



GOVERNMENT OF PUERTO RICO

Department of Health
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Puerto Rico Medicaid Management Information System

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Provider Secure Communication (PSC) Website

Phase Two Final User Documentation

Training Material – Reference Guide

Version 4.1

Change History

Version #	Date	Modified By	Description
4.1	10/22/2021	Gainwell Technologies	Logo updated per CR 21-672
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1 Acronyms

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

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

Table 1 – Acronyms

Acronyms	Definition
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 of 1996
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
- Navigate PSC
- View Secure Messages
- Link Service Locations in PSC Account
- Manage PSC Password
- Update PSC Account Settings
- Update Demographic Information
- Add Delegates to PSC
- Upload documentation to PSC

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

2.1 Register for PSC

When accessing the **Provider Secure Communications (PSC) Website** for the first time, you must first register to create a new account. 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 : https://psc.prmis.pr.gov .			
1	Start PSC registration.	Click Register .	Register page displays.
2	Complete PSC registration.	Complete Registration page.	Required registration fields are completed.
3	Submit PSC registration.	Click Register .	Registration confirmation email is sent.
4	Verify registration.	Access your email and follow the steps in the registration notification.	PSC registration is complete.

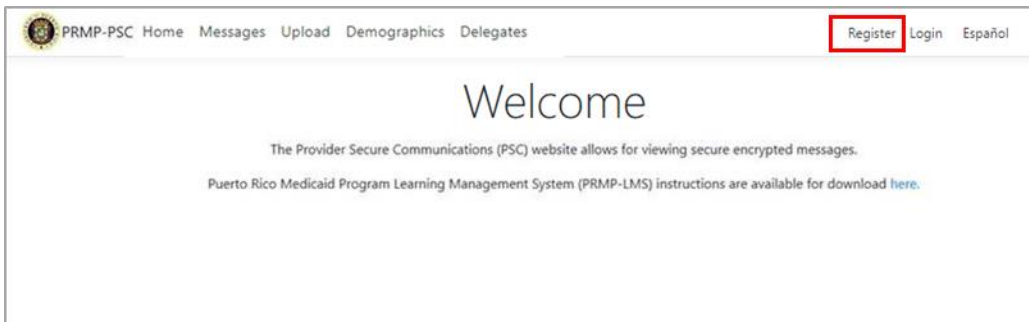
Detailed Steps

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 favorite’s shortcut, if you have 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)

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



2. 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 that will be used to reset your password to PSC.
- Enter the password fields and confirm that you are not a robot.



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.

3. 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.

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.

Log in

Please enter your username and password.

Email

Password

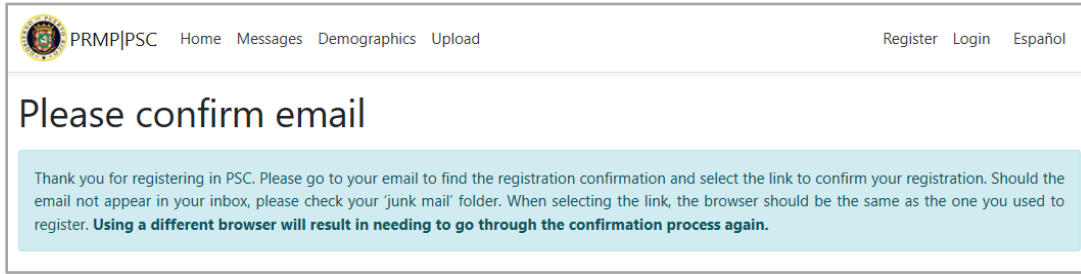
Remember me.

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?

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



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

2.2 Log in to PSC

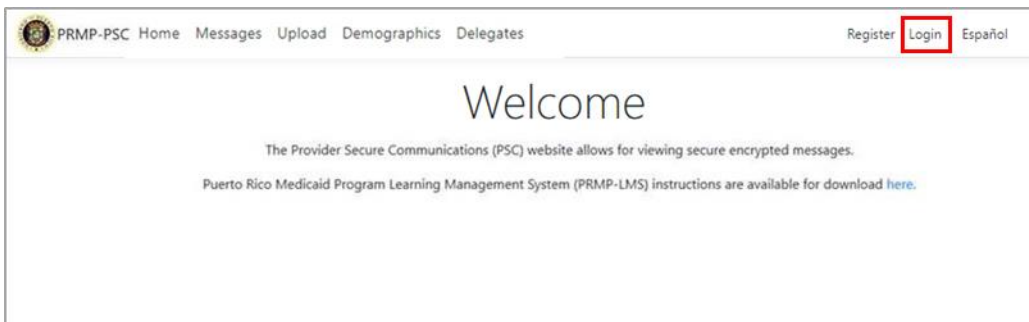
Quick Reference – Log in to PSC

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: https://psc.prmis.pr.gov .			
1	Access Login page.	Click Login .	Login page displays.
2	Log in to PSC.	Enter the email and password that you submitted during registration. Click Log in .	Verification link is sent via email.
3	Verify and confirm your login attempt.	Click the verification link sent via email.	PSC Home Page displays.

Detailed Steps

- 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 that you registered with in the respective fields and click **Log in**.

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?](#)

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

PRMP|PSC Home Messages Demographics Upload Register Login Español

Email confirmation before login

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.

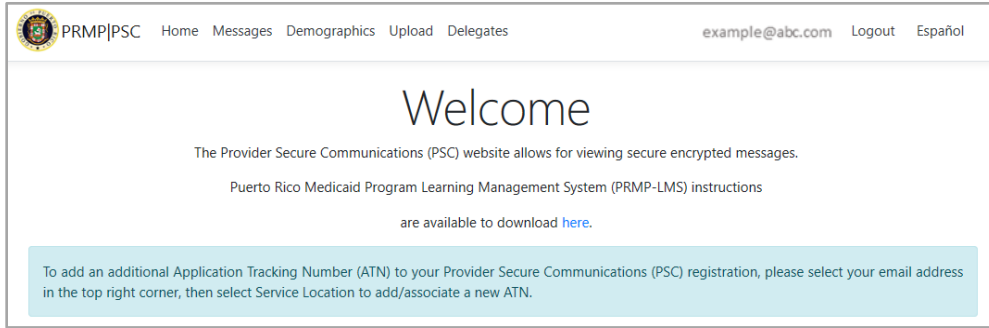
Password

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.

If you do this, 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.

Your **PSC Home Page** displays.



2.3 Manage PSC Password

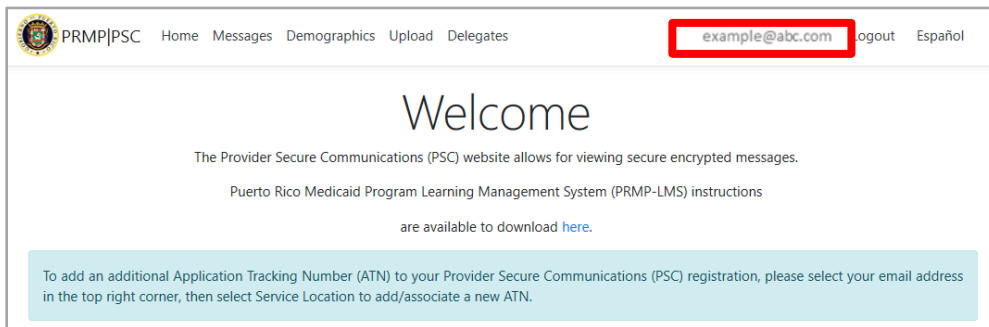
Quick Reference – Manage PSC Password

Table 4 – Manage PSC Password

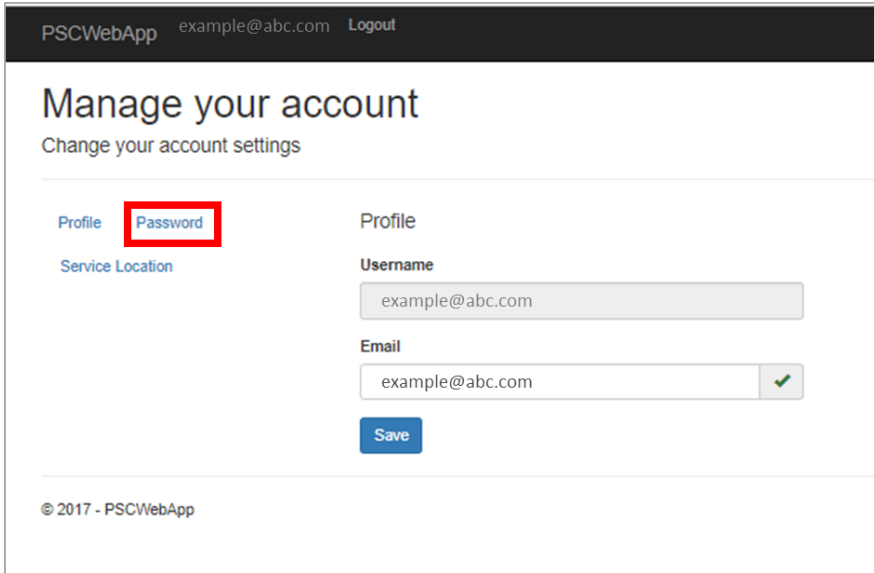
Step	Task	Action	Result
Open a supported internet browser and go to the URL for Puerto Rico’s Secure Communications Website and log in.			
1	Access Manage Your Account page.	From the PSC Home Page , click your email address.	Manage Your Account page displays.
2	Access your PSC Change Password account settings.	Click Password on the left.	Change Password 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.

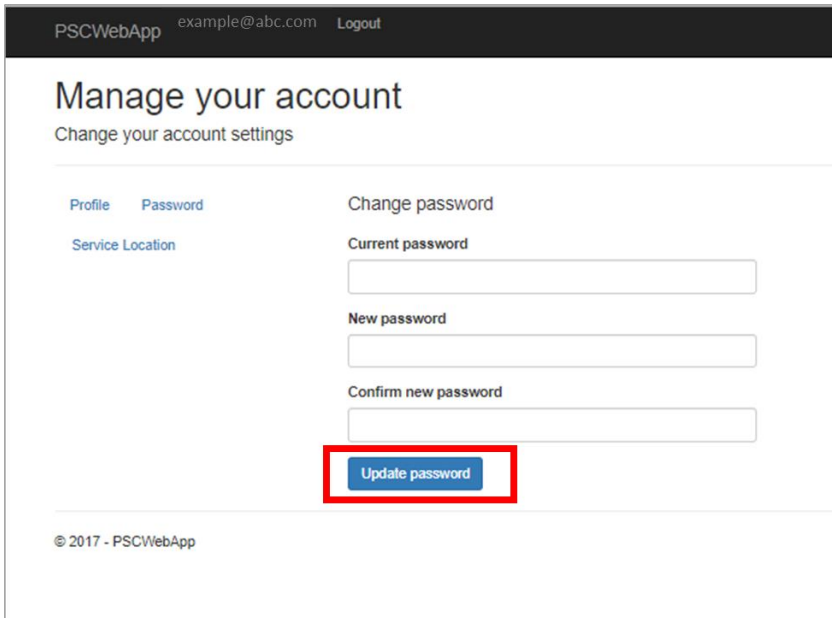


The screenshot shows the 'Manage your account' page with the 'Password' tab selected and highlighted with a red box. The page header includes 'PSCWebApp', 'example@abc.com', and 'Logout'. The main heading is 'Manage your account' with the sub-heading 'Change your account settings'. On the left, there are navigation links for 'Profile', 'Password', and 'Service Location'. The 'Profile' section contains a 'Username' field with 'example@abc.com' and an 'Email' field with 'example@abc.com' and a green checkmark. A blue 'Save' button is at the bottom. The footer shows '© 2017 - PSCWebApp'.

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 the 'Manage your account' page with the 'Change password' form displayed. The 'Password' tab is selected. The form has three input fields: 'Current password', 'New password', and 'Confirm new password'. A blue 'Update password' button is at the bottom and is highlighted with a red box. The page header and footer are the same as in the previous screenshot.

2.4 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.

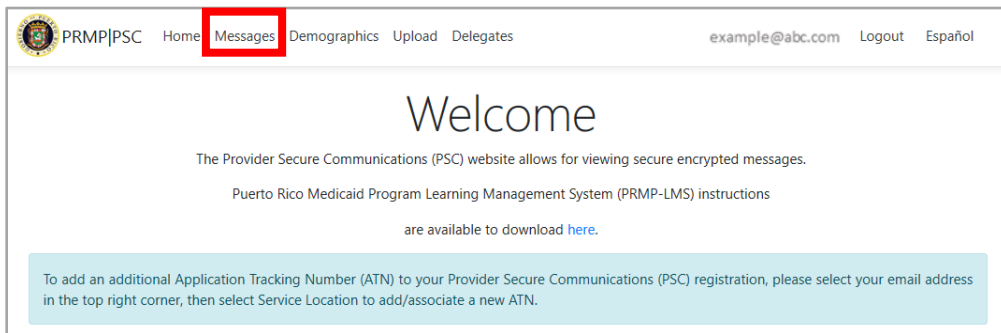
Quick Reference – View Secure Messages

Table 5 – View Secure Messages

Step	Task	Action	Result
Open a supported internet browser and go to the URL for Puerto Rico’s Secure Communications Website (https://psc.prmis.pr.gov) and log in.			
1	Access Messages page.	Click Messages .	Messages page displays.
2	View secure communications.	Click Details to view message. Click Back to List when finished viewing.	Message details are viewed.
3	Delete secure communications.	Click Delete .	Message is deleted.

Detailed Steps

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



2. 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.



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.

After reading the message details, click **Back to List** to return to the list of all messages.

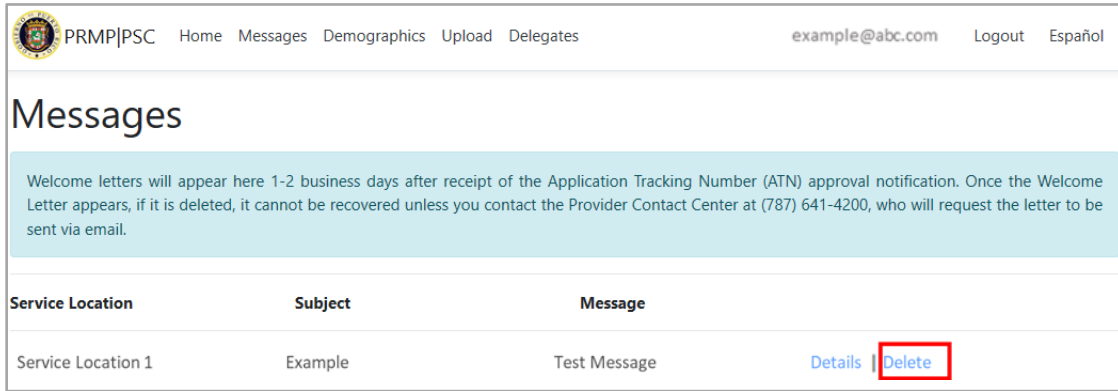


NOTE: If a secure message is a Welcome Letter, the letter displays in a new window as a PDF document when you click Details.

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



NOTE: Once a secure message is deleted, it cannot be recovered. All message deletions are permanent.



2.5 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

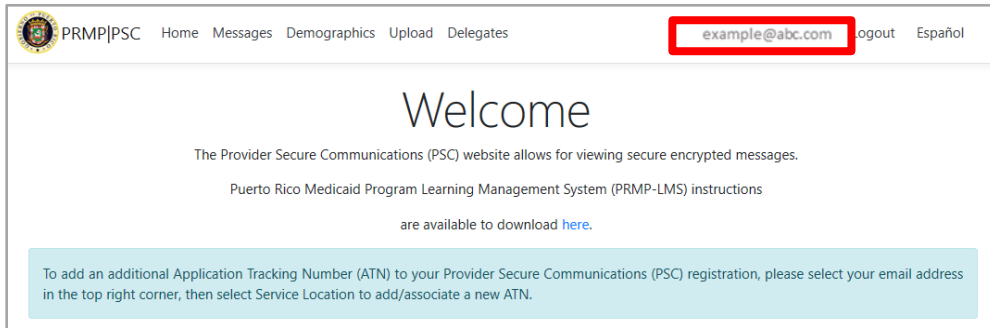
Table 6 – Link Service Locations in PSC Account

Step	Task	Action	Result
Open a supported internet browser and go to the URL for Puerto Rico’s Secure Communications Website (https://psc.prmis.pr.gov) and log in.			
1	Access Manage Your Account page.	From the PSC Home Page , click your email address.	Manage Your Account page displays.
2	Access your PSC Service Locations account settings.	Click Service Locations on the left.	Service Locations account settings display.

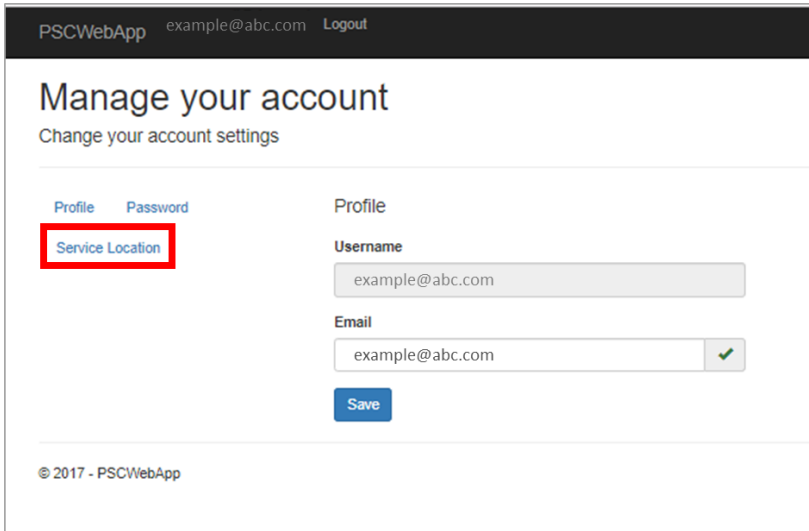
Step	Task	Action	Result
3	Manage Service Locations.	Add a Service Location. Remove a Service Location.	Service Location is added. Communications for this Service Location will now be accessible from Messages . Service Location is now removed. Messages will no longer be accessible for this Service Location.

Detailed Steps

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



2. 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**. Secure communications for the added Service Location will be accessible from [Messages](#).

The screenshot shows the 'Manage your account' page with the 'Service Locations' section highlighted by a red box. The form includes three input fields labeled 'ATN', 'NPI', and 'Tax ID', and a blue 'Save' button below them. The page header shows 'PSCWebApp', 'example@abc.com', and 'Logout'. The footer shows '© 2017 - PSCWebApp'.

- 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.

The screenshot shows the 'Manage your account' page with the 'Service Locations' section. A red box highlights the 'Delete' button next to the service location 'NIEVES DIAZ HENRY X'. The form also includes input fields for 'ATN', 'NPI', and 'Tax ID', and a 'Save' button. The page header shows 'PSCWebApp', 'example@abc.com', and 'Logout'. The footer shows '© 2017 - PSCWebApp'.

2.6 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.

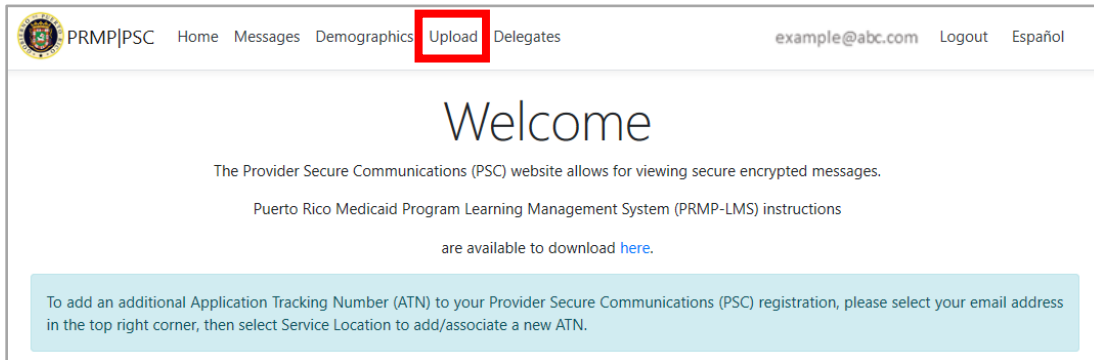
Quick Reference – Upload Documentation to PSC

Table 7 – Upload Documentation to PSC

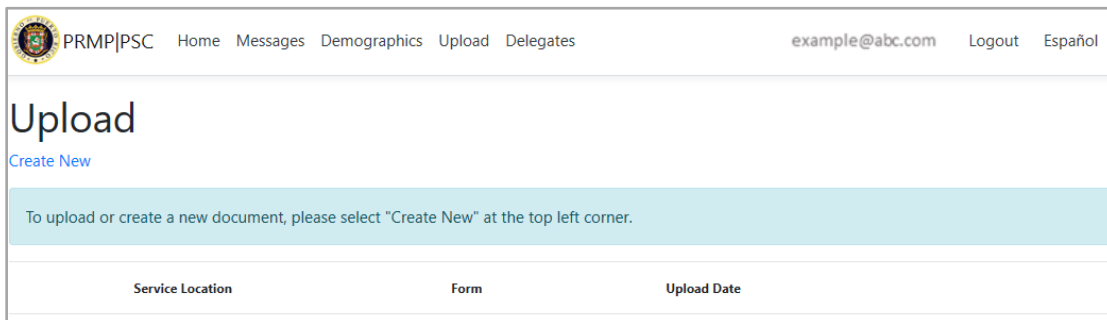
Step	Task	Action	Result
Open a supported internet browser and go to the URL for Puerto Rico’s Secure Communications Website (https://psc.prmis.pr.gov) and log in.			
1	Access Upload page.	From the PSC Home Page , click Upload .	Upload page displays.
2	Upload document to PSC.	Click Create New . Complete all displayed fields, select the file to upload, and click Create .	Document is uploaded and displayed in the Upload page.
3	Download a personal copy of a document.	Click Download .	Document is downloaded.

Detailed Steps

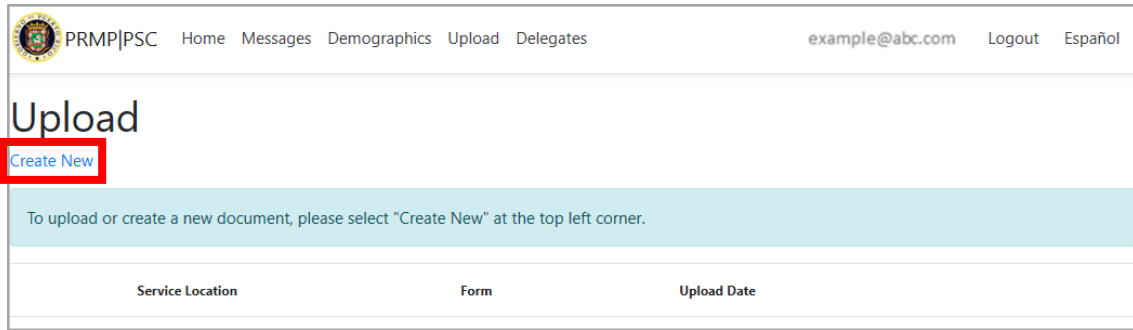
1. From the **PSC Home Page**, click **Upload** at the top of the page.



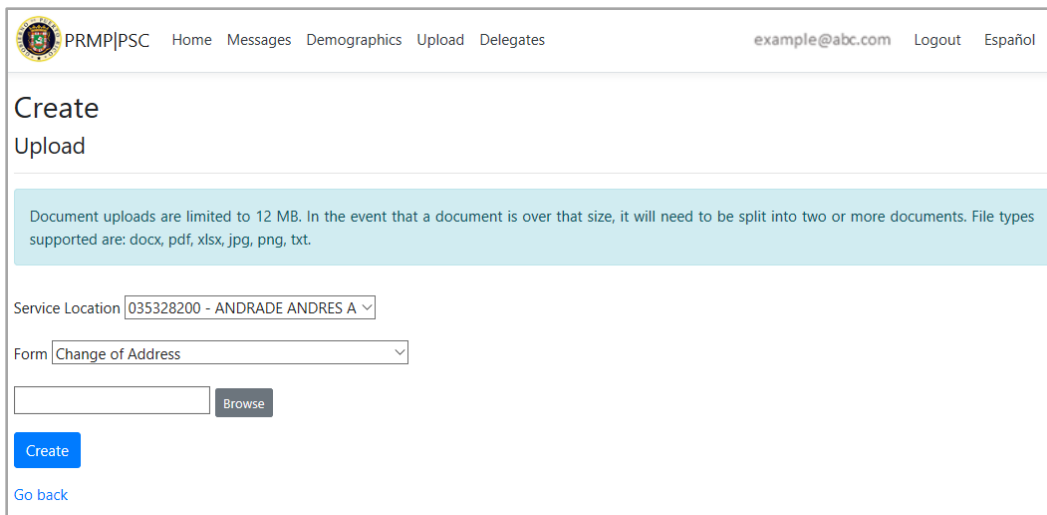
2. The **Upload** page displays. All provider forms that had been previously uploaded will display in this page.



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



The **Create Upload** page displays. Complete all displayed fields and select 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

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: docx, pdf, xlsx, jpg, png, txt.

Service Location 035328200 - ANDRADE ANDRES A ▾

Form Change of Address ▾

Certificate (1).pdf Buscar

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.

Upload

[Create New](#)

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

Service Location	Form	Upload Date	
035328200 - ANDRADE ANDRES A	Change of Address	10/01/2020	Download
035328200 - ANDRADE ANDRES A	Change of Address	09/30/2020	Download

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

Upload

[Create New](#)

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

Service Location	Form	Upload Date	
035328200 - ANDRADE ANDRES A	Change of Address	10/01/2020	Download
035328200 - ANDRADE ANDRES A	Change of Address	09/30/2020	Download

2.7 Update PSC Profile



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

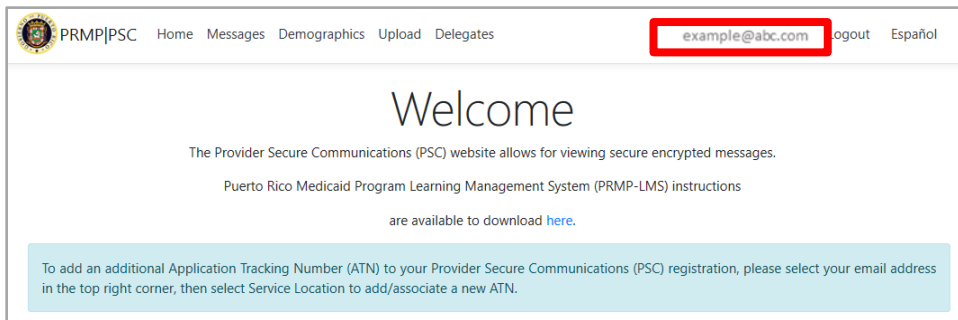
Quick Reference – Update PSC Profile

Table 8 – Update PSC Profile

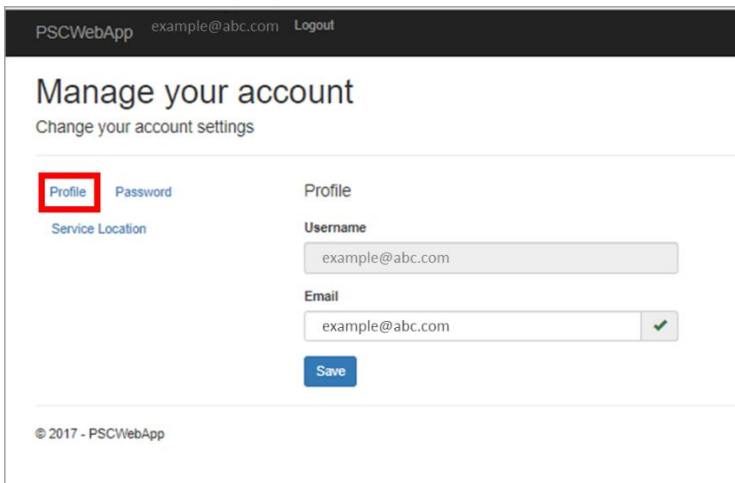
Step	Task	Action	Result
Open a supported internet browser and go to the URL for Puerto Rico's Secure Communications Website (https://psc.prmis.pr.gov) and log in.			
1	Access Manage Your Account page.	From the PSC Home Page , click your email address.	Manage Your Account page displays.
2	Access your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

2.8 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.

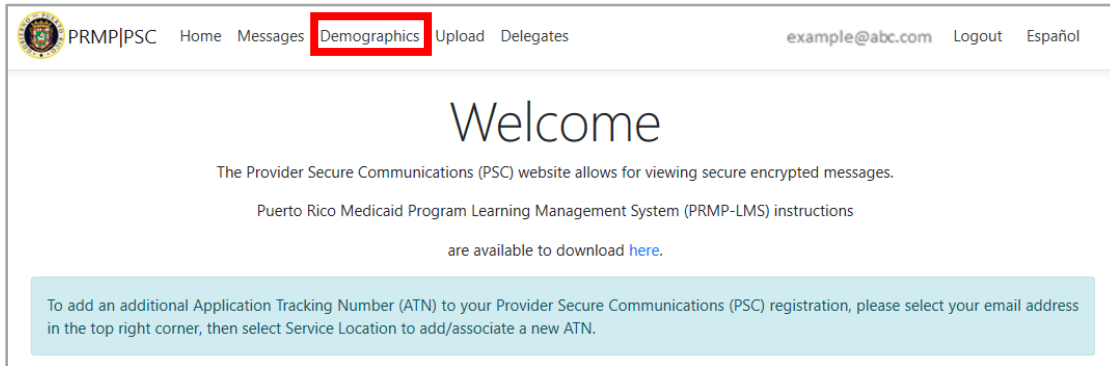
Quick Reference – Update PSC Demographic Data

Table 9 – Update PSC Demographic Data

Step	Task	Action	Result
Open a supported internet browser and go to the URL for Puerto Rico’s Secure Communications Website (https://psc.prmis.pr.gov) and log in.			
1	Access Demographics page.	From the PSC Home Page , click Demographics .	Demographics page displays.
2	View Demographic data by Service Location.	Click Service Location drop-down. Select the desired location.	Demographic data displays for selected Service Location.
3	Edit Demographic data.	Click Edit . Update the desired fields, check the “I have verified above information is accurate” box, and click Save .	Demographic data is edited.

Detailed Steps

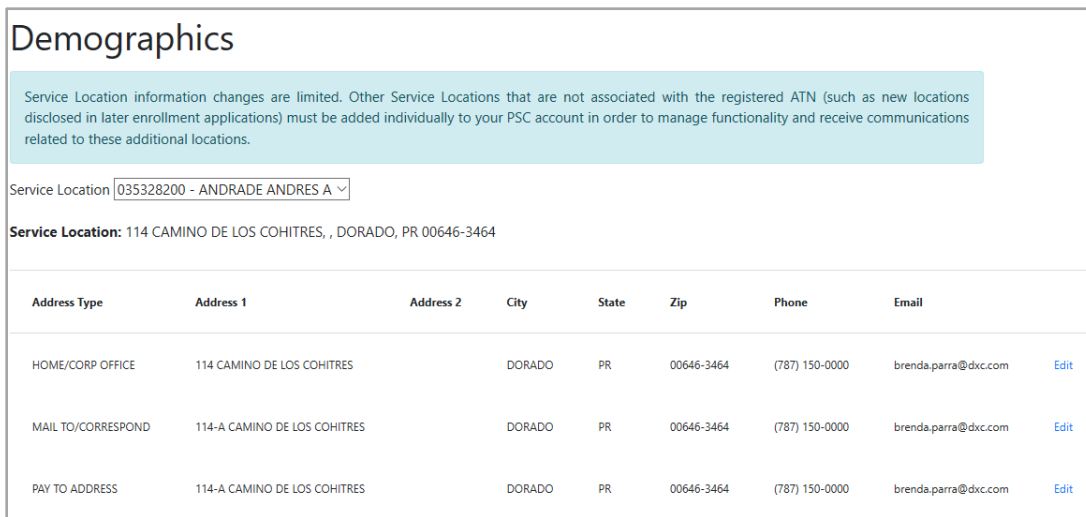
1. From the **PSC Home Page**, click **Demographics** at the top of the page.



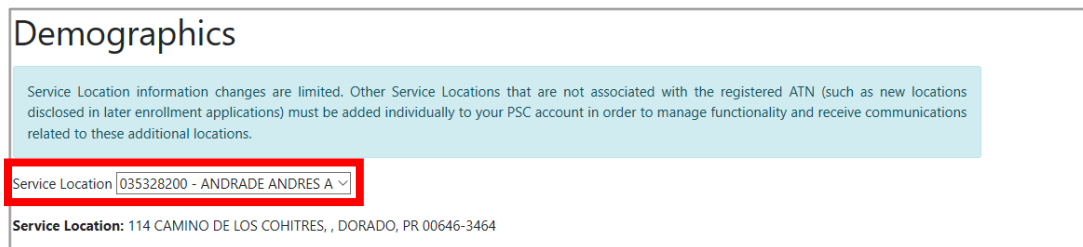
2. The **Demographics** page displays.

Here you will see all addresses associated with your added Service Locations.

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 that you had previously submitted through the PEP and from any additional Service Locations that you have added through the **PSC Account Management** feature.



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.



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

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: 035328200 - ANDRADE ANDRES A ▼

Service Location: 114 CAMINO DE LOS COHITRES, , DORADO, PR 00646-3464

Address Type	Address 1	Address 2	City	State	Zip	Phone	Email	
HOME/CORP OFFICE	114 CAMINO DE LOS COHITRES		DORADO	PR	00646-3464	(787) 150-0000	brenda.parra@dxc.com	Edit
MAIL TO/CORRESPOND	114-A CAMINO DE LOS COHITRES		DORADO	PR	00646-3464	(787) 150-0000	brenda.parra@dxc.com	Edit
PAY TO ADDRESS	114-A CAMINO DE LOS COHITRES		DORADO	PR	00646-3464	(787) 150-0000	brenda.parra@dxc.com	Edit



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 add a phone number and/or email address associated with that location address.

Edit Demographics

Address 1

Address 2

City

State

Zip

Phone

Email

I have verified above information is accurate:

[Save](#)

[Go back](#)

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

The screenshot shows a form with an 'Email' field at the top. Below it is a checkbox labeled 'I have verified above information is accurate:'. A red rectangular box highlights this checkbox and a blue 'Save' button located directly below it. At the bottom left of the form, there is a blue 'Go back' link.



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

This screenshot is similar to the one above, showing the 'Email' field, the verification checkbox, and the 'Save' button. However, a red rectangular box highlights the blue 'Go back' link at the bottom left of the form.

2.9 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, editing demographic information, and uploading documents on your behalf through PSC.

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

All added delegates will have control to carry out the same functions as the main provider in PSC. If there are multiple Service Locations associated to a provider, delegates will be able to view all Service Locations.



NOTE: Adding a delegate gives that person full control to do everything that a provider can do through PSC, except add other delegates. You **cannot** choose what functions a delegate can and cannot have access to.

Quick Reference – Assign Delegates in PSC

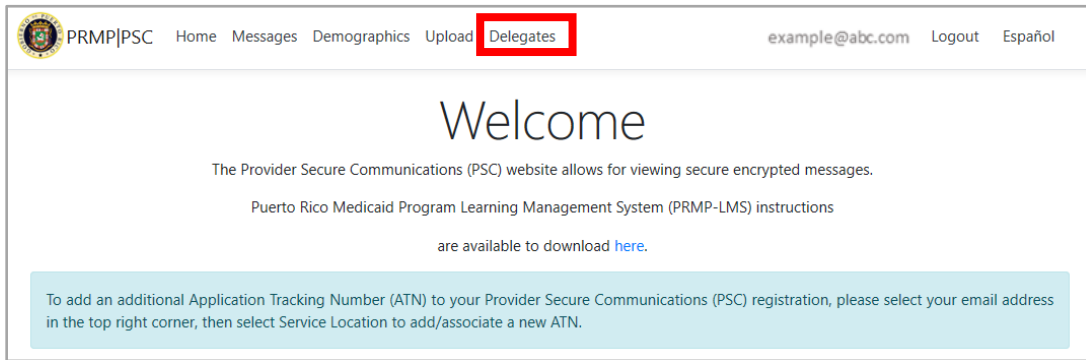
Table 10 – Assign Delegates in PSC

Step	Task	Action	Result
Open a supported internet browser and go to the URL for Puerto Rico’s Secure Communications Website (https://psc.prmis.pr.gov) and log in.			
1	Access Delegates page.	From the PSC Home Page , click Delegates .	Delegates page displays.
2	Add new delegate.	Click Create New . Complete the displayed fields and click Save .	Delegate is added to Delegates list. New delegate receives email informing them of delegate assignment and asking them to register in PSC.

Step	Task	Action	Result
3	Edit delegate information.	Click Edit . Update the desired fields and click Save .	Delegate information is edited.
4	Delete delegate.	Click Delete . Confirm removal by clicking Yes in confirmation pop-up window.	Delegate is removed and will no longer have control over any PSC functionalities on provider's behalf.

Detailed Steps

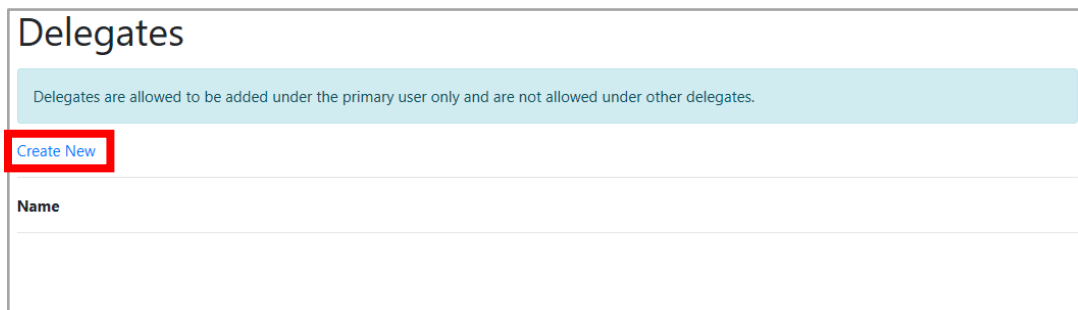
1. From the **PSC Home Page**, click **Delegates** at the top of the page.



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



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



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

Create

Delegate

A delegate is authorized to perform limited tasks with limited access.

Name

Email

[Create](#)

[Go back](#)

The new delegate now displays in the **Delegates** page.

Delegates

Delegates are allowed to be added under the primary user only and are not allowed under other delegates.

[Create New](#)

Name
Meredith

[Edit](#) | [Delete](#)



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.

Delegates

Delegates are allowed to be added under the primary user only and are not allowed under other delegates.

[Create New](#)

Name
Meredith

[Edit](#) | [Delete](#)

An **Edit** page displays, showing the delegate's current information. Make any desired changes to the fields shown and click **Save**.



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

- To remove a delegate from the assigned delegates list, click **Delete** next to the desired delegate's name.

The delegate is now removed from the list. They will no longer have control of any functions on your behalf through PSC.

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.