



GOVERNMENT OF PUERTO RICO

Department of Health
Medicaid Program

Puerto Rico Medicaid Management Information System

ND_PRMMIS_051_Learner_LMS__Access_Instructions

Learning Management System (LMS) Access and Instructions

Non-Deliverable

Version 1.2

Change History

Version #	Date	Modified By	Description
1.2	10/22/2021	Gainwell Technologies	Logo updated per CR 21-672 and file name updated from ND_PRMMIS_051_Learner_LMS_Instructions
1.1	06/04/2020	DXC Technology	Added contact center phone number per CR 20-363
1.0	02/24/2020	DXC Technology	Initial Submission

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1 Acronyms

The following table contains the list of abbreviations used within this document.

Table 1 – Acronyms

Acronyms	Definition
CBT	Computer-Based Training
DXC	DXC Technology
LMS	Learning Management System
MAO	Medicare Advantage Organization
MCO	Managed Care Organization
PBM	Pharmacy Benefit Manager
PEP	Provider Enrollment Portal
PRMMIS	Puerto Rico Medicaid Management Information System
PRMP	Puerto Rico Medicaid Program
PSC	Provider Secure Communication

2 Introduction

NOTE: This guide is available in English and Spanish. To access the Spanish version, return to the Puerto Rico Medicaid Program (PRMP) Learning Management System (LMS) course that you downloaded this guide from.

The PRMP LMS is web-based technology that delivers instructional and informational content in an organized format. As the Puerto Rico Medicaid Management Information System (PRMMIS) project progresses, additional training resources for the provider community and PRMMIS users may be added.

Providers currently participating or seeking participation with the PRMP have access to written and video instructions to complete enrollment or revalidation through the Provider Enrollment Portal (PEP) and maintain ongoing communications through the Provider Secure Communication (PSC) website.

Managed Care Organizations (MCOs), Medicare Advantage Organizations (MAOs), and Pharmacy Benefit Managers (PBMs) participating in the PRMMIS project can use the PRMP LMS to review relevant communications and documents. Additionally, they have access to the trainings for the provider community for reference.

PRMMIS users include PRMP employees and supporting staff or vendors who use the PRMMIS or PEP to view, monitor, and maintain various aspects of how Medicaid is managed in Puerto Rico. The LMS includes navigational training for multiple functional areas of PRMMIS including Provider, Recipient (Member), Managed Care, Claims, and various reporting features. Additionally, the PEP Enrollment Review & Screening course includes training for how to use PEP to process provider enrollment applications. PRMMIS users also have access to all training materials relevant to the provider community, MCOs, MAOs, and PBMs.

3 Access Training Materials

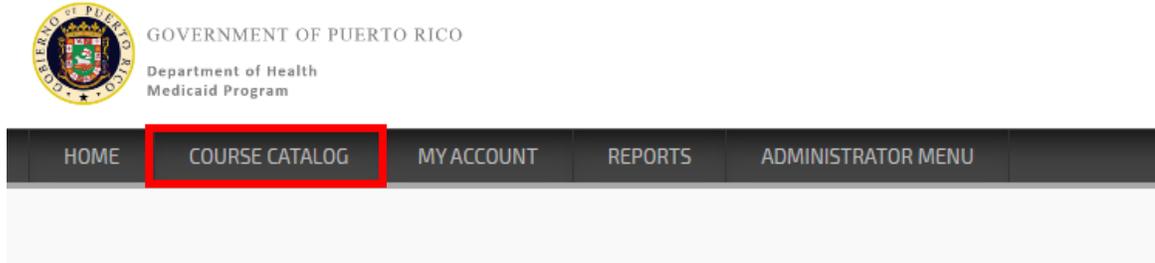
The PRMP LMS content is organized as **Catalogs** then **Courses** then **Lessons** then **Sessions**. Not all courses will have **Lessons** or **Sessions**.

Catalogs display based on the **Authorization Code** that you entered during your PRMP LMS registration. Within each **Catalog**, available **Courses** display. You can enroll in available courses from the **Catalog** or click **My Account** to access courses that you are already enrolled in. Click **GO** next to courses listed in **My Account** to open the **Course**. Each **Course** includes **Course Materials** that can be downloaded and viewed. Additionally, many (but not all) courses have video **Lessons**. **Lessons** associated with instructor-led trainings will have **Sessions** with specific dates and times that require registration.

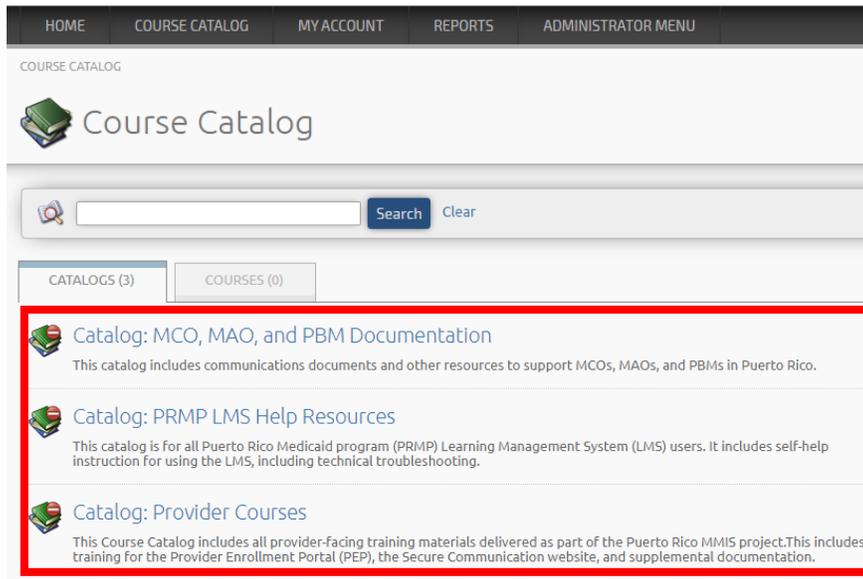
3.1 Enroll in a Course – Course Catalog

If you are not already enrolled in a course, you can enroll in available courses through the **Course Catalog**. Your **Authorization Code** determines the **Catalogs** that are visible in the **Course Catalog**.

1. Once logged into the PRMP LMS, click the **Course Catalog** tab located on the menu bar. The **Course Catalog** page displays.



2. From the **Course Catalog** page, click the **Catalog** that applies to the course that you are looking to enroll in.



NOTE: Provider Enrollment Portal (PEP) training materials are included in **Catalog: Provider Courses**.

- The Catalog's **Courses** tab displays. Click the title of the **Course** that you want to enroll in.

Course Catalog

SEARCH [] Search Clear

BACK TO PARENT CATALOG

Description

This Course Catalog includes all provider-facing training materials delivered as part of the Puerto Rico MMIS project. This includes training for the Provider Enrollment Portal (PEP), the Secure Communication website, and supplemental documentation.

CATALOGS (0) COURSES (4)

- Portal de Inscripción de Proveedores**
Este curso le explica a los MCOs y proveedores las razones para inscribirse o revalidarse en el Programa de Medicaid Puerto Rico. Le provee orientación sobre cómo acceder PEP y completar la inscripción o revalidación.
- PRMP Provider Enrollment Portal (PEP) Web-based Training Session**
This provider training will provide an overview of the Puerto Rico Medicaid Provider Enrollment Portal during a web-based session. This session will be provided in English.
- Provider Enrollment Portal**
This course explains to MCOs and Providers the reasons for enrolling or revalidating in the Puerto Rico Medicaid Program. This topic then provides guidance on how to access the PEP and complete enrollment or revalidation.
- Sesión de capacitación en persona del portal de inscripción de proveedores de PRMP (PEP)**
Esta sesión proporcionará una descripción general del Portal de inscripción de proveedores de Medicaid de Puerto Rico en persona. Esta sesión se proporcionará en Español.

- The course's description page displays. On the course's description page, click the **Apple (Enroll)** icon that is located at the top-left of the page.

HOME COURSE CATALOG MY ACCOUNT REPORTS ADMINISTRATOR MENU

COURSE CATALOG // TEST // PRMMIS CCMS

PRMMIS CCMS

BACK TO PARENT CATALOG

 Enroll

Description

*****This course has been accepted as an interim deliverable. Any COs or CRs that impact these materials bel**

***** Please complete the video lessons available through My Account > GO button to the right of the PRMMI lesson video. Please accept any pop-up, LMS, or Flash prompts.*****

This course provides PRMMIS users guidance on the Call Center Management System (CCMS). This course prov their CCMS Home pages. Team Lead activities such as managing Clerk IDs and viewing CCMS reports are also c

If you are new to PRMMIS, we recommend watching the sections in order.

Section
1: Course Introduction
2: Search For CCMS Records
3: View CCMS Records



NOTE: If you are already enrolled in the course, you will see this message and may proceed to **My Account** from the link below the **Apple (Enrolled)** icon or from the menu bar.

- Once the **Apple (Enroll)** icon is clicked, a confirmation message displays below the icon indicating that the enrollment is successful.

Access the **Course** by clicking the **My Account** link in the confirmation message to go to your **My Account** page and verify that the course is now listed in the **Enrolled** section of the page.

3.2 Launch a Course – My Account

Once you are enrolled in a course, launch the course from **My Account**.

- Once logged into the LMS, click the **My Account** tab located on the menu bar. The **My Account** page displays with a list of your enrolled and completed courses.

Course	Due Date	Expires	Details	View
Managed Care	-	-	[Apple Icon]	[GO Icon]
Managed Care	-	-	[Apple Icon]	[GO Icon]
PRMMIS CCMS	-	-	[Apple Icon]	[GO Icon]
PRMMIS Claims	-	-	[Apple Icon]	[GO Icon]

- Click **GO** next to a **Course** title to launch the course's description page.

Learning Activities				
Enrolled (13)				
Course ▲	Due Date	Expires	Details	View
Managed Care	-	-		
Managed Care	-	-		
PRMMIS CCMS	-	-		
PRMMIS Claims	-	-		

- The course's description page displays. Access the **Course Materials** or launch a video **Lesson**.

Provider Enrollment Portal (English)

Status: Enrolled
Expires: November 5, 2020 @ 2:08 PM

Description

This course is currently for review only. Materials will be reviewed before launching courses in February 2020 as part of P2R3 implementation. Updates will be made to the description and contact information before release.

This course explains to MCOs and Providers the reasons for enrolling or revalidating in the Puerto Rico Medicaid Program (PRMP). This topic then provides guidance on how to access the Provider Enrollment Portal (PEP) and

Objectives

By the end of this training, you will be able to ...

- Register for a new enrollment and manage enrollment passwords
- Become familiar with the enrollment application steps
- Resume or revalidate an enrollment application
- Verify an enrollment application's status
- Understand the notifications associated with enrollment

Course Materials

- ***PEP Trainer Guide - Resubmission*** (942 KB)
- ***PSC Reference Guide - Resubmission*** (832 KB)
- **Read First** PEP Navigation Reference Guide 09262019 (4.07 MB)
- Atypical Enrollment Steps Reference Guide 10042019 (8.79 MB)
- Facility Enrollment Steps Reference Guide 10042019 (10.1 MB)
- Group Enrollment Steps Reference Guide 10042019 (9.61 MB)
- Individual Enrollment Steps Reference Guide 10042019 (8.83 MB)
- Individual Within a Group Enrollment Steps Reference Guide 10042019 (9 MB)
- OPR Enrollment Steps Reference Guide 10042019 (8.03 MB)

Learning Activities

Lesson	Type	Status	Score	Action
1. PEP Introduction		Passed	100%	
2. Register for a New Enrollment		Not Attempted	-	
3. Manage Enrollment Password		Not Attempted	-	
4. Navigate Enrollment Application		In Progress	0%	
5. Complete Enrollment Application Steps		In Progress	-	
6. Resume/Revalidate Enrollment		Not Attempted	-	
7. Understand Enrollment Status & Notifications		Not Attempted	-	

Expert

Provider Help Desk
prmp-pep@salud.pr.gov
Contact us for questions about your enrollment and to make updates to your information.

Click the document title to download and view.

Click **GO** to launch video lesson.



NOTE: If there are **Session** dates and times associated with the **Course**, your scheduled times will also display in the list. The desk icon indicates that the session is in-person. The camera icon indicates that the session is web-based.

8. CCMS Test In-Person Session San Juan, Puerto Rico Sep 26, 2019 @ 2:00 PM Local Time	
9. CCMS Test Web-Based Session Sep 26, 2019 @ 4:00 PM	

Refer to the [Select Training Session Date/Time](#) section of this guide to add, reschedule, or cancel **Session** registrations.

3.3 Troubleshooting – Authorization Code

If your **Course Catalog** is empty or if you cannot find a specific course that you want to enroll in through the **Course Catalog page**, it is likely because you do not have the **Authorization Code** necessary to access the course.

If you believe that you should have access and have the correct **Authorization Code** for your group (Provider, MCO/MAO/PBM, or PRMMIS User), follow these instructions to update your **Authorization Code**. **Your Authorization Code was included in official notifications or emailed to you; you should only use the Authorization Code for your group.**



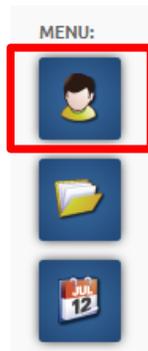
NOTE: Changing your **Authorization Code** will not affect the other courses that you have already enrolled in or completed.

In order to correct your **Authorization Code** for your user profile, you can perform the following steps **without the help from an administrator or call center support:**

1. Go to **My Account**.



2. Click the **My Profile** icon on the right of the My Account page.



3. The **My Profile** pop-up window displays. Scroll down on the pop-up window until you find the **Authorization Code** field, then enter the correct **Authorization Code**.

* Authorization Code: This code was sent to you via email or an official document. If you do not enter the correct code, you will not be able to access courses.

4. After entering the **Authorization Code**, scroll to the bottom of the pop-up window and click **Save Changes**.



5. Refresh your browser and return to the **Course Catalog** to verify that your desired **Catalogs** display. Click on a **Catalog** to verify that your desired **Courses** display.

4 Select Training Session Date/Time

Some courses will have in-person or web-based sessions available with an instructor. When enrolling in these courses, you will be prompted to immediately select a session after clicking the **Apple (Enroll)** icon. Future sessions display. More sessions may be added after your initial enrollment and you can change a future session selection to an alternate future session selection directly through your **My Account** page.

Lesson Sessions

CCMS Test In-Person Session: **January 27, 2020 @ 12:00 PM - 2:00 PM Local Time**
 Location: San Juan, Puerto Rico
 Status: Seat(s) Available (19/20)

I will choose later.

CCMS Test Web-Based Session: **January 20, 2020 @ 9:31 AM - 12:01 PM**
 Location: Online
 Status: Seat(s) Available (100/100)

I will choose later.

[Continue](#)

How do I know when and where sessions are available?

When enrolling in courses with future sessions, you will be automatically prompted to view and select an upcoming time.

All dates and times can be viewed from the **Event Calendar** on the right side of your **Course Catalog** page.

Event Calendar

FEBRUARY 2020 [Open](#)

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
29	30	31	1 	2 	3	4
5	6	7 	8 	9	10	11
12	13	14  	15 	16 	17	18
19	20	21	22  	23	24	25
26	27	28 	29  	30	1	2

Dates and times for online activities are in (GMT -5:00) Eastern Time (US & Canada)

What if I don't know what date or time that I want to attend?

If you select "I will choose later" when you enroll in the course, you can select a time later, but your seat is not guaranteed until you register. Since space is limited, we suggest that you select a session at the time of registration. Also, note that you will not be able to register for a web-based session once it has started.

What if I need to change my selected session?

You may change your registered session to any other future session; however, you may ONLY modify registration for future sessions. Once your registered session has passed, you will not be able to select a different time without additional administrative support.

Therefore, be sure to attend sessions that you register for. If you need to cancel your registration, be sure to do it in the PRMP LMS prior to the start of the session.

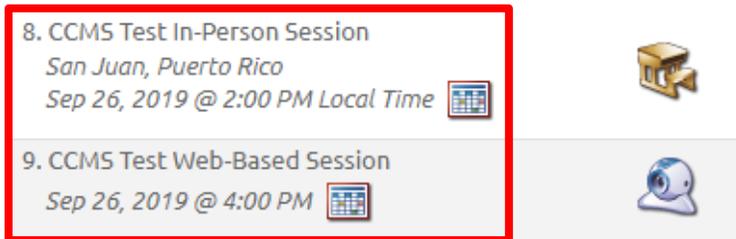
Can I go to more than one session as a refresher?

You may review the on-demand video lessons as many times as you like. You may select up to one in-person and one web-based session per course. If you are an administrator and wish to attend more sessions, please contact [your dedicated support group](#) with an explanation of why you are requesting to enroll in more sessions and which sessions you would like to attend.

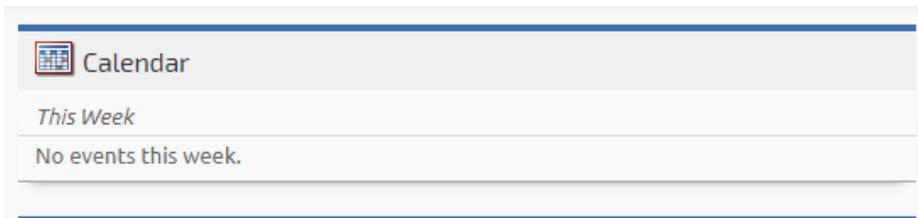
4.1 Modify Training Session Date/Time

Scheduled Sessions that you have successfully registered for display in three places of **My Account**.

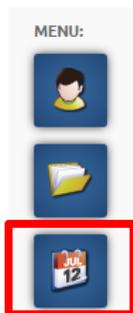
Option 1: From **My Account**, click the **GO** button next to the **Course** title. Each scheduled session displays on the right of the course's description page.



Option 2: View sessions within the next week from the left.



Option 3: All sessions of your scheduled sessions are available on your Personal Calendar on the right.



4.1.1 Add Session to Enrolled Course

1. From an enrolled course's description page, if there are live sessions that you have not selected a session date and time for, the message below displays. This message is removed once a **Session** has been selected for all **Lessons** with times.

Learning Activities

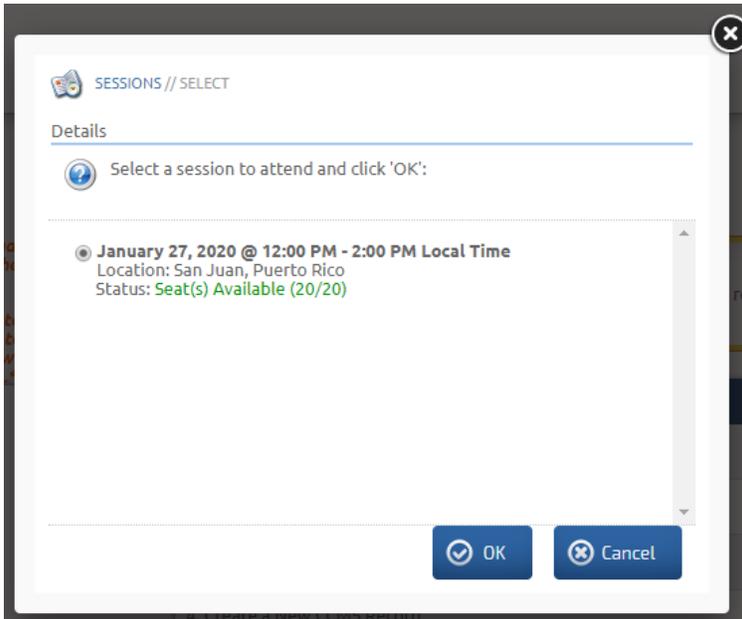


Alert
 This course contains instructor-led lessons (live or online) that require enrollment. Click the  icon next to the lesson to select a session to attend.

2. Click the + icon to register for session times.

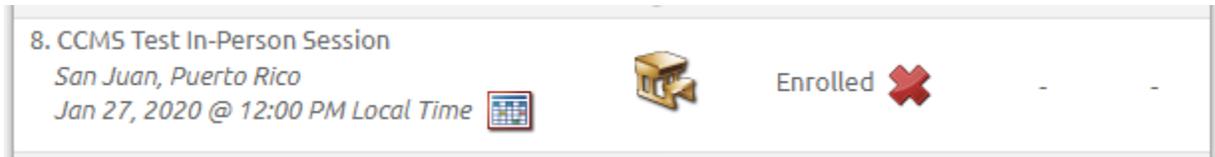
Lesson	Type	Status	Score	Action
1. Course Introduction		Not Attempted	-	
2. Search for CCMS Records		Passed	100%	
3. View CCMS Records		Not Attempted	-	
4. Create a New CCMS Record		Not Attempted	-	
5. Manage My CCMS Home Page		Not Attempted	-	
6. CCMS Team Lead Tasks - Create Clerk ID		Not Attempted	-	
7. CCMS Team Lead Tasks - Use CCMS Reports		Not Attempted	-	
8. CCMS Test In-Person Session		Not Schedule	-	
9. CCMS Test Web-Based Session		Not Schedule	-	

3. Select your desired **Session** time then click **OK**.



4.1.2 Reschedule or Cancel Session

1. If you wish to cancel your current Session registration, click the **red X** icon to cancel the session.
NOTE: Once the session date has passed, only administrators will be able to remove registrants.



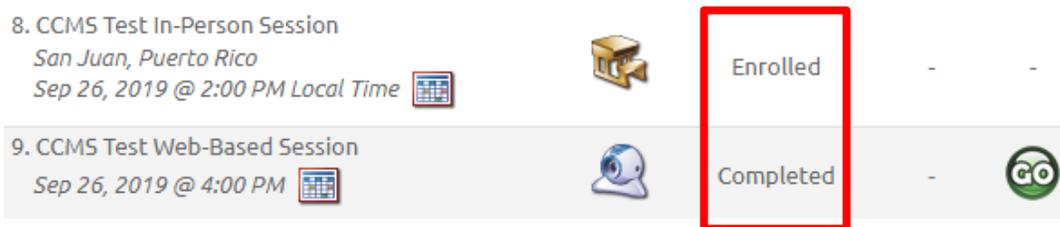
2. If you wish to reschedule your Session, cancel the Session registration as mentioned in the previous step, then refer to [Add Session to Enrolled Course](#) to add the Session you desire to register for.

4.2 Completing a Web-Based Session

1. To complete web-based sessions, click the green **GO** button, which will launch the URL linked to the web-based session.



2. After you have joined the web-based session and the trainer marks the attendance, the lesson status will change to Completed.



5 Document-Only Catalogs

You are automatically enrolled in relevant documentation catalogs. The following are the only two document-only catalogs:

- **PRMP LMS Help Resources Catalog** includes instructions for using the PRMP LMS as well as technical help documentation.
- **MCO, MAO, and PBM Documentation Catalog** is not visible to providers.



NOTE: To access PEP training materials for the provider community, you will need to [enroll](#) through the Provider Courses catalog.

1. Once you are logged into the PRMP LMS, click the **My Account** tab.

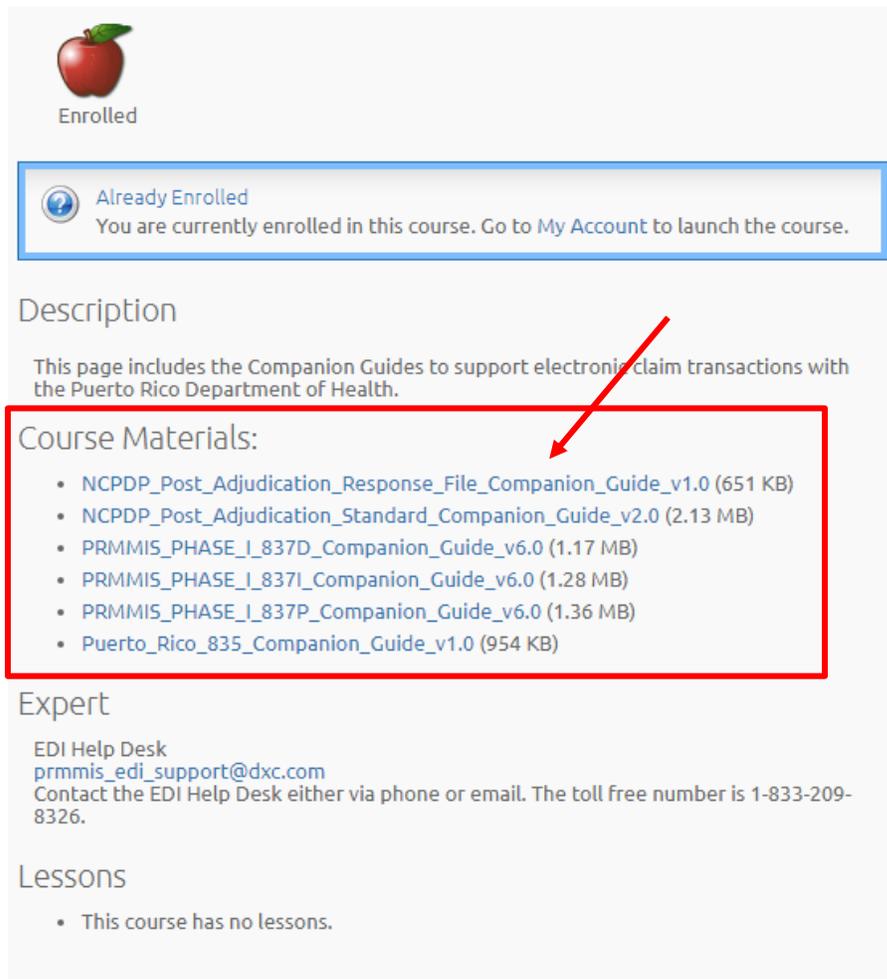


2. Click **GO** next to the name of the type of documentation that you want to access.

Learning Activities					
Enrolled (3)					
Course ▲	Due Date	Expires	Details	View	
Companion Guides	-	Jul 12, 2069			
MCO, MAO, and PBM Additional Resources	-	Jul 12, 2069			
MCO, MAO, and PBM Communications	-	Jul 12, 2069			

3. Click the desired documentation from the **Course Materials** section.

NOTE: The document will open in a new web browser tab or window, depending on your personal computer settings. You will be prompted to download the document before viewing it.




Enrolled

 **Already Enrolled**
You are currently enrolled in this course. Go to [My Account](#) to launch the course.

Description

This page includes the Companion Guides to support electronic claim transactions with the Puerto Rico Department of Health.

Course Materials:

- [NCPDP_Post_Adjudication_Response_File_Companion_Guide_v1.0](#) (651 KB)
- [NCPDP_Post_Adjudication_Standard_Companion_Guide_v2.0](#) (2.13 MB)
- [PRMMIS_PHASE_I_837D_Companion_Guide_v6.0](#) (1.17 MB)
- [PRMMIS_PHASE_I_837I_Companion_Guide_v6.0](#) (1.28 MB)
- [PRMMIS_PHASE_I_837P_Companion_Guide_v6.0](#) (1.36 MB)
- [Puerto_Rico_835_Companion_Guide_v1.0](#) (954 KB)

Expert

EDI Help Desk
prmmis_edi_support@dxc.com
Contact the EDI Help Desk either via phone or email. The toll free number is 1-833-209-8326.

Lessons

- This course has no lessons.

6 How to View/Print Certificates

When a user has finished completing a course and wants proof that they have completed the course, they can view and/or print certificates from their account in LMS. To view and print a certificate, perform the following steps:



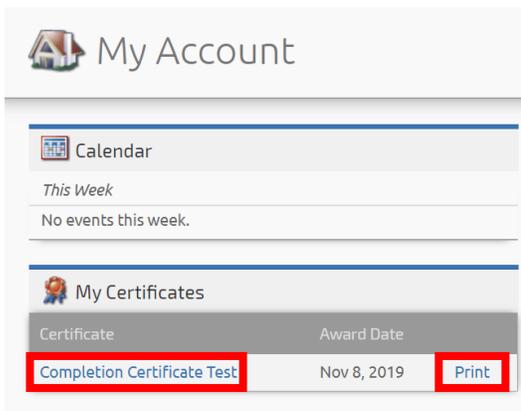
NOTE: You must finish all the course's Computer-Based Training (CBT) lessons and the corresponding course survey in order to complete the course and receive a certificate

1. Go to **My Account**.



2. If you have any certificates available, a **My Certificates** panel will be viewable on the left of **My Account** page. Click the name of the certificate to view it. Click **Print** to print your certificate.

NOTE: In order to view/print certificates, the Flash Player functionality is required.



7 Contact Information

If you need technical troubleshooting support, go to the **Course Catalog** page and click **Catalog: PRMP LMS Help Resources**. Download and follow the help resource instructions.



Catalog: PRMP LMS Help Resources

This catalog is for all Puerto Rico Medicaid program (PRMP) Learning Management System (LMS) users. It includes self-help instruction for using the LMS, including technical troubleshooting.

If you require further assistance with accessing course materials in the PRMP LMS or with your PRMP LMS user credentials, contact the appropriate support group.

For MCOs, MAOs, and PBMs:

PRMMIS EDI Help Desk
Phone: 1-833-209-8326
Email: prmmis_edi_support@dxc.com

For Providers:

Provider Enrollment Unit Contact Center
Phone: 787-641-4200
Email: prmp-pep@salud.pr.gov

For PRMMIS Users:

Submit Request: <https://www.surveymonkey.com/r/CX2TKFS>