



GOVERNMENT OF PUERTO RICO

Department of Health Medicaid Program

January 12, 2024

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

Subject: Provider Revalidation Information Sharing Notification

The purpose of this notification is to reiterate the importance of provider revalidation and to share additional information pertaining to revalidation requirements and opportunities for provider revalidation training to the Puerto Rico Government Health Plans and the provider community.

Revalidation Requirements

Provider revalidation requirements are in accordance with Puerto Rico Medicaid Program (PRMP) 'Revalidation Policy PRMMIS – PRV-0002' and 42 Code of Federal Regulations (CFR) 455.414, which states that the State Medicaid Agency (SMA) must complete the revalidation of enrollment of all providers, regardless of provider type. This includes ordering prescribing and referring physicians.

Additionally, section 2.7 of the provider agreement references the length of provider agreements and revalidation time frames, based on provider type as noted below:

“The Medicaid Program requires all physicians to revalidate their information every 5 years. Non-physicians with an Enrollment effective date prior to 12/31/2022, will be required to revalidate in 4 years, while non-physicians with an Enrollment effective date on or after 1/1/2023, will be required to revalidate their information in 3 years.”

An important note to consider is that only providers that acknowledge the new agreement will receive revalidation notifications. Additionally, Providers will still be required to acknowledge the new agreement and will get terminated if they don't acknowledge prior to their Medicaid Agreement End Date.

Revalidation Communications

To ensure Medicaid provider enrollment information is accurate, providers will be required to complete revalidation via the Provider Enrollment Portal (PEP). As communicated in previous notifications on December 15, 2023 to the MCOs, MAOs, and PBMs, provider revalidation deadlines are based on a provider's individual agreement end date. Providers will begin receiving revalidation notifications including instructions on how to begin the revalidation process 90 days prior to their agreement end date. Subsequent reminder notifications will be distributed every 30 days leading up to their agreement end date.

Failure to comply with revalidation by the provider's agreement end date, will result in termination of the provider's participation with PRMP.

Required Information for Revalidation

Application fees, site visits, enrollment screenings, and fingerprint-based background checks will be based on provider type and risk level at revalidation.

- Revalidation Application Fees – PRMP must collect the application fee during revalidation from institutional providers. Providers who have previously paid the applicable fee to Medicare may be exempt. Please refer to the *Provider Application Fee Policy PRMMIS-PRV-0005* for complete requirements linked below.
- Revalidation Site Visit – Providers who are designated as “moderate” or “high” categorical risk to the Medicaid Program at the time of revalidation, are subject to a site visit. The purpose of the site visit will be to verify that the information submitted during revalidation to the PRMP is accurate and to determine compliance with Federal and State enrollment requirements.
- Revalidation Fingerprint Based Background Checks – As a condition of enrollment, owners with 5% or more ownership interest are required to complete a criminal background check including fingerprinting during revalidation.
 - A provider, or a person with a 5 percent or more direct or indirect ownership interest in the provider, are subject for criminal background checks as a “high” risk to the Puerto Rico Medicaid program and will be required that each such provider or person submit fingerprints.
- All other Revalidation screening of Providers – Verification of enrollment screening during revalidation will be consistent with the current Medicaid enrollment process based on the parameters required for credentials and documents to complete an application.

Providers are encouraged to begin the revalidation process upon receipt of the revalidation notification. To access the revalidation application, log into the PEP using the Resume/Revalidate option <https://pr.hppcloud.com/ProviderEnrollment/EnrollmentResume>. Providers must refer to the revalidation notification containing the instructions, including the Application Tracking Number (ATN) and assigned password to complete all required information in PEP.

Provider Revalidation Training Sessions

Revalidation training will provide detailed information to the provider community on how to submit revalidation applications using the PEP tool, in addition to specific requirements as described in the section above (Required Information for Revalidation).

Provider attendee training sessions will be coordinated via Microsoft Teams and will be offered starting January 2024. However, each attendee must be registered for training in order to participate. Revalidation training registration information and schedules (dates and times) will be posted on the Puerto Rico Medicaid website

<https://medicaid.pr.gov/Home/ProviderPortalEnrollment/> for provider participation. To register for training, providers must click on the registration link that will be included on the PRMP website.

Note: Training dates are subject to change. Please refer to the Medicaid website for exact dates and times. We also encourage providers to continually visit the Puerto Rico Medicaid website at: <https://medicaid.pr.gov/Home/ProviderPortalEnrollment/>. This site also contains a direct link to the Provider Enrollment Portal (PEP) for submitting your revalidation application.

PRMP appreciates your support and commitment to notify the providers in your network of the upcoming Revalidation activities. Updates will continue to be provided as new information is available.

Important Links

- Provider Revalidation Policy - https://medicaid.pr.gov/pdf/PEP-Policies/PRV-0002%20-%20Provider%20Revalidation_V1.2.pdf.
- Application Fee Policy - <https://medicaid.pr.gov/pdf/PEP-Policies/PRV-0005%20-%20Provider%20Application%20Fee.pdf>.
- Provider Enrollment Portal (PEP) - <https://pr.hppcloud.com/>.

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

Cordially,



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