



DEPARTAMENTO DE  
**SALUD**



---

# Puerto Rico Medicaid Management Information System

DEL\_PRMMIS\_Final\_User\_Documentation\_PSC\_Ref\_Guide

## Provider Secure Communication (PSC) Website

Training Material – Reference Guide

Version 6.0

## Change History

Version	Date	Modified By	Description
6.0	04/16/2024	Gainwell Technologies	Updated based on comments from InterVoice
5.0	07/12/2023	Gainwell Technologies	Updated based on CR 22-835
4.0	02/09/2021	Gainwell Technologies	Updated based on CR 20-538
3.0	12/17/2020	Gainwell Technologies	Updated Registration page image
2.0	10/28/2020	Gainwell Technologies	Gainwell Rebranding
1.0	07/15/2020	DXC Technology	Approved Deliverable

# Contents

- 1 Acronyms ..... 1
- 2 Overview ..... 2
- 3 Provider ..... 3
  - 3.1 Register for PSC ..... 3
    - Quick Reference – Register for PSC ..... 3
  - 3.2 Log in to PSC ..... 8
    - Quick Reference – Log in to PSC ..... 8
  - 3.3 Account Recovery ..... 10
    - Quick Reference – Account Recovery ..... 10
  - 3.4 Manage PSC Password ..... 14
    - Quick Reference – Manage PSC Password ..... 14
  - 3.5 Update PSC Profile ..... 16
    - Quick Reference – Update PSC Profile ..... 16
  - 3.6 View Secure Messages ..... 17
    - Quick Reference – View Secure Messages ..... 18
  - 3.7 Link Service Locations in PSC Account ..... 21
    - Quick Reference – Link Service Locations in PSC Account ..... 21
  - 3.8 Upload Documentation to PSC ..... 24
    - Quick Reference – Upload Documentation to PSC ..... 24
  - 3.9 Update PSC Demographic Data ..... 29
    - Quick Reference – Update PSC Demographic Data ..... 29
  - 3.10 Assign Delegates in PSC ..... 35
    - Quick Reference – Assign Delegates in PSC ..... 35
- 4 Delegate ..... 43
  - 4.1 Register for PSC as a Delegate ..... 43
    - Quick Reference – Register for PSC ..... 43
  - 4.2 Log in to PSC ..... 46
    - Quick Reference – Log in to PSC ..... 46
  - 4.3 PSC Account Recovery ..... 48
    - Quick Reference – PSC Account Recovery ..... 48
  - 4.4 Manage PSC Password ..... 52
    - Quick Reference – Manage PSC Password ..... 52
  - 4.5 View Secure Messages ..... 54
    - Quick Reference – View Secure Messages ..... 54
  - 4.6 Upload Documentation to PSC ..... 57
    - Quick Reference – Upload Documentation to PSC ..... 57

4.7	Update PSC Demographic Data .....	62
	Quick Reference – Update PSC Demographic Data .....	62
4.8	Update PSC Profile .....	67
	Quick Reference – Update PSC Profile .....	67

## Tables

Table 1:	Acronyms .....	1
Table 2:	Register for PSC .....	3
Table 3:	Log in to PSC.....	8
Table 4:	Account Recovery.....	10
Table 5:	Manage PSC Password.....	14
Table 6:	Update PSC Profile .....	16
Table 7:	View Secure Messages.....	18
Table 8:	Link Service Locations in PSC Account .....	21
Table 9:	Upload Documentation to PSC .....	24
Table 10:	Update PSC Demographic Data.....	29
Table 11:	Assign Delegates in PSC.....	35
Table 12:	Register for PSC .....	43
Table 13:	Log in to PSC.....	46
Table 14:	Recover PSC User Account.....	48
Table 15:	Manage PSC Password.....	52
Table 16:	View Secure Messages.....	54
Table 17:	Upload Documentation to PSC .....	57
Table 18:	Update PSC Demographic Data.....	62
Table 19:	Update PSC Profile.....	67

# 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
ASSMCA	Puerto Rico Administration of Mental Health and Anti-Addiction Services
ATN	Application Tracking Number
CLIA	Clinical Laboratory Improvement Amendments
DEA	Drug Enforcement Administration
HIPAA	Health Insurance Portability and Accountability Act
ID	Identification
LMS	Learning Management System
NPI	National Provider Identifier
PEP	Provider Enrollment Portal
PHI	Protected Health Information
PII	Personally Identifiable Information
PRDoH	Puerto Rico Department of Health
PRMMIS	Puerto Rico Medicaid Management Information System
PRMP	Puerto Rico Medicaid Program
PSC	Provider Secure Communication
URL	Uniform Resource Locator

## 2 Overview

The **Provider Secure Communication (PSC) Website Reference Guide** is a provider-facing document which includes general system navigation and current PSC functionality. General system navigation includes registration, PSC password resets, and using PSC menus, pages, and buttons. Current PSC functionality includes viewing secure messages from the Puerto Rico Medicaid Program (PRMP), linking multiple Service Locations to your PSC account, uploading post-enrollment documentation to PSC, updating demographic data associated to linked Service Locations, and adding delegates to manage communications in PSC.



**NOTE:** Registration and use of the **PSC Website** is distinct from registration and use of the **Provider Enrollment Portal (PEP)**. You must have a completed and approved PEP enrollment application before registering for PSC.

Providers in Puerto Rico use PEP to enroll or revalidate Medicaid participation with PRMP. The **PSC Website** is designed to enhance ongoing communications between providers and PRMP beyond the enrollment or revalidation process.

This document is intended to be used as a stand-alone reference resource but may be used in conjunction with future training sessions as functionality is added to the PSC.

This document, along with other provider-facing training documents, is available in the Puerto Rico Medicaid Program (PRMP) Learning Management System (LMS). You can find it by accessing the Provider Enrollment Portal course from the following link: <https://lms.prmis.pr.gov/>.

After reading the **Provider Secure Communication (PSC) Website Reference Guide**, providers should be able to complete these learning objectives in the PSC:

- Register for PSC
- Log in to PSC
- PSC Account Recovery
- Manage PSC Password
- Update PSC Profile
- View Secure Messages
- Link Service Locations in PSC Account
- Upload documentation to PSC
- Update PSC Demographic Data
- Assign Delegates in PSC



**NOTE:** This training material contains fictitious information and does not contain protected health information (PHI) or personally identifiable information (PII) data.

### 3 Provider

#### 3.1 Register for PSC

When accessing the **Provider Secure Communications (PSC) Website** for the first time, you must first register to create a new account after an ATN is approved. It is recommended to use the same internet browser during the registration process. This allows you to create credentials that you will use to log into PSC in the future.

#### Quick Reference – Register for PSC

Table 2: Register for PSC

Step	Task	Action	Result
Open a supported internet browser and go to the URL for Puerto Rico’s Secure Communications Website ( <a href="https://psc.prmis.pr.gov">https://psc.prmis.pr.gov</a> ).			
1	Start PSC registration.	Click <b>Register</b> .	<b>Register</b> page displays.
2	Complete PSC registration.	Complete <b>Registration</b> page.  <i>NOTE: You must use the email address to which you received the registration email. If a different email address is applied, then you will receive an error message.</i>	Required registration fields are completed.
3	Submit PSC registration.	Click <b>Register</b> .	Registration confirmation email is sent.
4	Verify registration.	Access your email and follow the steps in the registration notification.	PSC registration is complete.

#### Detailed Steps



**NOTE:** After enrolling as a provider in the PEP application, you will receive an email notification of your Welcome Letter in the PSC. You may click the link in the email to access PSC and register or use the URL - <https://psc.prmis.pr.gov>. Only the email address used to enroll and receive this Welcome Letter may be used to access PSC.

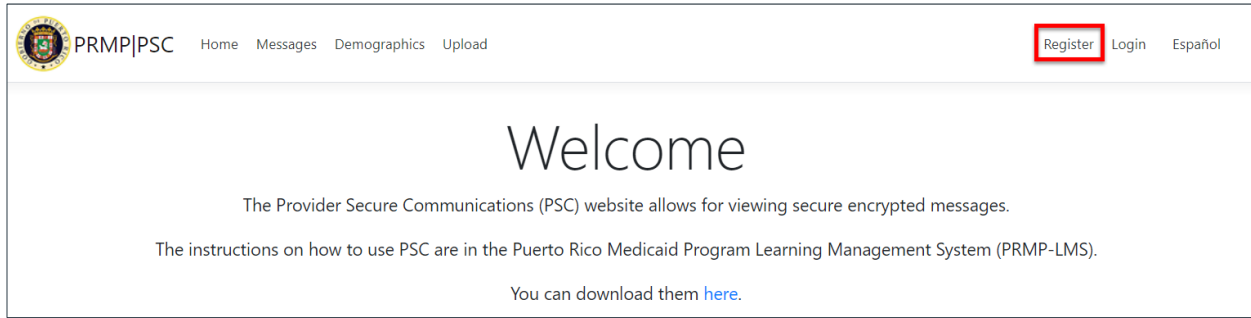
Once you have accessed PSC, you may proceed with registering your account.

1. Open a supported internet browser from the list below and type in the URL for PSC or click **PSC** from your supported internet browser’s favorites shortcut if you bookmarked it.

Supported internet browsers include:

- Microsoft Internet Explorer (version 7.0 and later)
- Google Chrome (version 70.0.3538 and later)
- Microsoft Edge (version 41.16299.15 and later)
- Mozilla Firefox (version 2.0 and later)

2. To open the **PSC Registration** page, click **Register** in the upper-right corner of the page.



3. The **Registration** page displays. Complete all required fields.



**NOTE:** You will only need to register for the PSC once. However, if you have additional Service Locations that are not associated to the ATN that you register with, then you will need to [link those Service Locations](#) within your account after registering.

If you complete another application for a different Enrollment Type, but use the same Service Location, no additional PSC registration steps are needed.

- Enter your Application Tracking Number (ATN) which was generated when you completed your enrollment application in PEP. Check the email that you used to create your enrollment application to find your ATN. The ATN is included in your PEP registration email and password reset email(s). If you cannot locate your ATN, contact PRMP to look it up.
- Enter your National Provider Identifier (NPI) or Tax Identification (ID).
- Enter your email address to which you received the PEP registration notification. ***This is important as PSC will validate the email and will display an error message if registration is attempted with a different email address.***
- Enter the password fields and confirm that you are not a robot.



PRMP|PSC Home Messages Demographics Upload Register Login Español

## Register

Provider Delegate

Please enter two items, such as National Provider Identifier (NPI) and Application Tracking Number (ATN) or Tax Identification Number (Tax ID) and ATN when completing your registration.

**Create a new account.**

ATN

NPI

Tax ID

Email

Confirm Email

Password

Confirm Password

I'm not a robot

reCAPTCHA  
Privacy Terms

Register



**NOTE:** Please make sure that you are registering under the **Provider** tab.

## Register

Provider Delegate

The **Delegate** tab is for assigned delegates that will carry out PSC tasks on behalf of a provider to register in PSC. See the [Assign Delegates in PSC](#) section of this guide for more details on assigning delegates.

PRMP|PSC Home Messages Demographics Upload Register Login Español

## Register

Provider [Delegate](#)

Please enter two items, such as National Provider Identifier (NPI) and Application Tracking Number (ATN) or Tax Identification Number (Tax ID) and ATN when completing your registration.

### Create a new account.

ATN

NPI


Tax ID

Email

Confirm Email

Password


Confirm Password

I'm not a robot  reCAPTCHA  
Privacy Terms

[Register](#)

4. Click **Register** to submit your request.

Confirm Password

I'm not a robot  reCAPTCHA  
Privacy Terms

[Register](#)



**NOTE:** If you have already registered for PSC and attempt to register again, you will receive an error message.

## Log in

Please enter your username and password.

Email

Password

Remember me.

By selecting the "Remember me" checkbox, this verifies your browser for 30 days. If you leave the "Remember me" box unchecked, when logging in the next time, you will need to complete the confirmation process again. This system is browser based; therefore, anytime you use a different browser, the confirmation process is required.

[Log in](#)

[Forgot your password?](#)

If you do not remember your password created during registration, reset your PSC password by clicking the **Forgot Your Password?** link on the log in page. Your PSC password is NOT linked to your PEP enrollment password.

A new page displays, indicating that you must confirm your email address to complete your registration.

PRMP|PSC Home Messages Demographics Upload Register Login Español

## Please confirm email

Thank you for registering in PSC. Please go to your email to find the registration confirmation and select the link to confirm your registration. Should the email not appear in your inbox, please check your 'junk mail' folder. When selecting the link, the browser should be the same as the one you used to register. **Using a different browser will result in needing to go through the confirmation process again.**

Access the email that you used for your PSC registration and follow the steps in the email to verify your email address.

### 3.2 Log in to PSCF

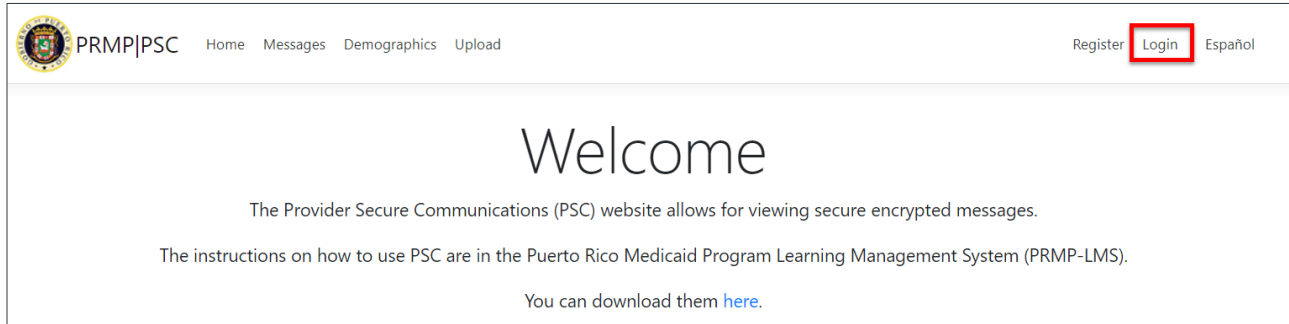
#### Quick Reference – Log in to PSC

Table 3: Log in to PSC

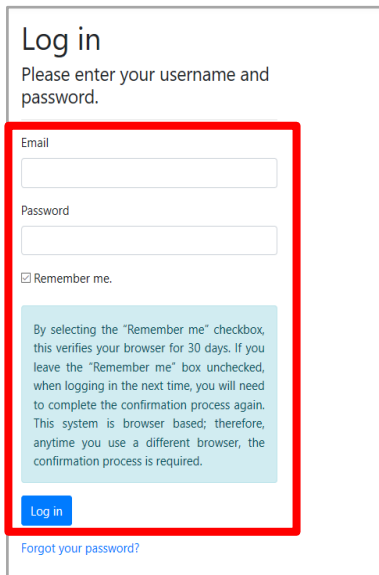
Step	Task	Action	Result
Open a supported internet browser and go to the URL for Puerto Rico’s Secure Communications Website ( <a href="https://psc.prmis.pr.gov">https://psc.prmis.pr.gov</a> ).			
1	Access <b>Login</b> page.	Click <b>Login</b> .	<b>Login</b> page displays.
2	Log in to PSC.	Enter the email and password that you submitted during PSC registration. Click <b>Log in</b> .	Verification link is sent via email.
3	Verify and confirm your login attempt.	Click the verification link sent via email.	<b>PSC Home Page</b> displays.

#### Detailed Steps

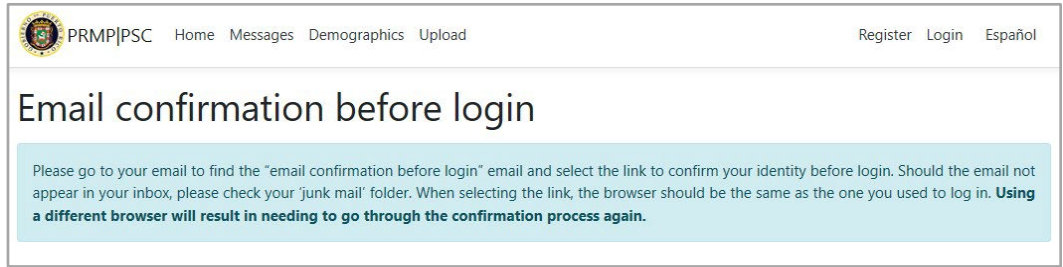
1. To log into PSC as a returning user, click **Login** at the top of the **PSC Home Page**.



2. The **Log in** page displays. Enter the email and password used for registration within the respective fields and click **Log in**.



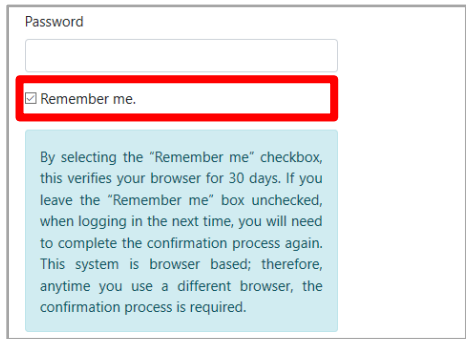
3. A verification link is sent to your registered email address. Click on the link to finish logging in.



The screenshot shows the PRMP|PSC website header with navigation links: Home, Messages, Demographics, Upload, Register, Login, and Español. The main heading is "Email confirmation before login". Below it, a light blue box contains the following text: "Please go to your email to find the 'email confirmation before login' email and select the link to confirm your identity before login. Should the email not appear in your inbox, please check your 'junk mail' folder. When selecting the link, the browser should be the same as the one you used to log in. **Using a different browser will result in needing to go through the confirmation process again.**"

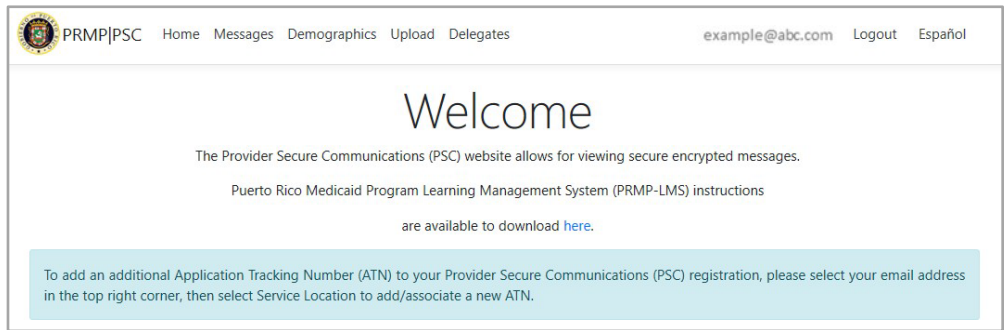


**NOTE:** If you check the **Remember me** box, you will not be asked to use a verification link to log into PSC for the next 30 days. You will only be prompted for the verification link the first time that you log into PSC and after the 30-day period is over.



The screenshot shows a login form with a "Password" field and a "Remember me" checkbox. The checkbox is highlighted with a red rectangle. Below the checkbox, a light blue box contains the following text: "By selecting the 'Remember me' checkbox, this verifies your browser for 30 days. If you leave the 'Remember me' box unchecked, when logging in the next time, you will need to complete the confirmation process again. This system is browser based; therefore, anytime you use a different browser, the confirmation process is required."

Your **PSC Home Page** displays.



The screenshot shows the PRMP|PSC website home page. The header includes navigation links: Home, Messages, Demographics, Upload, Delegates, example@abc.com, Logout, and Español. The main heading is "Welcome". Below it, the text reads: "The Provider Secure Communications (PSC) website allows for viewing secure encrypted messages. Puerto Rico Medicaid Program Learning Management System (PRMP-LMS) instructions are available to download [here](#)." A light blue box at the bottom contains the text: "To add an additional Application Tracking Number (ATN) to your Provider Secure Communications (PSC) registration, please select your email address in the top right corner, then select Service Location to add/associate a new ATN."

### 3.3 PSC Account Recovery

#### Quick Reference – PSC Account Recovery

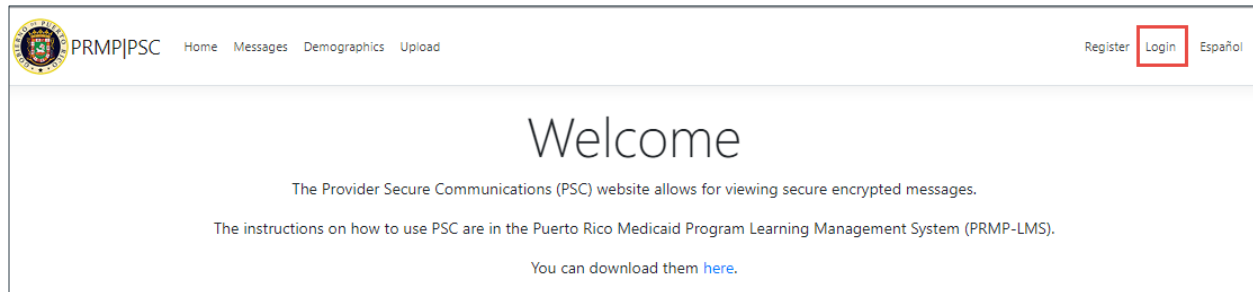
There are instances where a PSC account owner may no longer have access to the email address associated with the PSC account. In cases such as this, an Account Recovery can be performed.

**Table 4: Account Recovery**

Step	Task	Action	Result
Open a supported internet browser and go to the URL for <b>Puerto Rico’s Secure Communications Website</b> ( <a href="https://psc.prrmmis.pr.gov">https://psc.prrmmis.pr.gov</a> ) and log in.			
1	Access <b>Login</b> page.	Click <b>Login</b> .	<b>Login</b> page displays.
2	Access <b>Account Recovery</b> .	Click <b>Account Recovery</b> on the bottom left.	The <b>Account Recovery</b> screen displays.
3	Complete PSC <b>Account Recovery</b> page.	Enter ATN and NPI or Tax ID and the email address in which you received the registration notification. If you have updated your registered MAIL TO/CORRESPOND email address, you must use that email. Confirm you are not a robot and click <b>Send</b> .	The “ <b>Please confirm email</b> ” page displays.
4	Confirm Email	Click on the email that was sent and confirm email.	Provider may now log in to new account after email is confirmed.

#### Detailed Steps

1. From the **PSC Home Page**, click Login in the upper-right of the page.



2. From the **Login** page, click on the Account Recovery link on the bottom left.

PRMP|PSC Home Messages Demographics Upload

## Log in

Please enter your username and password.

Email

Password

Remember me.

By selecting the "Remember me" checkbox, this verifies your browser for 30 days. If you leave the "Remember me" box unchecked, when logging in the next time, you will need to complete the confirmation process again. This system is browser based; therefore, anytime you use a different browser, the confirmation process is required.

Log in

[Forgot your password?](#)

[Account recovery](#)

The Account Recovery Screen opens.

PRMP|PSC Home Messages Demographics Upload Register Login Español

## Account Recovery

Please enter two items, such as National Provider Identifier (NPI) and Application Tracking Number (ATN) or Tax Identification Number (Tax ID) and ATN when completing your registration, please ensure that the email entered matches the one registered as the 'email to' address

ATN

NPI

Tax ID

Email

Confirm Email

Password

Confirm Password

I'm not a robot

reCAPTCHA

Send

3. Enter the appropriate information – ATN and NPI or Tax ID and the email address to which you received the PEP registration notification. If you have updated your registered MAIL TO/CORRESPOND email address, you must use that email for the PSC registration process.

Confirm you are not a robot and click the **Send** button.

The screenshot shows the PRMP|PSC website's 'Account Recovery' registration page. At the top, there is a navigation bar with the PRMP|PSC logo, links for Home, Messages, Demographics, and Upload, and buttons for Register, Login, and Español. Below the navigation bar is the title 'Account Recovery'. A light blue instruction box states: 'Please enter two items, such as National Provider Identifier (NPI) and Application Tracking Number (ATN) or Tax Identification Number (Tax ID) and ATN when completing your registration, please ensure that the email entered matches the one registered as the 'email to' address'. The form contains several input fields: ATN (with the value 1234567890), NPI (with the value 9876543210), Tax ID (empty), Email (with the value example@abc.com), Confirm Email (with the value example@abc.com), Password (masked with dots), and Confirm Password (masked with dots). At the bottom of the form is a reCAPTCHA widget with a green checkmark and the text 'I'm not a robot', and a blue 'Register' button.

4. The "Please confirm email" page is displayed.

The screenshot shows the PRMP|PSC website's 'Please confirm email' page. At the top, there is a navigation bar with the PRMP|PSC logo, links for Home, Messages, Demographics, and Upload, and buttons for Register, Login, and Español. Below the navigation bar is a light blue cookie consent banner with the text: 'Please note that this site uses cookies necessary to protect and provide its service. [Learn more.](#)' and an 'Accept' button. Below the banner is the title 'Please confirm email'. A light blue instruction box states: 'Thank you for registering in PSC. Please go to your email to find the registration confirmation and select the link to confirm your registration. Should the email not appear in your inbox, please check your 'junk mail' folder. When selecting the link, the browser should be the same as the one you used to register. **Using a different browser will result in needing to go through the confirmation process again.**



Provider may now log in to new account after email is confirmed.

PRMP|PSC Home Messages Demographics Upload Register Login Español

Please note that this site uses cookies necessary to protect and provide its service. [Learn more.](#) Accept

## Log in

Please enter your username and password.

Email  
example@abc.com

Password  
.....

Remember me.

By selecting the "Remember me" checkbox, this verifies your browser for 30 days. If you leave the "Remember me" box unchecked, when logging in the next time, you will need to complete the confirmation process again. This system is browser based; therefore, anytime you use a different browser, the confirmation process is required.

[Log in](#)

[Forgot your password?](#)

[Account recovery](#)

PRMP|PSC Home Messages Demographics Upload Register Login Español

# Welcome

The Provider Secure Communications (PSC) website allows for viewing secure encrypted messages.  
The instructions on how to use PSC are in the Puerto Rico Medicaid Program Learning Management System (PRMP-LMS).  
You can download them [here](#).

### 3.4 Manage PSC Password

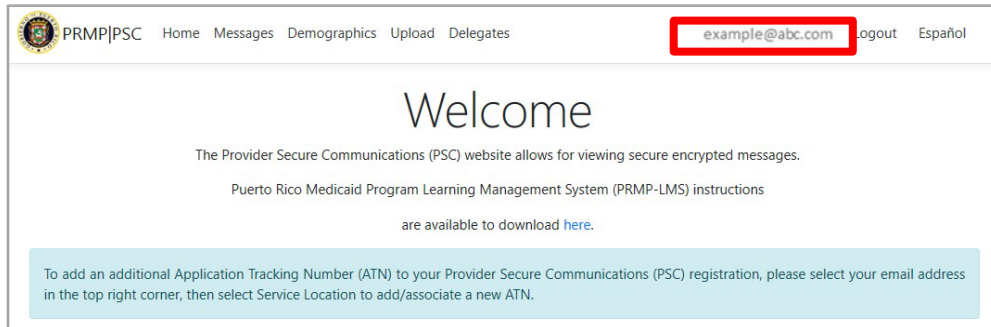
#### Quick Reference – Manage PSC Password

Table 5: Manage PSC Password

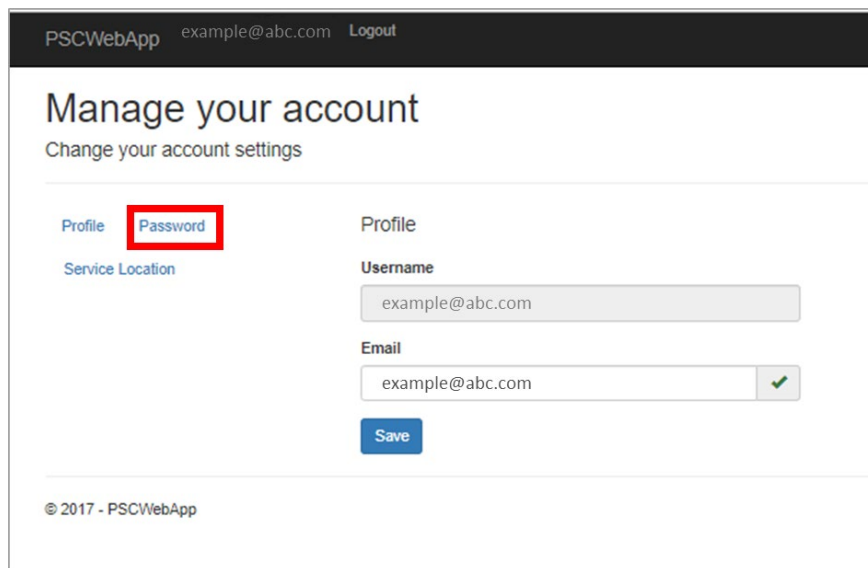
Step	Task	Action	Result
Open a supported internet browser and go to the URL for <b>Puerto Rico's Secure Communications Website</b> ( <a href="https://psc.prmis.pr.gov">https://psc.prmis.pr.gov</a> ) and log in.			
1	Access <b>Manage Your Account</b> page.	From the <b>PSC Home Page</b> , click your email address.	<b>Manage Your Account</b> page displays.
2	Access your <b>PSC Change Password</b> account settings.	Click <b>Password</b> on the left.	<b>Change Password</b> account settings display.
3	Complete PSC <b>Change Password</b> updates.	Complete the fields and update password.	PSC password is updated.

#### Detailed Steps

- From the **PSC Home Page**, click your email address in the upper-right of the page.



- Click **Password** on the left.



- The **Change Password** fields display. Complete the fields and click **Update Password**.



**NOTE:** If you have forgotten your password, use the **Forgot Your Password?** link on the **Login** page.

The screenshot shows a web application interface for managing an account. At the top, there is a dark header with the text 'PSCWebApp', 'example@abc.com', and 'Logout'. Below the header, the main content area is titled 'Manage your account' with a subtitle 'Change your account settings'. On the left side, there are three menu items: 'Profile', 'Password', and 'Service Location'. The 'Password' menu item is selected. The main content area is titled 'Change password' and contains three input fields: 'Current password', 'New password', and 'Confirm new password'. Below these fields is a blue button labeled 'Update password', which is highlighted with a red rectangular border. At the bottom left of the page, there is a copyright notice: '© 2017 - PSCWebApp'.

### 3.5 Update PSC Profile



**NOTE:** Changes to your PSC profile are NOT shared with PRMP.

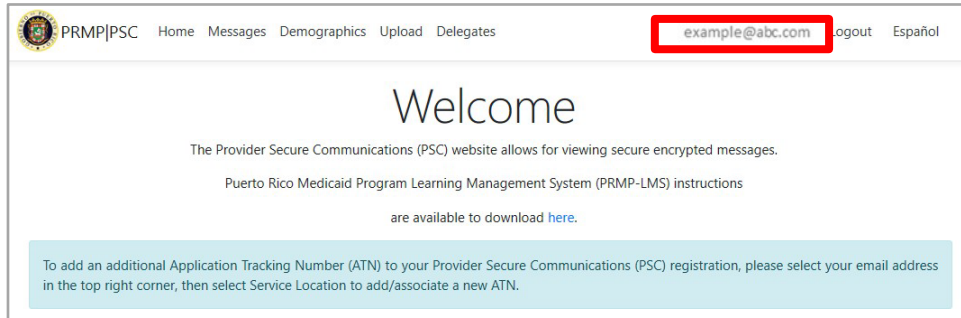
#### Quick Reference – Update PSC Profile

Table 6: Update PSC Profile

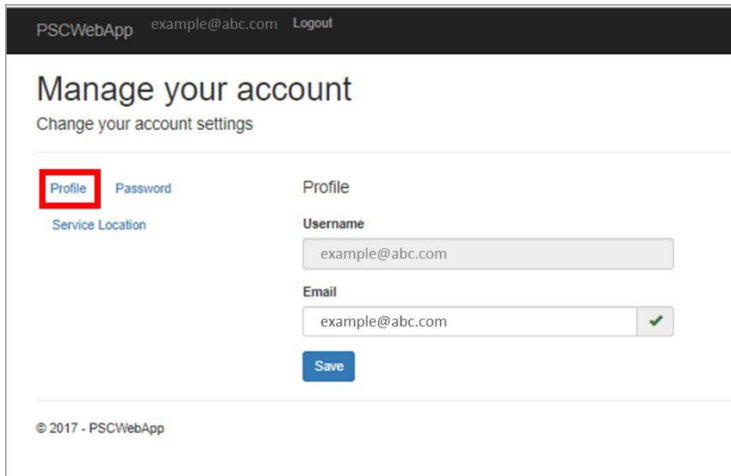
Step	Task	Action	Result
Open a supported internet browser and go to the URL for <b>Puerto Rico's Secure Communications Website</b> ( <a href="https://psc.prmis.pr.gov">https://psc.prmis.pr.gov</a> ) and log in.			
1	Access <b>Manage Your Account</b> page.	From the <b>PSC Home Page</b> , click your email address.	<b>Manage Your Account</b> page displays.
2	Access your <b>PSC Profile</b> account settings.	Click <b>Profile</b> on the left.	<b>Profile</b> account settings display.
3	Complete <b>PSC Profile</b> updates.	Update details and click <b>Save</b> .	Updates are saved.

#### Detailed Steps

1. From the **PSC Home Page**, click your email address in the upper-right of the page.



2. If **Profile** is not already selected, click the **Profile** option on the left. Your current settings display.



- Update your details and click **Save**. Updating your email address only impacts your PSC account. Be sure to contact PRMP directly to update your contact details.



**NOTE:** *Currently, you can only update the email address registered in your profile.*

A screenshot of a web application interface. At the top, a dark header bar contains the text 'PSCWebApp', 'example@abc.com', and 'Logout'. Below the header, the main content area is titled 'Manage your account' with the subtitle 'Change your account settings'. There are two tabs: 'Profile' (selected) and 'Password'. Under the 'Profile' tab, there is a 'Service Location' field which is empty. To the right, under the heading 'Profile', there are two input fields: 'Username' containing 'example@abc.com' and 'Email' containing 'example@abc.com' with a green checkmark icon to its right. Below these fields is a blue 'Save' button, which is highlighted with a red rectangular border. At the bottom left of the page, there is a copyright notice: '© 2017 - PSCWebApp'.

### 3.6 View Secure Messages

PRMP can send secure messages and letters to providers through the PSC. Most notably, your Welcome Letter for your approved Medicaid enrollment application will be your first secure message.

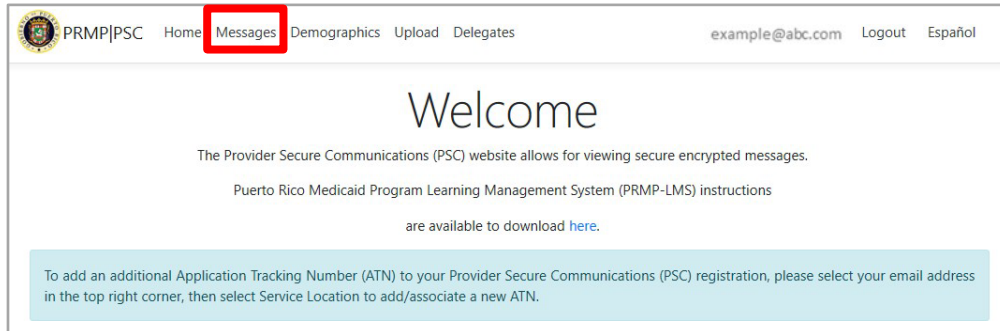
#### Quick Reference – View Secure Messages

Table 7: View Secure Messages

Step	Task	Action	Result
Open a supported internet browser and go to the URL for <b>Puerto Rico’s Secure Communications Website</b> ( <a href="https://psc.prmms.pr.gov">https://psc.prmms.pr.gov</a> ) and log in.			
1	Access <b>Messages</b> page.	Click <b>Messages</b> .	<b>Messages</b> page displays.
2	View secure communications.	Click <b>Details</b> to view message.  <i>Note: After selecting a Service Location, the user will be able to determine if they are the Owner or Delegate for that particular Service Location.</i>  Click <b>Back to List</b> when finished viewing.	Message details are viewed.
3	Delete secure communications.	Click <b>Delete</b> .	Message is deleted.

#### Detailed Steps

1. From your **PSC Home Page**, click **Messages** at the top of the page.



The **Messages** page displays. All secure messages for all added Service Locations display here. Please note that if you have multiple Service Locations associated to your PSC, separate Welcome letters will be generated for each location.

Also, the user can sort on Service Location and will be able to determine if they are the Owner or Delegate for that particular Service Location.

PRMP|PSC Home Messages Demographics Upload Delegates example@abc.com Logout Español

## Messages

Welcome letters will appear here 1-2 business days after receipt of the Application Tracking Number (ATN) approval notification. Once the Welcome Letter appears, if it is deleted, it cannot be recovered unless you contact the Provider Contact Center at (787) 641-4200, who will request the letter to be sent via email.

Service Location  You are the **Owner** for this service location..

Service Location	Subject	Message
Service Location 1	Example	Test Message <a href="#">Details   Delete</a>
Service Location 2	Example	Test Message <a href="#">Details   Delete</a>
Service Location 3	Example	Test Message <a href="#">Details   Delete</a>
Service Location 4	Example	Test Message <a href="#">Details   Delete</a>



**NOTE:** If you need to see messages for a Service Location that you removed from your PSC account, you can add the Service Location again. You will need the ATN of the enrollment application associated with the Service Location to link the location to your PSC account.

- To view a message in its entirety, click **Details** next to the desired message. The message will display in a separate tab.

PRMP|PSC Home Messages Demographics Upload Delegates example@abc.com Logout Español

## Messages

Welcome letters will appear here 1-2 business days after receipt of the Application Tracking Number (ATN) approval notification. Once the Welcome Letter appears, if it is deleted, it cannot be recovered unless you contact the Provider Contact Center at (787) 641-4200, who will request the letter to be sent via email.

Service Location  You are the **Owner** for this service location.

Service Location	Subject	Message
Service Location 1	Example	Test Message <a href="#">Details   Delete</a>
Service Location 2	Example	Test Message <a href="#">Details   Delete</a>
Service Location 3	Example	Test Message <a href="#">Details   Delete</a>
Service Location 4	Example	Test Message <a href="#">Details   Delete</a>

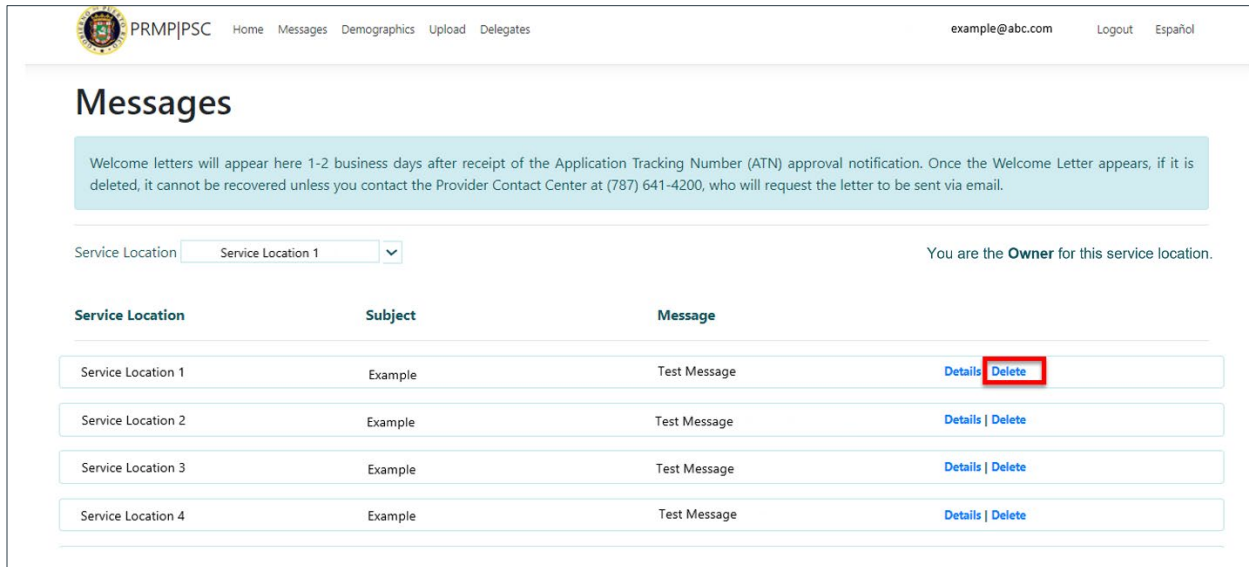
After reading the message details, you may close the tab and return to the screen above.



**NOTE:** Letters display in a new window as a PDF document when you click **Details**.



- To remove messages, click **Delete** next to the message that you no longer want to view from your **Messages** page.





### 3.7 Link Service Locations in PSC Account

All Service Locations associated with the ATN used for PSC registration will be automatically linked to your account. If the ATN that you used to register had multiple Service Locations associated to it, all locations will be added automatically to your PSC account.

Other Service Locations that are not associated with the registered ATN (such as new locations disclosed in later enrollment applications) must be added individually to your PSC account in order to manage functionality and receive communications related to these additional locations.

Follow these steps to add more Service Locations to your PSC account. Please note that you will need to complete these steps once for each Service Location associated with your Medicaid enrollment.



**NOTE:** If you registered for PSC with an ATN from an **Individual Within a Group** provider enrollment, then the Contact Address entered on the enrollment application is used as the Service Location in PSC.

If you later complete an application for enrollment as an **Individual** provider, then the Service Location listed on the Individual application will overwrite the Contact Address from the **Individual Within a Group** application.

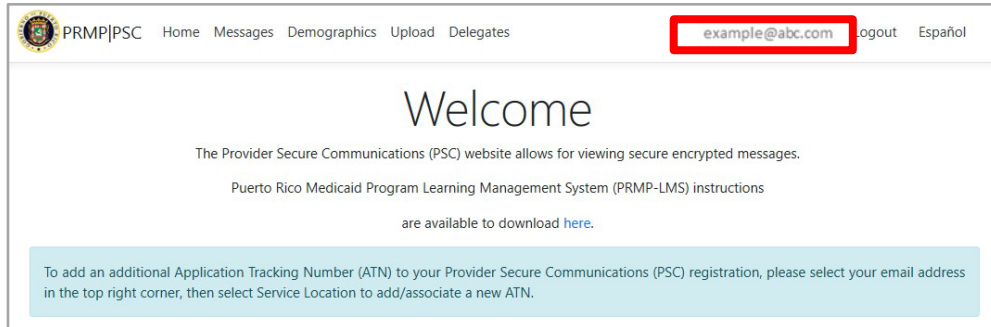
### Quick Reference – Link Service Locations in PSC Account

Table 8: Link Service Locations in PSC Account

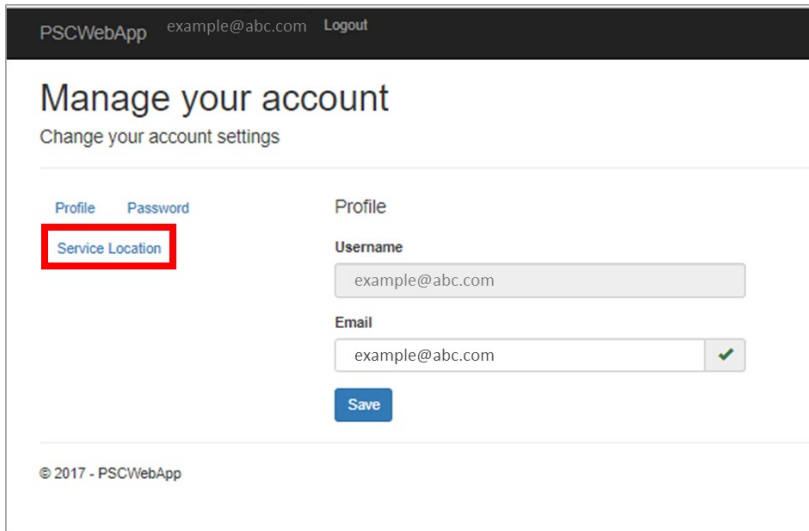
Step	Task	Action	Result
Open a supported internet browser and go to the URL for <b>Puerto Rico’s Secure Communications Website</b> ( <a href="https://psc.prmis.pr.gov">https://psc.prmis.pr.gov</a> ) and log in.			
1	Access <b>Manage Your Account</b> page.	From the <b>PSC Home Page</b> , click your email address.	<b>Manage Your Account</b> page displays.
2	Access your <b>PSC Service Locations</b> account settings.	Click <b>Service Locations</b> on the left.	<b>Service Locations</b> account settings display.
3	Manage <b>Service Locations</b> .	Add a Service Location or remove a Service Location. <b>NOTE:</b> If a user other than the ATN owner attempts to add a new Service Location, a request is sent to the ATN owner for approval. The ATN owner must approve before the Service Location can be added. <b>ONLY</b> an ATN owner can add a Service Location.	Service Location is added. Communications for this Service Location will now be accessible from <b>Messages</b> .  Service Location is now removed. <b>Messages</b> will no longer be accessible for this Service Location.

## Detailed Steps

1. From the **PSC Home Page**, click your email address in the upper-right of the page.



2. **Manage Your Account** page displays. Click **Service Location** on the left. Your **Service Locations** account settings display.



3. Manage the Service Locations associated to your account.



**NOTE:** Adding and removing Service Locations will impact which secure communication messages are accessible.

- a. To add a Service Location, complete the fields displayed under **Service Locations** (ATN, NPI and Tax ID) and click **Save**. A message will display stating that a request to approve this action has been sent to the ATN owner. The request is sent to the ATN owner via email using the email address entered for PSC registration. Secure communications for the added Service Location will be accessible from **Messages** once the Service Location is approved.

## Manage your account

### Change your account settings

[Profile](#)

[Password](#)

Service Location

### Service Locations

- A request to approve this action has been sent to the ATN owner.

ATN

NPI

Tax ID

[Save](#)

- b. To remove a Service Location, click **Delete** next to the desired location. Secure communications for the removed Service Location will no longer be accessible from **Messages**. If you need to access the communications again, you will need to add the Service Location again to your account.

## Manage your account

### Change your account settings

[Profile](#)

[Password](#)

Service Location

### Service Locations

ATN

NPI

Tax ID

[Save](#)

---

**Service Location**

0000000000 – LNAME FNAME	<a href="#" style="border: 1px solid red; color: red; padding: 2px 5px;">Delete</a>
0000000001 – LNAME FNAME	<a href="#" style="color: blue; text-decoration: none;">Delete</a>
0000000002 – LNAME FNAME	<a href="#" style="color: blue; text-decoration: none;">Delete</a>

### 3.8 Upload Documentation to PSC

Providers may receive messages through PSC regarding documentation that they must submit or actions that they must take to update current documentation.

Providers can upload and download provider forms through the PSC Website to be processed by PRMP.

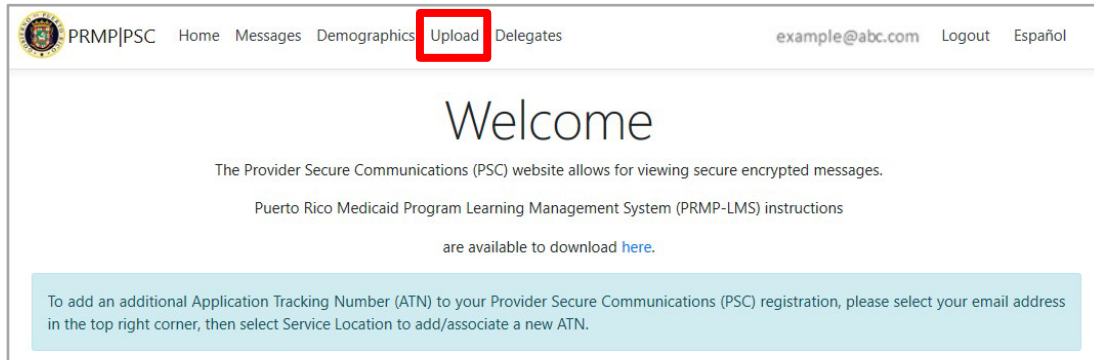
#### Quick Reference – Upload Documentation to PSC

Table 9: Upload Documentation to PSC

Step	Task	Action	Result
Open a supported internet browser and go to the URL for <b>Puerto Rico’s Secure Communications Website</b> ( <a href="https://psc.prmis.pr.gov">https://psc.prmis.pr.gov</a> ) and log in.			
1	Access <b>Upload</b> page.	From the <b>PSC Home Page</b> , click <b>Upload</b> .	<b>Upload</b> page displays.
2	Upload document to PSC.	Click <b>Create New</b> . <i>Note: After selecting a Service Location, the user will be able to determine if they are the Owner or Delegate for that particular Service Location.</i> Complete all displayed fields, select the file to upload, and click <b>Create</b> .	Document is uploaded and displayed in the <b>Upload</b> page.
3	Download personal copy of a document.	Click <b>Download</b> .	Document is downloaded.

#### Detailed Steps

1. From the **PSC Home Page**, click **Upload** at the top of the page.



The **Upload** page displays. All provider forms that had been previously uploaded will display in this page. Also, the user can sort on Service Location and will be able to determine if they are the Owner or Delegate for that particular Service Location.

The screenshot shows the PRMP|PSC Upload page. At the top, there is a navigation bar with the PRMP|PSC logo, links for Home, Messages, Demographics, Upload, and Delegates, and user information (example@abc.com, Logout, Español). The main heading is "Upload" with a "Create New" link. A light blue banner contains the text: "To upload or create a new document, please select 'Create New' at the top left corner." Below this is a dropdown menu for "Service Location" with the value "000000002 - LNAME FNAME" selected, which is highlighted with a red box. To the right of the dropdown, it says "You are the **Owner** for this service location." Below the dropdown is a table with the following data:

Service Location	Form	Upload Date	
000000002 - LNAME FNAME	Insurance Policy	12/06/2023	<a href="#">Download</a>
000000002 - LNAME FNAME	License	12/06/2023	<a href="#">Download</a>

2. To upload a new document to PSC, click **Create New**.

This screenshot is identical to the previous one, but the "Create New" link is highlighted with a red box. The rest of the page content, including the dropdown menu and the table, remains the same.

The **Create Upload** page displays. Select Service Location from the drop-down list and the desired file for upload.

Available form types for uploads in PSC include:

- Change of Address
- PRDoH Controlled Substance Certificate (ASSMCA)
- CLIA Certificate
- DEA Certificate
- Negative Certificate of Penal Record
- Insurance Policy
- License
- Surety Bond
- Specialty Certificate
- Other
- Change of Ownership <100%
- Change of Managing Employee
- PR Controlled Substance Dispensing Certificate
- Provider Agreement (Amended 2023)

Once all fields are completed and the file is chosen, click **Create** to upload the selected file.

**Create Upload**

Document uploads are limited to 12 MB. In the event that a document is over that size, it will need to be split into two or more documents. File types supported are: doc, docx, pdf, xls,.xlsx, jpg, png, txt.

Service Location 00000000 – LNAME FNAME You are the **Owner** for this service location.

Form CLIA Certificate

[Go back](#)

The uploaded document is now displayed on the **Upload** page, showing the Service Location, form type, and upload date of the form.

**Upload**

[Create New](#)

To upload or create a new document, please select "Create New" at the top left corner.

Service Location 00000002 – LNAME FNAME You are the **Owner** for this service location.

Service Location	Form	Upload Date	
00000002 – LNAME FNAME	Insurance Policy	12/06/2023	<a href="#">Download</a>
00000002 – LNAME FNAME	License	12/06/2023	<a href="#">Download</a>
00000002 – LNAME FNAME	CLIA Certificate	12/06/2023	<a href="#">Download</a>

- To download a personal copy of an uploaded form, click **Download** next to the desired form.

The screenshot shows the PRMP|PSC website interface. At the top, there is a navigation bar with the PRMP|PSC logo, links for Home, Messages, Demographics, Upload, and Delegates, and user information including 'example@abc.com', Logout, and Español. The main heading is 'Upload' with a 'Create New' link. A light blue banner contains the instruction: 'To upload or create a new document, please select "Create New" at the top left corner.' Below this, there is a 'Service Location' dropdown menu set to '00000002 – LNAME FNAME' and a message: 'You are the **Owner** for this service location.'

Service Location	Form	Upload Date	
00000002 – LNAME FNAME	Insurance Policy	12/06/2023	<a href="#">Download</a>
00000002 – LNAME FNAME	License	12/06/2023	<a href="#">Download</a>
00000002 – LNAME FNAME	CLIA Certificate	12/06/2023	<a href="#">Download</a>



### 3.9 Update PSC Demographic Data

Providers, in addition to updating information in their PSC account, can update demographic data associated to their Service Locations through the PSC Demographics option.

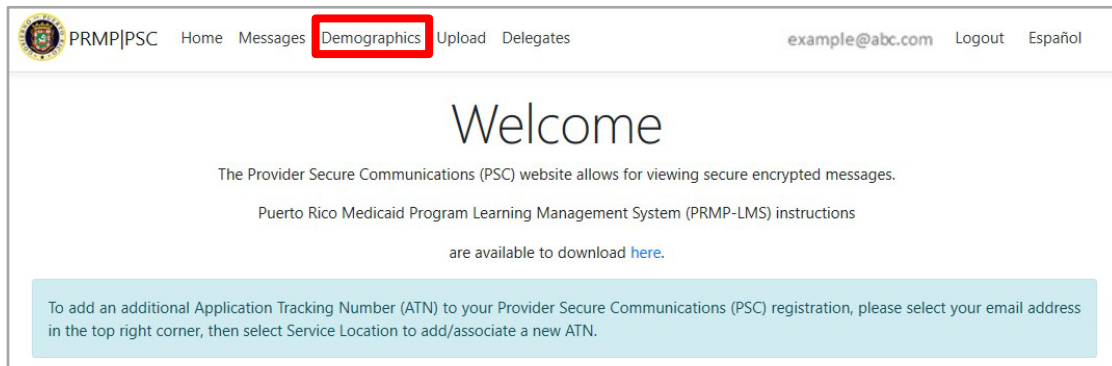
#### Quick Reference – Update PSC Demographic Data

Table 10: Update PSC Demographic Data

Step	Task	Action	Result
Open a supported internet browser and go to the URL for <b>Puerto Rico’s Secure Communications Website</b> ( <a href="https://psc.prmms.pr.gov">https://psc.prmms.pr.gov</a> ) and log in.			
1	Access <b>Demographics</b> page.	From the <b>PSC Home Page</b> , click <b>Demographics</b> .	<b>Demographics</b> page displays.
2	View Demographic data by Service Location.	Click <b>Service Location</b> drop-down.  <i><b>NOTE:</b> After selecting a Service Location, the user will be able to determine if they are the Owner or Delegate for that particular Service Location.</i>  Select the desired location.	Demographic data displays for selected Service Location.
3	Edit Demographic data.	Click <b>Edit</b> . Update the desired fields, check the <b>“I have verified above information is accurate”</b> box, and click <b>Save</b> .	Demographic data is edited.

#### Detailed Steps

1. From the **PSC Home Page**, click **Demographics** at the top of the page.



The **Demographics** page displays.

Here you will see all addresses associated with your added Service Locations, along with phone number, phone type and phone extension.

Types of addresses that may be displayed here include Home or Corporate office address, Mail To/Correspondence address, and Pay To address. These are taken from the Service Location(s) disclosed in the enrollment application previously submitted through the PEP and from any additional Service Locations that have been added through the **PSC Account Management** feature.

- To only view addresses associated to a specific Service Location, click the **Service Location** drop-down list in the upper-left corner of the page and select the desired location. Also, the user can sort on Service Location and will be able to determine if they are the Owner or Delegate for that particular Service Location.

PRMP|PSC

Home Messages Demographics Upload Delegates

example@abc.com Logout Español

## Demographics

Service Location information changes are limited. Other Service Locations that are not associated with the registered ATN (such as new locations disclosed in later enrollment applications) must be added individually to your PSC account in order to manage functionality and receive communications related to these additional locations.

Service Location | 000000002 – LNAME FNAME ▾

You are the **Owner** for this service location.

**Service Location:** · AVE LOS CORAZONES, , MAYAGUEZ, PR 00680- 0000

Address Type	Address 1	Address 2	City	State	Zip	Phone	Email
HOME/CORP OFFICE	AVE LOS CORAZONES		MAYAGUEZ	PR	00680- 0000	HOME: (787) 555-2127 MOBILE: (787) 555-2121 WORK: (787) 555-2129 Ext. 23135 TTY: (787) 555-2123 PAGER: (787) 555-2124	example@abc.com
MAIL TO/CORRESPOND	AVE LOS CORAZONES		MAYAGUEZ	PR	00680- 0000	HOME: (787) 555-2127 MOBILE: (787) 555-2121 WORK: (787) 555-2129 Ext. 23135 TTY: (787) 555-2123 PAGER: (787) 555-2123	example@abc.com
PAY TO ADDRESS	AVE LOS CORAZONES		MAYAGUEZ	PR	00680- 0000	HOME: (787) 555-2127 MOBILE: (787) 555-2121 WORK: (787) 555-2129 Ext. 23135 TTY: (787) 555-2123 PAGER: (787) 555-2123	example@abc.com

3. To edit information related to a service location, click the **Edit** button next to the desired address.

The screenshot shows the PRMP|PSC website interface. At the top, there is a navigation bar with the PRMP|PSC logo, links for Home, Messages, Demographics, Upload, and Delegates, and user information including 'example@abc.com', Logout, and Español. The main heading is 'Demographics'. Below this is a light blue informational box stating: 'Service Location information changes are limited. Other Service Locations that are not associated with the registered ATN (such as new locations disclosed in later enrollment applications) must be added individually to your PSC account in order to manage functionality and receive communications related to these additional locations.' Below the box, there is a 'Service Location' dropdown menu set to '000000002 – LNAME FNAME' and a note: 'You are the **Owner** for this service location.' The main content area displays 'Service Location: AVE LOS CORAZONES, , MAYAGUEZ, PR 00680- 0000'. Below this is a table with columns: Address Type, Address 1, Address 2, City, State, Zip, Phone, and Email. The table contains one row for 'HOME/CORP OFFICE' with address 'AVE LOS CORAZONES', city 'MAYAGUEZ', state 'PR', zip '00680- 0000', and email 'example@abc.com'. To the right of the table, there are phone numbers: HOME: (787) 555-2127, MOBILE: (787) 555-2121, WORK: (787) 555-2129 Ext. 23135, TTY: (787) 555-2123, and PAGER: (787) 555-2124. A red box highlights the 'Edit' button in the bottom right corner of the table row.



**NOTE:** You cannot add or delete the addresses in the **Demographics** page; you may only edit the available addresses. See the [Link Service Locations section](#) of this guide for more details about adding or deleting a Service Location in your account.

The **Edit Demographics** page displays. Edit any of the available fields.

Note that here you can also edit or remove a phone number and/or email address associated with that location address. To remove a phone number, simply delete the phone number, select the verify checkbox and select Save. There is no blank phone type, therefore when deleting a phone number, phone type can be ignored.

### Edit Demographics

Service Location: 000000002 - LNAME FNAME ▼

**Address 1**

**Address 2**

**City**

**State**

**Zip**

**Zip + 4**

Phone Type	Phone	Extension
WORK ▼	<input type="text" value="7875555555"/>	<input type="text" value="12345"/>
Phone Type	Phone	Extension
MOBILE ▼	<input type="text" value="7875555552"/>	<input type="text"/>
Phone Type	Phone	Extension
HOME ▼	<input type="text" value="7875555550"/>	<input type="text" value="23456"/>
Phone Type	Phone	Extension
OTHER ▼	<input type="text" value="7875555551"/>	<input type="text" value="67890"/>
Phone Type	Phone	Extension
TTY ▼	<input type="text" value="7875555554"/>	<input type="text"/>

**Email**

I have verified above information is accurate:

[Save](#)

[Go back](#)

Also, to have the ability to delete a phone number in PSC, there must be at least 2 phone numbers per address type. If only one phone number is available for an address type and a user attempts to delete that phone number, an error will display.

**Service Location:** 530 Ave De La Constitucion, , San Juan, PR 00901-2304

Address Type	Address 1	Address 2	City	State	Zip	Phone	Email
HOME/CORP OFFICE	530 Ave De La Constitucion		San Juan	PR	00901-2304	WORK: (787) 555-5555 Ext. 12345	example@abc.com
						MOBILE: (787) 555-5552	
						HOME: (787) 555-5550 Ext. 23456	
						OTHER: (787) 555-5551 Ext. 67890	
							<a href="#">Edit</a>

Please note, a user cannot add a phone number in PSC. To add a phone number, an add request will need to be submitted to change a provider record.

PRMP|PSC Home Messages Demographics Upload Delegates

## Edit Demographics

Service Location 000000002 – LNAME FNAME ▾

**Address 1**  
AVE LOS CORAZONES

**Address 2**

**City**  
MAYAGUEZ

**State**  
PR - Puerto Rico ▾

**Zip**  
00680

**Zip + 4**  
0000

Phone Type	Phone	Extension
HOME ▾	7875552127	
MOBILE ▾	7875552121	
WORK ▾	7875552129	23135
TTY ▾	7875552123	
PAGER ▾	7875552124	

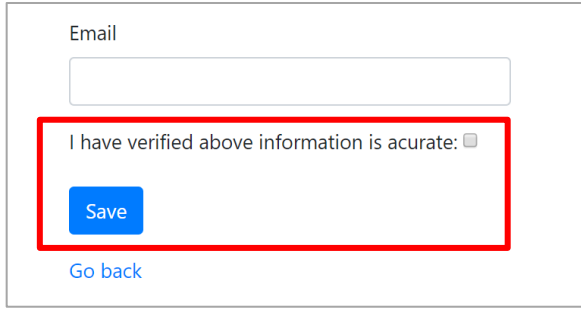
**Email**  
example@abc.com

I have verified above information is accurate:

[Save](#)

[Go back](#)

Once you complete your desired edits, check the box next to “**I have verified above information is accurate**” and click **Save**.



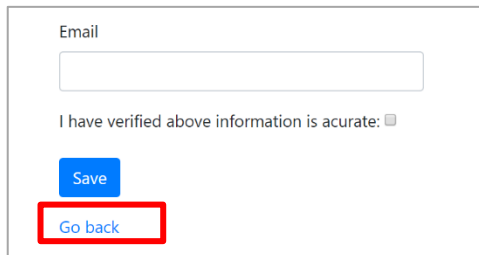
Email

I have verified above information is accurate:

Save

[Go back](#)

**NOTE:** To go back to the **Demographics** list without saving any changes, click **Go Back**.



Email

I have verified above information is accurate:

Save

[Go back](#)

### 3.10 Assign Delegates in PSC

As a provider, you can assign delegates in the PSC Website to do tasks on your behalf. This includes viewing secure messages and editing demographic information on your behalf through PSC, as long as permissions have been set.

This is commonly done by provider office managers to delegate PSC tasks to office administrators.

All added delegates will need to have permissions set to be able to view and/or edit information for each Service Location.

#### Quick Reference – Assign Delegates in PSC

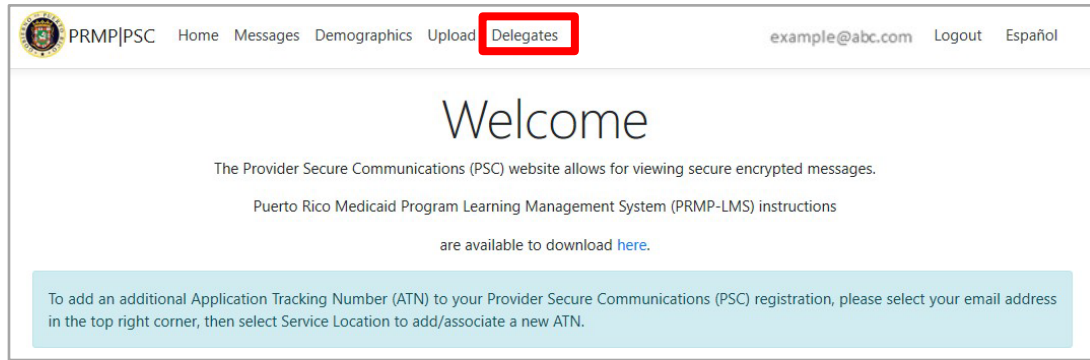
Table 11: Assign Delegates in PSC

Step	Task	Action	Result
Open a supported internet browser and go to the URL for <b>Puerto Rico’s Secure Communications Website</b> ( <a href="https://psc.prrmmis.pr.gov">https://psc.prrmmis.pr.gov</a> ) and log in.			
1	Access <b>Delegates</b> page.	From the <b>PSC Home Page</b> , click <b>Delegates</b> .	<b>Delegates</b> page displays.
2	Add new delegate.	Click <b>Create New</b> . A static message displays to alert the owner of their responsibilities and what delegation allows.  Complete the displayed fields, including what the delegate should or should not have access to by selecting the appropriate checkboxes next to each Service Location Then click <b>Save</b> .	Delegate is added to <b>Delegates</b> list. New delegate receives email informing them of delegate assignment and asking them to register in PSC.
3	Edit delegate information.	Click <b>Edit</b> . Update the desired fields and click <b>Save</b> .	Delegate information is edited.
4	Delete delegate.	Click <b>Delete</b> . Confirm removal by clicking <b>Yes</b> in confirmation pop-up window.	Delegate is removed and will no longer have control over any PSC functionalities on provider’s behalf.
5	Update delegate lifetime access	a. An ATN owner can limit the length of time a delegate can have PSC access to (one year) without access being renewed. b. PSC will send the ATN owner a renewal notice, 30 days prior to a delegate expiration date. c. PSC gives you the ability to view the delegate status:	i. Start day will be the delegate’s assignation date ii. End date will be a year from the delegation or delegation renewal  i. PSC displays the delegate status and delegation end date ii. Start day will be the delegate’s assignation date

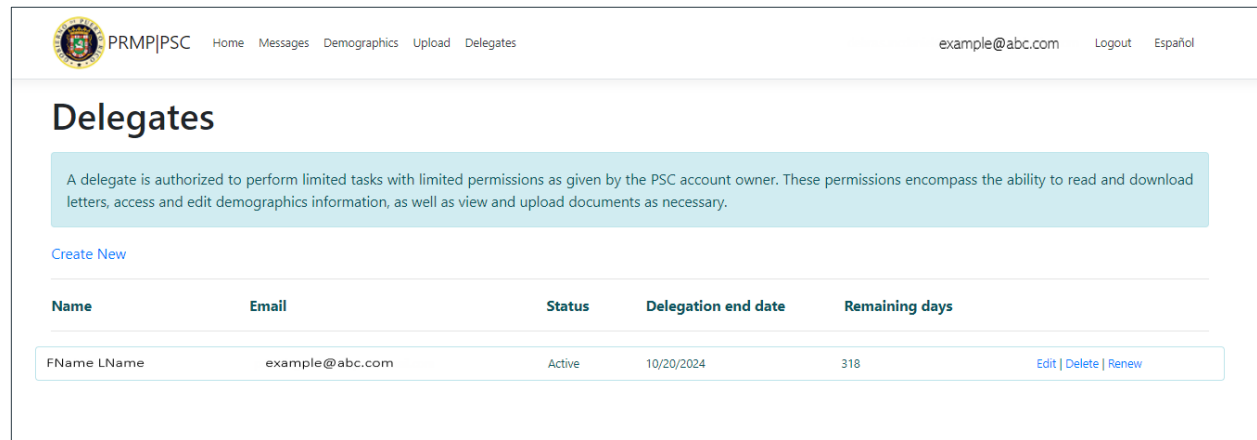
Step	Task	Action	Result
6	Renew delegate access	Click <b>Renew</b> next to the desired delegate's name.	Once Renew is selected, the Delegation end date and Remaining days are automatically updated.

**Detailed Steps**

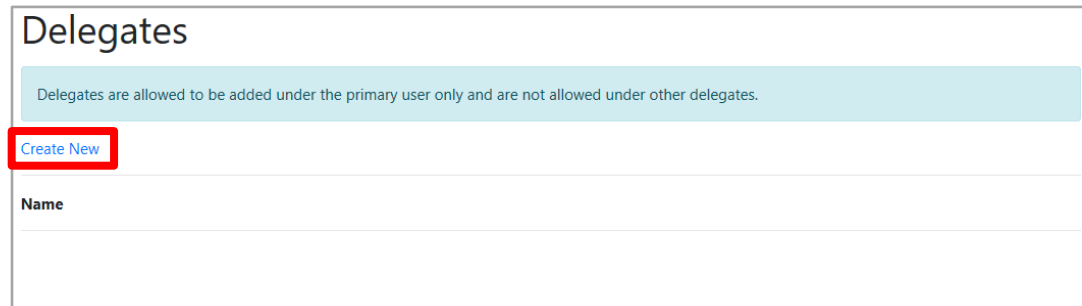
1. From the **PSC Home Page**, click **Delegates** at the top of the page.



The **Delegates** page displays. Here you will see the list of existing delegates that you have assigned.




2. To create a new delegate, click **Create New**.





A new page displays. Complete the displayed fields for your desired delegate and click **Create**.


PRMP|PSC
Home Messages Demographics Upload Delegates
example@abc.com
Logout Español

## Create Delegate

A delegate is authorized to perform limited tasks with limited permissions as given by the PSC account owner. These permissions encompass the ability to read and download letters, access and edit demographics information, as well as view and upload documents as necessary.

Name

Email

	Demographics		Uploads	
	All <input type="checkbox"/>	All <input type="checkbox"/>	All <input type="checkbox"/>	All <input type="checkbox"/>
00000002 – LNAME FNAME	read <input type="checkbox"/>	write <input type="checkbox"/>	read <input type="checkbox"/>	write <input type="checkbox"/>
00000002 – LNAME FNAME	read <input type="checkbox"/>	write <input type="checkbox"/>	read <input type="checkbox"/>	write <input type="checkbox"/>
00000002 – LNAME FNAME	read <input type="checkbox"/>	write <input type="checkbox"/>	read <input type="checkbox"/>	write <input type="checkbox"/>

As a registered user with the account email debra.s.mcdaniel@gainwelltechnologies.com , I hereby designate the specified person as a delegate to my PSC account. This delegate will have access to the permissions selected on this page for each service location.  
**Please select the checkbox above to proceed.**

[Create](#)

[Go back](#)



**NOTE:** To select the permissions the delegate is given:

1. Select one or more service locations for each delegate.
2. A static message with a checkbox will display, to confirm approval of the delegation.
3. The following Demographics selections can be assigned to delegates.
  - a. You can deny a delegate from seeing demographics information.
  - b. You can allow a delegate to only see the demographics information but not edit the information.
  - c. You can allow a delegate to see and update demographics information.
4. The following Uploads selections can be assigned to a delegate.
  - a. You can deny a delegate from seeing uploaded documents.
  - b. You can allow a delegate to only see the uploaded documents.
  - c. You can allow a delegate to see and upload documents.

**Create Delegate**

A delegate is authorized to perform limited tasks with limited permissions as given by the PSC account owner. These permissions encompass the ability to read and download letters, access and edit demographics information, as well as view and upload documents as necessary.

Name: FName1 LName2

Email: example2@abc.com

	Demographics		Uploads	
	All <input checked="" type="checkbox"/>	All <input type="checkbox"/>	All <input checked="" type="checkbox"/>	All <input type="checkbox"/>
00000002 – LNAME FNAME	read <input checked="" type="checkbox"/>	write <input type="checkbox"/>	read <input checked="" type="checkbox"/>	write <input type="checkbox"/>
00000002 – LNAME FNAME	read <input checked="" type="checkbox"/>	write <input type="checkbox"/>	read <input checked="" type="checkbox"/>	write <input type="checkbox"/>
00000002 – LNAME FNAME	read <input checked="" type="checkbox"/>	write <input type="checkbox"/>	read <input checked="" type="checkbox"/>	write <input type="checkbox"/>

As a registered user with the account email debra.s.mcdaniel@gainwelltechnologies.com, I hereby designate the specified person as a delegate to my PSC account. This delegate will have access to the permissions selected on this page for each service location. **Please select the checkbox above to proceed.**

[Create](#)

[Go back](#)

The new delegate now displays in the Delegates page.


**Delegates**

A delegate is authorized to perform limited tasks with limited permissions as given by the PSC account owner. These permissions encompass the ability to read and download letters, access and edit demographics information, as well as view and upload documents as necessary.

[Create New](#)

Name	Email	Status	Delegation end date	Remaining days	
FName2 LName2	example2@abc.com	Active	12/06/2024	365	<a href="#">Edit</a>   <a href="#">Delete</a>   <a href="#">Renew</a>
FName LName	example@abc.com	Active	10/20/2024	318	<a href="#">Edit</a>   <a href="#">Delete</a>   <a href="#">Renew</a>

When attempting to add a delegate, if the Create New page displays as below with no service locations shown, this indicates that the ATN owner has no active service locations, therefore a new delegate cannot be added.



PRMP|PSC Home Messages Demographics Upload Delegates example@abc.com Logout Español

## Create Delegate

A delegate is authorized to perform limited tasks with limited permissions as given by the PSC account owner. These permissions encompass the ability to read and download letters, access and edit demographics information, as well as view and upload documents as necessary.

Name

Email

Demographics		Uploads	
All <input type="checkbox"/>	All <input type="checkbox"/>	All <input type="checkbox"/>	All <input type="checkbox"/>

As a registered user with the account email debra.s.mcdaniel@gainwelltechnologies.com , I hereby designate the specified person as a delegate to my PSC account. This delegate will have access to the permissions selected on this page for each service location.  
**Please select the checkbox above to proceed.**


[Create](#)

[Go back](#)



**NOTE:** Once you create the delegate in PSC, the delegate will receive an email informing them of this assignment and asking them to register in PSC.

3. To edit an assigned delegate’s information, click **Edit** next to the desired delegate’s name.



PRMP|PSC Home Messages Demographics Upload Delegates example@abc.com Logout Español

## Delegates

A delegate is authorized to perform limited tasks with limited permissions as given by the PSC account owner. These permissions encompass the ability to read and download letters, access and edit demographics information, as well as view and upload documents as necessary.

[Create New](#)

Name	Email	Status	Delegation end date	Remaining days	
FName2 LName2	example2@abc.com	Active	12/06/2024	365	<a href="#">Edit</a>   <a href="#">Delete</a>   <a href="#">Renew</a>
FName LName	example@abc.com	Active	10/20/2024	318	<a href="#">Edit</a>   <a href="#">Delete</a>   <a href="#">Renew</a>

An Edit page displays, showing the delegate’s current information. You may then edit the delegate’s information, including the permissions given and click Save.

4. To delete an assigned delegate, click Delete next to the desired delegate’s name.



**NOTE:** The delegate will be deleted immediately. If, at a future date, you would like them to carry out PSC tasks on your behalf again, you may re-add them to your Delegates list through the Create New option. Please note that if you decide to re-add a delegate, you must complete all the fields in the Create New page with their information again.

Name	Email	Status	Delegation end date	Remaining days	
FName2 LName2	example2@abc.com	Active	12/06/2024	365	Edit   Delete   Renew
FName LName	example@abc.com	Active	10/20/2024	318	Edit   Delete   Renew

5. Lifetime access for delegates can also be updated:
  - a. An ATN owner can limit the length of time a delegate can have PSC access to (one year) without access being renewed.
    - i. Start day will be the delegate’s assignment date

- ii. End date will be a year from the delegation or delegation renewal
- b. PSC will send the ATN owner a renewal notice, 30 days prior to a delegate expiration date.
- c. PSC gives you the ability to view the delegate status:
  - i. PSC displays the delegate status and delegation end date
  - ii. Start day will be the delegate’s assignment date



**NOTE:** This functionality allows you to change, remove and/or modify a delegate or delegate data.

6. To renew a delegate’s access, click **Renew** next to the desired delegate’s name.

The screenshot shows the PRMP|PSC interface with the 'Delegates' section. A table lists two delegates. The second delegate's 'Renew' button is highlighted with a red box.

Name	Email	Status	Delegation end date	Remaining days	
FName2 LName2	example2@abc.com	Active	12/06/2024	365	<a href="#">Edit</a>   <a href="#">Delete</a>   <a href="#">Renew</a>
FName LName	example@abc.com	Active	10/20/2024	318	<a href="#">Edit</a>   <a href="#">Delete</a>   <b><a href="#">Renew</a></b>

Once Renew is selected, the Delegation end date and Remaining days are automatically updated.

The screenshot shows the PRMP|PSC interface with the 'Delegates' section. The table from the previous screenshot is shown, but the 'Delegation end date' and 'Remaining days' for the second delegate are now updated to 12/06/2024 and 365, respectively, and are highlighted with a red box.

Name	Email	Status	Delegation end date	Remaining days	
FName2 LName2	example2@abc.com	Active	12/06/2024	365	<a href="#">Edit</a>   <a href="#">Delete</a>   <a href="#">Renew</a>
FName LName	example@abc.com	Active	<b>12/06/2024</b>	<b>365</b>	<a href="#">Edit</a>   <a href="#">Delete</a>   <a href="#">Renew</a>



**NOTE:** An ATN owner may renew a delegate at any time. For example, if they would like for all of their delegates to expire and be renewed at the same time, they may click **Renew** for all of the delegates.

PRMP|PSC Home Messages Demographics Upload Delegates example@abc.com Logout Español

## Delegates

A delegate is authorized to perform limited tasks with limited permissions as given by the PSC account owner. These permissions encompass the ability to read and download letters, access and edit demographics information, as well as view and upload documents as necessary.

[Create New](#)

Name	Email	Status	Delegation end date	Remaining days	
FName2 LName2	example2@abc.com	Active	12/06/2024	365	<a href="#">Edit</a>   <a href="#">Delete</a>   <a href="#">Renew</a>
FName LName	example@abc.com	Active	12/06/2024	365	<a href="#">Edit</a>   <a href="#">Delete</a>   <a href="#">Renew</a>



**NOTE:** To go back to the Delegates list without saving any changes, click *Go Back*.

Email

[Save](#)

[Go back](#)

## 4 Delegate

### 4.1 Register for PSC as a Delegate

When accessing the Provider Secure Communications (PSC) Website for the first time as a delegate, you must first register to create a new account once you have received an email informing you of your delegate assignment. This allows you to create credentials that you will use to log into PSC in the future.

#### Quick Reference – Register for PSC

Table 12: Register for PSC

Step	Task	Action	Result
When an ATN owner assigns you as a delegate, you will receive an email informing you that will also include a link to register. You may open a supported internet browser and go to the URL for <b>Puerto Rico’s Secure Communications Website</b> ( <a href="https://psc.pmmis.pr.gov">https://psc.pmmis.pr.gov</a> ).			
1	Start PSC registration.	Click <b>Register</b> .	<b>Register</b> page displays.
2	Complete PSC registration.	Complete <b>Registration</b> page. <i>NOTE: You must use the email address to which you received the registration email. If a different email address is applied, then you will receive an error message.</i>	Required registration fields are completed.
3	Submit PSC registration.	Click <b>Register</b> .	Registration confirmation email is sent.
4	Verify registration.	Access your email and follow the steps in the registration notification.	PSC registration is complete.

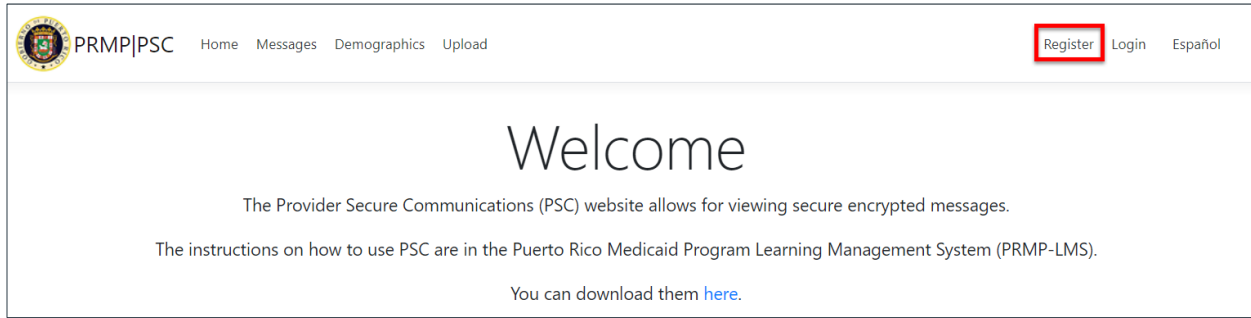
#### Detailed Steps

Click on the link of the email that you received informing you of your delegation assignment. This will take you directly to the PSC registration as a delegate. You should be using a supported internet browser from the list below. You may also register by going to the URL for **Puerto Rico’s Secure Communications Website**: <https://psc.pmmis.pr.gov>

Supported internet browsers include:

- Microsoft Internet Explorer (version 7.0 and later)
- Google Chrome (version 70.0.3538 and later)
- Microsoft Edge (version 41.16299.15 and later)
- Mozilla Firefox (version 2.0 and later)

1. To open the **PSC Registration** page using the URL, click **Register** in the upper-right corner of the page.



The **Registration** page displays. Complete the required fields under the Delegates Tab.



**NOTE:** You will only need to register for the PSC once. If you currently have a PSC account with the same email address, you do not need to register a new account: simply log in to your current account. To register for the first time, you must use the email address to which you received the registration email and create a valid password. As a delegate, the information to which you have access has been predetermined by the ATN owner. The subject line for the email states the following: You have been assigned as delegate in the PSC website - Ha sido asignado como delegado en el sitio web de PSC.

- a. Enter the email address to which you received the registration notification. If your registered MAIL TO/CORRESPOND email address has been updated, you must use that email for the PSC registration process.
- b. Enter the password fields and confirm that you are not a robot.

PRMP|PSC Home Messages Demographics Upload Register Login Español

## Register

Provider Delegate

Create a new account.

Email

Confirm Email

Password

Confirm Password

I'm not a robot

reCAPTCHA  
Privacy - Terms

Register





**NOTE:** Please make sure that you are registering under the **Delegate** tab.

Register

Provider  Delegate

The **Delegate** tab is for assigned delegates that will carry out PSC tasks on behalf of a provider to register in PSC.



**NOTE** The email ID in PSC **must** be the email address to which the registration email was received. PSC will validate the email address and will display an error message if a different email address is used for registration.

2. Click **Register** to submit the request.
3. A new page displays, indicating that the user must confirm the email address to complete the registration.

PRMP|PSC Home Messages Demographics Upload Register Login Español

## Please confirm email

Thank you for registering in PSC. Please go to your email to find the registration confirmation and select the link to confirm your registration. Should the email not appear in your inbox, please check your 'junk mail' folder. When selecting the link, the browser should be the same as the one you used to register. **Using a different browser will result in needing to go through the confirmation process again.**

4. Access the email used for the PSC registration and follow the steps in the email to confirm email address.

## 4.2 Log in to PSC

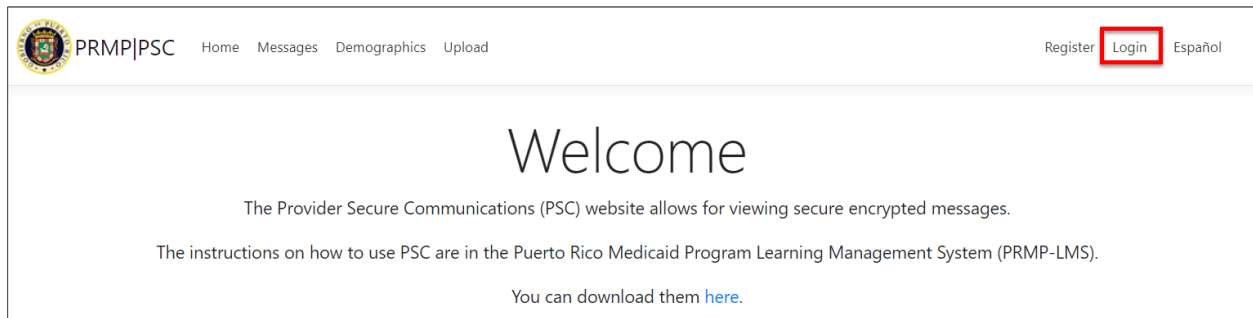
### Quick Reference – Log in to PSC

Table 13: Log in to PSC

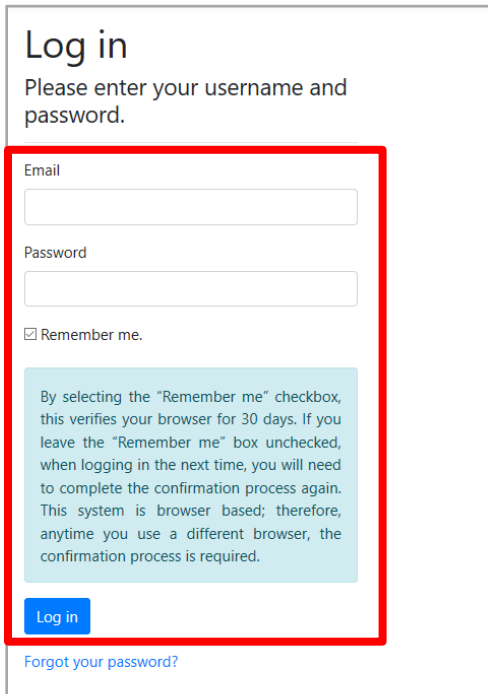
Step	Task	Action	Result
Open a supported internet browser and go to the URL for <b>Puerto Rico’s Secure Communications Website</b> ( <a href="https://psc.prmis.pr.gov">https://psc.prmis.pr.gov</a> ).			
1	Access <b>Login</b> page.	Click <b>Login</b> .	<b>Login</b> page displays.
2	Log in to PSC.	Enter the email and password submitted during registration. Click <b>Log in</b> .	<b>A verification link is sent to your e-mail address</b>
3	Verify and confirm your log in	Click the verification link sent to your e-mail address	<b>PSC Home Page displays.</b>

#### Detailed Steps

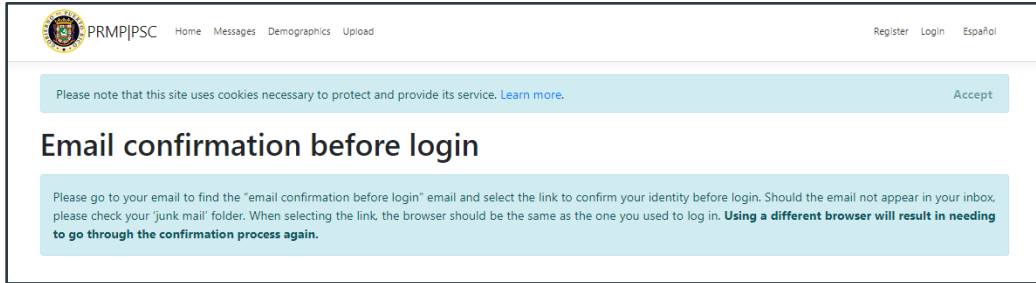
- To log into PSC as a returning user, click **Login** at the top of the **PSC Home Page**.



- The **Log in** page displays. Enter the email and password used for registration and click **Log in**.



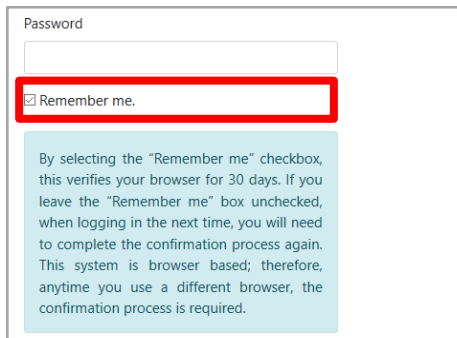
3. A verification link will be sent to the registered e-mail address. Click the link to complete log in.



The screenshot shows the PRMP|PSC website header with navigation links: Home, Messages, Demographics, Upload, Register, Login, and Español. A light blue banner at the top contains a cookie notice: "Please note that this site uses cookies necessary to protect and provide its service. [Learn more.](#)" with an "Accept" button. Below this, the heading "Email confirmation before login" is displayed. A text box below the heading reads: "Please go to your email to find the 'email confirmation before login' email and select the link to confirm your identity before login. Should the email not appear in your inbox, please check your 'junk mail' folder. When selecting the link, the browser should be the same as the one you used to log in. **Using a different browser will result in needing to go through the confirmation process again.**"

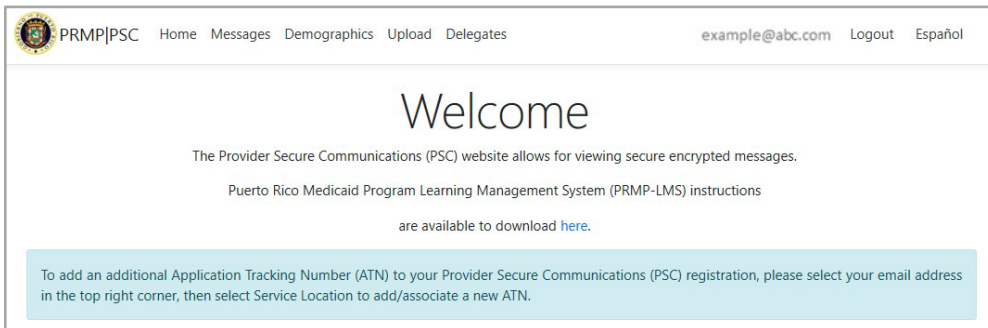


**NOTE:** If you check the **Remember me** box, you will not be asked to use a verification link to log into PSC for the next 30 days. You will only be prompted for the verification link the first time that you log into PSC and after the 30-day period is over.



The screenshot shows a login form with a "Password" label and a text input field. Below the input field is a checkbox labeled "Remember me." which is highlighted with a red rectangular border. Below the checkbox, a light blue text box contains the following text: "By selecting the 'Remember me' checkbox, this verifies your browser for 30 days. If you leave the 'Remember me' box unchecked, when logging in the next time, you will need to complete the confirmation process again. This system is browser based; therefore, anytime you use a different browser, the confirmation process is required."

Your PSC Home Page displays.



The screenshot shows the PRMP|PSC website header with navigation links: Home, Messages, Demographics, Upload, Delegates, example@abc.com, Logout, and Español. The main heading is "Welcome". Below the heading, the text reads: "The Provider Secure Communications (PSC) website allows for viewing secure encrypted messages. Puerto Rico Medicaid Program Learning Management System (PRMP-LMS) instructions are available to download [here](#)." At the bottom, a light blue banner contains the text: "To add an additional Application Tracking Number (ATN) to your Provider Secure Communications (PSC) registration, please select your email address in the top right corner, then select Service Location to add/associate a new ATN."

### 4.3 Recover PSC User Account

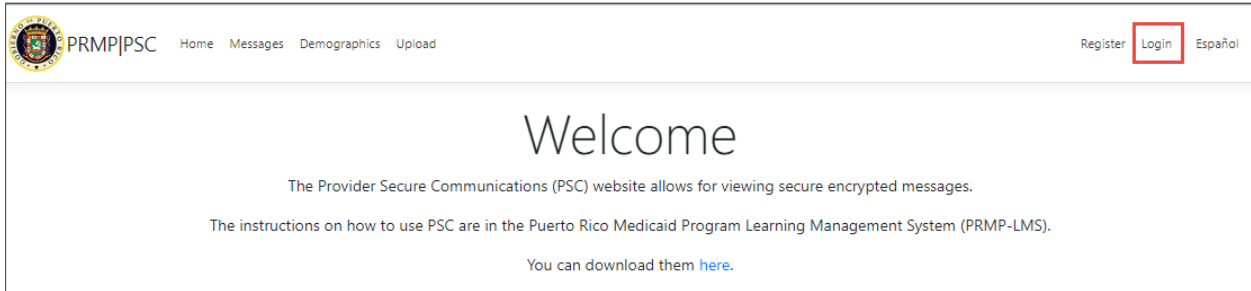
#### Quick Reference – Recover PSC User Account

Table 14: Recover PSC User Account

Step	Task	Action	Result
Open a supported internet browser and go to the URL for <b>Puerto Rico’s Secure Communications Website</b> ( <a href="https://psc.prmis.pr.gov">https://psc.prmis.pr.gov</a> ) and log in.			
1	Access <b>Login</b> page.	Click <b>Login</b> .	<b>Login</b> page displays.
2	Access Account Recovery.	Click <b>Account Recovery</b> on the bottom left.	The Account Recovery screen displays.
3	Complete PSC Account Recovery page.	Enter ATN and NPI or Tax ID and the email address to which you originally registered. Confirm you are not a robot and click Send.	The “Please confirm email” page displays.
4	Confirm Email	Click on the email that was sent and confirm email.	Provider may now log in to new account after email is confirmed.

#### Detailed Steps

1. From the **PSC Home Page**, click Login in the upper-right of the page.



2. From the **Login** page, click on the Account Recovery link on the bottom left.

PRMP|PSC Home Messages Demographics Upload

## Log in

Please enter your username and password.

Email

Password

Remember me.

By selecting the "Remember me" checkbox, this verifies your browser for 30 days. If you leave the "Remember me" box unchecked, when logging in the next time, you will need to complete the confirmation process again. This system is browser based; therefore, anytime you use a different browser, the confirmation process is required.

Log in

[Forgot your password?](#)

[Account recovery](#)

The Account Recovery Screen opens.

PRMP|PSC Home Messages Demographics Upload Register Login Español

## Account Recovery

Please enter two items, such as National Provider Identifier (NPI) and Application Tracking Number (ATN) or Tax Identification Number (Tax ID) and ATN when completing your registration, please ensure that the email entered matches the one registered as the "email to" address

ATN

NPI

Tax ID

Email

Confirm Email

Password

Confirm Password

I'm not a robot

reCAPTCHA

Send

3. Enter the appropriate information – ATN and NPI or Tax ID and the email address to which you received the registration email. Confirm you are not a robot and click the Send button.

PRMP|PSC Home Messages Demographics Upload Register Login Español

## Account Recovery

Please enter two items, such as National Provider Identifier (NPI) and Application Tracking Number (ATN) or Tax Identification Number (Tax ID) and ATN when completing your registration. please ensure that the email entered matches the one registered as the 'email to' address

ATN  
0968866857

NPI  
1596577977


Tax ID

Email  
example@abc.com

Confirm Email  
example@abc.com

Password  
.....

Confirm Password  
.....

I'm not a robot  reCAPTCHA  
Privacy - Terms

The “Please confirm email” page is displayed.

PRMP|PSC Home Messages Demographics Upload Register Login Español

Please note that this site uses cookies necessary to protect and provide its service. [Learn more.](#)

## Please confirm email

Thank you for registering in PSC. Please go to your email to find the registration confirmation and select the link to confirm your registration. Should the email not appear in your inbox, please check your 'junk mail' folder. When selecting the link, the browser should be the same as the one you used to register. **Using a different browser will result in needing to go through the confirmation process again.**

4. You may now log in to new account after email is confirmed.

The screenshot shows the PRMP|PSC login page. At the top left is the PRMP|PSC logo and navigation links: Home, Messages, Demographics, Upload. At the top right are links for Register, Login, and Español. The main heading is "Log in" followed by the instruction "Please enter your username and password." Below this are two input fields: "Email" with the placeholder "example@abc.com" and "Password" with masked characters. A "Remember me" checkbox is checked. A light blue informational box explains that the "Remember me" checkbox verifies the browser for 30 days and that logging in from a different browser requires re-confirmation. Below the box is a blue "Log in" button and two links: "Forgot your password?" and "Account recovery".

The screenshot shows the PRMP|PSC Welcome page. At the top left is the PRMP|PSC logo and navigation links: Home, Messages, Demographics, Upload. At the top right are links for Register, Login, and Español. The main heading is "Welcome" in a large font. Below it is a paragraph: "The Provider Secure Communications (PSC) website allows for viewing secure encrypted messages. The instructions on how to use PSC are in the Puerto Rico Medicaid Program Learning Management System (PRMP-LMS). You can download them [here](#)." The word "here" is a blue hyperlink.

## 4.4 Manage PSC Password

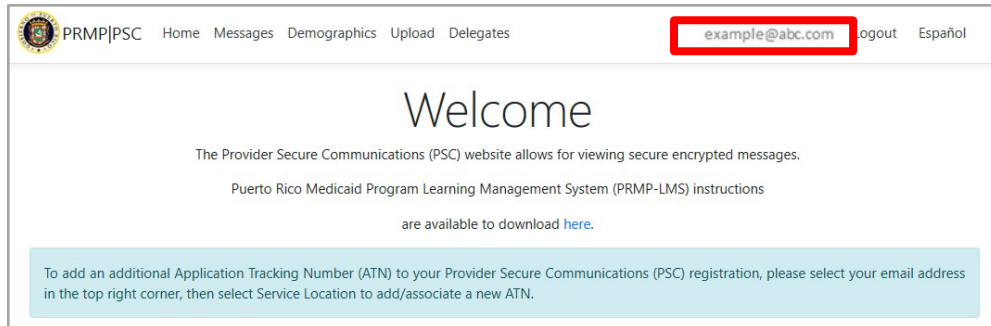
### Quick Reference – Manage PSC Password

Table 15: Manage PSC Password

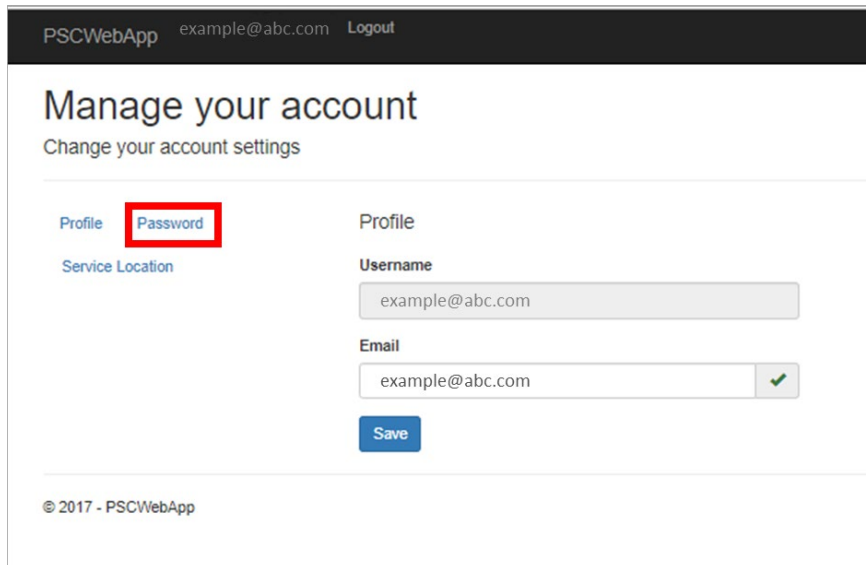
Step	Task	Action	Result
Open a supported internet browser and go to the URL for <b>Puerto Rico’s Secure Communications Website</b> ( <a href="https://psc.prmis.pr.gov">https://psc.prmis.pr.gov</a> ) and log in.			
1	Access <b>Manage Your Account</b> page.	From the <b>PSC Home Page</b> , click your email address.	<b>Manage Your Account</b> page displays.
2	Access your <b>PSC Change Password</b> account settings.	Click <b>Password</b> on the left.	<b>Change Password</b> account settings display.
3	Complete PSC profile updates.	Complete the fields and update password.	PSC password is updated.

#### Detailed Steps

1. From the **PSC Home Page**, click your email address in the upper-right of the page.



2. Click **Password** on the left.



3. The **Change Password** fields display. Complete the fields and click **Update Password**.





**NOTE:** If you have forgotten your password, use the **Forgot Your Password?** link on the **Login** page.

The screenshot shows a web application interface for managing an account. At the top, a dark header bar contains the text 'PSCWebApp', the email address 'example@abc.com', and a 'Logout' link. Below the header, the main content area is titled 'Manage your account' with the subtitle 'Change your account settings'. On the left side, there are three menu items: 'Profile', 'Password', and 'Service Location', with 'Password' being the active selection. The main content area is titled 'Change password' and contains three input fields: 'Current password', 'New password', and 'Confirm new password'. Below these fields is a blue button labeled 'Update password', which is highlighted with a red rectangular border. At the bottom left of the page, there is a copyright notice: '© 2017 - PSCWebApp'.

## 4.5 View Secure Messages

PRMP can send secure messages and letters to providers through the PSC. Welcome Letters, Renewal Notifications, and other important notifications are available for a delegate to view for service locations approved by the ATN owner.

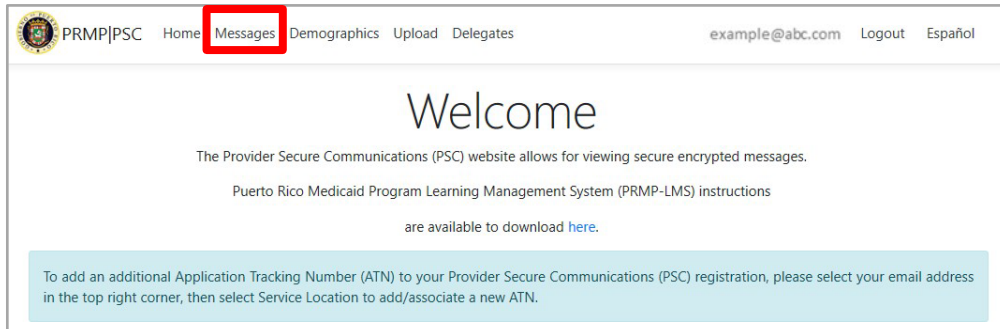
### Quick Reference – View Secure Messages

Table 16: View Secure Messages

Step	Task	Action	Result
Open a supported internet browser and go to the URL for <b>Puerto Rico’s Secure Communications Website</b> ( <a href="https://psc.prmis.pr.gov">https://psc.prmis.pr.gov</a> ) and log in.			
1	Access <b>Messages</b> page.	Click <b>Messages</b> .	<b>Messages</b> page displays.
2	View secure communications.	Click <b>Details</b> to view message.  <i><b>NOTE:</b> After selecting a Service Location, the user will be able to determine if they are the Owner or Delegate for that particular Service Location.</i>  Click <b>Back to List</b> when finished viewing.	Message details are viewed.
3	Delete secure communications.	Click <b>Delete</b> .	Message is deleted.

#### Detailed Steps

1. From your **PSC Home Page**, click **Messages** at the top of the page.



The **Messages** page displays. All secure messages for available Service Locations display here and can be viewed or deleted.

Also, the user can sort on Service Location and will be able to determine if they are the Owner or Delegate for that particular Service Location.

PRMP|PSC Home Messages Demographics Upload Delegates example@abc.com Logout Español

## Messages

Welcome letters will appear here 1-2 business days after receipt of the Application Tracking Number (ATN) approval notification. Once the Welcome Letter appears, if it is deleted, it cannot be recovered unless you contact the Provider Contact Center at (787) 641-4200, who will request the letter to be sent via email.

Service Location: Service Location 1 You are a **Delegate** for this service location.

Service Location	Subject	Message	
Service Location 1	Example	Test Message	<a href="#">Details</a>   <a href="#">Delete</a>
Service Location 2	Example	Test Message	<a href="#">Details</a>   <a href="#">Delete</a>
Service Location 3	Example	Test Message	<a href="#">Details</a>   <a href="#">Delete</a>
Service Location 4	Example	Test Message	<a href="#">Details</a>   <a href="#">Delete</a>



**NOTE:** If you need to see messages for a Service Location that you removed from your PSC account, as a delegate, the ATN owner will need to add the Service Location again as delegates are not allowed to add Service Locations.

- To view a message in its entirety, click **Details** next to the desired message. The message will display in a separate tab.

PRMP|PSC Home Messages Demographics Upload Delegates example@abc.com Logout Español

## Messages

Welcome letters will appear here 1-2 business days after receipt of the Application Tracking Number (ATN) approval notification. Once the Welcome Letter appears, if it is deleted, it cannot be recovered unless you contact the Provider Contact Center at (787) 641-4200, who will request the letter to be sent via email.

Service Location: Service Location 1 You are a **Delegate** for this service location.

Service Location	Subject	Message	
Service Location 1	Example	Test Message	<a href="#">Details</a>   <a href="#">Delete</a>
Service Location 2	Example	Test Message	<a href="#">Details</a>   <a href="#">Delete</a>
Service Location 3	Example	Test Message	<a href="#">Details</a>   <a href="#">Delete</a>
Service Location 4	Example	Test Message	<a href="#">Details</a>   <a href="#">Delete</a>

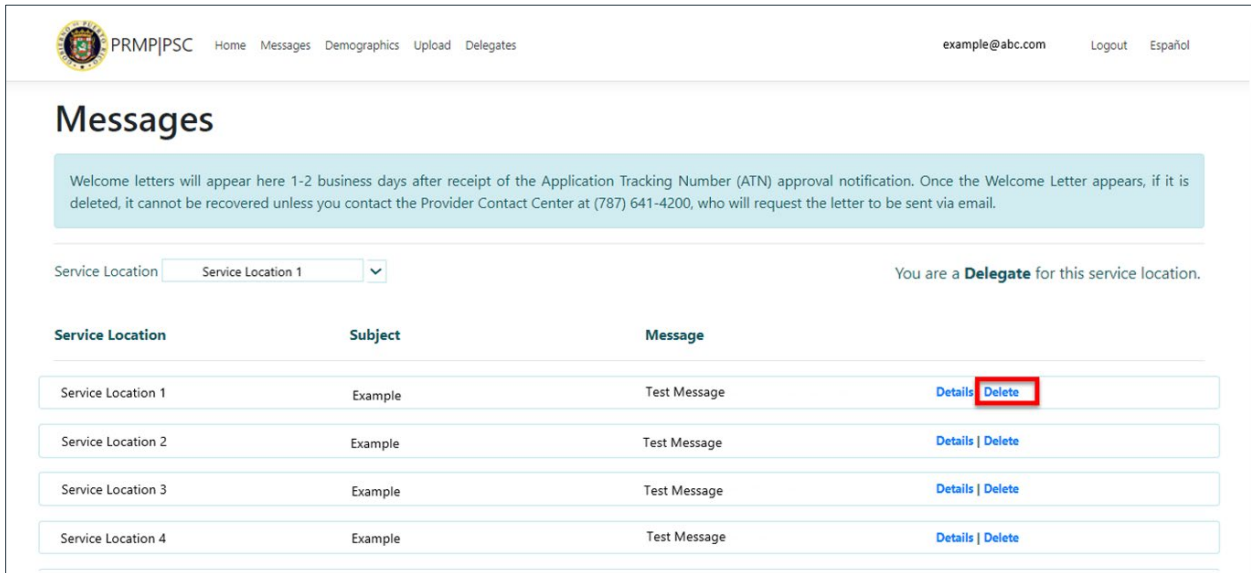
After reading the message details, you may close the tab and return to the screen above.



**NOTE:** Letters display in a new window as a PDF document when you click **Details**.



- To remove messages, click **Delete** next to the message that you no longer want to view from your **Messages** page.



## 4.6 Upload Documentation to PSC



**NOTE:** Delegates are only allowed to perform certain functions depending on what permissions are given by the ATN owner. A delegate may or may not have the capability to view or upload documents.

Providers may receive messages through PSC regarding documentation that they must submit or actions that they must take to update current documentation. Providers can upload and download provider forms through the PSC Website to be processed by PRMP. Delegates may or may not have this capability.

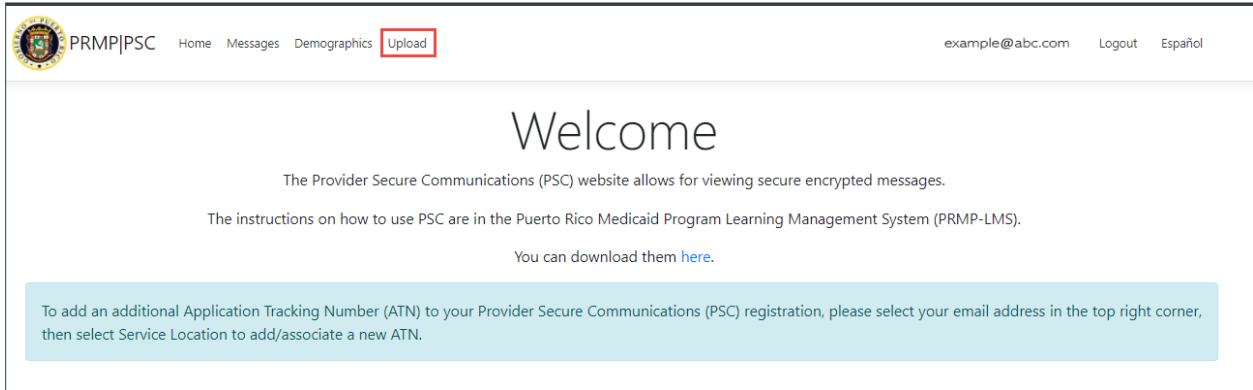
### Quick Reference – Upload Documentation to PSC

Table 17: Upload Documentation to PSC

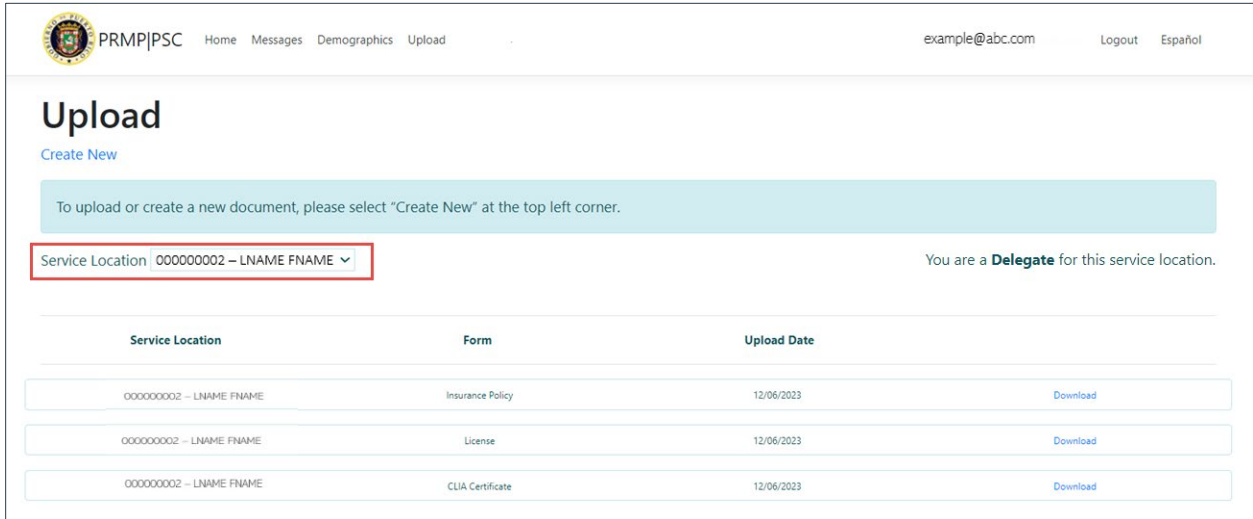
Step	Task	Action	Result
Open a supported internet browser and go to the URL for <b>Puerto Rico’s Secure Communications Website</b> ( <a href="https://psc.prmis.pr.gov">https://psc.prmis.pr.gov</a> ) and log in.			
1	Access the <b>Upload</b> page.	From the <b>PSC Home Page</b> , click the <b>Upload</b> tab.	Page displays.
2	View Service Location permissions on pages.	After selecting a Service Location, the user will be able to determine what permissions they have for that particular Service Location. <b>NOTE:</b> A delegate is able to perform tasks to service locations to which they are given permissions.	Service locations will display depending on permissions.
3	Upload document to PSC.	Click <b>Create New</b> . Complete all displayed fields, select the file to upload, and click <b>Create</b> . <b>NOTE:</b> If the delegate attempts to create a new Upload but only has View capability for a certain Service Location, an error message will display.	Document is uploaded and displayed in the <b>Upload</b> page.
4	Download a personal copy of a document.	Click <b>Download</b> .	Document is downloaded.

**Detailed Steps**

1. From the **PSC Home Page**, click **Upload** at the top of the page.



The Upload page displays. The user can sort on Service Location and will be able to determine what permissions they have for a particular Service Location.



2. To upload a new document to PSC, click Create New.

PRMP|PSC Home Messages Demographics Upload example@abc.com Logout Español

## Upload

[Create New](#)

To upload or create a new document, please select "Create New" at the top left corner.

Service Location 000000002 – LNAME FNAME You are a **Delegate** for this service location.

Service Location	Form	Upload Date	
000000002 – LNAME FNAME	Insurance Policy	12/06/2023	<a href="#">Download</a>
000000002 – LNAME FNAME	License	12/06/2023	<a href="#">Download</a>
000000002 – LNAME FNAME	CLIA Certificate	12/06/2023	<a href="#">Download</a>

The **Create Upload** page displays. Complete all displayed fields and select the desired file for upload.

PRMP|PSC Home Messages Demographics Upload example@abc.com Logout Español

Please note that this site uses cookies necessary to protect and provide its service. [Learn more.](#) [Accept](#)

## Create Upload

Document uploads are limited to 12 MB. In the event that a document is over that size, it will need to be split into two or more documents. File types supported are: doc, docx, pdf, xls,xlsx, jpg, png, txt.

Service Location 000000002 – LNAME FNAME You are a **Delegate** for this service location.

Form CLIA Certificate

[Browse](#)

[Create](#)

[Go back](#)

Types of documents listed in PSC:

- Change of Address
- PRDoH Controlled Substance Certificate - ASSMCA
- CLIA Certificate
- DEA Certificate
- Negative Certificate of Penal Record
- Insurance Policy
- License

- Surety Bond
- Specialty Certificate
- Other

3. Once all fields are completed and the file is chosen, click **Create** to upload the selected file.

## Create Upload

Document uploads are limited to 12 MB. In the event that pdf, xls, xlsx, jpg, png, txt.

Service Location 000000002 – LNAME FNAME ▼

Form DEA Certificate ▼

test1.pdf Browse

Create

[Go back](#)

The uploaded document is now displayed in the **Upload** page, showing the Service Location, form type, and upload date of the form.

PRMP|PSC [Home](#) [Messages](#) [Demographics](#) [Upload](#)
example@abc.com [Logout](#) [Español](#)

## Upload

[Create New](#)

To upload or create a new document, please select "Create New" at the top left corner.

Service Location 000000002 – LNAME FNAME ▼ You are a **Delegate** for this service location.

Service Location	Form	Upload Date	
000000002 – LNAME FNAME	Insurance Policy	12/06/2023	<a href="#">Download</a>
000000002 – LNAME FNAME	License	12/06/2023	<a href="#">Download</a>
000000002 – LNAME FNAME	CLIA Certificate	12/06/2023	<a href="#">Download</a>
000000002 – LNAME FNAME	DEA Certificate	12/07/2023	<a href="#">Download</a>





**NOTE:** If the delegate attempts to create a new Upload but only has View capability for a certain Service Location, an error message will display. If the user does not have either capability, the service location will not display in the drop-down list.

The screenshot shows the 'Create Upload' page. At the top, there is a navigation bar with 'PRMP|PSC' and links for 'Home', 'Messages', 'Demographics', and 'Upload'. The user is logged in as 'PSC.Delegate1@gmail.com'. A light blue banner contains the text: 'Document uploads are limited to 12 MB. In the event that a document is over that size, it will need to be split into two or more documents. File types supported are: doc, docx, pdf, xls,xlsx, jpg, png, txt.' Below this, a red-bordered error message states: 'This user currently does not have permission to upload documents.' There is a 'Service Location' dropdown menu, a 'Form' dropdown menu, and a file upload area with a 'Browse' button. A 'Go back' link is at the bottom left.

4. To download a personal copy of an uploaded form, click **Download** next to the desired form.

The screenshot shows the 'Upload' page. The navigation bar includes 'PRMP|PSC' and links for 'Home', 'Messages', 'Demographics', and 'Upload'. The user is logged in as 'example@abc.com'. A light blue banner says: 'To upload or create a new document, please select "Create New" at the top left corner.' Below the banner, there is a 'Service Location' dropdown menu set to '00000002 – LNAME FNAME' and a message: 'You are a Delegate for this service location.' A table lists uploaded forms:

Service Location	Form	Upload Date	
00000002 – LNAME FNAME	Insurance Policy	12/06/2023	<a href="#">Download</a>
00000002 – LNAME FNAME	License	12/06/2023	<a href="#">Download</a>

## 4.7 Update PSC Demographic Data



**NOTE:** Delegates are only allowed to perform certain functions depending on what permissions are given by the ATN owner. A delegate may or may not have the capability to view or edit Demographic Data

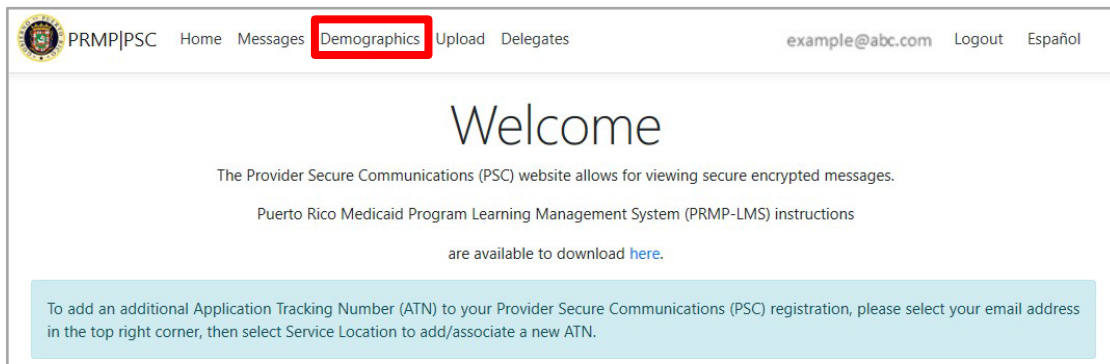
### Quick Reference – Update PSC Demographic Data

Table 18: Update PSC Demographic Data

Step	Task	Action	Result
Open a supported internet browser and go to the URL for <b>Puerto Rico’s Secure Communications Website</b> ( <a href="https://psc.prmis.pr.gov">https://psc.prmis.pr.gov</a> ) and log in.			
1	Access <b>Demographics</b> page.	From the <b>PSC Home Page</b> , click <b>Demographics</b> .	<b>Demographics</b> page displays.
2	View Service Location permissions on pages.	After selecting a Service Location, the user will be able to determine what permissions they have for that particular Service Location.	Service locations will display depending on permissions.  <b>NOTE:</b> A delegate is able to perform tasks to service locations to which they are given permissions.
3	View Demographic data by Service Location.	Click <b>Service Location</b> drop-down. Select the desired location.	Demographic data displays for selected Service Location.
4	Edit Demographic data.	Click <b>Edit</b> . Update the desired fields, check the <b>“I have verified above information is accurate”</b> box, and click <b>Save</b> .  <b>NOTE:</b> If the delegate attempts to create a new Upload but only has View capability for a certain Service Location, an error message will display.	Demographic data is edited.

#### Detailed Steps

1. From the **PSC Home Page**, click **Demographics** at the top of the page.



The **Demographics** page displays.

**Depending on permissions given to a delegate**, on this page a delegate will see all addresses associated with added Service Locations, along with phone number, phone type, and phone extension. Types of addresses that may be displayed here include Home or Corporate office address, Mail To/Correspondence address, and Pay To address. These are taken from the Service Location(s) disclosed in the enrollment application the ATN owner previously submitted through the PEP and from any additional Service Locations that have been added through the **PSC Account Management** feature.



**NOTE:** A delegate does not have permission to add a service location. Only the ATN owner has that capability.

A delegate may or may not have access to more than one Service Location. **Service locations will display depending on permissions.** To only view addresses associated to a specific Service Location, click the **Service Location** dropdown list in the upper-left corner of the page and select the desired location.

PRMP|PSC

[Home](#)
[Messages](#)
[Demographics](#)
[Upload](#)

example@abc.com
Logout
Español

## Demographics

Service Location information changes are limited. Other Service Locations that are not associated with the registered ATN (such as new locations disclosed in later enrollment applications) must be added individually to your PSC account in order to manage functionality and receive communications related to these additional locations.

Service Location 00000002 – LNAME FNAME ▼
You are a **Delegate** for this service location.

**Service Location:** CALLE JAZMIN, , SAN JUAN, PR 00927-0000

Address Type	Address 1	Address 2	City	State	Zip	Phone	Email	
HOME/CORP OFFICE	CALLE JAZMIN		SAN JUAN	PR	00927-0000	(787) 866-3355	example@abc.com	<a href="#">Edit</a>
MAIL TO/CORRESPOND	CALLE JAZMIN		SAN JUAN	PR	00927-0000	(787) 866-3355	example@abc.com	<a href="#">Edit</a>
PAY TO ADDRESS	CALLE JAZMIN		SAN JUAN	PR	00927-0000	(787) 866-3355	example@abc.com	<a href="#">Edit</a>

- To edit information related to a service location, click the **Edit** button next to the desired address.

The screenshot shows the PRMP|PSC website interface. At the top, there is a navigation bar with the PRMP|PSC logo, links for Home, Messages, Demographics, and Upload, and user information including 'example@abc.com', Logout, and Español. The main heading is 'Demographics'. Below this is a light blue informational box stating: 'Service Location information changes are limited. Other Service Locations that are not associated with the registered ATN (such as new locations disclosed in later enrollment applications) must be added individually to your PSC account in order to manage functionality and receive communications related to these additional locations.' Below the box, there is a 'Service Location' dropdown menu set to '000000002 – LNAME FNAME' and a note: 'You are a **Delegate** for this service location.' Underneath, the 'Service Location:' is listed as 'CALLE JAZMIN, , SAN JUAN, PR 00927-0000'. The main content is a table with the following columns: Address Type, Address 1, Address 2, City, State, Zip, Phone, and Email. The table contains three rows of data, each with an 'Edit' button in the final column. The first row's 'Edit' button is highlighted with a red border.

Address Type	Address 1	Address 2	City	State	Zip	Phone	Email	
HOME/CORP OFFICE	CALLE JAZMIN		SAN JUAN	PR	00927-0000	(787) 866-3355	example@abc.com	Edit
MAIL TO/CORRESPOND	CALLE JAZMIN		SAN JUAN	PR	00927-0000	(787) 866-3355	example@abc.com	Edit
PAY TO ADDRESS	CALLE JAZMIN		SAN JUAN	PR	00927-0000	(787) 866-3355	example@abc.com	Edit



**NOTE:** Even with edit permissions, a delegate **cannot** add or delete the addresses in the **Demographics** page; you may only edit the available addresses to which you have access. See the [Link Service Locations section](#) of this guide for more details about adding or deleting a Service Location in your account.

3. The **Edit Demographics** page displays. A delegate may edit any of the available fields.

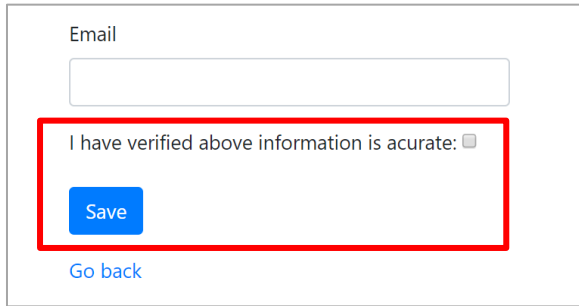
With edit permissions, you can edit or remove a phone number and/or email address associated with that location address.

The screenshot shows the 'Edit Demographics' page in the PRMP|PSC system. The page has a navigation bar with 'Home', 'Messages', 'Demographics', 'Upload', and 'Delegates'. The main content area is titled 'Edit Demographics' and contains the following fields:

- Service Location:** 000000002 – LNAME FNAME (dropdown)
- Address 1:** AVE LOS CORAZONES
- Address 2:** (empty)
- City:** MAYAGUEZ
- State:** PR - Puerto Rico (dropdown)
- Zip:** 00680
- Zip + 4:** 0000
- Phone Information:** A table with columns for Phone Type, Phone, and Extension.
 

Phone Type	Phone	Extension
HOME	7875552127	
MOBILE	7875552121	
WORK	7875552129	23135
TTY	7875552123	
PAGER	7875552124	
- Email:** example@abc.com
- Verification:** I have verified above information is accurate:
- Buttons:** Save (blue), Go back (text)

- Once you have completed your desired edits, check the box next to “**I have verified above information is accurate**” and click **Save**.



Email

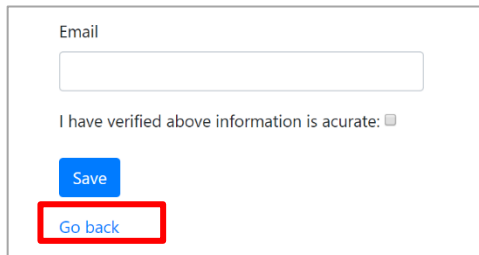
I have verified above information is accurate:

Save

[Go back](#)



**NOTE:** To go back to the **Demographics** list without saving any changes, click **Go Back**.



Email

I have verified above information is accurate:

Save

[Go back](#)

## 4.8 Update PSC Profile



**NOTE:** Changes to your PSC profile are NOT shared with PRMP.

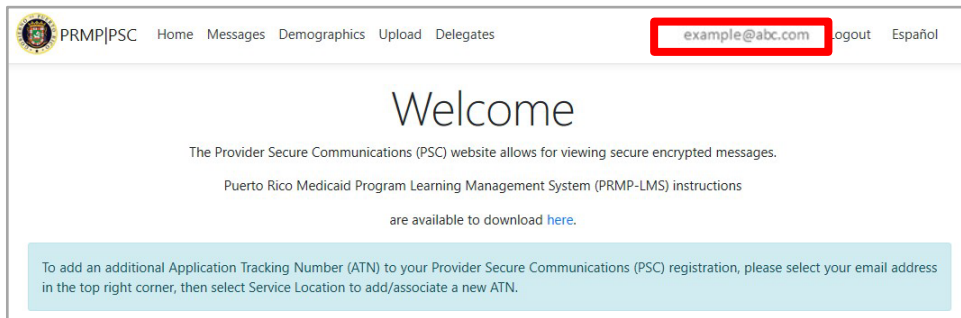
### Quick Reference – Update PSC Profile

Table 19: Update PSC Profile

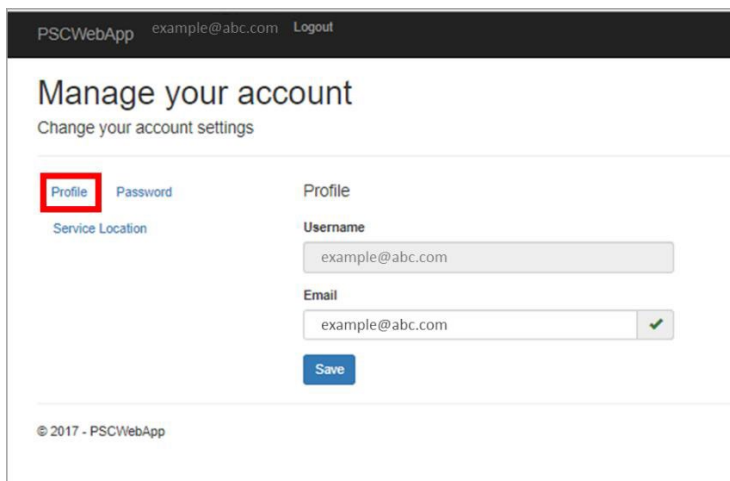
Step	Task	Action	Result
Open a supported internet browser and go to the URL for <b>Puerto Rico’s Secure Communications Website</b> ( <a href="https://psc.prmis.pr.gov">https://psc.prmis.pr.gov</a> ) and log in.			
1	Access <b>Manage Your Account</b> page.	From the <b>PSC Home Page</b> , click your email address.	<b>Manage Your Account</b> page displays.
2	Access your <b>PSC Profile</b> account settings.	Click <b>Profile</b> on the left.	<b>Profile</b> account settings display.
3	Complete <b>PSC Profile</b> updates.	Update details and click <b>Save</b> .	Updates are saved.

#### Detailed Steps

1. From the **PSC Home Page**, click your email address in the upper-right of the page.



2. If **Profile** is not already selected, click the **Profile** option on the left. Your current settings display.



3. Update your details and click **Save**. Updating your email address only impacts your PSC account. Be sure to contact PRMP directly to update your contact details.



**NOTE:** Currently, you can only update the email address registered in your profile.

A screenshot of a web application interface. At the top, a dark header bar contains the text 'PSCWebApp', 'example@abc.com', and 'Logout'. Below the header, the main content area is titled 'Manage your account' with the subtitle 'Change your account settings'. On the left side, there are three menu items: 'Profile', 'Password', and 'Service Location', with 'Profile' being the active selection. The main content area is titled 'Profile' and contains two input fields: 'Username' with the value 'example@abc.com' and 'Email' with the value 'example@abc.com'. A small green checkmark is visible to the right of the email field. Below the input fields is a blue button labeled 'Save', which is highlighted with a red rectangular border. At the bottom left of the page, there is a copyright notice: '© 2017 - PSCWebApp'.

For additional help, please call the Medicaid Provider Services Contact Center at (787) 641-4200.