider Information and related questions** – Identifies information about the provider applying for PRMP enrollment.

For an Individual or Sole Proprietor, this section displays the option to select **Individual or SP with SSN** or **SP or Business with EIN**.

Individual or SP with SSN is selected if all payments made will be reported to the IRS against an individual Social Security Number (SSN). Selecting **Individual or SP with SSN** displays the following fields:

Provider Information

Are you an Individual or Sole Proprietor (SP) or Business?

☒ Individual or SP with SSN
☐ SP or Business with EIN

The Provider Name must be the current name on tax, corporation, or other legal documents. The legal name and Provider Federal Tax Identification Number (TIN) must match the information on the W-9 for businesses and Internal Revenue Service records for individuals.

Title * Legal Last Name * First Last Name Second Last Name * First Name Middle Name

Suffix Gender What is your ethnicity? * Birth Date * SSN

* Preferred Communication Lan...

SP or Business with EIN is selected if all payments made will be reported to the IRS against a business Employer Identification Number (EIN). Selecting **Business** displays the following fields:

Provider Information

Are you an Individual or Sole Proprietor (SP) or Business?

☐ Individual or SP with SSN
☒ SP or Business with EIN

The Provider Name must be the current name on tax, corporation, or other legal documents. The legal name and Provider Federal Tax Identification Number (TIN) must match the information on the W-9 for businesses and Internal Revenue Service records for individuals.

* Legal Name Tax Name Doing Business As Name * EIN

* Preferred Communication Lan...



NOTE: Characters with accents are not accepted within PEP fields. If you are using your browser's auto-fill settings, verify that the information in the application's fields is correct before saving.

Answer the questions that display at the bottom of the **Provider Information** section. Answer the “Are you currently enrolled as a Provider?” and “Were you previously enrolled as a provider?” based on the appropriate scenario.

i. New Enrollment:

- If you have never been approved for enrollment in PRMP through PEP.

Answer **No** to the currently enrolled and previously enrolled questions.

Are you currently enrolled as a Provider?

☐ Yes ☒ No

Were you previously enrolled as a Provider?

☐ Yes ☒ No

ii. Additional Enrollment:

- If you have been approved for enrollment in PRMP through PEP,
AND
- If you are currently active in the PRMP,

These steps are most common if you are:

- Adding a new Primary Service Location that was not previously included in your PEP enrollment application. This is most common if you open a new location after your initial enrollment.

OR

- Applying with a different Enrollment Type.

Please note that if you are applying with more than one Enrollment Type, you must **wait for your first enrollment application to be approved** before submitting your second application. You will need the provider identification number generated when your first enrollment application is approved in order to complete these steps.

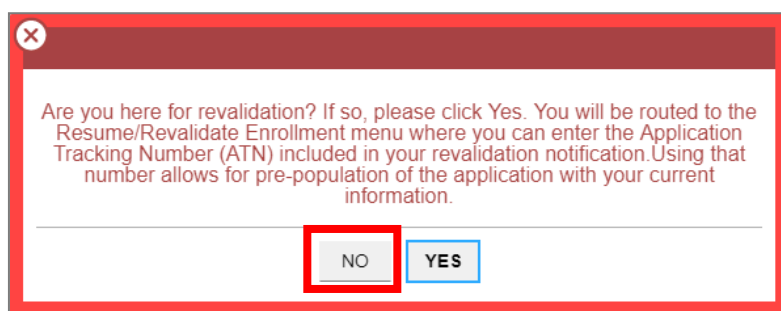
Select **Yes** for the currently enrolled question.



Are you currently enrolled as a Provider?

☒ Yes ☐ No

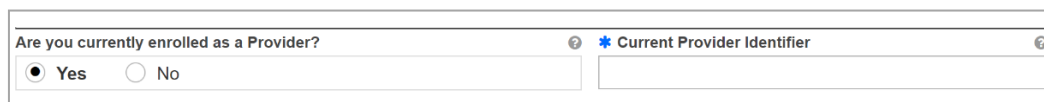
Click **No** in the displayed revalidation pop-up window.



Are you here for revalidation? If so, please click Yes. You will be routed to the Resume/Revalidate Enrollment menu where you can enter the Application Tracking Number (ATN) included in your revalidation notification. Using that number allows for pre-population of the application with your current information.

NO **YES**

You will be prompted to enter your Current Provider Identifier. This is the Medicaid Identifier (MCD) that was listed in your Welcome Letter and is associated with your previously approved PEP enrollment application. If you have multiple service locations, enter the MCD for any active service location. The one ending in "00" is the primary service location and is preferred.

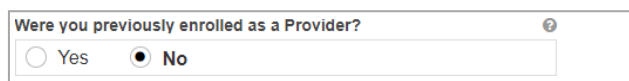


Are you currently enrolled as a Provider?

☒ Yes ☐ No

***** Current Provider Identifier

Select **No** for the previously enrolled question.



Were you previously enrolled as a Provider?

☐ Yes ☒ No

iii. **Revalidation (Currently Active):**

- If you were previously approved for enrollment in PRMP through PEP,
AND
- If you are currently active in the PRMP,
AND
- You received a letter requesting you to revalidate your enrollment.

The letter will include your ATN from your previously approved enrollment application; the ATN will be used to auto-populate data in your revalidation enrollment application.

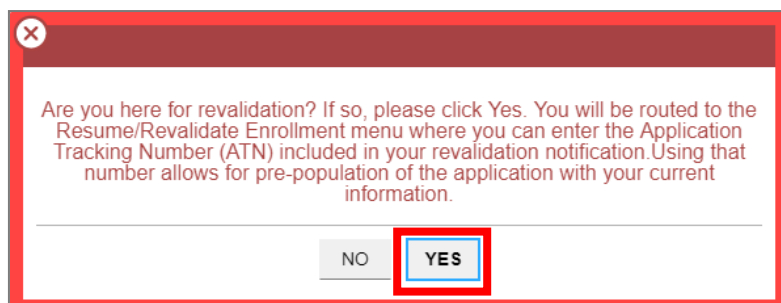
Select **Yes** for the currently enrolled question.



Are you currently enrolled as a Provider?

☒ Yes ☐ No

Click **Yes** in the displayed revalidation pop-up window.



Are you here for revalidation? If so, please click Yes. You will be routed to the Resume/Revalidate Enrollment menu where you can enter the Application Tracking Number (ATN) included in your revalidation notification. Using that number allows for pre-population of the application with your current information.

NO YES



NOTE: If Yes is clicked in the revalidation pop-up window, you will be taken to the Resume/Revalidate Enrollment menu option. This option is discussed in **Section 2.4** of the **Provider Enrollment Portal (PEP) Navigation Reference Guide**.

iv. **Reenrollment (Currently Inactive):**

- If you were previously approved for enrollment in PRMP through PEP,
AND
- If you were terminated and are now inactive in the PRMP.

You must apply for reenrollment. Select **No** for the currently enrolled question and **Yes** for the previously enrolled question.



Are you currently enrolled as a Provider?

☐ Yes ☒ No

Were you previously enrolled as a Provider?

☒ Yes ☐ No

Previous Provider Identifier

When you select **Yes**, you will be prompted to enter your Previous Provider Identifier. This is the Medicaid Identifier (MCD) that was listed in your Welcome Letter and is associated with your previously approved PEP enrollment application. If you have multiple service locations, enter the MCD for any active service location. The one ending in "00" is the primary service location and is preferred.

Answer the remaining question that asks if you are Medicare enrolled.

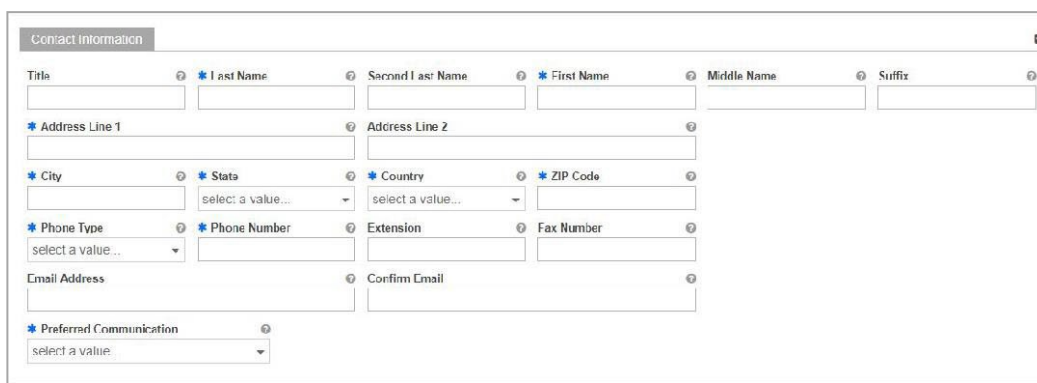


Are you Medicare enrolled?

☐ Yes ☒ No

- b. **Contact Information** – Enter contact information for the person responsible for addressing any application-related questions.

Provider Enrollment Portal (PEP) Enrollment Steps – Individual



The 'Contact Information' form contains the following fields:

- Title
- Last Name
- Second Last Name
- First Name
- Middle Name
- Suffix
- Address Line 1
- Address Line 2
- City
- State (dropdown)
- Country (dropdown)
- ZIP Code
- Phone Type (dropdown)
- Phone Number
- Extension
- Fax Number
- Email Address
- Confirm Email
- Preferred Communication (dropdown)



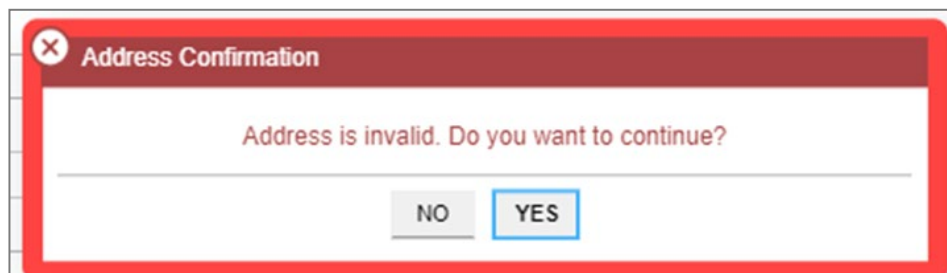
VALID ADDRESS: The PEP system will validate the address entered. If there is an updated variation, select that address from the pop-up window that displays.



The 'Search Address' pop-up window displays a table with the following data:

Street	City	County	State	Country	ZIP Code
PO BOX 1675	AGUADILLA	AGUADILLA	PR	UNITED STATES	00605-1675

If address is found to be invalid, the following pop-up screen displays:



The 'Address Confirmation' pop-up window displays the following message:

Address is invalid. Do you want to continue?

Buttons: NO, YES

Please note that addresses will only be validated by USPS if they are entered in the following order: In the first line add the building or house number followed by the street name and/or number, and in the second line add the housing, neighborhood or county name.

Example of a valid address: 735 Ave Ponce de León Suite 710
Torre Hospital Auxilio Mutuo
San Juan PR 00917-5030

Example of an invalid address: Torre Hospital Auxilio Mutuo
735 Ave Ponce de León Suite 710
San Juan PR 00917-5030

Click **Save and Continue** at the bottom-right to save the General information page.

CANCEL

SAVE AND CONTINUE



NOTE: If you exit your enrollment application before submitting it, the information you had previously saved will be retained and you may resume your enrollment where you left off.

If you wish to exit your enrollment application without saving the information you have added to the page, click the Cancel button on the bottom left corner of the page.

3.2 Specialties

Quick Reference – Specialties

Table 3 – Specialties

Step	Task	Action	Result
Start from Specialties page. This page displays after clicking Save and Continue from the previous page.			
1	Add one or more Specialties.	a. To add a new specialty, click Create New. Once saved, the specialty information will be displayed. b. To edit a specialty, click the Edit button next to the desired specialty and save the changes.	Specialties are added.
2	Add Additional Taxonomies (if applicable).	c. To add a taxonomy, click Create New at the top-right of the panel. Once filled	Additional Taxonomies are added.

Step	Task	Action	Result
		<p>out and saved, the taxonomy displays in the panel.</p> <p>b. To edit an added taxonomy, click the Edit button next to the desired taxonomy and save the changes.</p> <p>Click Save and Continue.</p>	Progress bar advances to the next available page.

Detailed Steps

1. The Specialties page is displayed. The Provider Type selected on the General Information page is displayed at the top of the **Specialties** section.

The screenshot shows the 'Specialties' page. At the top, there's a 'Specialties' header. Below it, a message says: 'The provider type selected on the previous page determines the specialties available. One specialty must be named as primary.' Underneath, there's a 'Provider Type' dropdown menu currently set to 'Hospital'. To the right of the dropdown is a 'CREATE NEW' button. Below these elements is a table with the following columns: 'Specialty', 'Taxonomy', 'Primary', 'Effective Date', and 'Edit'. The table is currently empty.

- a. To add a specialty, click **Create New** at the top-right of the **Specialties** section and complete the required fields in the pop-up window displayed.

Provider Enrollment Portal (PEP) Enrollment Steps – Individual

Once saved, the specialty information will be displayed.

Specialty	Taxonomy	Primary	Effective Date	Edit
901-General Hospital	282N00000X-General Acute Care Hospital		3/13/2023	

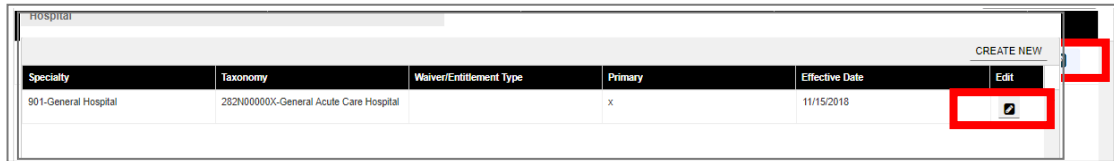



PRIMARY SPECIALTY REQUIRED: You must have one Primary Specialty in order to Save and Continue to the next step. To make a Specialty “Primary,” check the “Make Primary” checkbox in that specific specialty.

☒ Make Primary

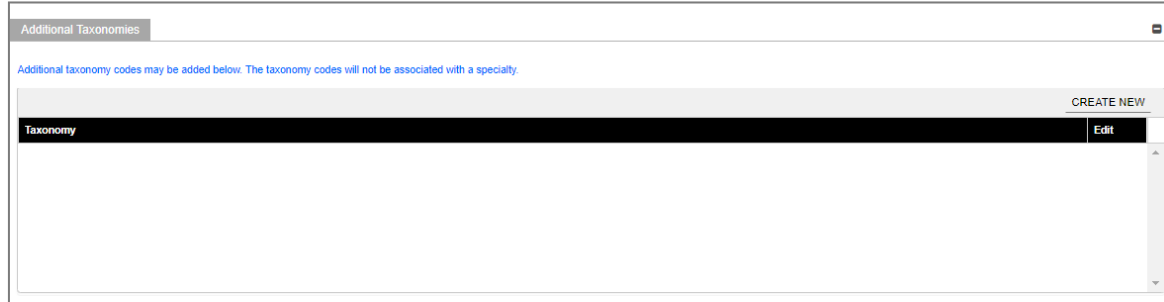
- To edit an added specialty, click the **Edit** button next to the desired specialty and save the changes.

Provider Enrollment Portal (PEP) Enrollment Steps – Individual



Hospital					CREATE NEW
Specialty	Taxonomy	Waiver/Entitlement Type	Primary	Effective Date	Edit
901-General Hospital	282N00000X-General Acute Care Hospital		X	11/15/2018	

2. Related taxonomies can be added and edited in the **Additional Taxonomies** section of the Specialties page.



Additional Taxonomies

Additional taxonomy codes may be added below. The taxonomy codes will not be associated with a specialty.

Taxonomy		CREATE NEW
		Edit

- a. To add a new taxonomy, click **Create New** at the top-right of the Additional Taxonomies panel.

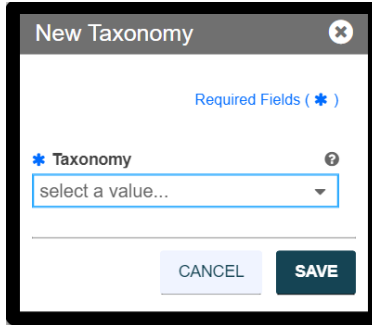


Additional Taxonomies

Additional taxonomy codes may be added below. The taxonomy codes will not be associated with a specialty.

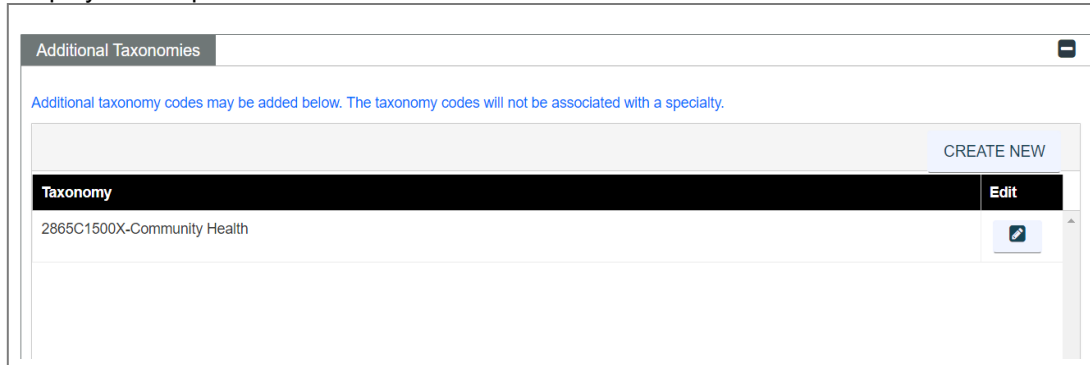
Taxonomy		CREATE NEW
		Edit

CREATE NEW



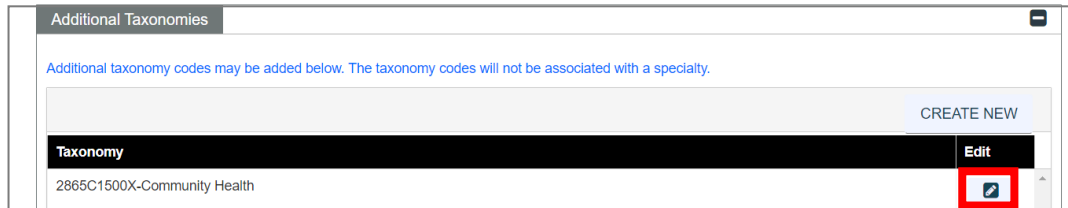
A dialog box titled "New Taxonomy" with a close button (X) in the top right corner. Below the title, it says "Required Fields (*)". There is a dropdown menu labeled "Taxonomy" with the text "select a value..." inside. At the bottom, there are two buttons: "CANCEL" and "SAVE".

Once a taxonomy is selected from the **Taxonomy** drop-down list and saved, the taxonomy displays in the panel.



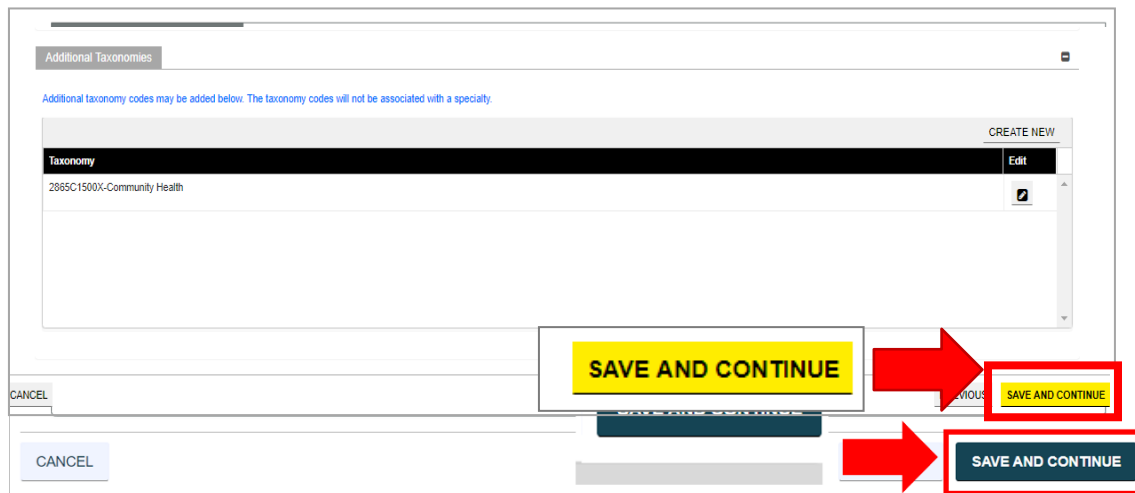
A panel titled "Additional Taxonomies" with a minus icon in the top right corner. Below the title, it says "Additional taxonomy codes may be added below. The taxonomy codes will not be associated with a specialty." There is a "CREATE NEW" button in the top right. Below this is a table with one row. The table has two columns: "Taxonomy" and "Edit". The "Taxonomy" column contains the text "2865C1500X-Community Health". The "Edit" column contains an "Edit" button and a pencil icon.

- b. To edit an added taxonomy, click the **Edit** button next to the desired taxonomy and save the changes.



A panel titled "Additional Taxonomies" with a minus icon in the top right corner. Below the title, it says "Additional taxonomy codes may be added below. The taxonomy codes will not be associated with a specialty." There is a "CREATE NEW" button in the top right. Below this is a table with one row. The table has two columns: "Taxonomy" and "Edit". The "Taxonomy" column contains the text "2865C1500X-Community Health". The "Edit" column contains an "Edit" button and a pencil icon. The "Edit" button is highlighted with a red box.

Click **Save and Continue** at the bottom-right to save the Specialties page.



A screenshot of the "Additional Taxonomies" panel. At the bottom of the panel, there are two "SAVE AND CONTINUE" buttons. One is a yellow button with black text, and the other is a blue button with white text. Both buttons are highlighted with red boxes. Red arrows point from the yellow button to the blue button. There is also a "CANCEL" button on the left side of the panel.

3.3 Service Location

Quick Reference – Service Location

Table 4 – Service Location

Step	Task	Action	Result
Start from the Service Location page. This page displays after clicking Save and Continue from the previous page.			
1	Add Service Location.	<ol style="list-style-type: none"> To add a new Service Location, click Create New and complete the required address fields in the displayed pop-up window. Click Save to add this information. To edit an added Service Location, click the Edit button next to the desired taxonomy and save the changes. Click Save and Continue. 	Service Location page is saved. Progress bar advances to the next available page.

Detailed Steps

1. Service Location page is displayed.

The screenshot shows the 'Service Location' page. At the top, there's a header 'Service Location' and a link for 'Required Fields (*)'. Below this is a section titled 'Service Location' with a 'CREATE NEW' button. Underneath is a table with the following columns: 'Location Name', 'Address Line 1', 'Address Line 2', 'City', 'State', 'Primary', and 'Edit'. The table is currently empty. At the bottom of the page, there are three buttons: 'CANCEL', 'PREVIOUS', and 'SAVE AND CONTINUE'.

- a. To add a Service Location, click **Create New** and complete the required address fields in the displayed pop-up window:

Service Location Name and Contact Information – Complete the required fields.



PRIMARY SERVICE LOCATION: A primary service location is required in order to Save and Continue to the next enrollment step.

Check the “Make Primary” box when adding a new Service Location to mark it as your primary location.

☐ Make Primary

Please complete all the required fields under the Service Location address. This will allow you to copy the address to the other address types. Note that copied addresses cannot be edited.



VALID ADDRESS: The PEP system will validate the address entered. If there is an updated variation, select that address from the pop-up window that displays.

Street	City	County	State	Country	ZIP Code
PO BOX 1675	AGUADILLA	AGUADILLA	PR	UNITED STATES	00605-1675

If address is found to be invalid, the following pop-up screen displays:

Address Confirmation

Address is invalid. Do you want to continue?

Please note that addresses will only be validated by USPS if they are entered in the following order: In the first line add the building or house number followed by the street name and/or number, and in the second line add the housing, neighborhood or county name.

Example of a valid address: 735 Ave Ponce de León Suite 710

Torre Hospital Auxilio Mutuo

San Juan PR 00917-5030

Example of an invalid address: Torre Hospital Auxilio Mutuo

735 Ave Ponce de León Suite 710

San Juan PR 00917-5030

Phone Number – Add a phone number related to your service location.

Phone Number

At least one Phone Number must be provided.

CREATE NEW

Phone Type	Telephone Number	Extension	Edit

To add a service location phone number, click **Create New** and complete the required fields in the displayed pop-up window.

Phone Number

At least one Phone Number must be provided.

CREATE NEW

Phone Type	Telephone Number	Extension	Edit

New Phone Number

Required Fields (*)

* Phone Type ?

* Telephone Num... ?

Telephone Number... ?

select a value... ▼

CANCEL

SAVE

Once the information is saved, the phone number displays in the relevant panel.


CREATE NEW			
Phone Type	Phone Number	Extension	Edit
Home	787-882-5581		

To edit an added service location phone number, click the **Edit** button next to the phone number and save the changes.

Phone Number

At least one Phone Number must be provided.

CREATE NEW

Phone Type	Telephone Number	Extension	Edit
Work	787-882-5581		

Service Location Hours – Disclose the Service Location's hours of operation.

Check the box next to **Hours of Operation**.

Please enter your service location hours of operation

☐ Hours of Operation

* Is the service location ADA compliant?

☐ Yes ☒ No

* Is the service location accessible by public transportation...

☐ Yes ☒ No

* What are your after-hour arrangements?

Phone Type

Emergency Phone Number

Extension

In the new Hours of Operation panel that displays, add hours of operation by clicking **Create New** and complete the required fields in the displayed pop-up window.

Please enter your service location hours of operation

☒ Hours of Operation

Hours of Operation

CREATE NEW

Day	From Hour	To Hour	Edit

CREATE NEW

New Hours Of Operation

Required Fields (*)

* Day ? * From Hour ? * To Hour ?

select a value... select a value... select a value...

CANCEL SAVE

Once the information is saved, the hours of operation display in the relevant panel.

Hours of Operation			
			CREATE NEW
Day	From Hour	To Hour	Edit
Weekdays	24 Hours		

- b. Once all sections of the pop-up window are completed, click **Save** at the bottom of the window.

Once the information is saved, the service location displays.

Location Name	Address Line 1	Address Line 2	City	State	Primary	Edit
ABC Hospital	Marlin St. 18 Carr. 110	Urb. Villa Aurelia Km. 31.2	Aguadilla	Puerto Rico	X	



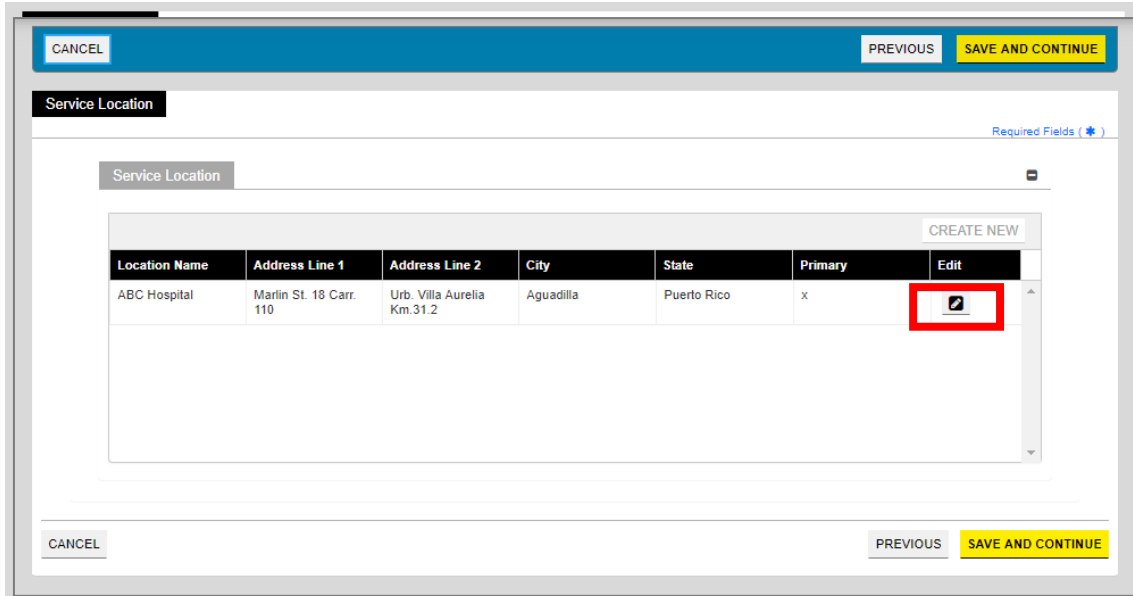
MULTIPLE SERVICE LOCATIONS: Based on the application Provider Type, you may be able to add more than one service location on this application.

If the “Create New” button is disabled after entering one Service Location, this means only one is allowed.


Follow the previous steps to add multiple service locations to your application, if applicable.

The multiple service locations that are added must have the same Name, Provider Type, Tax ID, NPI, and Primary Specialty, and the same information in fields related to these sections. The Addresses of these locations must be different.

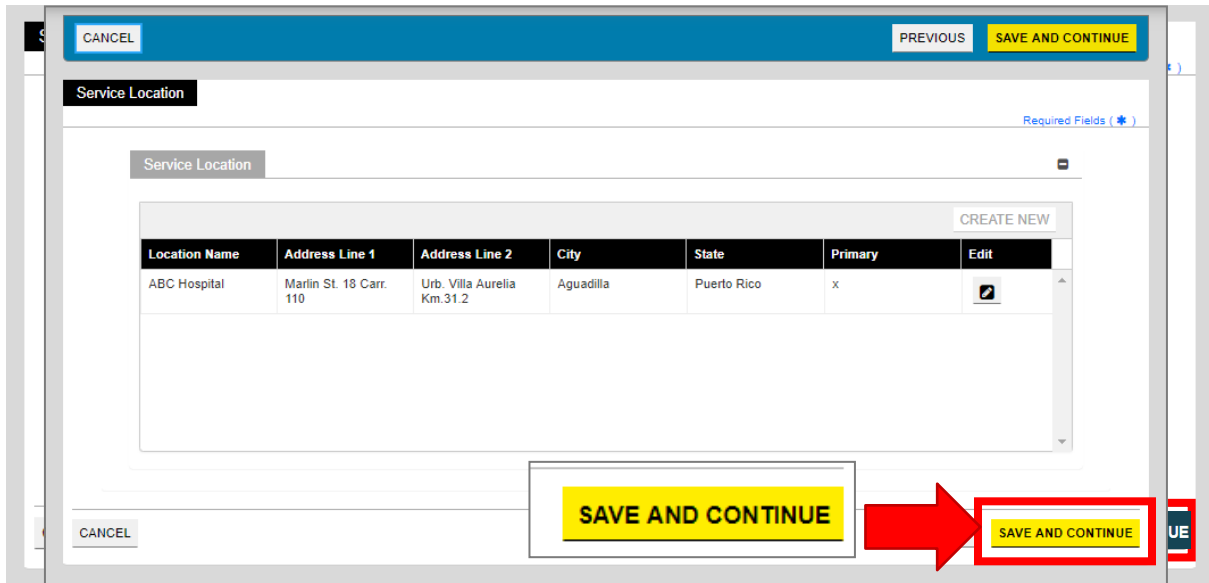
- c. To edit an added Service Location, click the **Edit** button next to the desired location and save the changes.



The screenshot shows the 'Service Location' page. At the top, there are buttons for 'CANCEL', 'PREVIOUS', and 'SAVE AND CONTINUE'. Below the header, there is a 'Service Location' tab and a 'CREATE NEW' button. A table lists the service locations. The first entry is 'ABC Hospital' with address 'Marlin St. 18 Carr. 110', 'Urb. Villa Aurelia Km. 31.2', 'Aguadilla', 'Puerto Rico', and 'Primary' set to 'x'. The 'Edit' button for this entry is highlighted with a red box.

Location Name	Address Line 1	Address Line 2	City	State	Primary	Edit
ABC Hospital	Marlin St. 18 Carr. 110	Urb. Villa Aurelia Km. 31.2	Aguadilla	Puerto Rico	x	

- d. Click **Save and Continue** at the bottom-right to save the Service Location page.



The screenshot shows the 'Service Location' page with the 'SAVE AND CONTINUE' button at the bottom-right highlighted with a red box. A red arrow points to this button from the left.

3.4 Addresses

Quick Reference – Addresses

Table 5 – Addresses

Step	Task	Action	Result
Start from the Addresses page. This page displays after clicking Save and Continue from the previous page.			
1	Add Addresses to enrollment application.	Complete the required fields in all address types presented.	Addresses are added to the enrollment application.
2	Add a Phone Number to each Address type.	a. Click Create New to add at least one phone number. b. To edit an existing phone number, click the Edit button next to the desired number and save the changes. Click Save and Continue.	A phone number is added to each Address type. Address information is saved. Progress bar advances to the next available page.

Detailed Steps

1. The Addresses page is displayed. Complete the fields that display below the Service Address Information:

Example: Pay To Address

Pay To

You may enter the Pay To address information only after completing all the required fields for the Service Location address.

☐ Same as Service Location

* Location Name

Contact Information

* Last Name

Second Last Name

* First Name

Middle Name

Suffix

Billing Agent Name

* Address Line 1

Address Line 2

* City

* State

select a value...

* Country

select a value...

* ZIP Code

☐ Same as Service Location

Email

Confirm Email



ADDRESS SAME AS SERVICE LOCATION: *If the addresses to be entered in this section are the same address as the Primary Service Location, click the “Same as Service Location” checkbox at the top of each Address type section. This will automatically fill the Address with the same information entered as the primary Service Location on the Service Location page.*

Pay To

You may enter the Pay To address information only after completing all the required fields for the Service Location address.

☐ Same as Service Location

For some Address types, you could see a drop-down list at the beginning named “Same As”. The drop-down list will include all address types you have entered up to this point (example: Service Location, Pay To, etc.). This will automatically complete the Address fields with the same information previously entered for the chosen address type.

Same as

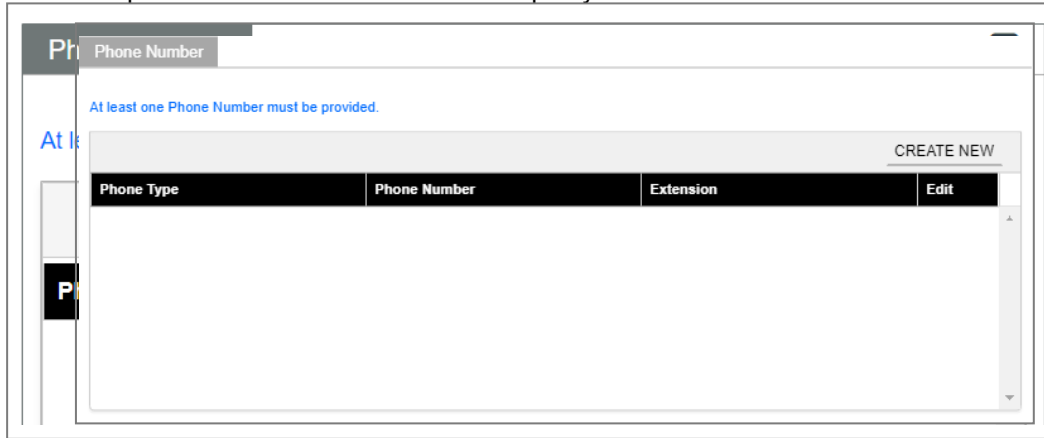
select a value...

select a value...

Service Location

Pay To

2. Add phone numbers to the Address step of your enrollment.



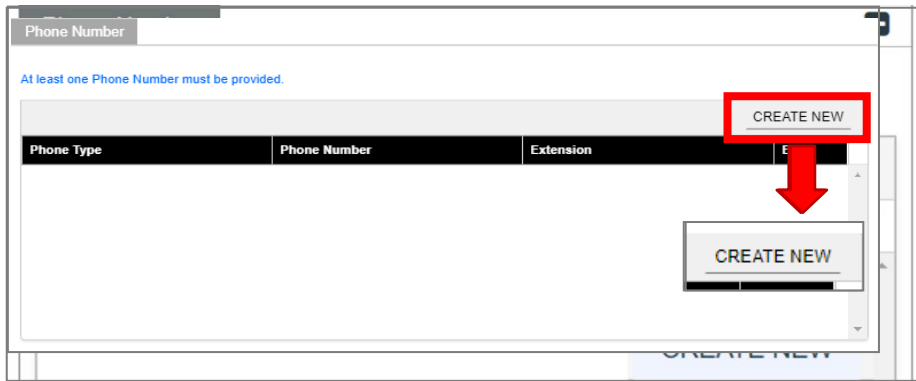
Phone Number

At least one Phone Number must be provided.

CREATE NEW

Phone Type	Phone Number	Extension	Edit
------------	--------------	-----------	------

- a. To add a phone number, click **Create New** at the top-right of the **Phone Number** section and complete the required fields in the displayed pop-up window.



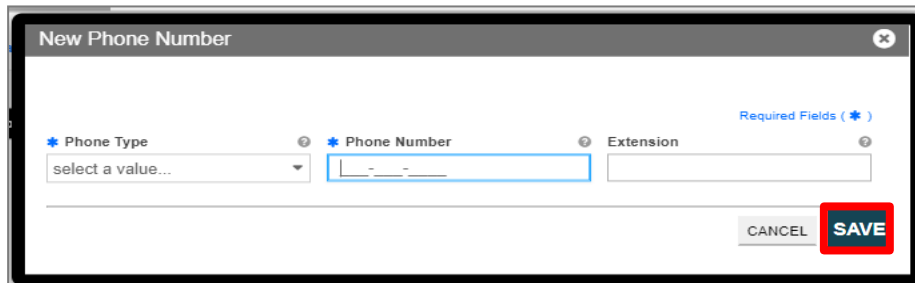
Phone Number

At least one Phone Number must be provided.

CREATE NEW

Phone Type	Phone Number	Extension	Edit
------------	--------------	-----------	------

CREATE NEW



New Phone Number

Required Fields (*)

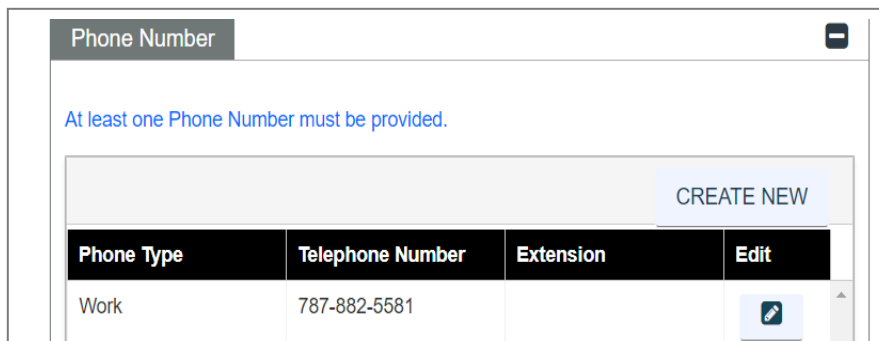
* Phone Type ? select a value...

* Phone Number ? []

Extension ? []

CANCEL SAVE

Once the information is saved, the phone number information is displayed.



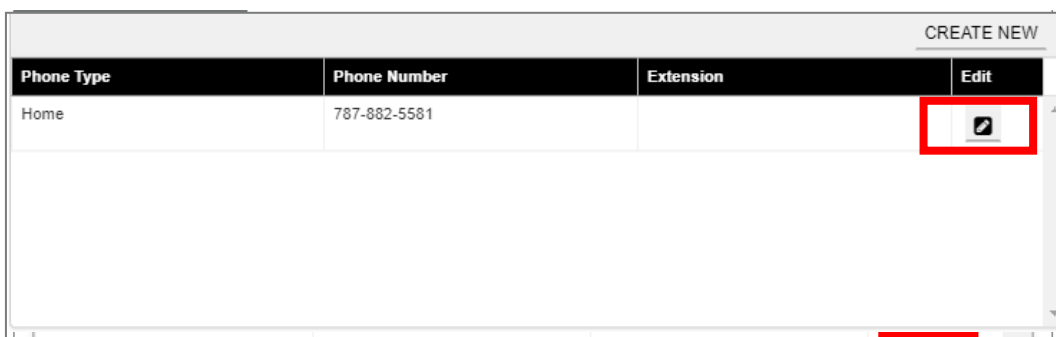
Phone Number

At least one Phone Number must be provided.


CREATE NEW

Phone Type	Telephone Number	Extension	Edit
Work	787-882-5581		

- b. To edit an added address phone number, click the **Edit** button next to the phone number and save the changes.

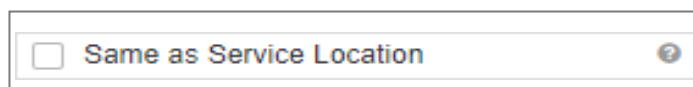


A screenshot of a web application showing a table for managing phone numbers. The table has four columns: 'Phone Type', 'Phone Number', 'Extension', and 'Edit'. The first row contains the text 'Home' under 'Phone Type' and '787-882-5581' under 'Phone Number'. The 'Edit' column for this row contains a small icon of a pencil inside a square, which is highlighted with a red rectangle. Above the table, there is a 'CREATE NEW' button. Below the table, there is a red horizontal bar.

Phone Type	Phone Number	Extension	Edit
Home	787-882-5581		

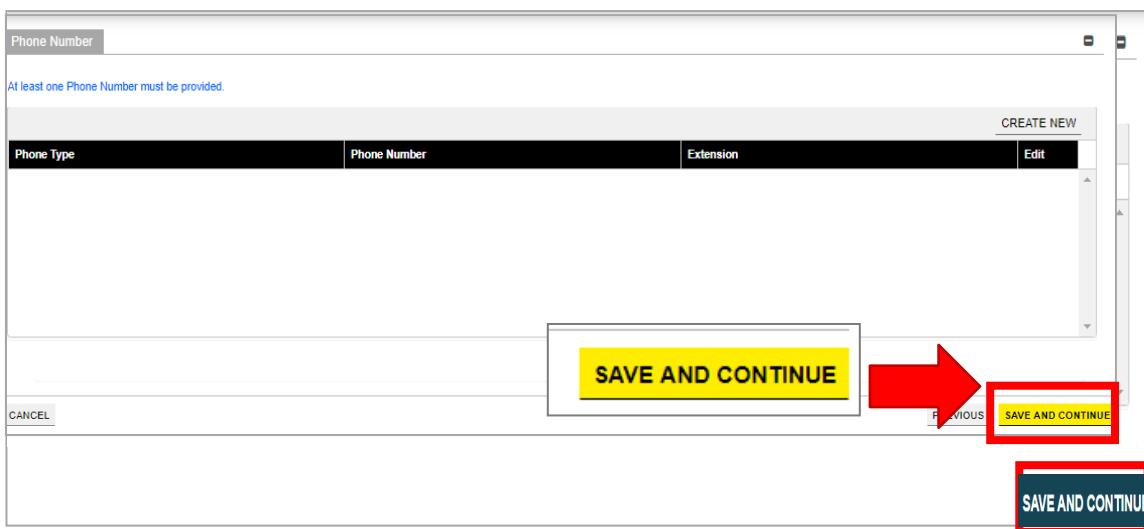


Like the Addresses, phone numbers added to the Primary Service Location can be carried over by clicking the “Same as Service Location” checkbox near the Phone Number panel.



A screenshot of a checkbox labeled 'Same as Service Location'. The checkbox is currently unchecked. To the right of the checkbox is a small blue question mark icon.

- c. Click **Save and Continue** at the bottom-right to save the Addresses page.



A screenshot of a web application showing a form for adding phone numbers. At the top, there is a 'Phone Number' label and a 'CREATE NEW' button. Below this is a table with columns 'Phone Type', 'Phone Number', 'Extension', and 'Edit'. A message 'At least one Phone Number must be provided.' is displayed above the table. At the bottom of the form, there are three buttons: 'CANCEL', 'SAVE AND CONTINUE', and 'PREVIOUS'. A red arrow points from the 'SAVE AND CONTINUE' button to a red rectangle that highlights the 'SAVE AND CONTINUE' button in the bottom right corner of the form. Below this red rectangle is another red rectangle that highlights the 'SAVE AND CONTINUE' button in the bottom right corner of the page.

3.5 Capacities

The Capacity page is presented if the Provider Type and Specialty disclosed in previous steps requires capacity information to be entered. If this page is not available on your application, you can continue to [Section 3.6 Organization](#) to see the instructions for your next required step.

Quick Reference – Capacities

Table 6 – Capacities

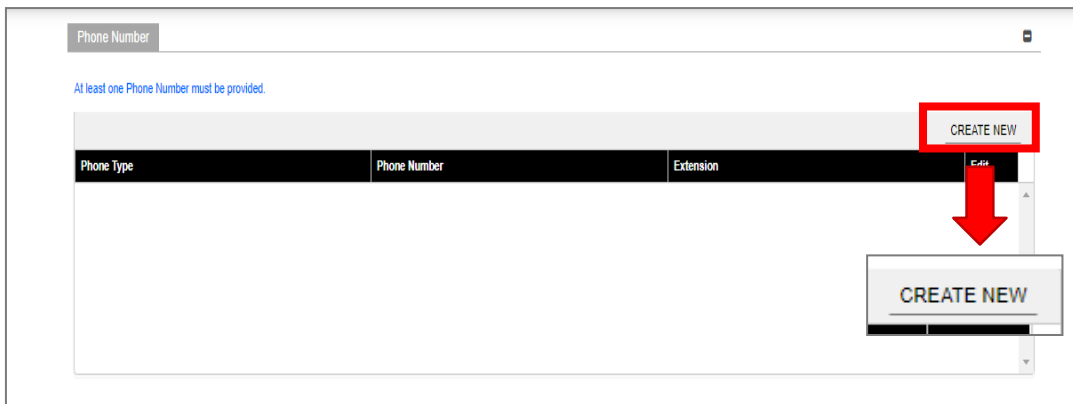
Step	Task	Action	Result
Start from the Capacity page. This page displays after clicking Save and Continue from the previous page.			
1	Add Capacity information.	<p>a. To add capacity information, click Create New and complete the required fields in the displayed pop-up window. Once the information is saved, the capacity information is displayed.</p> <p>b. To edit added capacity information, click the Edit button next to the desired capacity entry and save the changes.</p> <p>c. Click Save and Continue.</p>	Capacity information is added and saved. Progress bar advances to the next available page.

Detailed Steps

1. The Capacity page is displayed. A capacity is the maximum Medicaid Member count for each of a provider's Specialties within the County and State.

The screenshot displays the 'Capacity' page. At the top, there's a 'Capacity By Specialty' dropdown menu currently showing '962 - Optometrist'. Below this is a table for adding capacity information. The table has five columns: 'State', 'County', 'Waiver/Entitlement Type', 'Maximum Medicaid Member Count', and 'Edit'. The first row is populated with 'Puerto Rico' for State and 'Isabela Municipio' for County. A 'CREATE NEW' button is located at the top right of the table. At the bottom of the page, there are three buttons: 'CANCEL', 'PREVIOUS', and 'SAVE AND CONTINUE'.

- a. To add a new capacity, click **Create New** and complete the required fields in the displayed pop-up window.



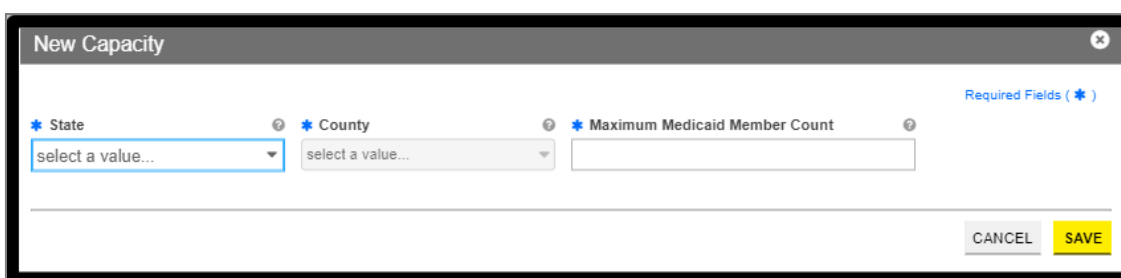
Phone Number

At least one Phone Number must be provided.

CREATE NEW

Phone Type	Phone Number	Extension	Edit

CREATE NEW



New Capacity

Required Fields (*)

* State ? * County ? * Maximum Medicaid Member Count ?

select a value... select a value...

CANCEL SAVE

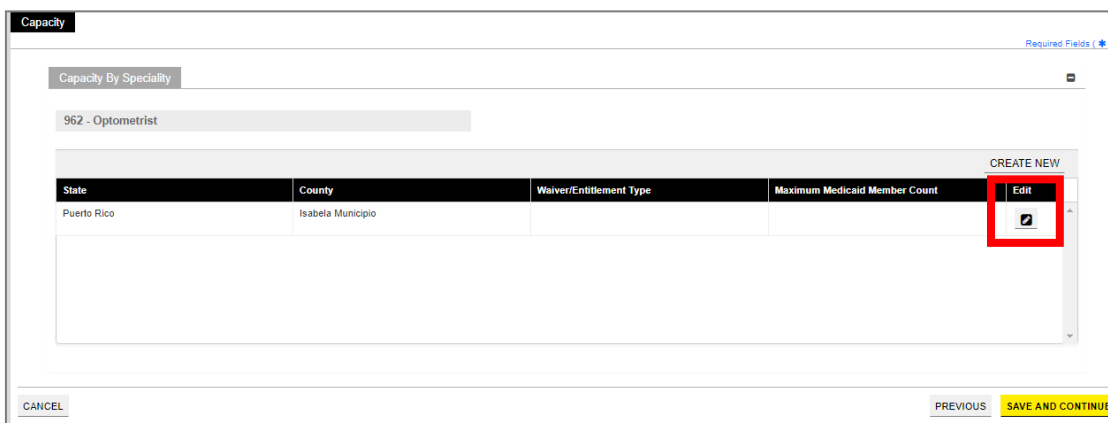
Once the information is saved, the capacity displays in the relevant panel.



CAPACITY ALREADY DISPLAYED: Some enrollments show a partially completed capacity entry already added in the Capacity panel, based on the service location address and specialty. You will still need to edit the existing capacity entry to supply the Maximum Medicaid Member Count.

See the next step for instructions on editing a capacity.

- b. To edit added capacity information, click the **Edit** button next to the desired capacity entry and save the changes.



Capacity

Required Fields (*)

Capacity By Specialty

962 - Optometrist

CREATE NEW

State	County	Waiver/Entitlement Type	Maximum Medicaid Member Count	Edit
Puerto Rico	Isabela Municipio			

CANCEL PREVIOUS SAVE AND CONTINUE

Edit Capacity

Required Fields (*)

* State: Puerto Rico

* County: select a value...

* Maximum Medicaid Member Count:

REMOVE CANCEL SAVE

- c. Click **Save and Continue** at the bottom-right to save the Capacity page.

Capacity

Capacity By Specialty

962 - Optometrist

State	County	Waiver/Entitlement Type	Maximum Medicaid Member Count	Edit
Puerto Rico	Isabela Municipio			

CREATE NEW

CANCEL

SAVE AND CONTINUE

SAVE AND CONTINUE

3.6 Organization

Quick Reference – Organization

Table 7 – Organization

Step	Task	Action	Result
Start from the Organization page. This page displays after clicking Save and Continue from the previous page.			
1	Add Organizational Details.	a. Complete the required and relevant fields in the Organizational Details section. b. Click Save and Continue.	Organizational Details are saved. Progress bar advances to the next available page.

Detailed Steps

1. The Organization page is displayed.
 - a. Complete the required and relevant fields in the **Organizational Details** section.



ORGANIZATIONAL DETAILS: The organizational details added in this page must match the information you disclose when filing your taxes.

If you have any questions regarding what information you enter in this step, consult your tax specialist.

- b. Click **Save and Continue** at the bottom-right of the page to save the information entered on the Organization page.

3.7 Credentials

NOTE: The information collected on this page may differ depending on the Provider Type and Specialty chosen in previous enrollment steps.

Quick Reference – Credentials

Table 8 – Credentials

Step	Task	Action	Result
Start from the Credentials page. This page displays after clicking Save and Continue from the previous page.			
1	Add Credentials information.	Complete the required information for any of the following sections that are presented: <ol style="list-style-type: none"> Degree License Medicare Participation Medicaid Program DEA Puerto Rico Controlled Substance Certificate Click Save and Continue.	Credentials are successfully added and saved. Progress bar advances to the next available page.

Detailed Steps

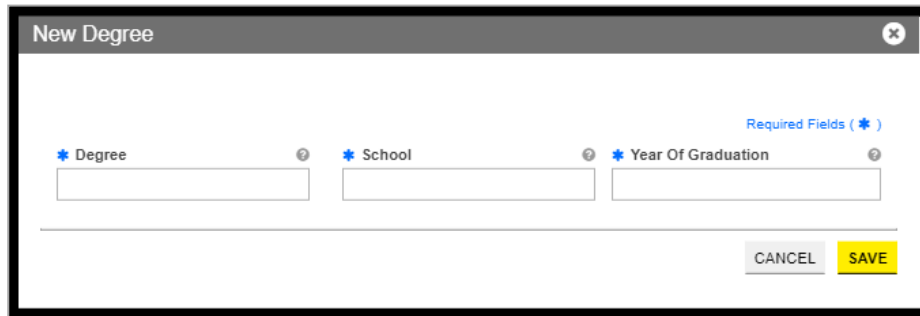
- The Credentials page is displayed. The credential information that may be collected for Individual enrollments are shown below:
 - Degree** – Required for most Individual enrollments.

The screenshot shows the 'Degree' section of the credentials page. It features a table with the following columns: 'Degree', 'School', 'Year Of Graduation', and 'Edit'. Above the table, on the right side, is a button labeled 'CREATE NEW'.

To add a new degree, click **Create New** at the top-right of the **Degree** section and complete the required fields in the displayed pop-up window. Once saved, the degree information will be displayed.

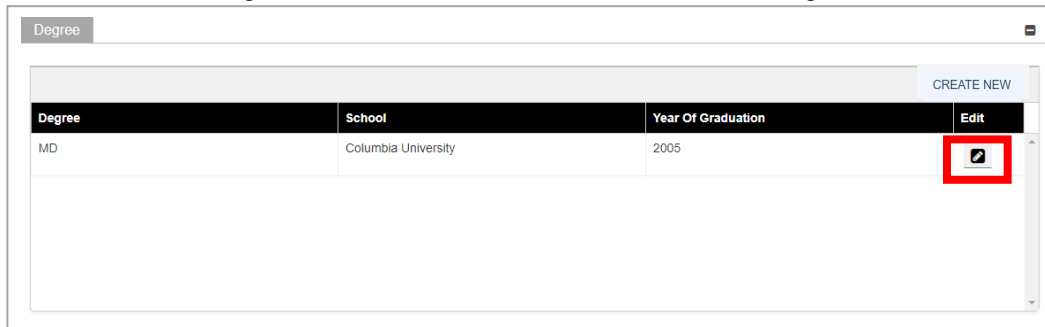
This screenshot illustrates the process of adding a new degree. A red rectangular box highlights the 'CREATE NEW' button in the top right corner of the 'Degree' table. A large red arrow points from this button to a separate pop-up window that also contains a 'CREATE NEW' button, indicating the next step in the process.

Provider Enrollment Portal (PEP) Enrollment Steps – Individual




A screenshot of a web form titled "New Degree". The form has a header bar with the title and a close button. Below the header, there are three required fields: "Degree", "School", and "Year Of Graduation". Each field is preceded by a blue asterisk and a question mark icon. To the right of the fields, there is a link that says "Required Fields (*)". At the bottom right of the form, there are two buttons: "CANCEL" and "SAVE".

To edit an added Degree, click the **Edit** button next to the desired degree and save the changes.



A screenshot of a web interface showing a list of degrees. The table has columns for "Degree", "School", "Year Of Graduation", and "Edit". The first row shows "MD" for the degree, "Columbia University" for the school, and "2005" for the year of graduation. The "Edit" button for this row is highlighted with a red box. Above the table, there is a "CREATE NEW" button. The table is titled "Degree" in the header.

Degree	School	Year Of Graduation	Edit
MD	Columbia University	2005	

- b. **License** – Add a license, in good standing, in the same state as the service location.

License Number	Issuing State	Issuing Board	Effective Date	End Date	Edit
CREATE NEW					



LICENSE: Only add license information in this panel pertaining to medical licenses belonging to the provider being enrolled.

To add a new license, click **Create New** at the top-right of the **License** section and complete the required fields in the displayed pop-up window.



ISSUING BOARD: The Issuing Board information will come directly from the license that was issued by the appropriate Board, State, or Entity.

Once saved, the license information will be displayed.

To edit an added license, click the **Edit** button next to the desired license and save the changes.

License Number	Issuing State	Issuing Board	Effective Date	End Date	Edit
8685747645	Puerto Rico	Test Org	8/30/2019	8/30/2025	[Edit]



ADDING MULTIPLE LICENSES: You can add more than one license to the License panel if needed.

Repeat the previous steps to add more licenses.

- c. **Medicaid Program** – Indicate if you are enrolled in any other state Medicaid Program by selecting **Yes** or **No**.

Medicaid Program

* Are you enrolled in other state Medicaid programs? If so, please indicate which states.

☐ Yes ☐ No

If **Yes** is selected, a new panel opens for you to indicate which state(s) Medicaid Program you are currently enrolled in.

Medicaid Program

* Are you enrolled in other state Medicaid programs? If so, please indicate which states.

☒ Yes ☐ No

CREATE NEW

Program	State	Effective Date	End Date	Edit

Click **Create New** at the top-right of the **Medicaid Program** section and complete the required fields in the displayed pop-up window.

Medicaid Program

* Are you enrolled in other state Medicaid programs? If so, please indicate which states.

☒ Yes ☐ No

CREATE NEW

Program	State	Effective Date	End Date	Edit

CREATE NEW

Once the information is saved, the Medicaid Program information is displayed.

New Medicaid Program

Required Fields (*)

* Program ? * State ? * Effective Date ? * End Date ?

select a


CANCEL SAVE

To edit an added Medicaid Program entry, click the **Edit** button next to the desired entry and save the changes.

Medicaid Program

* Are you enrolled in other state Medicaid programs? If so, please indicate which states.
☒ Yes ☐ No

CREATE NEW

Program	State	Effective Date	End Date	Edit
Test	Puerto Rico	3/14/2019	3/14/2025	



ADDING MULTIPLE RECORDS: You can add more than one record to the Medicaid Program panel if needed.

Repeat the previous steps to add more records.

- d. **DEA** – Add Drug Enforcement Administration (DEA) number information.

DEA

CREATE NEW

DEA Number	Effective Date	End Date	Edit
------------	----------------	----------	------

To add a new DEA number, click **Create New** at the top-right of the **DEA** section and complete the required fields in the displayed pop-up window.

DEA

CREATE NEW

DEA Number	Effective Date	End Date
------------	----------------	----------

CREATE NEW

New DEA


Required Fields (*)

* DEA Number ? * Effective Date ? * End Date ?

CANCEL SAVE

Once saved, the DEA information will be displayed.

To edit an added DEA number entry, click the **Edit** button next to the desired DEA number and save the changes.

DEA			
CREATE NEW			
DEA Number	Effective Date	End Date	Edit
AD0865937	3/14/2019	3/14/2025	

- e. **Puerto Rico Controlled Substance Certificate** – Indicate if you prescribe and/or dispense controlled substances in Puerto Rico by selecting **Yes** or **No**.

Puerto Rico Controlled Substance Certificate (previously ASSMCA)

Do you prescribe controlled substances in Puerto Rico?

☐ Yes ☐ No

Do you dispense controlled substances in Puerto Rico?

☐ Yes ☐ No

If **Yes** is selected for either question, a new section opens for you to add your Registration Number.

Puerto Rico Controlled Substance Certificate (previously ASSMCA)

Do you prescribe controlled substances in Puerto Rico?

☒ Yes ☐ No

Do you dispense controlled substances in Puerto Rico?

☒ Yes ☐ No

Registration Number Section 1:

CREATE NEW

Registration Number	Effective Date	End Date	Edit
---------------------	----------------	----------	------

Registration Number Section 2:

CREATE NEW

Registration Number	Effective Date	End Date	Edit
---------------------	----------------	----------	------

Click **Create New** at the top-right of the new section and complete the required fields in the displayed pop-up window.

Once the information is saved, the Registration Number information is displayed.

To edit an added Registration Number entry, click the **Edit** button next to the desired entry and save the changes.



ADDING MULTIPLE RECORDS: You can add more than one record to the Medicaid Program panel if needed.

Repeat the previous steps to add more records.

Once all credentials have been added, click **Save and Continue** at the bottom-right to save the Credentials page.

Puerto Rico Controlled Substance Certificate (previously ASSMCA)

Do you prescribe controlled substances in Puerto Rico?

☒ Yes
 ☐ No

CREATE NEW

Registration Number	Effective Date	End Date	Edit
AB123467	3/14/2019	3/14/2025	

Do you dispense controlled substances in Puerto Rico?

☒ Yes
 ☐ No

CREATE NEW

Registration Number	Effective Date	End Date	Edit
BB962151	3/14/2019	3/14/2025	

CANCEL

SAVE AND CONTINUE

SAVE AND CONTINUE

3.8 Provider Type

The Provider Type page is presented if the Provider Type and Specialty disclosed in previous steps requires provider type information to be entered. If this page is not available on your application, you can continue to [Section 3.9 Other](#) to see the instructions for your next required step.

NOTE: The information collected on this page may differ depending on the Provider Type and Specialty chosen in previous enrollment steps.

Quick Reference – Provider Type

Table 9 – Provider Type

Step	Task	Action	Result
Start from the Provider Type page. This page displays after clicking Save and Continue from the previous page.			
1	Add Provider Type information.	Complete the required information for any of the following sections that are presented: a. CLIA b. Collaborating Physician Click Save and Continue.	Provider Type information is added and saved. Progress bar advances to the next available page.

Detailed Steps

- The Provider Type page is displayed. The provider type information that may be collected for Individual enrollments are shown below.
 - CLIA (Certified Laboratory Improvement Amendments)** - Required for Providers who bill laboratory services.

The screenshot shows the 'Provider Type' page with a tab for 'CLIA'. Below the tab is a table with columns: CLIA Number, CLIA Type, Effective Date, End Date, and Edit. A 'CREATE NEW' button is located in the top right corner of the table area.

CLIA Number	CLIA Type	Effective Date	End Date	Edit

To add a new CLIA entry, click **Create New** in the CLIA panel and complete the required fields in the displayed pop-up screen.



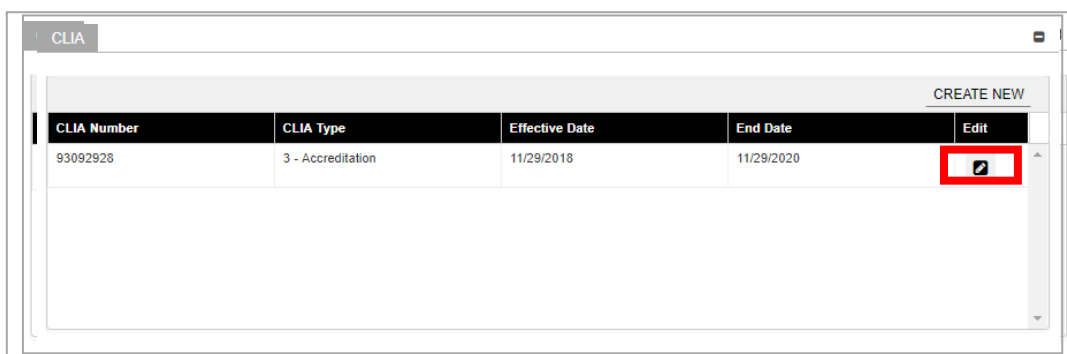
The 'New CLIA' pop-up form contains the following fields:

- CLIA Number**: A text input field.
- CLIA Type**: A dropdown menu with the text 'select a value...'.
- Effective Date**: A date input field.
- End Date**: A date input field.

 At the bottom right of the form are 'CANCEL' and 'SAVE' buttons. The 'SAVE' button is highlighted in yellow.

Once saved, the information will display in the CLIA panel.

To edit an added CLIA entry, click the **Edit** button next to the desired entry and save the changes.



- b. **Collaborating Physician** – Displays if the Provider Type, per state eligibility rules, should have a supervising or collaborating physician.

Complete the fields displayed in this section.

Once all sections are completed, click **Save and Continue** at the bottom-right to save provider the Provider Type page.



SAVE AND CONTINUE BUTTON LOCATION: The panel or section under which the Save and Continue button is found will differ based on the Provider Type chosen.

3.9 Other

NOTE: The information collected on this page may differ depending on the Provider Type and Specialty chosen in previous enrollment steps.

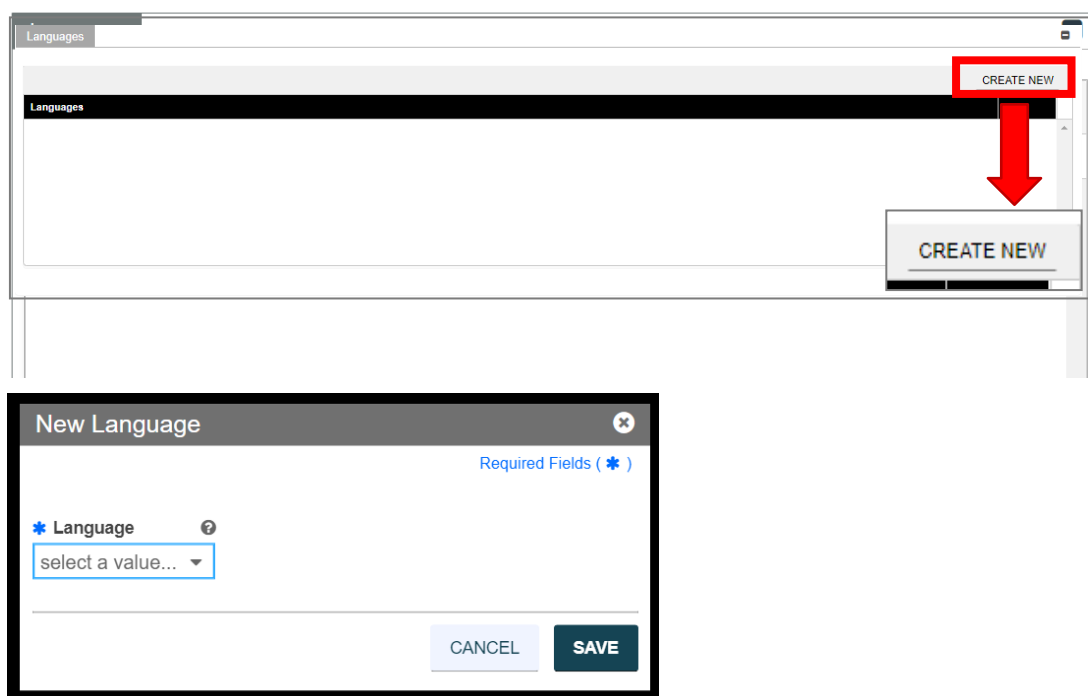
Quick Reference – Other

Table 10 – Other

Step	Task	Action	Result
Start from the Other page. This page displays after clicking Save and Continue from the previous page.			
1	Add Other information.	Complete the required information for any of the following sections that are presented: a. Languages b. Certifications c. Additional Information d. Malpractice Carrier Information e. Malpractice Suit Information Click Save and Continue.	Other information is added and saved. Progress bar advances to the next available page.

Detailed Steps

- The Other page is displayed. The other information that may be collected for Individual enrollments are shown below.
 - Languages** – To add a new language, click **Create New** at the top-right of the **Languages** section and select the applicable language from the **Languages** drop-down list in the pop-up window.



Once the information is saved, the language information is displayed.

Language	Edit
English	

- b. **Certifications** – To add a new certification, click **Create New** at the top-right of the **Certification** section and complete the required fields in the displayed pop-up window.

Specialty	Certificate T...	Other Certifi...	Certification...	Exempt fro...	Effective Date	End Date	Edit

New Certification

Required Fields (*)

* Specialty

select a value...

☐ Exempt from Accreditation

Certificate Type Other Certification Certification Number

select a value...

Effective Date End Date

Once the information is saved, the certification information is displayed.

Specialty	Certificate Type	Other Certification	Certification Nu...	Exempt from Ac...	Effective Date	End Date	Edit
901-General Hospital	Board Certified Associate Behavioral Analyst (BCABA)				2/21/2019	2/21/2021	

- c. **Additional Information** – Enter the **URL** for your provider’s website. This step is optional.

Additional Information

Please enter the provider website address below. It must begin with "http:" or "https:" followed by a valid address.

Provider Website URL ?

- d. **Malpractice Carrier Information** – To add new malpractice carrier information, click **Create New** at the top-right of the **Malpractice Information** section and complete the required fields in the displayed pop-up window.

Malpractice Information

Please complete the malpractice information below

CREATE NEW

Type of Carrier	Name of Car...	Coverage A...	Coverage A...	Policy Number	Effective Date	End Date	Edit

CREATE NEW

New Malpractice Carrier Information

Required Fields (★)

★ Type of Carrier ? ★ Name of Carrier ? ★ Policy Number ?

select a value...

★ Coverage Amount Aggregate ? ★ Coverage Amount Per Occurrence ? ★ Effective Date ? ★ End Date ?

CANCEL SAVE

Once the information is saved, the carrier information is displayed.

Malpractice Information

Please complete the malpractice information below

CREATE NEW

Type of Carrier	Name of Carrier	Coverage Amount Ag...	Coverage Amount Per...	Policy Number	Effective Date	End Date	Edit
Comprehensive General Liability	Triple S	1000000	2500	387648326	3/14/2019	3/14/2025	

- e. **Malpractice Suit Information** –Select **Yes** or **No** to answer the question regarding current and previous Malpractice suits.

If **No** is selected, no additional information is needed.

Are you currently or have you within the last 5 years been involved in a malpractice suit or claim in which your care and treatment of a patient was at issue, including pending or dismissed cases or claims settled before or during trial or settled to avoid a lawsuit?

☐ Yes ☒ No

If **Yes** is selected, a panel is presented to collect information regarding current and previous malpractice suits. To add the suit information, click **Create New** at the top-right of the **Malpractice Suit** section and complete the required fields in the displayed pop-up window.

Are you currently or have you within the last 5 years been involved in a malpractice suit or claim in which your care and treatment of a patient was at issue, including pending or dismissed cases or claims settled before or during trial or settled to avoid a lawsuit?

☒ Yes ☐ No

Note: Enter all information in this panel, however, if you have a large volume of cases or claims, you may enter the most recent case in this section and then must include a detail document with a list of all other cases or claims within the 5-year period in the additional information tab / attachment section.

Patient Name	Policy Number	Your status in the Case	Claimant / Plaintiff filed suit ...	Status Claim	Edit

CREATE NEW

CREATE NEW

New Malpractice Information

Required Fields (*)

* Patient/Plaintiff Name

☒ Patient Name ☐ Plaintiff Name

* Patient Name

* Your Involvement in the Case

select a value...

* Date of occurrence

* Your status in the Case

select a value...

* Claim Date

* Liability carrier involved

* Carrier's phone number

* Policy Number

* Additional defendants

* Describe the allegations against you

* Describe the alleged injury to the patient

* Claimant / Plaintiff filed suit in court

☒ Yes ☐ No

Please enter either State or Federal Court Case Number but not both.

State Court Case Number

State

select a value...

County

select a value...

Federal Court Case Number

District

* Status Claim

select a value...

CANCEL

SAVE AND CONTINUE

SAVE AND CONTINUE

Once the information is saved, the malpractice suit information is displayed.

Once all sections have been completed, click **Save and Continue** at the bottom-right to save the Other page.

Malpractice Information

Please complete the malpractice information below

CREATE NEW

Type of Carrier	Name of Carrier	Coverage Amount ...	Coverage Amount ...	Policy Number	Effective Date	End Date	Edit
Comprehensive General Liability	Triple S	1000000	2500	387648326	3/14/2019	3/14/2025	

Are you currently or have you within the last 5 years been involved in a malpractice suit or claim in which your care and treatment of a patient was an issue, including pending or dismissed cases or claims settled before or during trial or settled to avoid a lawsuit?

☐ Yes
 ☒ No

Note: Enter all information in this panel, however, if you have a large volume of cases or claims, you may enter the most recent case in this section and then must include a detail document with a list of all other cases or claims within the 5-year period in the additional information tab / attachment section.

CANCEL

PREVIOUS

SAVE AND CONTINUE

3.10 Disclosures

Quick Reference – Disclosures

Table 11 – Disclosures

Step	Task	Action	Result
Start from the Disclosures page. This page displays after clicking Save and Continue from the previous page.			
1	Complete Disclosure forms.	a. Complete the disclosure forms displayed by clicking Create New next to each form. b. To edit or delete a form, click the desired form's name and then the Edit button in the displayed pop-up window. c. Click Save and Continue once all forms are completed.	Disclosures are completed.

Detailed Steps

1. The Disclosure page lists the required forms that need to be completed.

Disclosure Details

PRIVACY NOTICE STATEMENT

This statement explains the use and disclosure of information about providers and the authority and purposes for which taxpayer identification numbers, including Social Security Numbers (SSNs) and dates of birth (DOB), may be requested and used.

Any information provided in connection with provider enrollment will be used to verify eligibility to participate as a provider and for purposes of the administration of the Puerto Rico Medicaid Program (PRMP). This information will also be used to ensure that no payments will be made to providers who are excluded from participation. Any information may also be provided to the U.S. DHHS Centers for Medicare and Medicaid Services, the Internal Revenue Service, Puerto Rico Office of the Attorney General, the Medicaid Fraud Control Unit, or other federal, state or logical agencies as appropriate.

Providing this information is mandatory to be eligible to enroll as a provider with the PRMP, pursuant to 42 CFR § 455 and CFR § 438. Failure to submit the requested information may result in a denial of enrollment as a provider, or denial of continued enrollment as a provider and deactivation of all provider numbers used by the provider to obtain Medicaid funds.

OWNERSHIP/CONTROLLING INTEREST

Federal law requires individuals and entities with ownership, control, management or a business relationship to submit a separate disclosure form for each entity or person affiliated with the provider. For more information on federal disclosure requirements, see 42 CFR § 455.100 – 106, 42 CFR § 455.436, 42 CFR § 1002.3, and CFR § 438.602 (b)

Note that your list of disclosures may differ from the following examples as the disclosure requirements are based on your responses throughout the enrollment application. Disclosures that do not apply to your application will not display.

DISCLOSURE FORMS

All entities and persons enrolling or revalidating with PRMP are required to report their disclosing entities. (Please note this does not include those providers enrolling as ordering, referring, or prescribing (OPR) providers.) Possible disclosing entities can be: A person with direct or indirect ownership equal to 5% or more, an entity that owns an interest of 5% or more in a mortgage, deed/trust, note or other obligation or a managing employee, and/or a subcontractor.

Answer all questions. If you do not believe that a question is applicable, select a response of "No". If you answer "Yes" to any question, please provide the additional information that may be requested.

Disclosure Form	Status	Create New
Provider Self Disclosure	New	CREATE NEW
Sub-Contractor Disclosure	New	CREATE NEW
Ownership and Control Interest	New	CREATE NEW
Managing Employees	New	CREATE NEW
Business Transaction	New	CREATE NEW

CANCEL

PREVIOUS

SAVE AND CONTINUE

- a. To start completing a disclosure form, click **Create New** next to the desired form name.

Some disclosures allow more than one form to be completed. The **Create New** button will be enabled if the form can be completed again.

For example, if there is more than one owner with controlling interest, a separate disclosure will need to be completed for each owner. Click **Create New** to complete an additional disclosure for each owner with controlling interest.

DISCLOSURE FORMS

All entities and persons enrolling or revalidating with PRMP are required to report their disclosing entities. (Please note this does not include those providers enrolling as ordering, referring, or prescribing (OPR) providers.) Possible disclosing entities can be: A person with direct or indirect ownership equal to 5% or more, an entity that owns an interest of 5% or more in a mortgage, deed/trust, note or other obligation or a managing employee, and/or a subcontractor.

Answer all questions. If you do not believe that a question is applicable, select a response of "No". If you answer "Yes" to any question, please provide the additional information that may be requested.

Disclosure Form	Status	Create New
Provider Self Disclosure		CREATE NEW
Sub-Contractor Disclosure	New	CREATE NEW
Ownership and Control Interest	New	CREATE NEW
Managing Employees	New	CREATE NEW
Business Transaction	New	CREATE NEW

CANCEL PREVIOUS SAVE AND CONTINUE

The form then displays in a pop-up window. Complete all fields within the form.

Example: Provider Self Disclosure

New Provider Self Disclosure

Providers are required to answer all questions on this form. For questions that may not be applicable, select a response of "No".

Required Fields (*)

Title Legal Last Name First Last Name Second Last Name First Name Middle Name

Suffix SSN Birth Date

Licensure

* Has any action ever been taken against your license or certification, by any state or certification board in the past 10 years?

☒ Yes ☐ No

* Have there been any changes to your license, registration or certification in the past 10 years?

☒ Yes ☐ No



ADDITIONAL FIELDS IN FORM: If "Yes" is clicked for any question on the form, an additional field or panel will display to add more information.

Once the form is completed, click **Save**.

s program since the inception of those programs?

* Jurisdiction ?

CANCEL SAVE

When the form is saved, the form's status will change to "Completed".

- b. To edit or delete an added disclosure form, click on the name of the desired form.

DISCLOSURE FORMS

All entities and persons enrolling or revalidating with PRMP are required to report their disclosing entities. (Please note this does not include those providers enrolling as ordering, referring, or prescribing (OPR) providers.) Possible disclosing entities can be: A person with direct or indirect ownership equal to 5% or more, an entity that owns an interest of 5% or more in a mortgage, deed/trust, note or other obligation or a managing employee, and/or a subcontractor.

Answer all questions. If you do not believe that a question is applicable, select a response of "No". If you answer "Yes" to any question, please provide the additional information that may be requested.

Disclosure Form	Status	Create New
Provider Self Disclosure	Completed	CREATE NEW
Sub-Contractor Disclosure	New	CREATE NEW
Ownership and Control Interest	New	CREATE NEW
Managing Employees	New	CREATE NEW
Business Transaction	New	CREATE NEW

CANCEL PREVIOUS SAVE AND CONTINUE

A pop-up window displays the forms you have submitted for that disclosure type. If you completed more than one form for that disclosure type, you will see multiple forms.

View Provider Self Disclosure

Disclosure Name	Edit
Last, First	

CLOSE

Click the **Edit** button next to the desired form from the list.

The completed form is displayed in a new pop-up window. There you can edit any field you had previously completed.

To save any information you have edited, scroll to the bottom of the form and click **Save** in the bottom-right corner.

If you want to delete the form, scroll to the bottom of the form and click **Delete** in the bottom-left corner.

A pop-up window displays for you to confirm if you would like to delete the form. Click **Yes**.

The form is now deleted from your application.

Please note that if you deleted the only form for that disclosure type, the status will change from “Completed” to “New.”

- c. Once all forms are completed, click **Save and Continue** at the bottom-right to save the Disclosures page.



SAVING AND CONTINUING: All required forms must display a “Completed” status to save the Disclosures step and continue to the next enrollment step.

If required forms remain incomplete, you will not be allowed to continue to the next step.

3.11 Background Check

NOTE: The Background Check page displays for high-risk providers with an individual owner.

If the Background Check page does not display in your enrollment, it is not required for your Individual Provider Type. If this is the case, go to [Section 3.12 Attachments](#) to view the instructions for your next required step.

Quick Reference – Background Check

Table 12 – Background Check

Step	Task	Action	Result
Start from the Background Check page. This page displays after clicking Save and Continue from the previous page.			
Step	Task	Action	Result
1	Review Background Check information.	a. Verify that all names displayed in the Background Check Details panel are correct. b. Check the box in the final column of the panel if the person has submitted fingerprints to Medicaid within the past five years. Click Save and Continue.	Background check is reviewed. Progress bar advances to the next available page.

Detailed Steps

- The Background Check page is displayed. Individuals with 5% or greater ownership who may be required to submit fingerprints are displayed in the Background Check Details panel. This information was populated from the Disclosures step.

- Verify that all names displayed in the Background Check Details panel are correct.



MISSING OWNERS OR INCORRECT INFORMATION: If information displayed is incorrect or any owners are missing, go back to the Disclosures step in your enrollment (discussed in [Section 3.10](#)), update and save the information.

- b. Check the **Submitted prints to Medicare or Medicaid within the past five years** box in the final right column of the panel if the person has submitted fingerprints to Medicaid within the past five years.

Last Name	First Name	SSN	Birth Date	Submitted prints to Medicare or Medicaid within the past five years
Graham				<input type="checkbox"/>
Long				<input type="checkbox"/>

Last Name	First Name	SSN	Birth Date	Have You Submitted Fingerprints to Medicare or Medicaid Within the Past Five Years?	Status	Full
Sainz				<input type="checkbox"/> Check if Yes	Completed	

NOTE: If no fingerprints have been submitted in the past five years, you do not have to click the check box and no additional steps are required.

- c. Click **Save and Continue** at the bottom-right to save the Background Check step.

Background Check

Background Check Details

The Affordable Care Act requires that providers with an ownership of 5% or more and are considered a high-risk category, the information below identifies those individuals required to submit fingerprints. You will receive additional instructions after you submit the application.

Last Name	First Name
Sainz	Carlos

Medicare/Medicaid Fingerprints Submission

Required Fields (4)

1. Have you submitted prints to Medicare within the last five years?

☐ Yes ☒ No

2. Have you submitted prints to another state Medicaid agency within the last five years?

☐ Yes ☒ No

CANCEL SAVE

Select “Yes” for both questions and complete the required data. Use Calendar feature to complete the dates. Click **Save**.

Medicare/Medicaid Fingerprints Submission

Required Fields (4)

1. Have you submitted prints to Medicare within the last five years?

☒ Yes ☐ No

Submitted Date

01/04/2021

2. Have you submitted prints to another state Medicaid agency within the last five years?

☒ Yes ☐ No

State

Louisiana

Submitted Date

06/16/2020

CANCEL **SAVE**

To edit Fingerprints Submission, click the **Edit** button next to the desired.

Background Check

Background Check Details

The Affordable Care Act requires that providers with an ownership of 5% or more and are considered a high-risk category, the information below identifies those individuals required to submit fingerprints. You will receive additional instructions after you submit the application.

Last Name	First Name	SSN	Birth Date	Have You Submitted Fingerprints to Medicare or Medicaid Within the Past Five Years?	Status	Edit
Sainz	Carlos	339-22-1212	4/22/1982	<input type="checkbox"/> Check if Yes	Completed	

Enter Fingerprints Submission details and click Save to save the changes

c. Click Save and Continue at the bottom-right to save the Background Check page.

3.12 Attachments

Quick Reference – Attachments

Table 13 – Attachments

Step	Task	Action	Result
Start from the Attachments page. This page displays after clicking Save and Continue from the previous page.			
1	Add Attachments.	<p>a. Add the attachments requested at the top of the section by clicking Create New and filling out the required fields in the displayed pop-up screen. Once the documents are uploaded, the attachment information is displayed and the requirement is marked as met.</p> <p>Click Save and Continue.</p>	<p>Attachments are added and saved.</p> <p>Progress bar advances to the next available page.</p>

Detailed Steps

1. The Attachments page is displayed.

Attachments

Provider Type

Optometrist

Specialty

Optometrist

Additional Information

Your provider type and specialty may require additional information

If you carry malpractice or liability insurance, please provide a copy.

Required Attachments

Below are the list of required attachments. Please submit all of the required documentation to continue with the enrollment.

Attachment Type	Requirement Met
Federal W-9 Form	NO
License	NO
Penal Record Certificate	NO

Additional Information indicates any required additional documentation based on Provider Type and information provided during previous enrollment steps.

Example: Copy of Malpractice or Liability Insurance

Attachments

Provider Type

Optometrist

Specialty

Optometrist

Additional Information

Your provider type and specialty may require additional information

If you carry malpractice or liability insurance, please provide a copy.

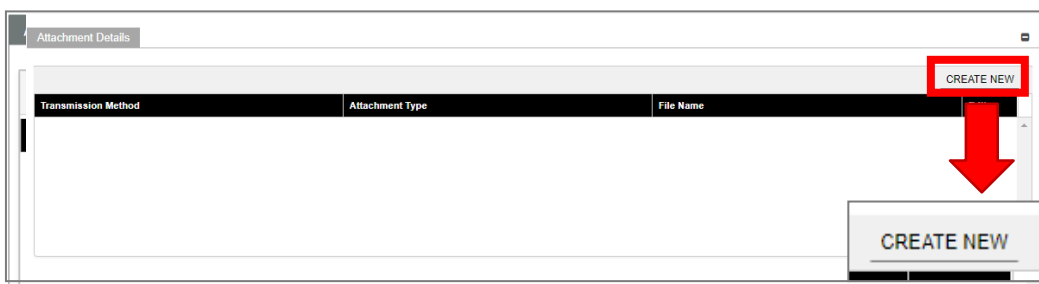
Required attachments for your Provider type and specialty are displayed in the **Required Attachments** section. The Requirement Met column displays “No” if attachment has not been added.

Required Attachments

Below are the list of required attachments. Please submit all of the required documentation to continue with the enrollment.

Attachment Type	Requirement Met
Federal W-9 Form	NO
License	NO
Penal Record Certificate	NO

- a. Click **Create New** on the Attachment Details panel to add a new attachment.



Complete all the required fields in the pop-up window and upload the document.

The 'New Attachment' pop-up window has a title bar with a close button. It contains two required fields: '* Transmission Met...' and '* Attachment Type', both with dropdown menus showing 'select a value...'. Below these is an 'Upload File' section with a 'SELECT FILES...' button. At the bottom right are 'CANCEL' and 'SAVE' buttons.



ACCEPTED FILE TYPES: File types currently accepted as attachments include .xlsx, .xls, .docx, .doc, .png, .txt, .jpg, .pdf, .gif, and .zip.

Once saved, the attachment displays in the panel.

The screenshot shows the 'Attachment Details' panel with a table containing three rows of attachments. Each row has columns for Transmission Method, Attachment Type, File Name, and an Edit button.

Transmission Method	Attachment Type	File Name	Edit
Electronic Only	License	1234.docx	
Electronic Only	Federal W-9 Form	1234.docx	
Electronic Only	Penal Record Certificate	1234.docx	

In the Required Attachments panel, the Requirement Met column of an attachment changes from “No” to “Yes” once the attachment has been added.

Attachment Type	Requirement Met
Federal W-9 Form	Yes
License	Yes
Penal Record Certificate	Yes

Click **Save and Continue** at the bottom-right to save the Attachments page.

Attachment Details

CREATE NEW

Transmission Method	Attachment Type	File Name	Edit
Electronic Only	Federal W-9 Form	ITIL Certificate (3).pdf	
Electronic Only	License	ITIL Certificate (3).pdf	

CANCEL

SAVE AND CONTINUE

SAVE AND CONTINUE

SAVE AND CONTINUE



SAVING AND CONTINUING: All required attachments must be added before saving the Attachments step and continuing to the next enrollment step.

3.13 Agreement/Submit

Quick Reference – Agreement/Submit

Table 14 – Agreement/Submit

Step	Task	Action	Result
Start from the Agreement/Submit page. This page displays after clicking Save and Continue from the previous page.			
1	Accept Terms and Conditions.	Click Proceed to accept the terms and conditions.	Provider Agreement PDF displays.
2	Accept Provider Agreement.	Read the Provider Agreement and click the I Accept checkbox.	Confirmation pop-up window displays.
3	Confirm Provider Agreement.	Click Yes in the pop-up window to confirm agreement.	Signature section displays.
4	Complete Signature section.	a. Click the I Accept checkbox and fill in the rest of the fields. b. Click Request Verification Code.	Verification code is sent via email.
5	Add verification code.	Enter verification code sent via email and click Submit.	Enrollment submission confirmation screen displays.
6	Confirm submission of enrollment.	Click Yes to confirm submission.	Enrollment submission notification is received via pop-up screen and via email.

Detailed Steps

1. The Agreement/Submit page is displayed. This is the final step to complete and submit a new Provider Enrollment Application. Information previously entered during the other enrollment steps displays under the Terms of Agreement.

Agreement/Submit

Access the tabs above to review all data that has been entered into the application. Changes can be made, **except for enrollment type and provider type**, by navigating back to the appropriate screen using the tabs in the table of contents. If the enrollment type and/or provider type selected is incorrect, do not submit the application. You must complete a new application for the appropriate enrollment and/or provider type.

The terms of the enrollment are stated below. You must accept these terms in order to submit the enrollment application for review and approval. Once the terms are accepted, and the application has been confirmed and submitted, a PDF version of the application is available for saving. If terms are not accepted, the application will be saved to return later (within 30 calendar days) to complete and submit the application. If not submitted within 30 calendar days, the application will be deleted, and the application process would need to be started from the beginning.

Once your application is approved, your information will be shared with the Medicaid Managed Care Organizations (MCOs)/Medicare Advantage Organizations (MAOs). Be aware that the MCO/MAO can contact you, or you may contact the MCO/MAO to pursue contracts with them. **This enrollment does not automatically establish a contract with an MCO/MAO.**

Terms of Agreement			
Legal Name on your Tax ID/SSN	Contact Name	Contact Email	
		abdullah.tariq@homehealth.com	
NPI	Tax ID Type	Tax ID Number	Service Location
1111111112	EIN	12-2356788	Marlin St. 18. Carr. 110 Urb. Villa Aurelia Km 3
<p>The above provider agrees to participate in the Puerto Rico Medicaid Program.</p> <p>I certify, under penalty of perjury, that the information and statements on this application and on any accompanying documents are accurate and true. I understand that the filing of materially incomplete or false information with this enrollment request is sufficient cause for denial of enrollment or termination from the Puerto Rico Medicaid Program.</p> <p>I understand that should I be approved as a provider of services under the Puerto Rico Medicaid Program that it is my responsibility to notify the Puerto Rico Medicaid Program of any change to the information on this application including but not limited to address, group affiliation, change of ownership, tax identification number, or NPI.</p> <p>I understand and agree that by submitting my application, Puerto Rico Medicaid Program will share my information with all contracted MCO/MAOs.</p>			
PROCEED			

To accept the Terms of Agreement, click **Proceed** at the bottom of the screen.

The screenshot shows a portion of the 'Terms of Agreement' form. It includes fields for 'Contact Email' and 'Service Location'. Below these fields, there is a 'PROCEED' button. A red arrow points from the text 'To accept the Terms of Agreement, click Proceed at the bottom of the screen.' to the 'PROCEED' button, which is also highlighted with a red rectangular box.

- A new section with a PDF form displays underneath.

Form

Please read the Provider Agreement document below.

LoadAgreementPdf 1 / 8



GOVERNMENT OF PUERTO RICO
Department of Health
Medicaid Program

**Medicaid Provider Enrollment Agreement
to the Puerto Rico Government Health Plan (GHP)**

I certify my signature, under penalty of perjury that I am the individual applying, or I am duty authorized by the individual applying to bind such person to the provider agreement and that I have read and understood the provider agreement & provider manuals.

☒ I Accept



PROVIDER AGREEMENT: The Provider Agreement is available in both English and Spanish. The first half of the document is in English and the second half is in Spanish.


Print or save a copy of the Provider Agreement now to keep for your records. Once you have completed this step, you will not be able to return to the Provider Agreement.

Read the Provider Agreement contained in the PDF document displayed and click the **I Accept** box.

Form

Please read the Provider Agreement document below.

LoadAgreementPdf 1 / 8



GOVERNMENT OF PUERTO RICO
Department of Health
Medicaid Program

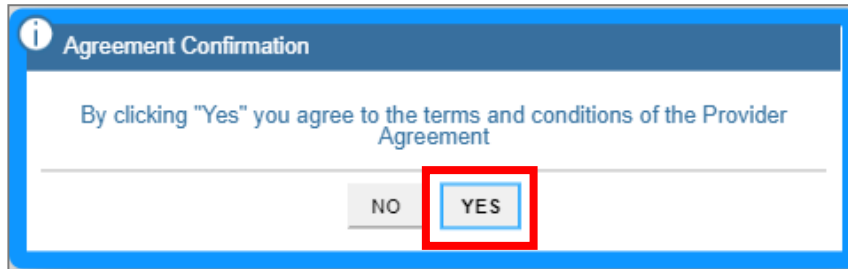
**Medicaid Provider Enrollment Agreement
to the Puerto Rico Government Health Plan (GHP)**

I certify my signature, under penalty of perjury that I am the individual a individual applying to bind such person to the provider agreement and that I have read and understood the provid

☒ I Accept

☒ I Accept

3. A pop-up window displays to confirm your agreement. Click **Yes**.

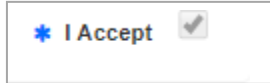


Agreement Confirmation

By clicking "Yes" you agree to the terms and conditions of the Provider Agreement

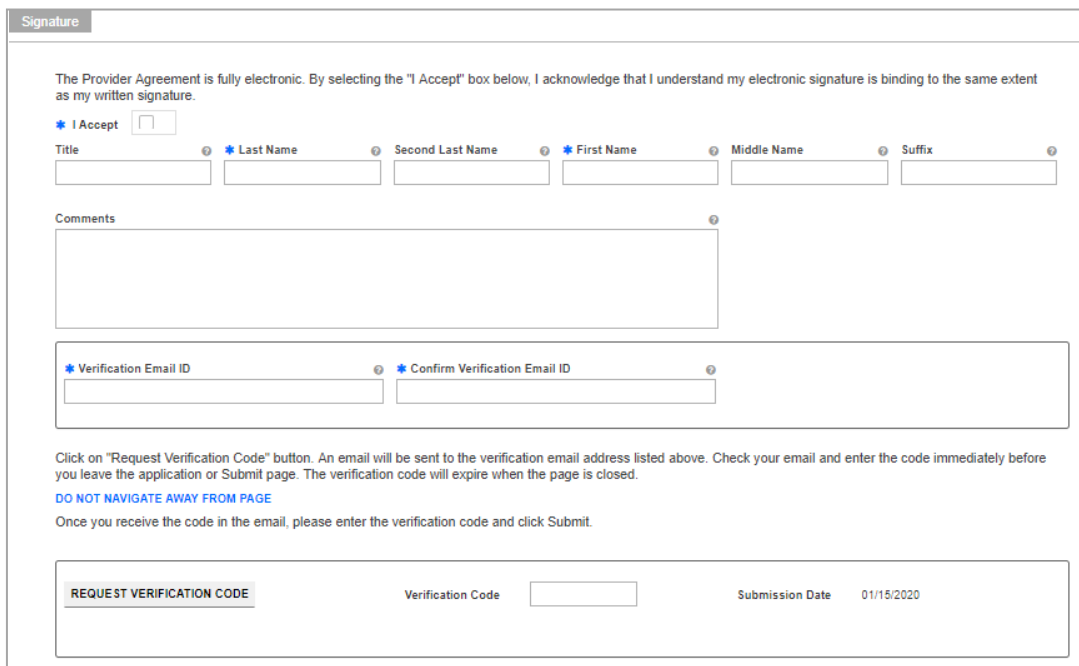
NO YES

The **I Accept** checkbox is now checked.



I Accept ☒

4. The **Signature** section displays.



Signature

The Provider Agreement is fully electronic. By selecting the "I Accept" box below, I acknowledge that I understand my electronic signature is binding to the same extent as my written signature.

I Accept ☐

Title * Last Name Second Last Name * First Name Middle Name Suffix

Comments

* Verification Email ID * Confirm Verification Email ID

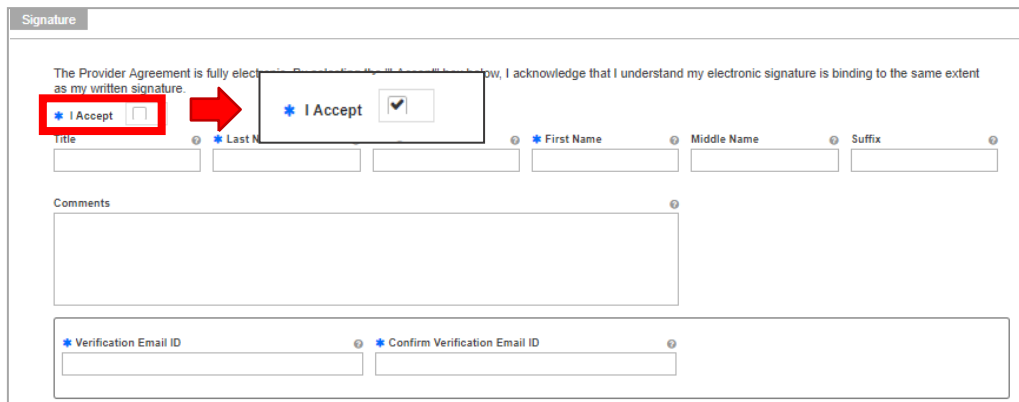
Click on "Request Verification Code" button. An email will be sent to the verification email address listed above. Check your email and enter the code immediately before you leave the application or Submit page. The verification code will expire when the page is closed.

[DO NOT NAVIGATE AWAY FROM PAGE](#)

Once you receive the code in the email, please enter the verification code and click Submit.

REQUEST VERIFICATION CODE Verification Code Submission Date 01/15/2020

- a. Click the **I Accept** checkbox in this section and complete the rest of the fields.



Signature

The Provider Agreement is fully electronic. By selecting the "I Accept" box below, I acknowledge that I understand my electronic signature is binding to the same extent as my written signature.

I Accept ☒ **I Accept** ☒

Title * Last Name Second Last Name * First Name Middle Name Suffix

Comments

* Verification Email ID * Confirm Verification Email ID

b. Click **Request Verification Code**.

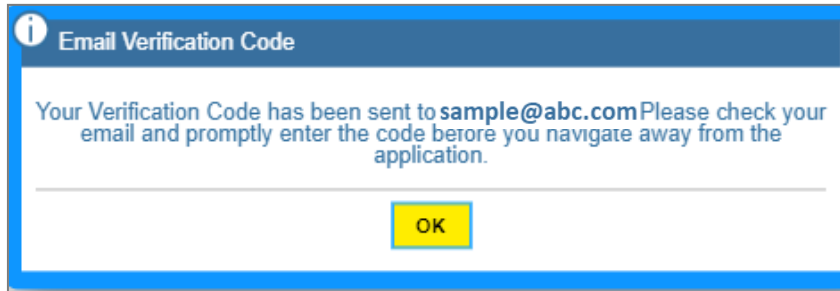
Click on "Request Verification Code" button. An email will be sent to the verification email address listed above. Check your email and enter the code immediately before you leave the application or Submit page. The verification code will expire when the page is closed.

[DO NOT NAVIGATE AWAY FROM PAGE](#)

Once you receive the code in the email, please enter the verification code and click Submit.

REQUEST VERIFICATION CODE	Verification Code <input type="text"/>	Submission Date 3/14/2023
----------------------------------	--	---------------------------

The verification code will be sent to the email address confirmed in the required fields.



Example of email received with verification code:

Provider Enrollment Portal (PEP) Enrollment Steps – Individual



prmp-pep@salud.pr.gov

[↩ Reply](#) [↩ Reply All](#)

If there are problems with how this message is displayed, click here to view it in a web browser.

Dear Provider:

Please use the following *verification code* for provider name,

Verification Code: AB0W1BQ5

If you close the internet application window (e.g. Internet Explorer, Chrome or other web browsers) or you click the "Finish Later" button, this verification code is no longer valid. To request a new code, return to the main menu, select "Resume Enrollment" and enter your ATN (application tracking number) and password. Click on the "Agreement/Submit" tab at the top of the page and then click on the "Request Verification Code" button.

If you did not request this verification code, please report this to the Medicaid Provider Enrollment Unit, at the following address: prmp-pep@salud.pr.gov.

If you have questions regarding this notification or your enrollment 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.

Sincerely,

Medicaid Provider Enrollment Unit
Puerto Rico Medicaid Program



VALID VERIFICATION CODE: *If you close the internet window containing your enrollment application before entering the verification code sent to you, that verification code is no longer valid.*

*If this happens, resume your enrollment using your ATN and enrollment password (see **Section 2.3** in the **Provider Enrollment Portal (PEP) Navigation Reference Guide** for detailed steps), and request a new verification code.*

5. Enter the verification code in the **Verification Code** field and click **Submit**.

The screenshot shows a web form with a light blue header. On the left is a button labeled 'REQUEST VERIFICATION CODE'. In the center is a text input field labeled 'Verification Code', which is highlighted with a red rectangular box. To the right of the input field is the text 'Submission Date 3/14/2023'. Below the input field is a large 'SUBMIT' button, also highlighted with a red rectangular box. A large red arrow points from this button to a smaller 'SUBMIT' button located further to the right.

Confirm the submission by clicking **Yes** in the pop-up window.


The screenshot shows a blue-bordered pop-up window titled 'Alert Confirmation'. Inside, it asks 'Do you want to submit this application?'. There are two buttons: 'NO' and 'YES'. The 'YES' button is highlighted with a red rectangular box. Below the pop-up window, a yellow 'SUBMIT' button is visible, with a red arrow pointing to it from the right.

A message confirming your enrollment application submission is displayed on screen.


The screenshot shows the PEP portal interface. At the top is a dark blue navigation bar with a home icon, a 'MENU' button, and the text 'Provider Enrollment' followed by a dropdown arrow and the word 'Submit'. A 'Print' button is in the top right corner. The main content area has a white background with a black header bar that says 'Submit Confirmation'. Below this, the text reads: 'Congratulations! You have successfully submitted your provider enrollment application. Please reference the tracking number below for all inquiries related to this application.' This is followed by a reminder: 'As a reminder, the PEP will email you important notifications that may require your immediate attention as they may have due dates. Please ensure that you check your spam/junk folder and mark PRMP-PEP@salud.pr.gov as a safe sender. If you are not receiving email from this address and do not find them in your spam/junk folder, please contact your administration to research the issue.' At the bottom, the contact information is listed: 'Tracking Number', 'Provider Enrollment Team', 'prmp-pep@salud.pr.gov', and 'Contact number: (787) 641-4200'.

A notification will be sent via email confirming the application was successfully submitted for review.

New Enrollment Complete Notification

prmp-pep@salud.pr.gov

[Reply](#) [Reply All](#)

 If there are problems with how this message is displayed, click here to view it in a web browser.

Dear Provider:

Your provider enrollment application with the Puerto Rico Medicaid Program (PRMP) has been received. The Medicaid Provider Enrollment Unit will be evaluating your enrollment application. You will receive an approval notification via email, and if necessary, additional instructions to complete the process. Below is your tracking number that has been associated with your enrollment application.

Application Tracking Number: 1426435421
Password: *****

You may check the status of your application by going to 'Enrollment Status' in PEP and entering your ATN and password.

If you have additional questions regarding your enrollment 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.

Sincerely,

Medicaid Provider Enrollment Unit
Puerto Rico Medicaid Program

4 Notifications

Below are the different types of notifications you can get as a provider after submitting your enrollment. Please make sure to verify your junk mail folder for any notifications from PEP.

4.1 Fingerprints Required

You may receive a Secure Communications email informing you that your enrollment requires additional screening. This includes submitting fingerprints and criminal background checks for all owners of 5% or more of the provider being enrolled.

If this screening is not completed within 30 days of receiving the email, the enrollment will be denied.

4.2 Return to Provider

You may receive a Secure Communications email informing you that your application requires corrections. The email will include the specific issues in the application that require your attention. You must access your application in the PEP (using the ATN/password used for the application registration), make the necessary updates and resubmit the application.

4.3 Enrollment Approval

You will receive a Welcome letter upon approval of your enrollment. For newly-enrolling providers, your Welcome letter will include the provider number and other important program participation information. You will get an email notification that you have a Welcome letter to view and download as a PDF at the Secure Communications site.

4.4 Enrollment Denial

You will receive written confirmation via a Secure Communications email if your new enrollment application has been denied. The notification includes the reason(s) why the enrollment was denied and information about appeal rights.