April 19, 2024

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

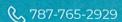
RE: PROVIDER INQUIRY TOOL

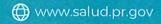
The purpose of this notification is to inform the Puerto Rico Government Health Plans that the Puerto Rico Medicaid Program (PRMP) has new functionality in the Medicaid Portal with the addition of the provider inquiry tool. This tool is available to providers and insurers at https://www.medicaid.pr.gov/.

Upon logging into your existing account, you may now search for Medicaid-enrolled providers in addition to Medicaid-eligible members. You will be able to view providers' enrollment information, including effective and end dates, demographic information, and their contact and service location information. This tool will also provide group associations within the Puerto Rico Medicaid Management Information System (PRMMIS), as well as the providers' affiliation to carriers—Managed Care Organizations (MAOs), Medicare Advantage Organizations (MAOs), and Pharmacy Benefit Managers (PBMs). Results can be exported into Excel if needed. A guide is available on the Medicaid website at https://medicaid.pr.gov/Home/PEPResources/.

PRMP appreciates your support and commitment to notifying the providers in your network of the provider inquiry tool.

PO Box 70184, San Juan, PR 00936-8184





If you have questions regarding this notification, please contact the Provider Contact Center at (787) 641-4200 between 8:00am and 5:00pm, Atlantic Standard Time, Monday through Friday. You may also submit your inquiry by email to prmp-pep@salud.pr.gov.

Cordially,

Dinorah Collazo Ortiz, Esq.

Executive Director

Puerto Rico Medicaid Program

CC: Carlos Mellado, MD

Puerto Rico Health Secretary

Mrs. Roxana Rosario Executive Director

Puerto Rico Health Insurance Administration (ASES)