Puerto Rico Medicaid Management Information System

DEL_PRMMIS_Final_User_Documentation_PSC_Ref_Guide

Provider Secure Communication (PSC) Website

Training Material – Reference Guide

Version 9.0

Change History

Version	Date	Modified By	Description
9.0	07/15/2025	Gainwell Technologies	Updated based on comments from InterVoice
8.0	05/22/2025	Gainwell Technologies	Updated based on CR 23-982
7.0	10/02/2024	Gainwell Technologies	Updated based on CR 23-989
6.0	12/21/2023	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

Tables

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.prmmis.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 (https://psc.prmmis.pr.gov).			
1	Start PSC registration.	Click **Register**.	**Register** page displays.
2	Complete PSC registration.	Complete **Registration** page. *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.*	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

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.prmmis.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:

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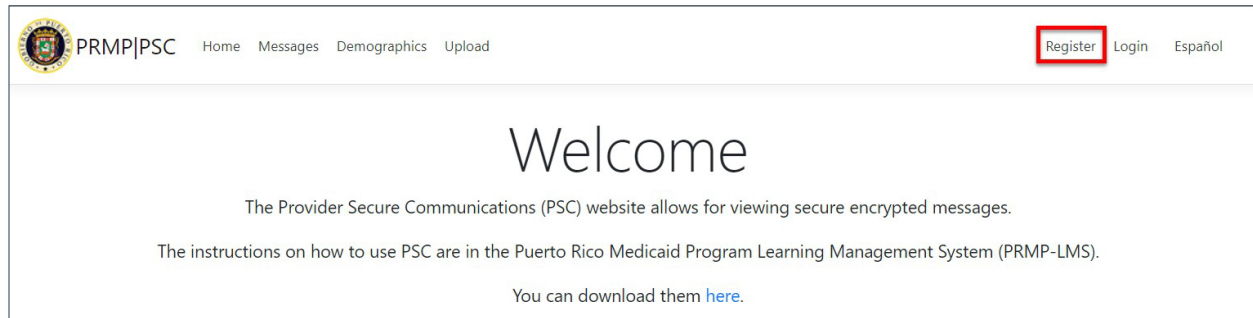
3. The **Registration** page displays. Complete all required fields.

> **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.

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
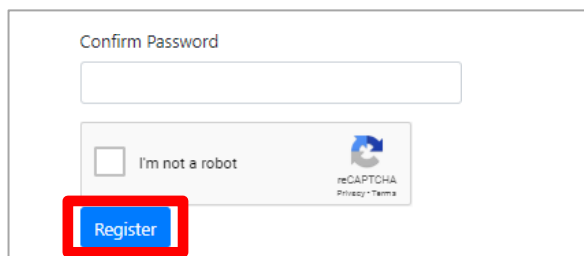
Confirm Password
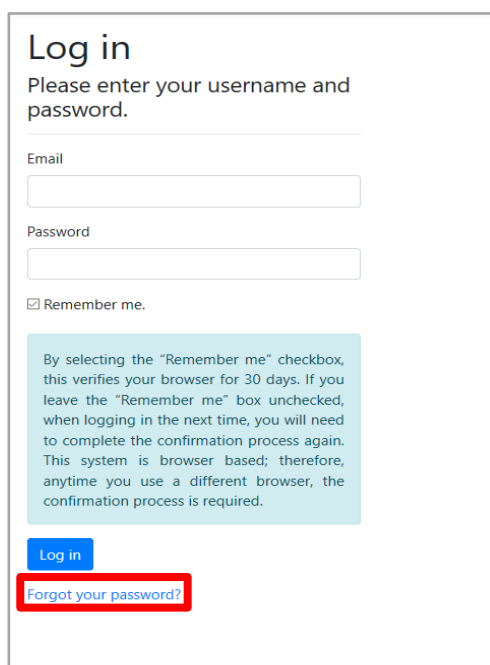
[ ] I'm not a robot   reCAPTCHA
                       Privacy - Terms

Register

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

NOTE: *If you have already registered for PSC and attempt to register again, you will receive an error message.*
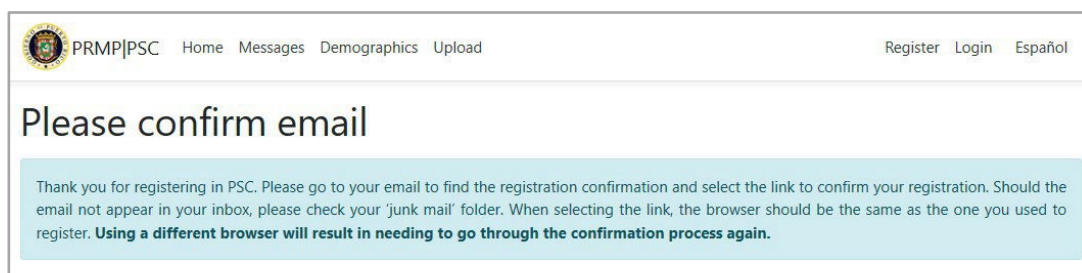
*If you do not remember your password created during registration, reset your PSC password by clicking the **Forgot Your Password**? link on the log in page. Your PSC password is NOT linked to your PEP enrollment password.*

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.

3.2   Log in to PSC

Quick Reference – Log in to PSC

Table 3: Log in to PSC

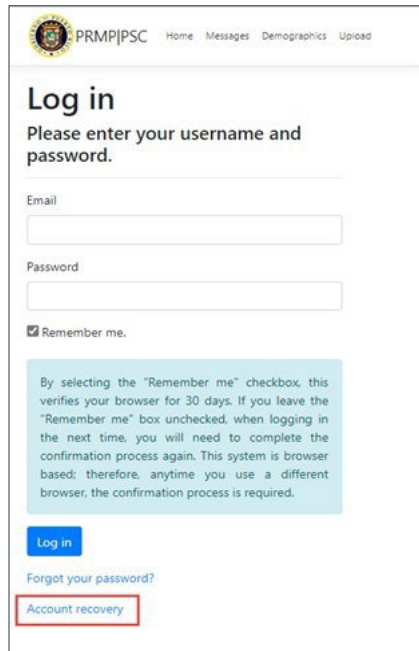| Step	Task	Action	Result
Open a supported internet browser and go to the URL for Puerto Rico's Secure Communications Website (https://psc.prmmis.pr.gov).
1	Access **Login** page.	Click **Login**.	**Login** page displays.
2	Log in to PSC.	Enter the email and password that you submitted during PSC registration. 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

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.

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.

Your **PSC Home Page** displays.

3.3   PSC Account Recovery

Quick Reference – PSC Account Recovery

There are instances where a PSC user 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 **Puerto Rico's Secure Communications Website** (https://psc.prmmis.pr.gov)and log in.		
1	Access **Login** page.	Click **Login**.	**Login** page displays.
2	Access **Account Recovery**.	Click **Account Recovery** on the bottom left.	The **Account Recovery** screen displays.
3	Complete PSC **Account Recovery** page.	Enter ATN, NPI, Tax ID, new email address to be used for account recovery and a new password. Confirm you are not a robot and click **Send**. NOTE: The ATN, NPI, and Tax ID entered must match the information that was provided during your original registration with PSC. The prior email address associated with the PSC account is not needed to complete the account recovery process.	The "**Please confirm email**" page displays.
4	Confirm Email	Click on the email that was sent and confirm email.	The provider may log in to the recovered 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.

The Account Recovery Screen opens.

3. Enter the appropriate information – ATN, NPI, Tax ID, the new email address to be used for account recovery and a new password. Confirm you are not a robot and click the **Register** button. Your PSC password is NOT linked to your PEP enrollment password.

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

You may log in to the recovered account after email is confirmed. **Note:** If you use a different browser, you will be required to complete the email confirmation process again for security reasons.

NOTE: As an added security measure, should a user attempt to recover their account using an incorrect ATN, they will receive an error message stating "No Provider Found with this Data". Should they continue to attempt to recover the account with the incorrect ATN, on the fourth attempt they will get an error message stating "Sorry Something Went Wrong, Please Go Back and Try Again or Contact the Site Administrator.

If a provider attempts to recover their account more than three times with either an incorrect NPI or Tax ID but a valid ATN, the user will get an error message stating "You have reached the maximum number of recovery attempts. For security reasons, further attempts are temporarily blocked. Please try again after 24 hours." The user will also receive an email stating the user will have to wait 24 hours before the account can be unlocked or contact the Medicaid Provider Services Contact Center at 787-641-4200, from 8:00 AM to 5:00 PM (AST), Monday through Friday.
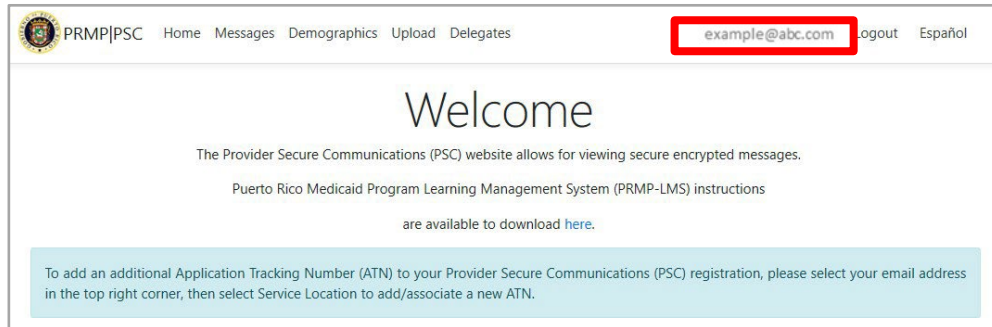
3.4 Manage PSC Password

Quick Reference – Manage PSC Password
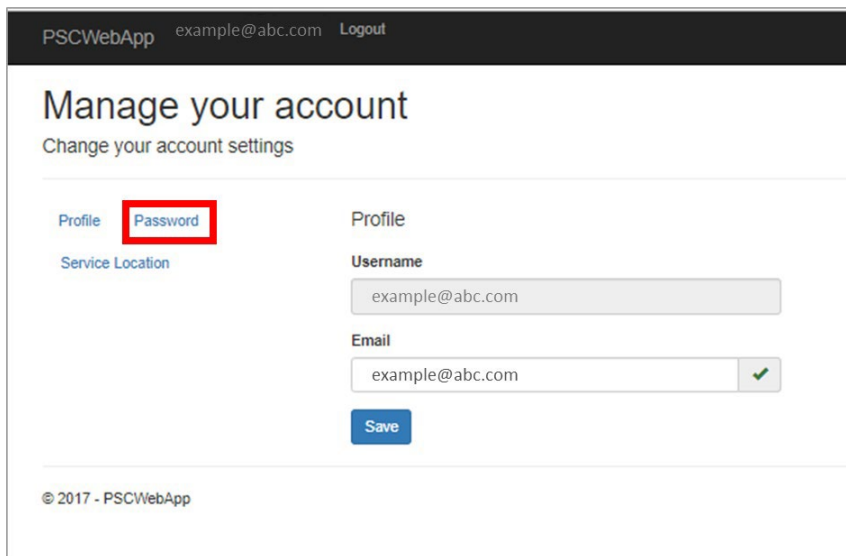
Table 5: Manage PSC Password

Step	Task	Action	Result
Open a supported internet browser and go to the URL for **Puerto Rico's Secure Communications Website** (https://psc.prmmis.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 Change Password** account settings.	Click **Password** on the left.	**Change Password** account settings display.
3	Complete PSC **Change Password** 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.*

3.5   Update PSC Profile

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

Quick Reference – Update PSC Profile
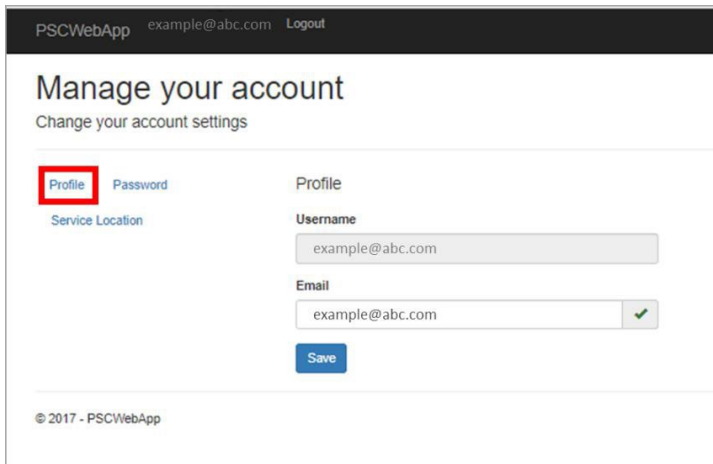
Table 6: Update PSC Profile

Step	Task	Action	Result
Open a supported internet browser and go to the URL for **Puerto Rico's Secure Communications Website** (https://psc.prmmis.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.

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.*

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.
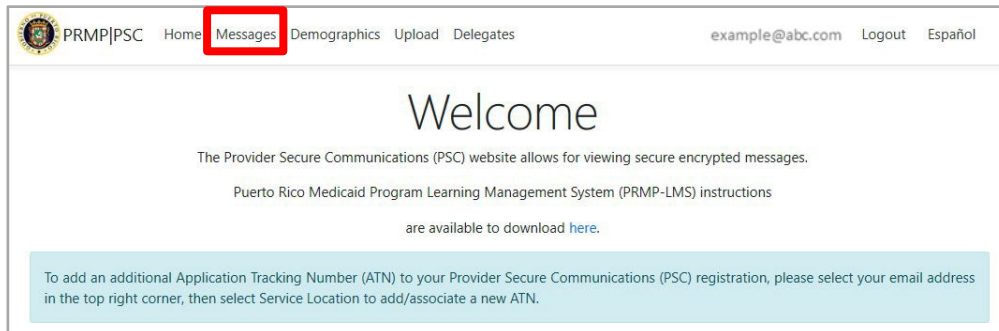
Quick Reference – View Secure Messages

Table 7: View Secure Messages

Step	Task	Action	Result
	Open a supported internet browser and go to the URL for **Puerto Rico's Secure Communications Website** (https://psc.prmmis.pr.gov) and log in.		
1	Access **Messages** page.	Click **Messages**.	**Messages** page displays.
2	View secure communications.	Click **Details** to view message. *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.* 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.

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.

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.

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

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.

3. 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 **Puerto Rico's Secure Communications Website** (https://psc.prmmis.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 Location**s on the left.	**Service Locations** account settings display.
3	Manage **Service Locations**.	Add a Service Location or remove a Service Location. *NOTE: 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. ONLY an ATN owner can add 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.
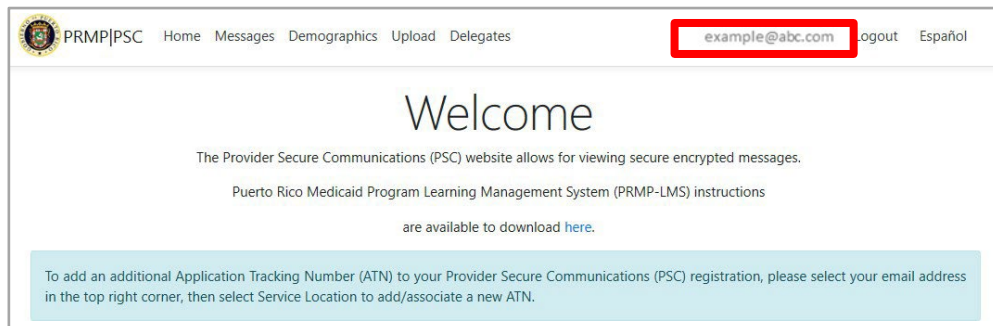
2. **Manage Your Account** page displays. Click **Service Location** on the left. Your **Service Locations** account settings display.
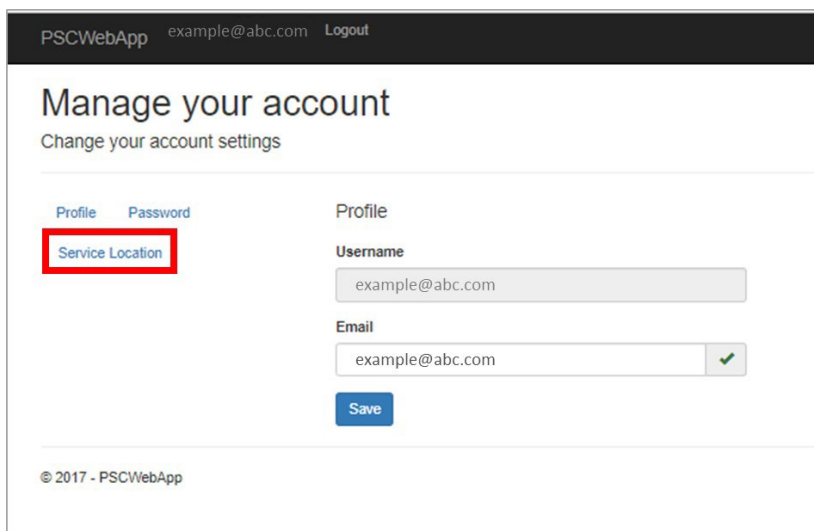
3. Manage the Service Locations associated to your account.

 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/or 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.

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.

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
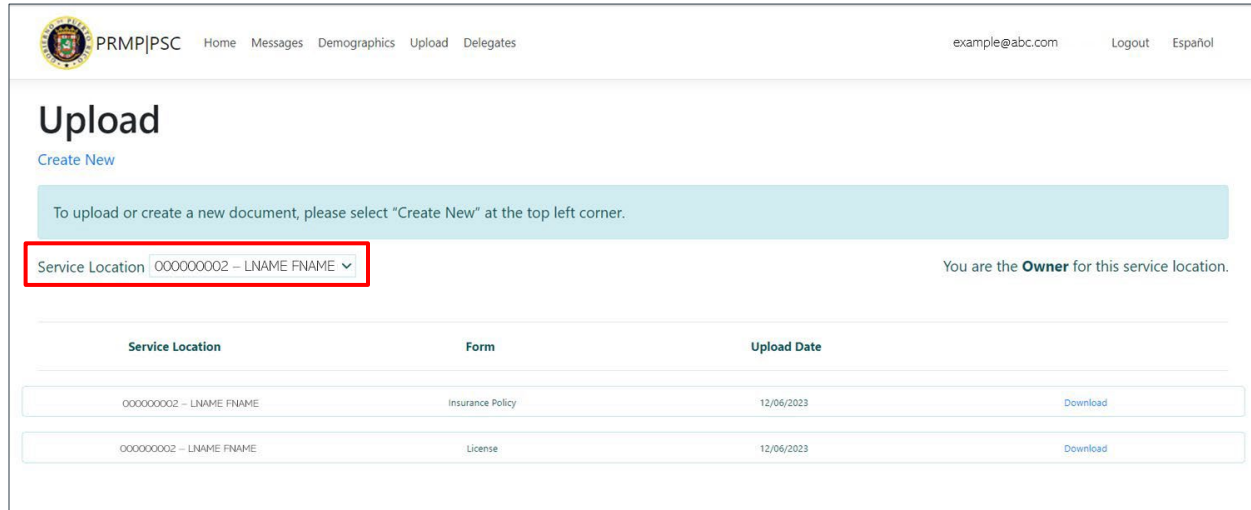
Step	Task	Action	Result
Open a supported internet browser and go to the URL for **Puerto Rico's Secure Communications Website** (https://psc.prmmis.pr.gov) and log in.
1	Access **Upload** page.	From the **PSC Home Page**, click **Upload**.	**Upload** page displays.
2	Upload document to PSC.	Click **Create New**. Complete all displayed fields, select the file to upload, and click **Create**. ***Document size limit is 12 MB. Attempting to upload a file larger than 12 MB will cause an error. *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.*	Document is uploaded and displayed in the **Upload** page.
3	Download 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.
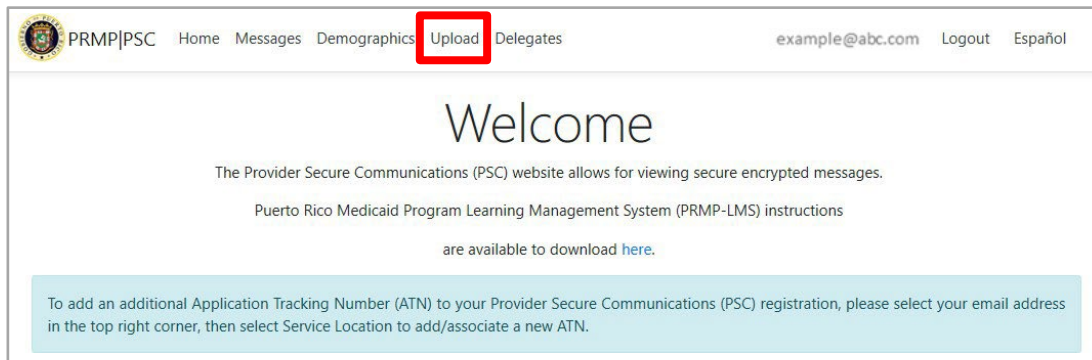
The **Upload** page displays. All provider forms that had been previously uploaded will display in this page. Also, the user can sort on Service Location and will be able to determine if they are the Owner or Delegate for that particular Service Location.

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

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.

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

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

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 **Puerto Rico's Secure Communications Website** (https://psc.prmmis.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. *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.* 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.
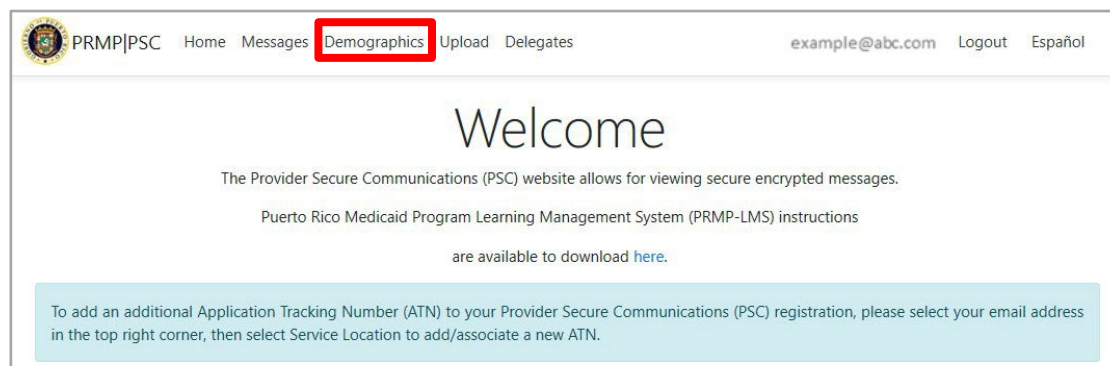
The **Demographics** page displays.

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.

2. 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.

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

> 🎓 **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

AVE LOS CORAZONES

Address 2

City

San Juan

State

PR - Puerto Rico ⌄

Zip

00901

Zip + 4

2304

Phone Type	Phone	Extension
WORK ⌄	7875555555	12345
MOBILE ⌄	7875555552	
HOME ⌄	7875555550	23456
OTHER ⌄	7875555551	67890
TTY ⌄	7875555554	
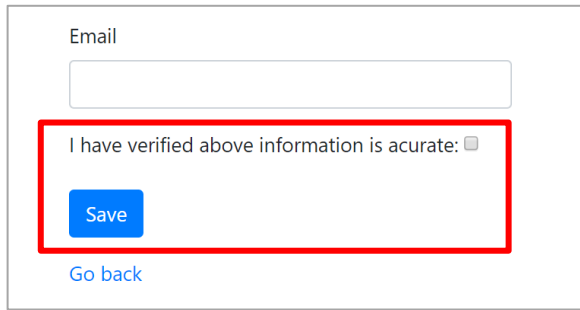
Email

example@abc.com

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 MOBILE: (787) 555-5552 HOME: (787) 555-5550 Ext. 23456 OTHER: (787) 555-5551 Ext. 67890	example@abc.com	Edit

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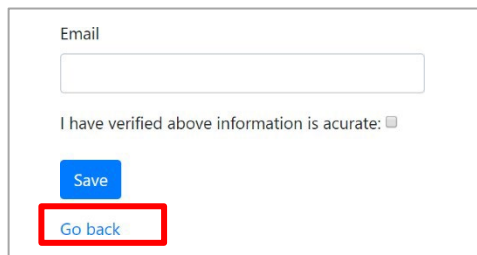
Once you complete your desired edits, check the box next to **"I have verified above information is accurate"** and click **Save**.

Email

[   ]

☐ I have verified above information is acurate: ☐

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 acurate: ☐

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 **Puerto Rico's Secure Communications Website** (https://psc.prmmis.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**. 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 **Save**.	Delegate is added to **Delegates** list. New delegate receives email informing them of delegate assignment and asking them to register in PSC.
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.
5	Update delegate lifetime access	An ATN owner can limit the length of time a delegate can have PSC access to (one year) without access being renewed. PSC will send the ATN owner a renewal notice, 30 days prior to a delegate expiration date. PSC gives you the ability to view the delegate status:	Start day will be the delegate's assignation date End date will be a year from the delegation or delegation renewal PSC displays the delegate status and delegation end date

| Step	Task	Action	Result
6	Renew delegate access	Click **Renew** 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.
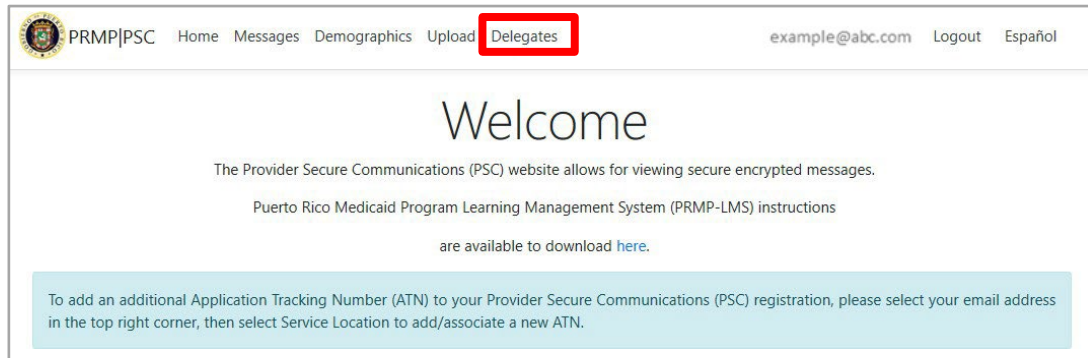
The **Delegates** page displays. Here you will see the list of existing delegates that you have assigned.
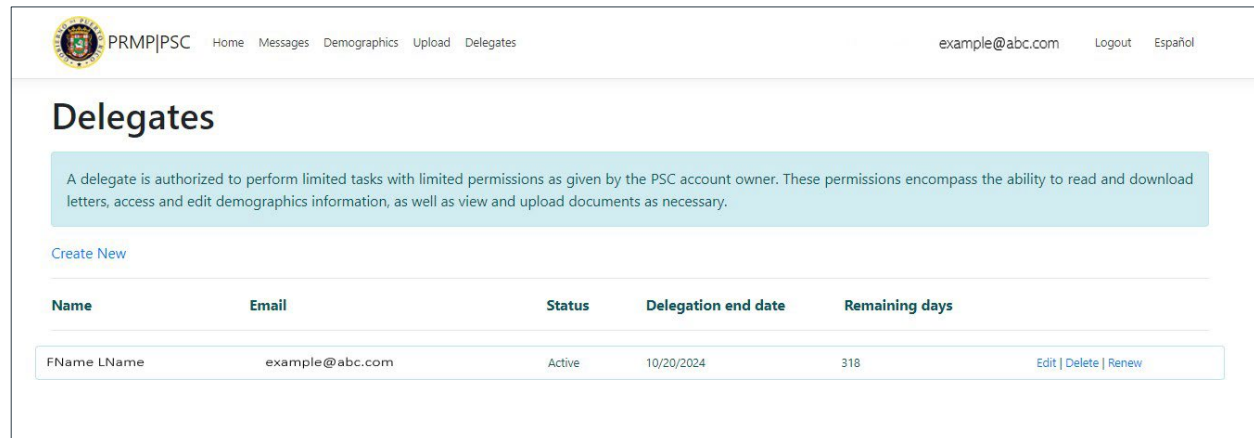
2. To create a new delegate, click **Create New**.
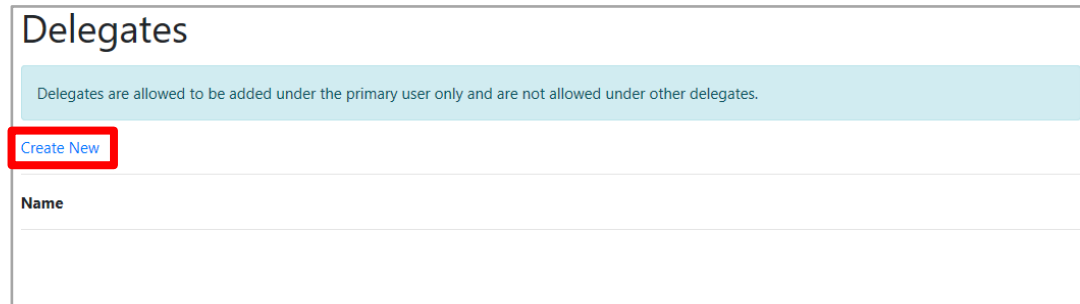
A new page displays. Complete the displayed fields for your desired delegate and click **Create**.

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.

The new delegate now displays in the Delegates page.

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.

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.

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.

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 assignation 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 assignation 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.

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

> **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.*

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

3.11 Revalidation for Providers with Multiple Service Locations

Providers are now able to utilize PSC to assist with the revalidation of multiple Service Locations that have met specific enrollment grouping criteria and have been combined under one NPI. In PSC, Providers may select the Medicaid IDs they wish to revalidate under each NPI grouping, Once Service Location selections have been made and submitted, they will be consolidated under one revalidation ATN. Updates to the Provider record will then be made using a batch process in MMIS.

Applicable Providers with multiple service locations will receive an email notification to complete a task in PSC. In PSC, Providers will review a subset of their current Service Location(s) information. Providers will be able to select some or all of the Medicaid IDs presented on the new PSC Revalidation page to confirm which Medicaid ID(s) they would like to revalidate using one ATN.

Provider Types/Enrollment Types that will be allowed to make selections in PSC for the combined revalidation process are listed below:

Provider Type	Enrollment Type
Audiologist Group	Group
Certified Registered Nurse Anesthetist Group	Group
Chiropractor Group	Group
Dentist Group	Group
Physician	Ind/IG/OPR
Podiatrist	Ind/IG/OPR
Chiropractor	Ind/IG/OPR
Physician Assistant	Ind/IG/OPR
Nurse Practitioner	Ind/IG/OPR
Registered Nurse	IG
Social Worker	Ind/IG
Midwife	Ind/IG/OPR
Dentist	Ind/IG/OPR
Midwife Group	Group
Nutritionist/Dietician Group	Group
Occupational Therapist Group	Group
Certified Registered Nurse Anesthetist	IG
Occupational Therapist	Ind/IG
Speech Language Pathologist	Ind/IG
Respiratory Therapist	Ind/IG
Licensed Practical Nurse	IG
Audiologist	Ind/IG/OPR
Optometrist	Ind/IG/OPR
Optometrist Group	Group
Psychologist	Ind/IG/OPR
Physician Group	Group
Respiratory Therapist	Group
Speech Language Pathologist Group	Ind/IG
Podiatrist Group	Group
Nutritionist/Dietician	Ind/IG

Infusion Center / Agency	Group
Vision Center/Optics	Group & Ind
Prosthesis and Orthotics Supplier	Facility
Implant Supplier	Facility
Wound Care Center/Hyperbaric Medicine	Group
Vaccination Center	Facility
Multi-disciplinary Group	Group
Licensed Marriage Counselor	Ind/IG
Certified Addiction Counselor	Ind/IG

NOTE: Any service location not selected by the Provider on the PSC Revalidation page will follow the current revalidation process and will revalidate individually through the PEP.

NOTE: Providers will pay revalidation fees only one time for the revalidation ATN and not for the other service locations which were part of the combined group

Quick Reference – Revalidation for Providers with Multiple Service Locations

Table 12: Revalidation for Providers with Multiple Service Locations

| Step	Task	Action	Result
Applicable Providers with multiple service locations will receive an email notification to complete a task in PSC. In PSC, Providers will review a subset of their current service location(s) information. Providers will be able to select some or all of the Medicaid IDs presented on the new PSC Revalidation page to confirm which Medicaid IDs they would like to revalidate using one ATN. You may open a supported internet browser and go to the URL for **Puerto Rico's Secure Communications Website** (https://psc.prmmis.pr.gov).			
1	Providers receive email notification to their Mail-to email address.	Select the link within the email.	**Welcome** page displays.
2	Register or Log In to PSC using valid credentials.	Enter valid credentials in PSC.	User is logged in or registered.
3	Review Letters, Medicaid ID, and Service Location information in PSC.	Review Letters, Medicaid ID, and Service Location information for each Medicaid ID before making selections to revalidate using one ATN.	All information is reviewed and ready for the next step.
4	Final Steps	Once selections are made and the 'Submit' button is clicked, generate the 'Print Confirmation' PDF confirming selections.	Selections are confirmed and the Combined Revalidation ATN is generated for the lowest Medicaid Agreement End Date of the Medicaid ID/Service Location.

Detailed Steps

To identify Providers who will be allowed to Revalidate multiple Service Locations using only one revalidation ATN, specific enrollment grouping criteria must be met. Once you are determined to have met this criteria, you will receive an email notification to your mail-to email address (the email address to which you received the notification) informing you to complete an action and confirm which of your Service Location Medicaid IDs you would like to revalidate using one ATN within PSC.
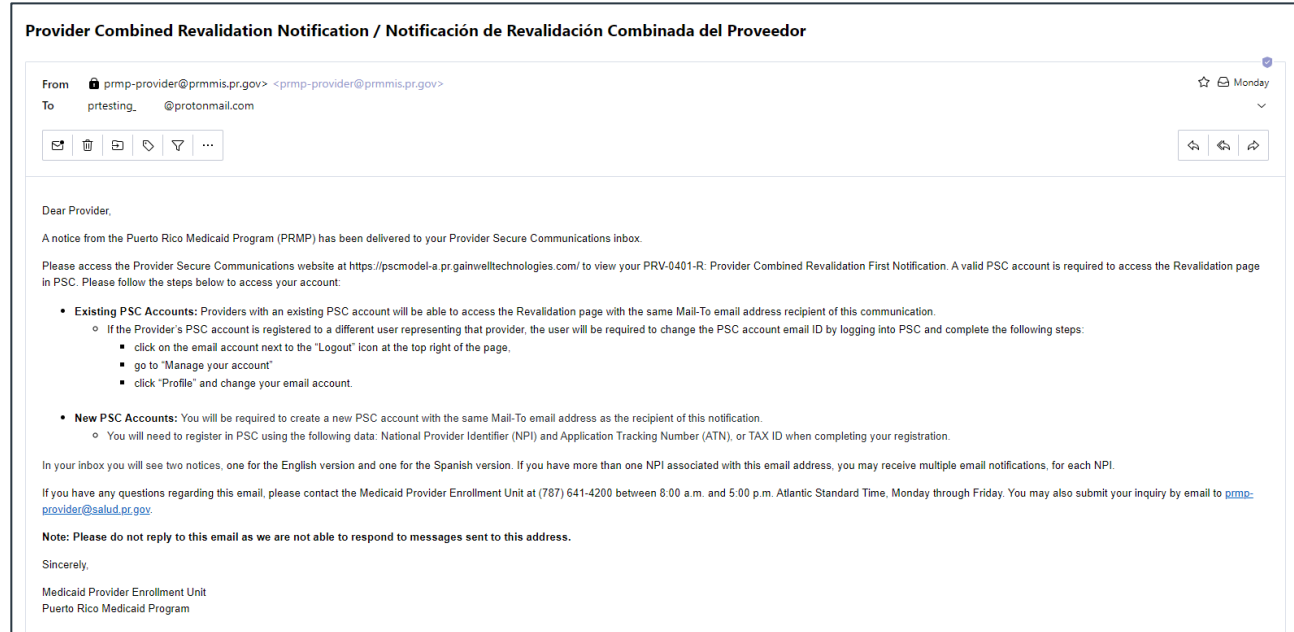
1. If you have a registered PSC account, you will simply log in to your current account. Otherwise, you will need to register for a new account. ***Please refer to 'Section 3.1 Register for PSC'.***

   Once you have successfully registered or logged in to PSC, you may navigate to the Messages tab to retrieve the Provider Combined Revalidation First Notification letters in English and Spanish.
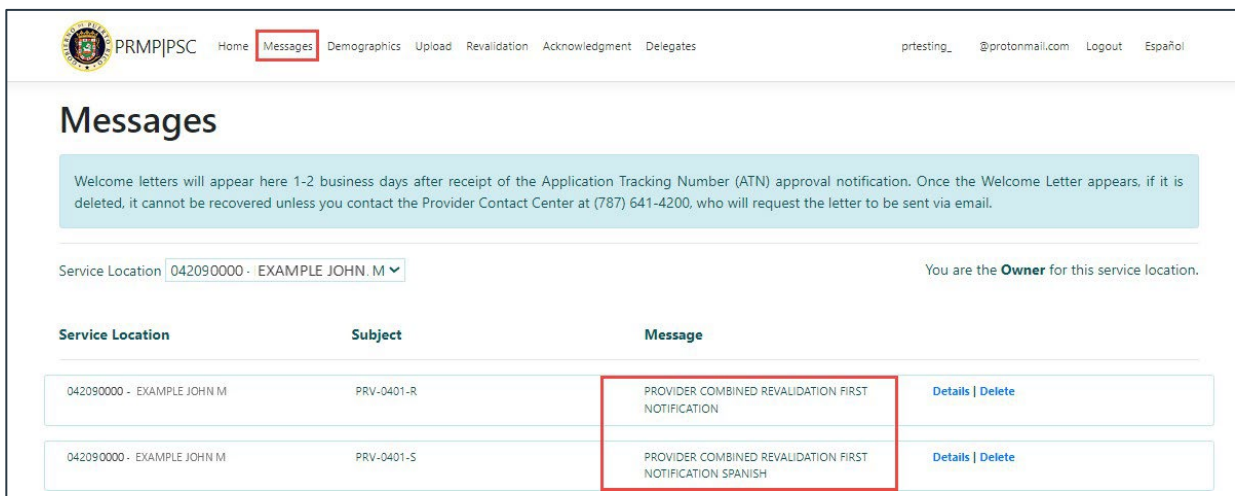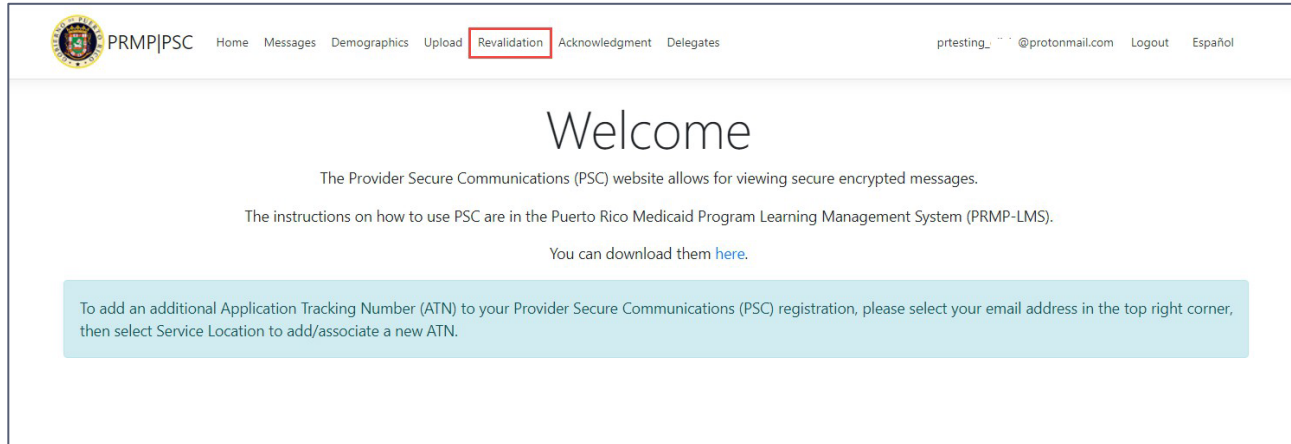
Important: Prior to making your selections for the Service Locations/Medicaid IDs within the combined revalidation application, please read your 'Provider Combined Revalidation Notification' letter along with the instructions provided below.

GOVERNMENT OF PUERTO RICO
Department of Health
Medicaid Program

09/24/2024

PRMMIS-TestingEvidence14@gainwelltechnologies.com

Re: Important Information for Providers Enrolled in the Puerto Rico Medicaid Program (PRMP)

Provider Enrollment Combined Revalidation
FIRST NOTIFICATION - ACTION REQUIRED

Dear Medicaid Provider:

You are now able to revalidate multiple service locations by submitting only one revalidation application for a group of service locations associated with your NPI.

Immediate review of the service location information presented on the Provider Secure Communications (PSC) account page titled 'Revalidation of Multiple Service Locations' under the 'Revalidation' menu option is requested.

To record your receipt and confirmation of your selections for the combined revalidation application, please submit your preferences as soon as possible via your PSC account.

To make your selections, follow the steps below:

- Once you have logged into PSC, click the menu item titled 'Revalidation'.
  - This will navigate you to the PSC page titled 'Revalidation of Multiple Service Locations'.
  - Information pertaining to eligible service locations for combined revalidation will be displayed on this page.
  - Click on each page number and each tab to review the information associated with the individual service locations/Medicaid IDs.
- Click the checkbox next to the service location/Medicaid ID you would like to be grouped for combined revalidation.
- Leave the checkbox unchecked if you would like to submit an individual revalidation application for a specific service location/Medicaid ID.
- Once you have reviewed and selected your desired service locations/Medicaid IDs for the combined revalidation, select the 'Continue' button.
- A message will appear, to confirm your selected locations. Click the 'Submit' button to finalize your selections.
- After submitting your selections, you will still be able to change your selections for the service locations/Medicaid IDs which are currently displayed in your PSC account.
- Clicking the 'Print Confirmation' button on the top of the page will download the list of service locations/Medicaid IDs which were selected for combined revalidation and the Medicaid ID which will be used to generate the Combined Revalidation Application Tracking Number (ATN).

IMPORTANT: The combined revalidation application will be generated for the service locations/Medicaid IDs with the lowest agreement end date and must be completed and submitted prior to that date. The Medicaid Agreement End Date for all the selected service locations/Medicaid IDs will be extended to 3 years for Non-Physician providers and 5 years for Physician providers to align with the Medicaid ID with the lowest end date.

WWW.MEDICAID.PR.GOV   Page **1** of **2**

GOVERNMENT OF PUERTO RICO
Department of Health
Medicaid Program

Important Links

Frequently Asked Questions: https://medicaid.pr.gov/Home/PepFAQs/

Provider Revalidation Policy: https://www.medicaid.pr.gov/Home/PepPoliticas/

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

Sincerely,

Medicaid Provider Enrollment Unit
Puerto Rico Medicaid Program

Please note that only active Service Locations/Medicaid IDs will display as updates will not be made to terminated providers.

2. Review the Data:

Select the Revalidation Tab and the Revalidation of Multiple Service Locations Instruction Page displays.

Instructions on the Revalidation of Multiple Service Locations page

***The informational text at the top of the screen can be collapsed by clicking the '∧' icon in the upper right corner.

Service Locations to be Reviewed

You may select each of the tabs below the Medicaid Agreement End Date and if information is available for the Medicaid ID listed, the information for that tab will be displayed. This identifies the combinations of services and locations the provider uses to do business.

Example: DEA tab information

Example: Specialty tab information

3. Select Service Locations: If changes are determined to be made under one combined revalidation application, select the Service Location(s)/Medicaid ID(s) by clicking the checkbox to the left of each Medicaid ID in the blue header.

    NOTE: Changes submitted in the combined revalidation application will be applied to all selected service locations upon approval. Any service location not selected by Provider on PSC page will follow current revalidation process and will revalidate individually through the Provider Enrollment Portal (PEP).

Next, click each page number at the bottom of the table to navigate to each eligible Service Location/Medicaid ID associated with your NPI to verify information. Select the 'Continue' button on the last page of the 'Revalidation of Multiple Service Locations' section to confirm your selections prior to clicking the 'Submit' button**.**

If specific data changes are required for a Service Location/Medicaid ID and cannot be combined into one revalidation application, *leave the checkbox unchecked for that specific Service Location/Medicaid ID*, and an individual revalidation application will be generated for that Service Location/Medicaid ID, based on its Medicaid Agreement End Date.

If you have access to more than one NPI with multiple service locations eligible for a combined revalidation ATN, use the 'Group For NPI' dropdown menu in the upper left corner of the screen to navigate between each NPI grouping. **You must review and submit your selections for each NPI grouping to generate the combined revalidation application.**

4. Final Steps: Once selections are made and 'Continue' is selected on the last page, a warning message will display. After reviewing the warning message, select 'Submit'. Selections will not be confirmed until the 'Submit' button is clicked.

After submitting your selections, click the 'Print Confirmation' button to generate a PDF document confirming your selections.

*NOTE: The 'Print Confirmation' button will be **disabled** until the provider makes the selections on PSC page and clicks the 'submit' button. Additionally, once the confirmation document has been printed, it cannot be reprinted again at a later date.*

Example of generated confirmation document

> 09/25/2024
>
> Thank you for submitting your selections for the service locations which will be revalidating using one ATN.
>
> Kindly note: The following service locations will be grouped together to be part of one Revalidation ATN:
>
> MCD 042094300
>
> MCD 042094301
>
> MCD 042094302
>
> MCD 042094303
>
> MCD 042094304
>
> MCD 042094305
>
> **Revalidation ATN will be generated for Service Location 042094300.**
>
> The Medicaid Agreement End Date for all the selected service locations will be extended 3 years from 03/23/2025 for Non-Physicians and 5 years from 03/23/2025 for Physicians.

Lastly, the Combined Revalidation ATN will be generated for the lowest Medicaid Agreement End Date of the Medicaid ID/Service Location based on the selections made by the provider in PSC.

In the examples below, the Medicaid ID 042000901 will generate the Combined Revalidation ATN as the Medicaid Agreement End Date is 8/26/2025.

Medicaid ID 042000902 will not generate the Combined Revalidation ATN as the Medicaid Agreement End Date is 8/27/2025 and the Medicaid Agreement End Date for 042000901 is the lowest Medicaid Agreement End Date of the Medicaid ID/Service Location of the group for this NPI.

Submission Deadline:
- Providers must submit their combined revalidation application before the Medicaid Agreement End Date of the lowest Medicaid ID selected.
- Providers who submit their combined revalidation application prior to the lowest agreement end date on file but are still pending a decision from the Puerto Rico Medicaid Program (PRMP) after their agreement end date, will not be terminated. Instead, the service location will be placed on restricted services, where claims will suspend, until a final determination of approval or denial is made.

NOTE: The Medicaid Agreement End Date for all the selected service locations will be extended to 3 years for non-physician providers and 5 years for Physician providers to align with the Medicaid ID with the lowest end date.

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 13: 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 **Puerto Rico's Secure Communications Website** (https://psc.prmmis.pr.gov).			
1	Start PSC registration.	Click **Register**.	**Register** page displays.
2	Complete PSC registration.	Complete **Registration** page. *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.*	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

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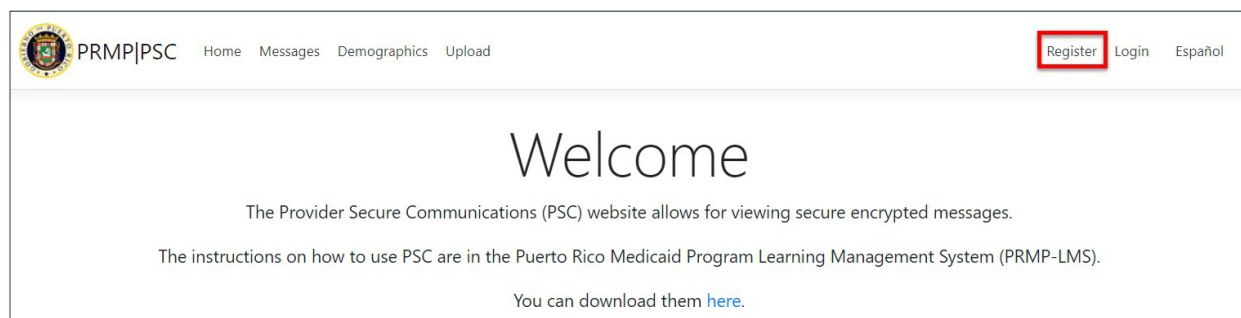
The **Registration** page displays. Complete the required fields under the Delegates Tab.

> *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.

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 14:   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.prmmis.pr.gov).			
1	Access **Login** page.	Click **Login**.	**Login** page displays.
2	Log in to PSC.	Enter the email and password submitted during registration. Click **Log in**.	**A verification link is sent to your e-mail address**
3	Verify and confirm your log in	Click the verification link sent to your e-mail address	**PSC Home Page 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 and click **Log in**.
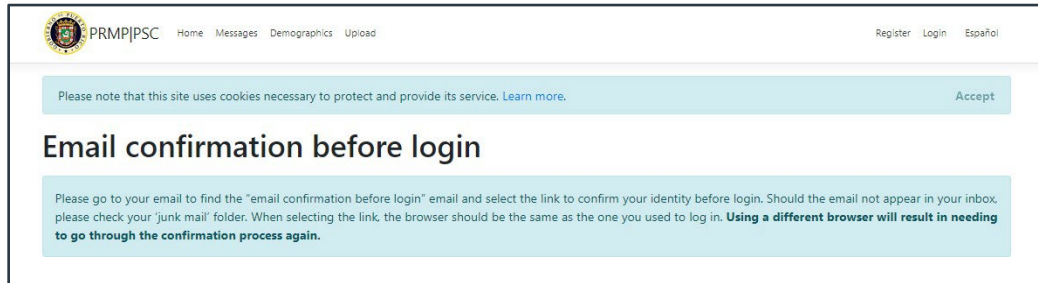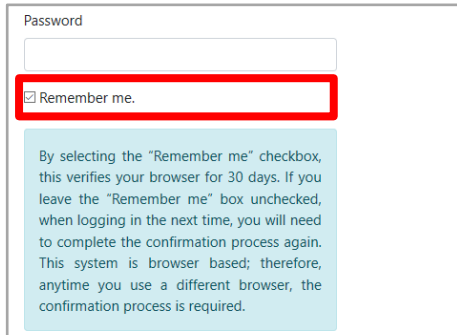
3. A verification link will be sent to the registered e-mail address. Click the link to complete log in.
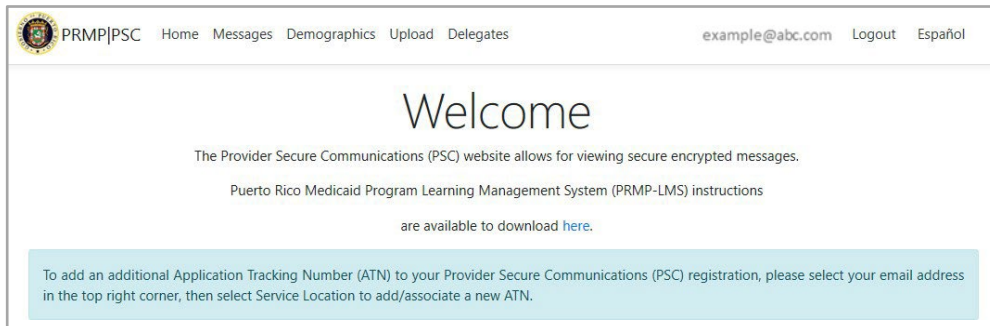

NOTE: *If you check the **Remember me** box, you will not be asked to use a verification link to log into PSC for the next 30 days. You will only be prompted for the verification link the first time that you log into PSC and after the 30-day period is over.*

Your **PSC Home Page** displays.

4.3   Recover PSC User Account

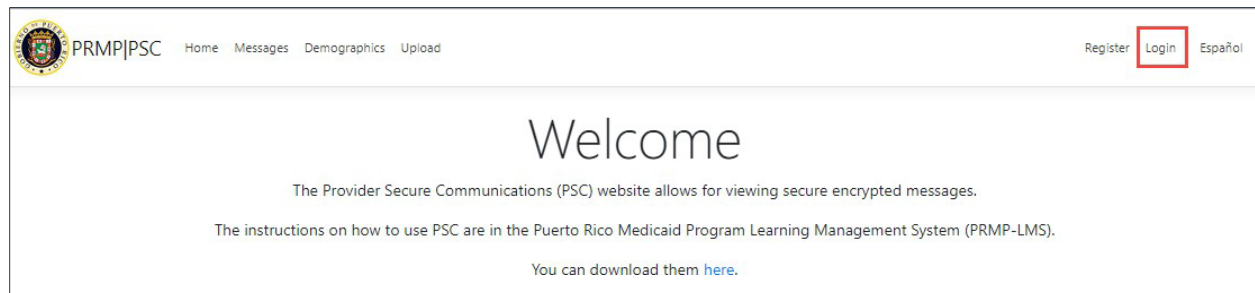## Quick Reference – Recover PSC User Account

There are instances where a PSC user 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.
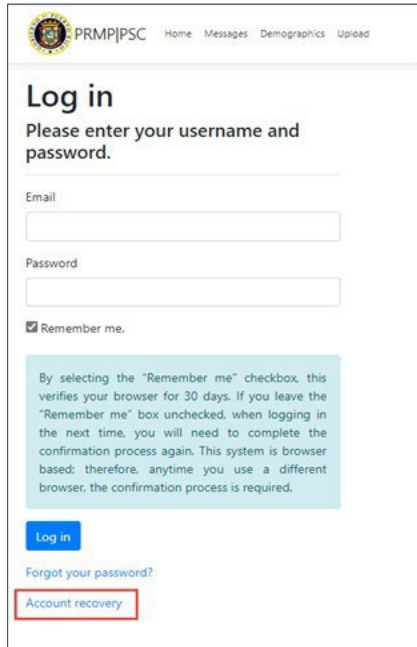
Table 15:   Recover PSC User Account

Step	Task	Action	Result
Open a supported internet browser and go to the URL for **Puerto Rico's Secure Communications Website** (https://psc.prmmis.pr.gov) and log in.
1	Access **Login** page.	Click **Login**.	**Login** page displays.
2	Access Account Recovery.	Click **Account Recovery** on the bottom left.	The Account Recovery screen displays.
3	Complete PSC Account Recovery page.	Enter ATN, NPI, Tax ID, new email address to be used for account recovery and a new password. Confirm you are not a robot and click **Send**. NOTE: The ATN, NPI, and Tax ID entered must match the information that was provided during your original registration with PSC. The prior email address associated with the PSC account is not needed to complete the account recovery process.	The "Please confirm email" page displays.
4	Confirm Email	Click on the email that was sent and confirm email.	The provider may log in to the recovered 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.

The Account Recovery Screen opens.

3. Enter the appropriate information – ATN, NPI, Tax ID, email address to be used for account recovery and a password. Confirm you are not a robot and click Send. Your PSC password is NOT linked to your PEP enrollment password.

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

You may log in to the recovered account after email is confirmed. **Note:** If you use a different browser, you will be required to complete the email confirmation process again for security reasons.

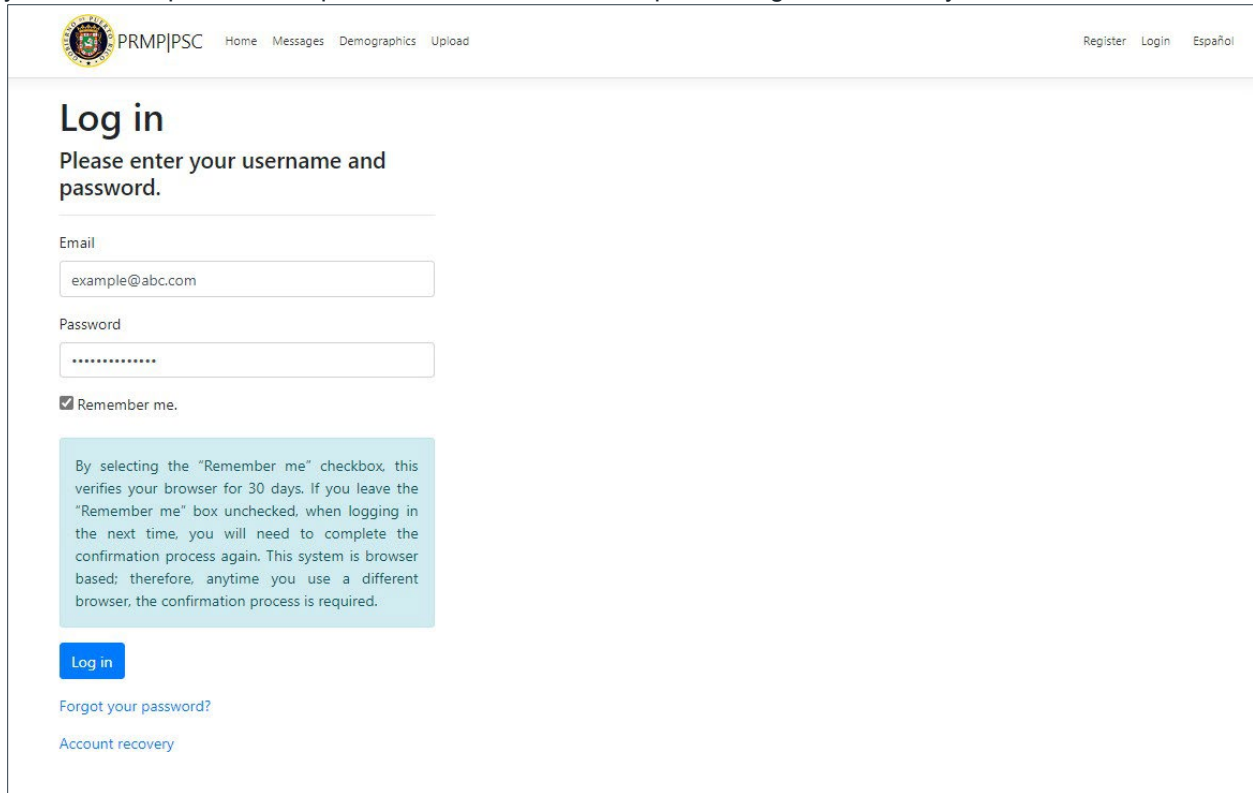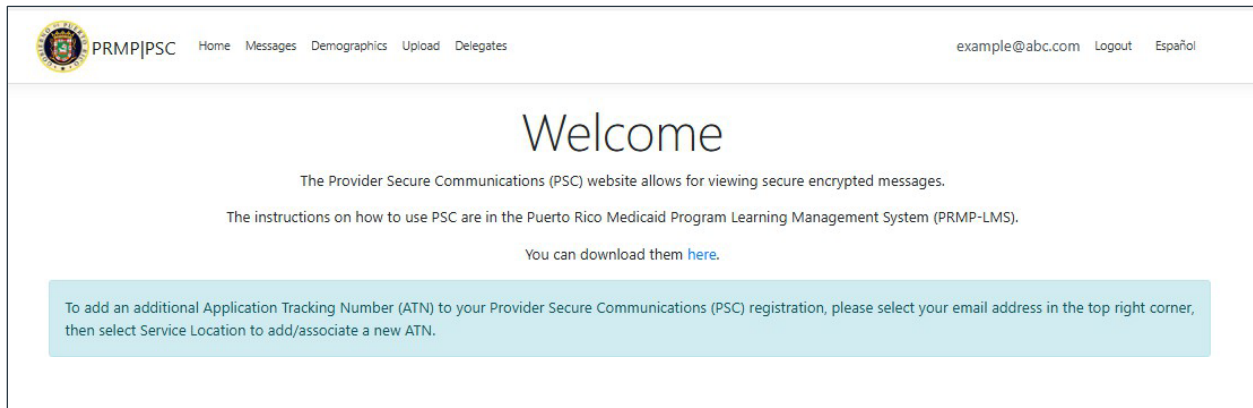**NOTE**: *As an added security measure, should a user attempt to recover their account using an incorrect ATN, they will receive an error message stating "No Provider Found with this Data". Should they continue to attempt to recover the account with the incorrect ATN, on the fourth attempt they will get an error message stating "Sorry Something Went Wrong, Please Go Back and Try Again or Contact the Site Administrator.*

If a provider attempts to recover their account more than three times with either an incorrect NPI or Tax ID but a valid ATN, the user will get an error message stating "You have reached the maximum number of recovery attempts. For security reasons, further attempts are temporarily blocked. Please try again after 24 hours. The user will also receive an email stating the user will have to wait 24 hours before the account can be unlocked or contact the Medicaid Provider Services Contact Center at 787-641-4200, from 8:00 AM to 5:00 PM (AST), Monday through Friday.
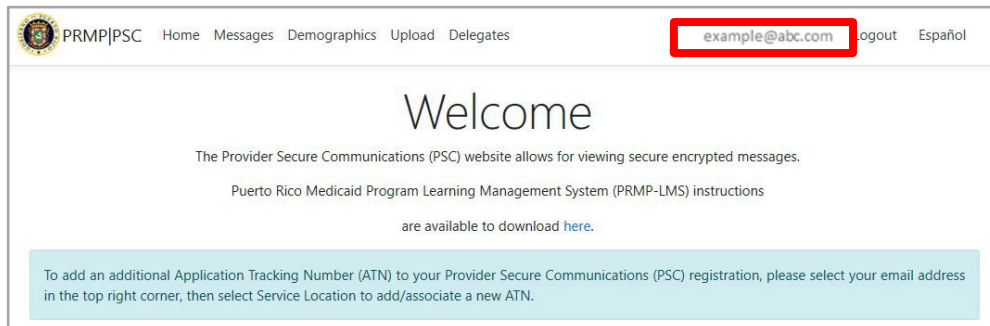
4.4 Manage PSC Password

Quick Reference – Manage PSC Password
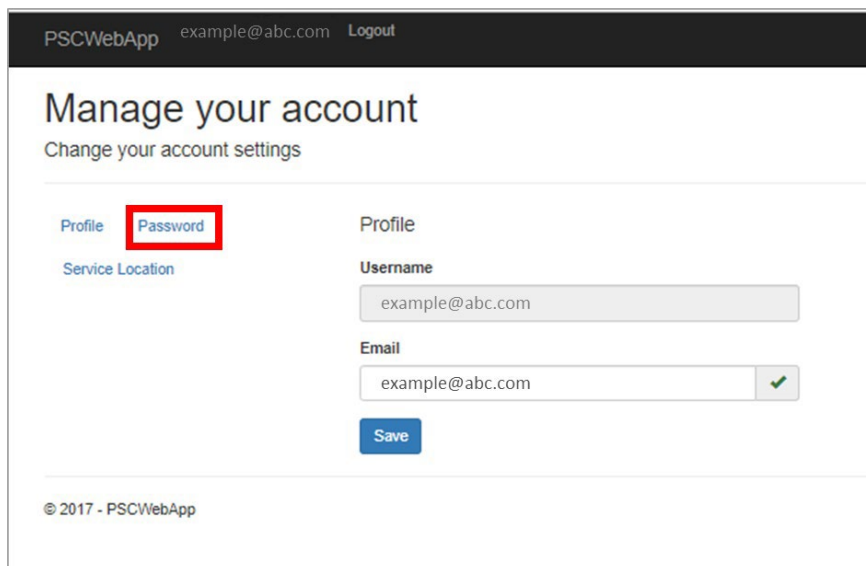
Table 16:   Manage PSC Password

Step	Task	Action	Result
Open a supported internet browser and go to the URL for **Puerto Rico's Secure Communications Website** (https://psc.prmmis.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 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.

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.*

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.
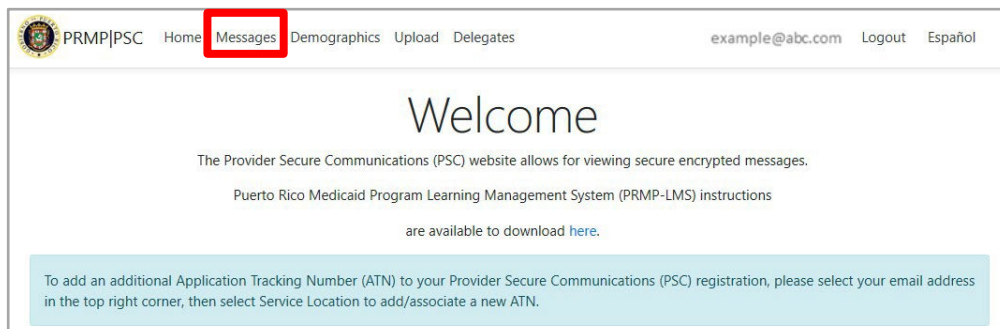
Quick Reference – View Secure Messages

Table 17:   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.prmmis.pr.gov) and log in.
1	Access **Messages** page.	Click **Messages**.	**Messages** page displays.
2	View secure communications.	Click **Details** to view message. ***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.* 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.

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.

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.*

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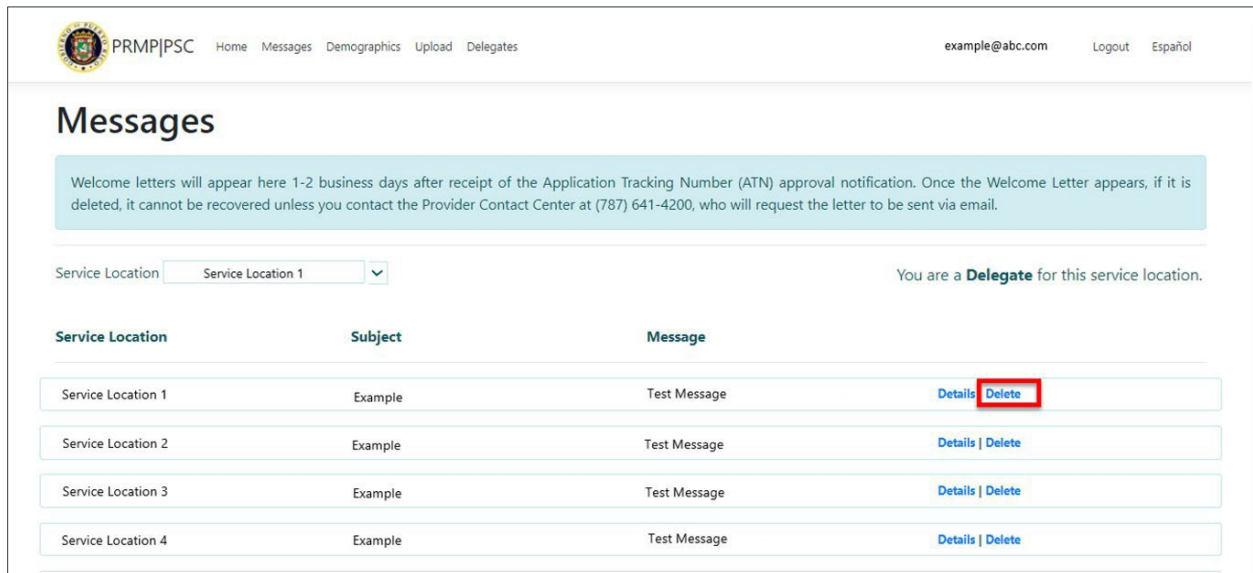

After reading the message details, you may close the tab and return to the screen above.

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

3. 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.
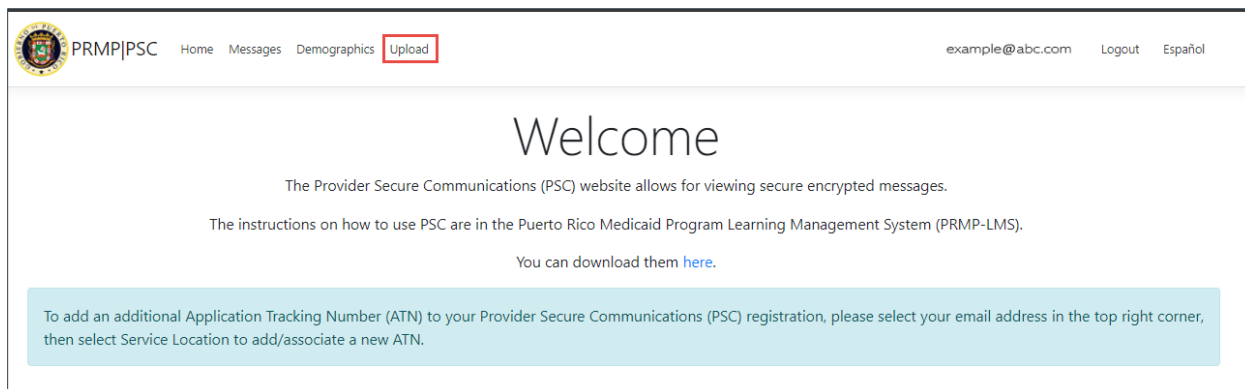
Quick Reference – Upload Documentation to PSC

Table 18:   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.prmmis.pr.gov) and log in.
1	Access the **Upload** page.	From the **PSC Home Page**, click the **Upload** 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. **NOTE**: 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 **Create New**. Complete all displayed fields, select the file to upload, and click **Create**. ***Document size limit is 12 MB. Attempting to upload a file larger than 12 MB will cause an error. **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.*	Document is uploaded and displayed in the **Upload** page.
4	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.

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.

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

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.

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

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.

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

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 19:   **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.prmmis.pr.gov) and log in.		
1	Access **Demographics** page.	From the **PSC Home Page**, click **Demographics**.	**Demographics** 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. *NOTE: A delegate is able to perform tasks to service locations to which they are given permissions.*
3	View Demographic data by Service Location.	Click **Service Location** drop-down. Select the desired location.	Demographic data displays for selected Service Location.
4	Edit Demographic data.	Click **Edit**. Update the desired fields, check the "**I have verified above information is accurate**" box, and click **Save**. *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.*	Demographic data is edited.

Detailed Steps

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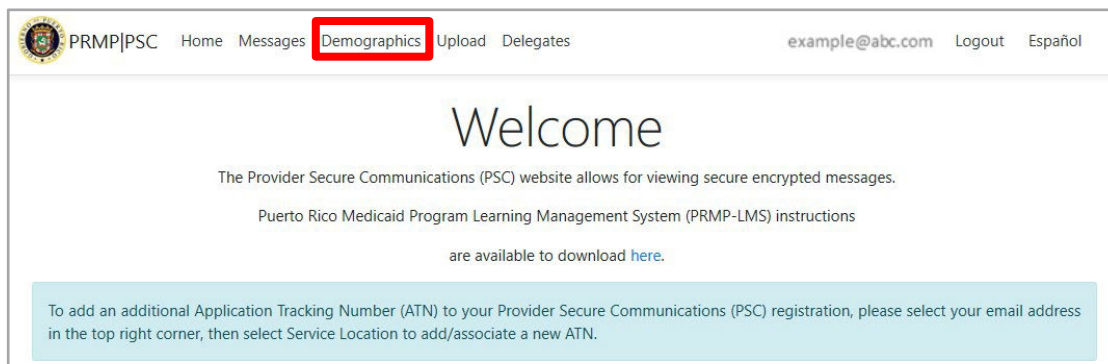
The **Demographics** page displays.

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 000000002 – 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	
				0000				
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

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

> **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.

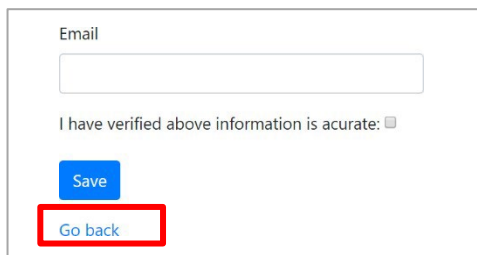With edit permissions, you can edit or remove a phone number and/or email address associated with that location address.

4. 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 acurate: ☐

[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 acurate: ☐

[Save]

Go back

4.8   Update PSC Profile

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

Quick Reference – Update PSC Profile
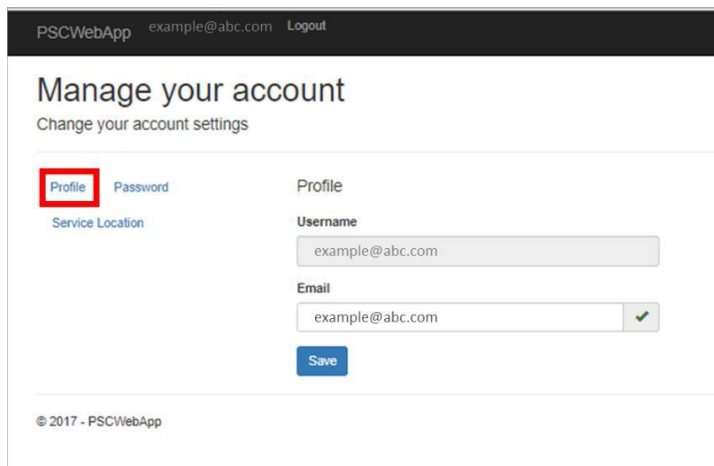
Table 20:   Update PSC Profile

Step	Task	Action	Result
Open a supported internet browser and go to the URL for **Puerto Rico's Secure Communications Website** (https://psc.prmmis.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.

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.

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