



GOVERNMENT OF PUERTO RICO

Department of Health  
Medicaid Program

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# Puerto Rico Medicaid Management Information System

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

## Provider Secure Communication (PSC) Website

Training Material – Reference Guide

Version 5.0

## Change History

Version #	Date	Modified By	Description
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
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1.0	07/15/2020	DXC Technology	Approved Deliverable

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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 <b>Puerto Rico's Secure Communications Website</b> : <a href="https://psc.prmis.pr.gov">https://psc.prmis.pr.gov</a> .			
1	Start PSC registration.	Click <b>Register</b> .	<b>Register</b> page displays.
2	Complete PSC registration.	Complete <b>Registration</b> page.  **NOTE – You must use the email address to which you received the email. If a different email address is applied, an error will occur.	Required registration fields are completed.
3	Submit PSC registration.	Click <b>Register</b> .	Registration confirmation email is sent.
4	Verify registration.	Access your email and follow the steps in the registration notification.	PSC registration is complete.

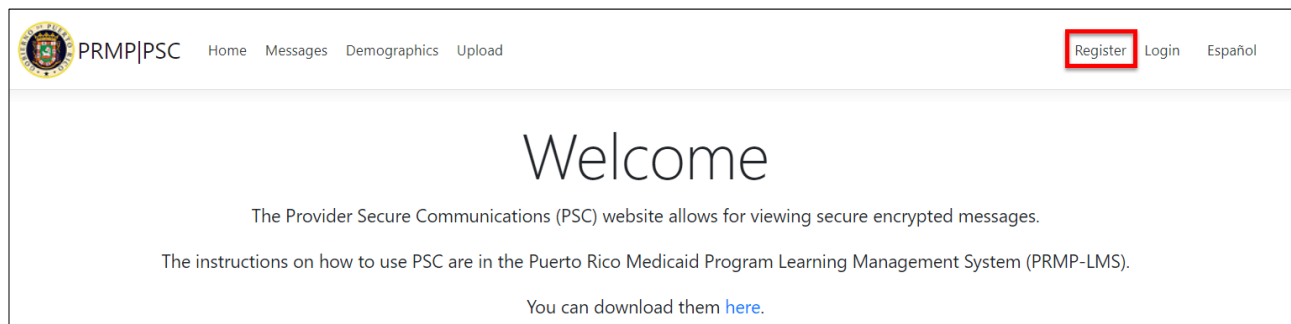
### Detailed Steps

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 address in which you received the notification which will be used to reset your password to PSC.
- Enter the password fields and confirm that you are not a robot.



 PRMP|PSC [Home](#) [Messages](#) [Demographics](#) [Upload](#) [Register](#) [Login](#) [Español](#)

## Register

[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  [Privacy](#) [Terms](#)



**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.

**NOTE:** The email ID in PSC and MMIS “email to” email selections must match:

- You can only create a PSC account where the “Mail to” email address is the same as the PSC registration email ID to ensure that you become the owner of the provider PSC account identified by your ATN number.
  - To create an account in PSC, you must enter the **ATN, NPI or Tax ID AND** the “Mail to” address.
- PSC will validate the PSC email ID entered matches the “Mail to” address in MMIS.

**NOTE:** You will be sent an email notification of your Welcome Letter in the PSC and then you will go to PSC to create your account, using the same email address that the notification was received.

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](#)

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.

[Forgot your password?](#)

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

PRMP|PSC
Home
Messages
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Login
Español

## Please confirm email

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

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

## 2.2 Log in to PSC

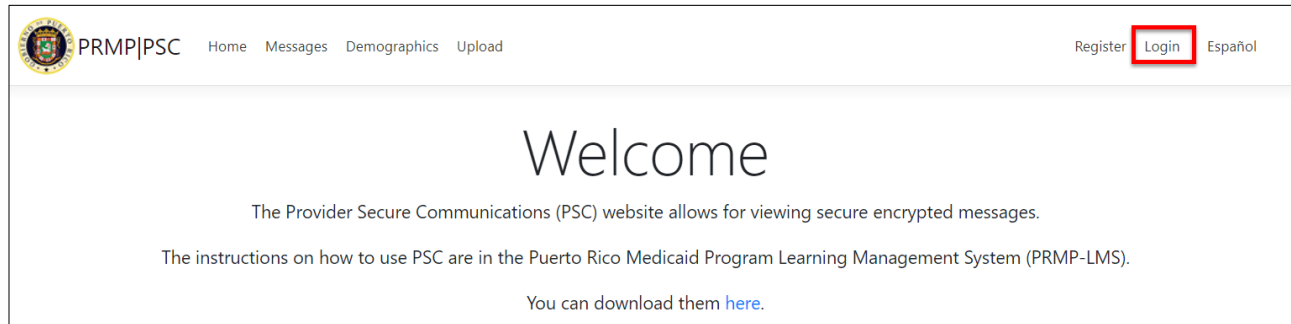
### Quick Reference – Log in to PSC

Table 3 – Log in to PSC

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

### Detailed Steps

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



2. The **Log in** page displays. Enter the email and password 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.

[Forgot your password?](#)

- 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.

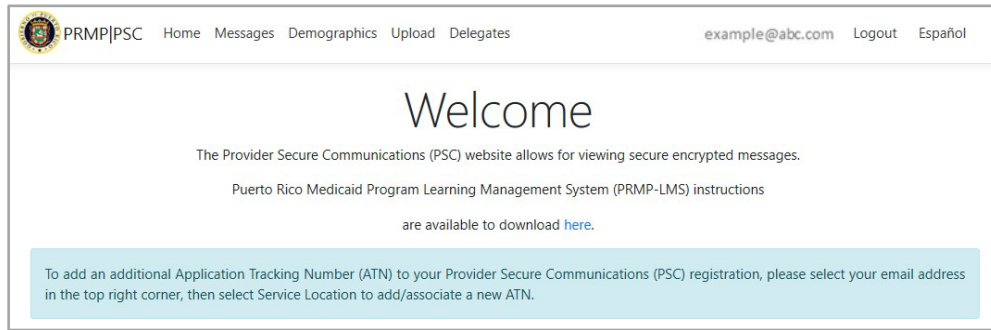
Password

☒ 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 Reset PSC User Account

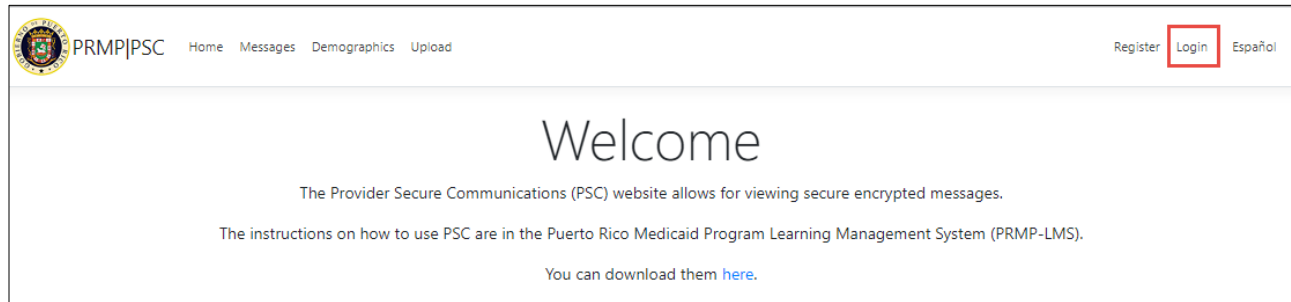
### Quick Reference – Reset PSC User Account

Table 4 – Reset PSC User Account

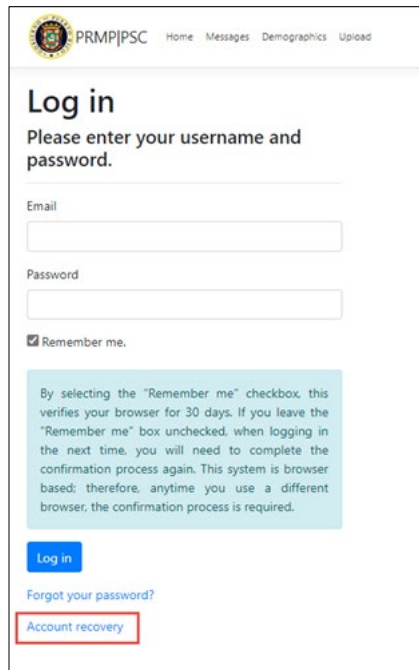
Step	Task	Action	Result
Open a supported internet browser and go to the URL for <b>Puerto Rico’s Secure Communications Website</b> and log in.			
1	Access <b>Login</b> page.	Click <b>Login</b> .	<b>Login</b> page displays.
2	Access Account Recovery.	Click <b>Account Recovery</b> on the bottom left.	The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

### Detailed Steps

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



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



3. The Account Recovery Screen opens.



PRMP|PSC Home Messages Demographics Upload Register Login Español

## Account Recovery

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

ATN

NPI

Tax ID

Email

Confirm Email

Password

Confirm Password

☐ I'm not a robot

reCAPTCHA

Send

4. Enter the appropriate information - ATN and NPI or Tax ID and an email address that must match the "mail to" address that was registered in PEP/MMIS. Confirm you are not a robot and click the Send button.

PRMP|PSC Home Messages Demographics Upload Register Login Español

## Account Recovery

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

ATN  
9919660879

NPI  
1164421822


Tax ID

Email  
prtesting\_debbie@protonmail.com

Confirm Email  
prtesting\_debbie@protonmail.com

Password  
\*\*\*\*\*

Confirm Password  
\*\*\*\*\*

☒ I'm not a robot  reCAPTCHA  
Privacy Terms

Send

- The “Please confirm email” page is displayed.

PRMP|PSC Home Messages Demographics Upload Register Login Español

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

## 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.**

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

PRMP|PSC Home Messages Demographics Upload Register Login Español

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

## Log in

Please enter your username and password.

Email  
albg84pantaya1@gmail.com

Password  
••••••••

☒ Remember me.

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

[Log in](#)

[Forgot your password?](#)

[Account recovery](#)

PRMP|PSC Home Messages Demographics Upload Register Login Español

# Welcome

The Provider Secure Communications (PSC) website allows for viewing secure encrypted messages.

The instructions on how to use PSC are in the Puerto Rico Medicaid Program Learning Management System (PRMP-LMS).

You can download them [here](#).

## 2.4 Manage PSC Password

### Quick Reference – Manage PSC Password

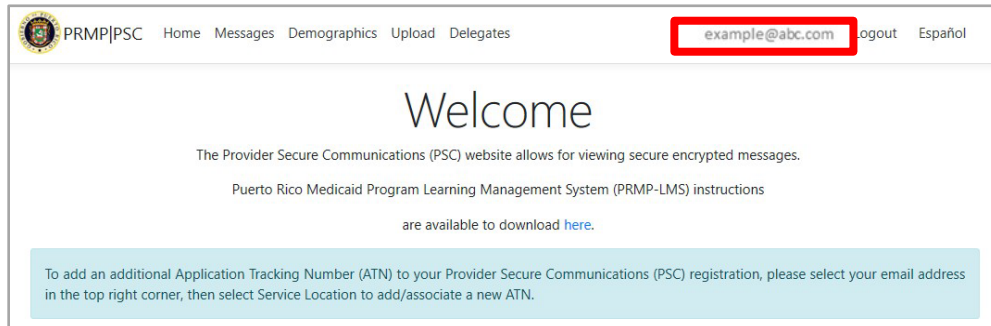
Table 4 – Manage PSC Password

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

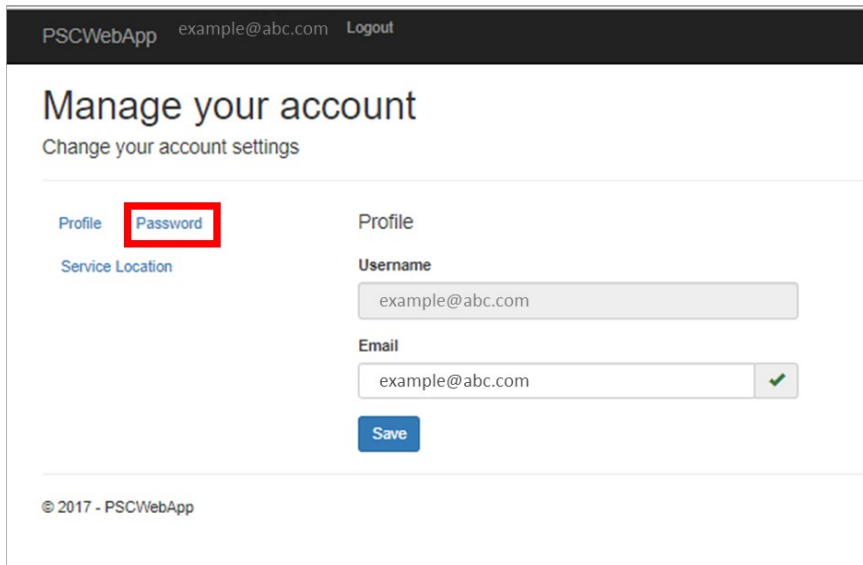
3	Complete PSC profile updates.	Complete the fields and update password.	PSC password is updated.
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## Detailed Steps

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.

## 2.5 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.

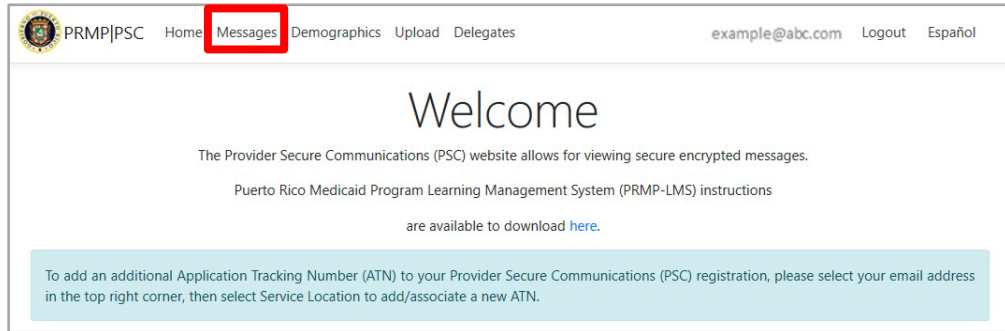
### Quick Reference – View Secure Messages

Table 5 – View Secure Messages

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

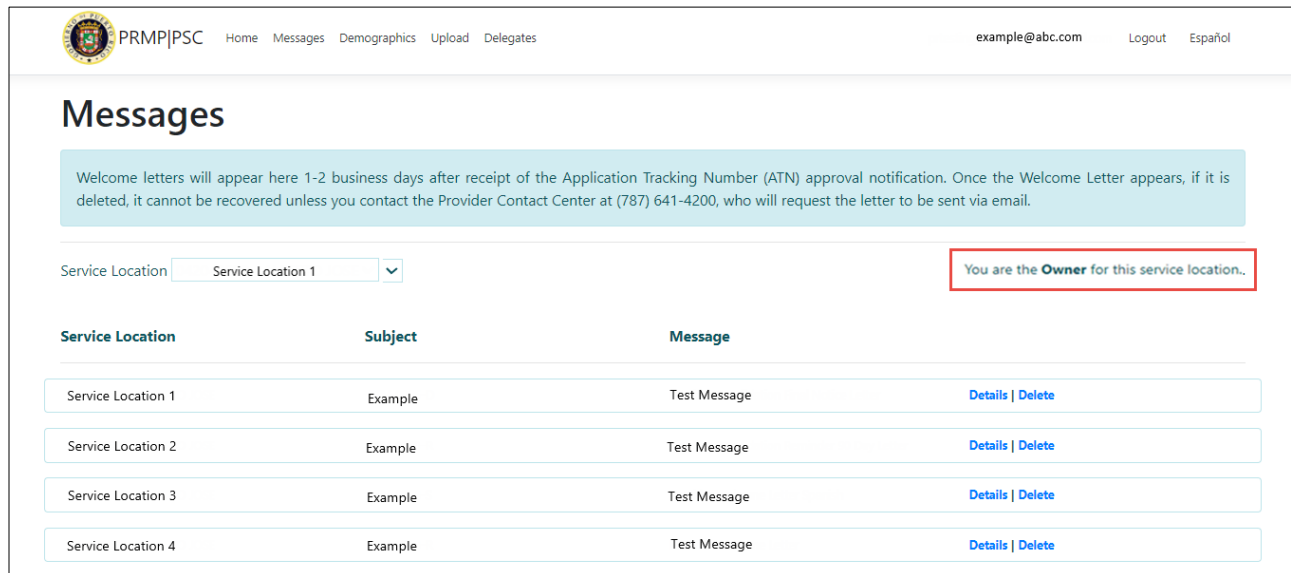
### Detailed Steps

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




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

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



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

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


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

## Messages

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

Service Location Service Location 1 ▼ You are the **Owner** for this service location.

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

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



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



GOVERNMENT OF PUERTO RICO  
Department of Health  
Medicaid Program

01/27/2020

**Re: National Provider ID (NPI)  
Medicaid Provider ID:**

Dear Medicaid Provider:

Welcome to the Puerto Rico Medicaid Program (PRMP).

This notice is to inform you that your application for participation in the PRMP has been approved per the provider agreement.

This agreement allows you to seek to participate as a network provider with any of the Government Health Plans contracted Managed Care Organizations (MCOs) and/or Medicare Advantage Organizations (MAOs). Enrollment in the PRMP does not entitle you to participate in a health plan network. Each MCO/MAO has its own credentialing and contracting requirements and determines the providers who can participate in their network.

Please review the demographic information printed below for accuracy. If changes are necessary, please notify the Medicaid Provider Enrollment Unit immediately by email at [prmp-provider@salud.pr.gov](mailto:prmp-provider@salud.pr.gov).

Please include your Medicaid Provider ID (printed below) on all correspondence with the PRMP to ensure proper and timely updating of your provider record.

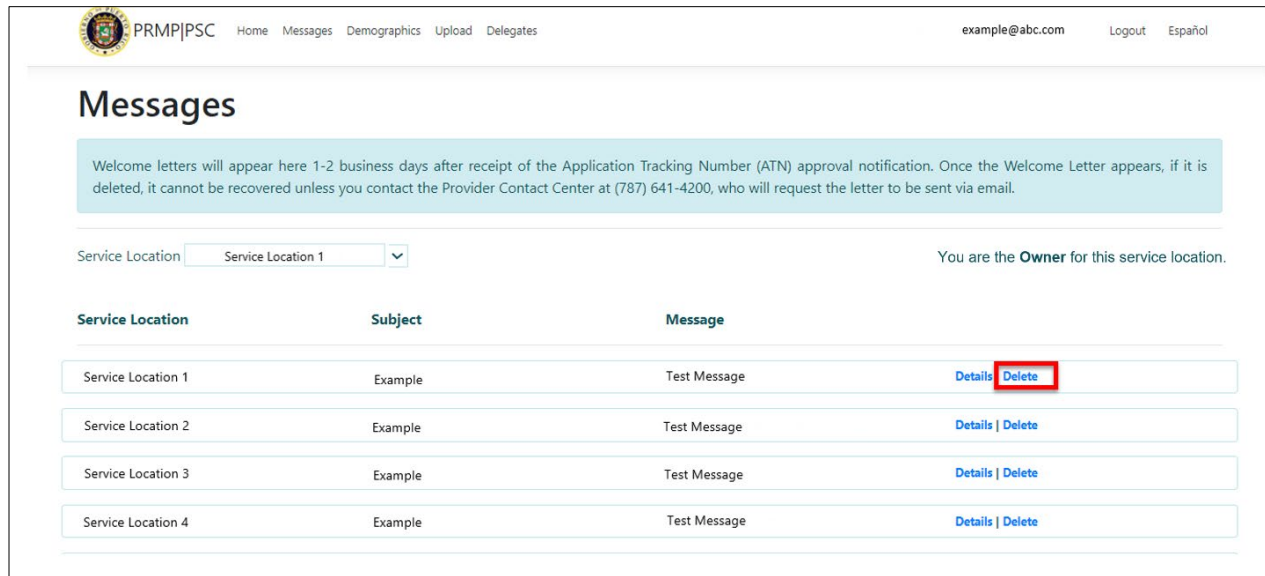
**PRMP Provider Enrollment Information:**

Name:  
D/B/A Name: N/A  
Address:

Provider NPI:  
Medicaid Provider ID:  
Provider Tax ID

Provider Type: SPEECH LANGUAGE PATHOLOGIST  
Provider Specialty: SPEECH LANGUAGE PATHOLOGIST

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



The screenshot shows the PRMP|PSC Messages page. At the top, there is a navigation bar with links for Home, Messages, Demographics, Upload, and Delegates. The user is logged in as example@abc.com. The main heading is 'Messages'. Below this, a light blue box contains a welcome message. A dropdown menu for 'Service Location' is set to 'Service Location 1'. A message states: 'Welcome letters will appear here 1-2 business days after receipt of the Application Tracking Number (ATN) approval notification. Once the Welcome Letter appears, if it is deleted, it cannot be recovered unless you contact the Provider Contact Center at (787) 641-4200, who will request the letter to be sent via email.' Below this, a table lists messages for four service locations. The first row for 'Service Location 1' has a 'Delete' button highlighted in red.

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

## 2.6 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

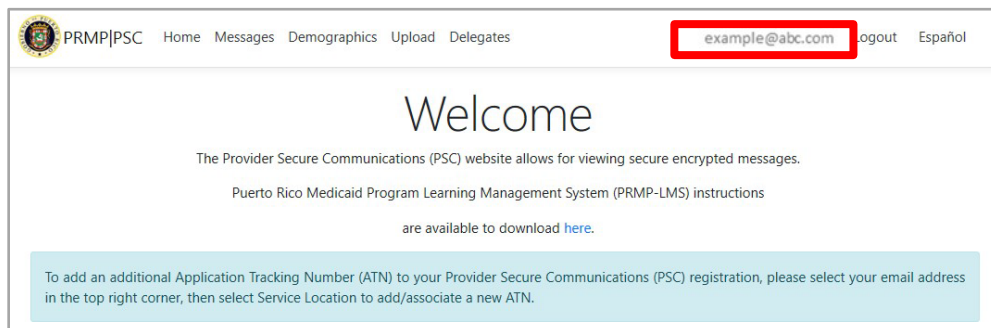
Step	Task	Action	Result
	Open a supported internet browser and go to the URL for <b>Puerto Rico's Secure Communications Website</b> ( <a href="https://psc.prmis.pr.gov">https://psc.prmis.pr.gov</a> ) and log in.		



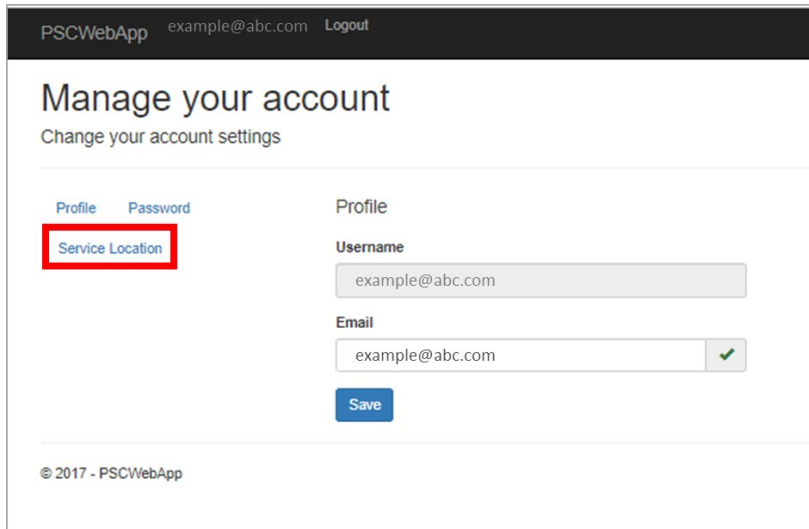
1	Access <b>Manage Your Account</b> page.	From the <b>PSC Home Page</b> , click your email address.	<b>Manage Your Account</b> page displays.
2	Access your <b>PSC Service Locations</b> account settings.	Click <b>Service Locations</b> on the left.	<b>Service Locations</b> account settings display.
3	Manage Service Locations.	<p>Add a Service Location or remove a Service Location.</p> <p><b>**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.</b></p>	<p>Service Location is added. Communications for this Service Location will now be accessible from <b>Messages</b>.</p> <p>Service Location is now removed. <b>Messages</b> will no longer be accessible for this Service Location.</p>

## 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**. A message will display stating that a request to approve this action has been sent to the ATN owner. Secure communications for the added Service Location will be accessible from [Messages](#) once the Service Location is approved.

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## Manage your account

Change your account settings

Profile  
Password  
**Service Location**

### Service Locations

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

ATN  
6511029247

NPI  
1467707570

Tax ID

[Save](#)

**Service Location**

- 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.

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## Manage your account

Change your account settings

Profile  
Password  
**Service Location**

### Service Locations

ATN

NPI

Tax ID

[Save](#)

**Service Location**

042040500 - ALBERTO JOSE	<a href="#">Delete</a>
042040501 - ALBERTO JOSE	<a href="#">Delete</a>

## 2.7 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.

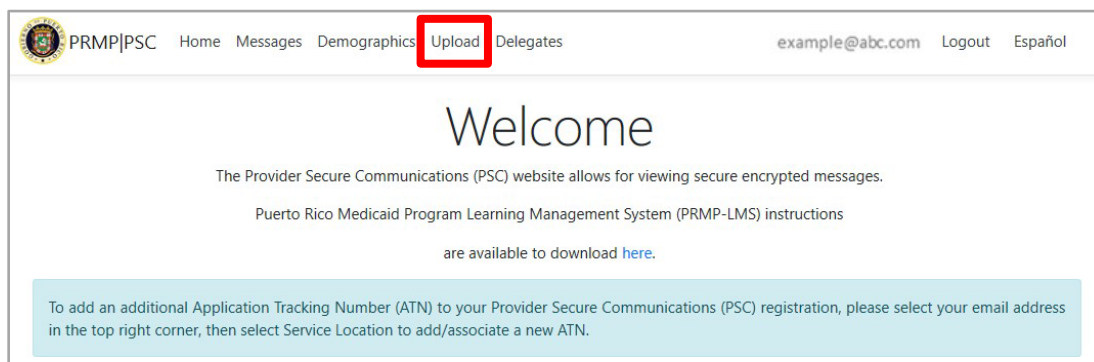
### Quick Reference – Upload Documentation to PSC

**Table 7 – Upload Documentation to PSC**

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


### Detailed Steps

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



2. 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.


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## Upload

[Create New](#)

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

Service Location
042068500 - GOMEZ SELENA
042068500 - GOMEZ SELENA
042068501 - GOMEZ SELENA
042068502 - GOMEZ SELENA

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

Service Location	Form	Upload Date	
042068500 - GOMEZ SELENA	Other	08/29/2023	<a href="#">Download</a>
042068500 - GOMEZ SELENA	CLIA Certificate	08/29/2023	<a href="#">Download</a>

© 2019 - PSC - [Privacy](#)

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

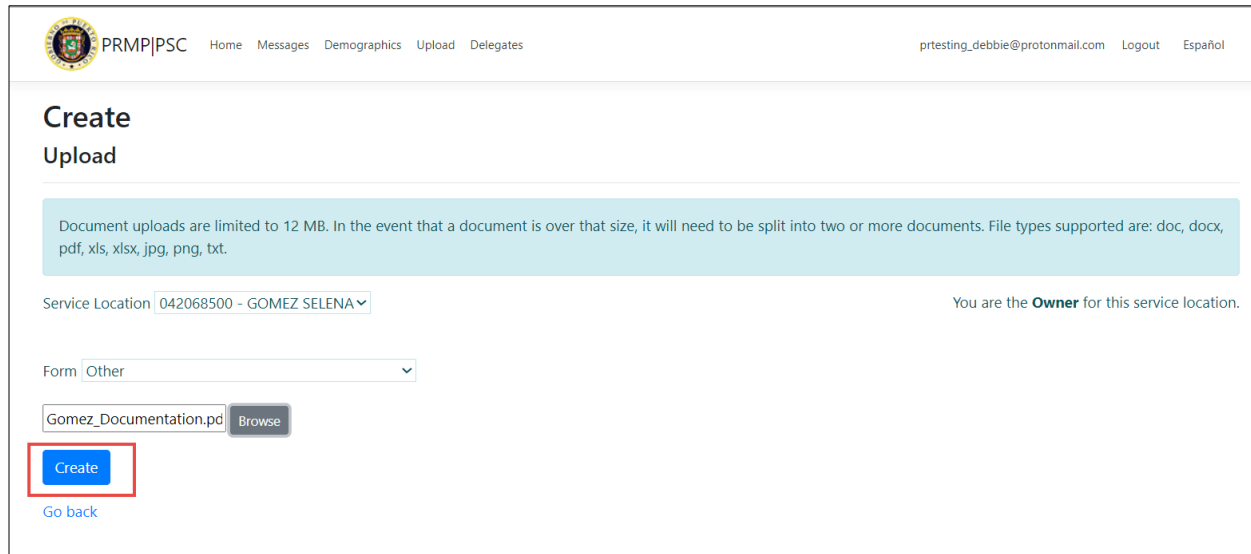
4. The **Create Upload** page displays. Complete all displayed fields and select the desired file for upload.

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

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



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## Create Upload

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

Service Location 042068500 - GOMEZ SELENA You are the **Owner** for this service location.

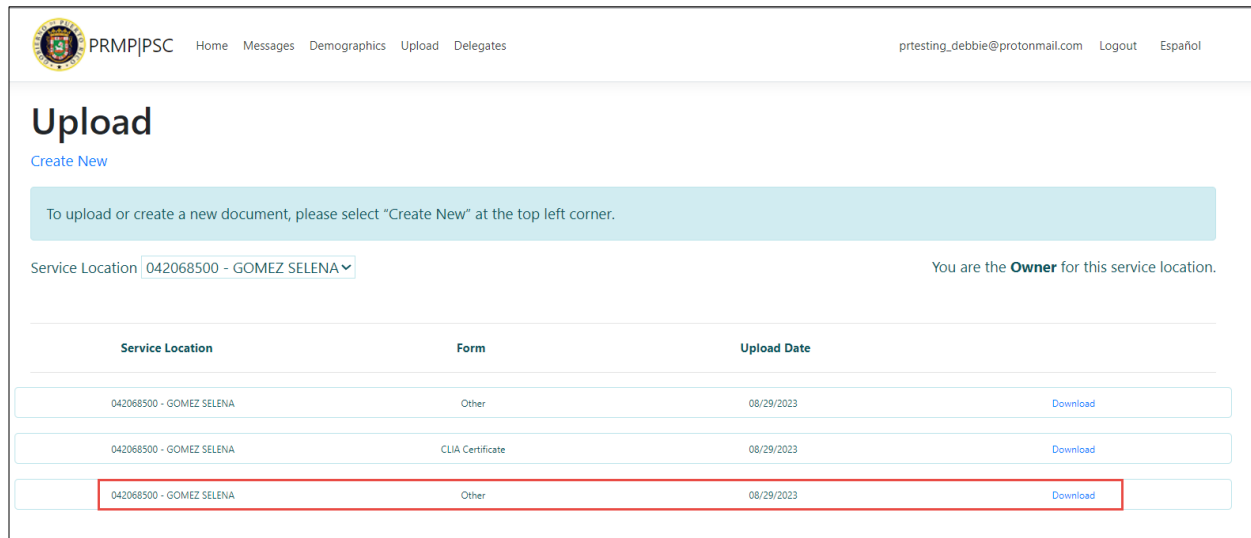
Form Other

Gomez\_Documentation.pdf Browse

**Create**

[Go back](#)

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



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## Upload


[Create New](#)

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

Service Location 042068500 - GOMEZ SELENA You are the **Owner** for this service location.

Service Location	Form	Upload Date	
042068500 - GOMEZ SELENA	Other	08/29/2023	<a href="#">Download</a>
042068500 - GOMEZ SELENA	CLIA Certificate	08/29/2023	<a href="#">Download</a>
042068500 - GOMEZ SELENA	Other	08/29/2023	<a href="#">Download</a>

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


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## Upload

[Create New](#)

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

Service Location 042068500 - GOMEZ SELENA You are the **Owner** for this service location.

Service Location	Form	Upload Date	
042068500 - GOMEZ SELENA	Other	08/29/2023	<a href="#">Download</a>
042068500 - GOMEZ SELENA	CLIA Certificate	08/29/2023	<a href="#">Download</a>
042068500 - GOMEZ SELENA	Other	08/29/2023	<a href="#">Download</a>



## 2.8 Update PSC Profile



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

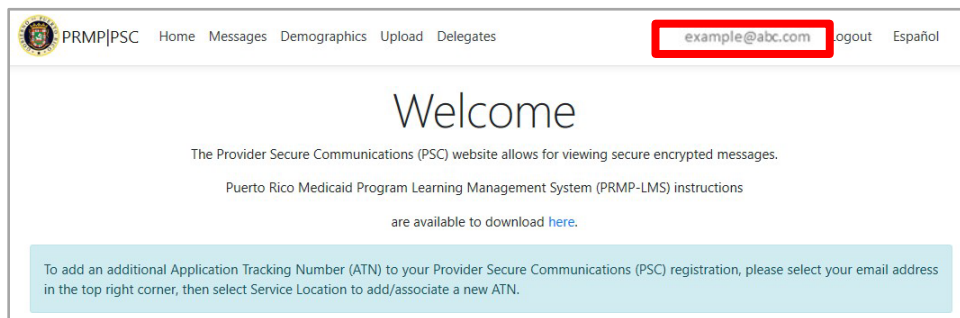
### Quick Reference – Update PSC Profile

Table 8 – Update PSC Profile

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

### Detailed Steps

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



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

PSCWebApp example@abc.com Logout

## Manage your account

Change your account settings

**Profile** Password Service Location

Profile

Username  
example@abc.com

Email  
example@abc.com ✓

Save

© 2017 - PSCWebApp

- 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.

PSCWebApp example@abc.com Logout

## Manage your account

Change your account settings

Profile Password Service Location

Profile

Username  
example@abc.com

Email  
example@abc.com ✓

Save

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## 2.9 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.

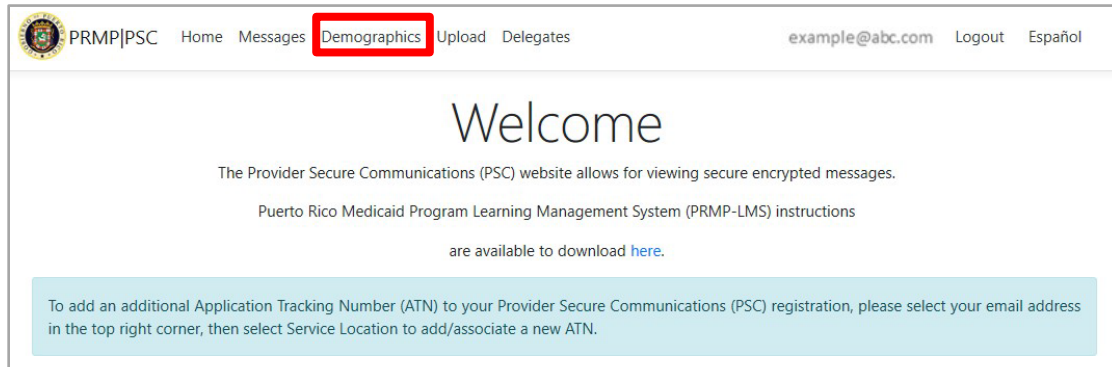
## Quick Reference – Update PSC Demographic Data

Table 9 – Update PSC Demographic Data

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

## Detailed Steps

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




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.

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.


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## 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
042068500 - GOMEZ SELENA
You are the **Owner** for this service location.

Service Location
042068500 - GOMEZ SELENA  
042068501 - GOMEZ SELENA  
042068502 - GOMEZ SELENA
N, PR 00927-6318

Address Type	Address 1	Address 2	City	State	Zip	Phone	Email	
HOME/CORP OFFICE	1662 CALLE JAZMIN		SAN JUAN	PR	00927-6318	(787) 866-3355	prtesting_debbie@protonmail.com	<a href="#">Edit</a>
MAIL TO/CORRESPOND	1662 CALLE JAZMIN		SAN JUAN	PR	00927-6318	(787) 866-3355	prtesting_debbie@protonmail.com	<a href="#">Edit</a>
PAY TO ADDRESS	1662 CALLE JAZMIN		SAN JUAN	PR	00927-6318	(787) 866-3355	prtesting_debbie@protonmail.com	<a href="#">Edit</a>

- 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 037402708 - FACILIDADES MEDICAS ASOCIADAS

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

**Service Location:** CARR 853 KM 11.4, BO BARRAZAS, CAROLINA, PR 00983-0000

Address Type	Address 1	Address 2	City	State	Zip	Phone	Email
HOME/CORP OFFICE	CARR 853 KM 11.4	BO BARRAZAS	CAROLINA	PR	00983-0000	(787) 861-7777	<a href="#">Edit</a>
MAIL TO/CORRESPOND	CARR 853 KM 11.4	BO BARRAZAS	CAROLINA	PR	00983-0000	(787) 861-7777	<a href="#">Edit</a>
PAY TO ADDRESS	CARR 853 KM 11.4	BO BARRAZAS	CAROLINA	PR	00983-0000	(787) 861-7777	<a href="#">Edit</a>



**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**.

Email

I have verified above information is accurate: ☐

[Save](#)

[Go back](#)



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

Email

I have verified above information is accurate: ☐

[Save](#)

[Go back](#)

## 2.10 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

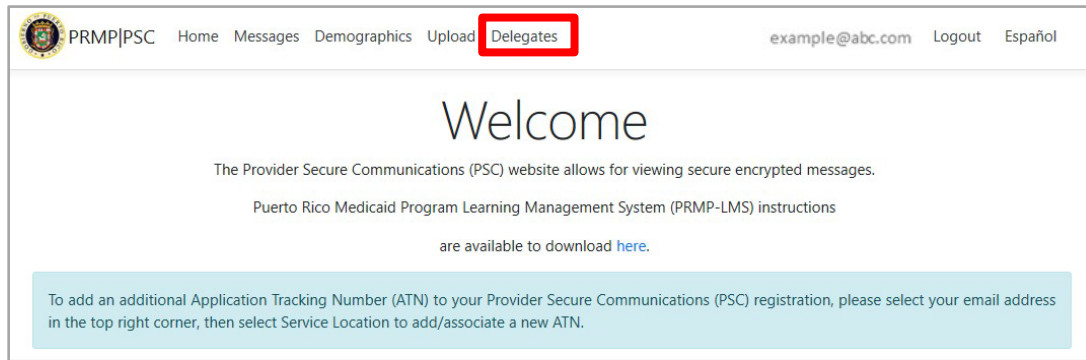
**Table 10 – Assign Delegates in PSC**

Step	Task	Action	Result
Open a supported internet browser and go to the URL for <b>Puerto Rico's Secure Communications Website</b> ( <a href="https://psc.prmis.pr.gov">https://psc.prmis.pr.gov</a> ) and log in.			
1	Access <b>Delegates</b> page.	From the <b>PSC Home Page</b> , click <b>Delegates</b> .	<b>Delegates</b> page displays.
2	Add new delegate.	Click <b>Create New</b> . A static message displays to alert the owner of their responsibilities and what delegation allows. Complete the displayed fields, including what the delegate should or should not have access to by selecting the appropriate checkboxes next to each Service Location Then click <b>Save</b> .	Delegate is added to <b>Delegates</b> list. New delegate receives email informing them of delegate assignment and asking them to register in PSC.
3	Edit delegate information.	Click <b>Edit</b> . Update the desired fields and click <b>Save</b> .	Delegate information is edited.
4	Delete delegate.	Click <b>Delete</b> . Confirm removal by clicking <b>Yes</b> in confirmation pop-up window.	Delegate is removed and will no longer have control over any PSC functionalities on provider's behalf.

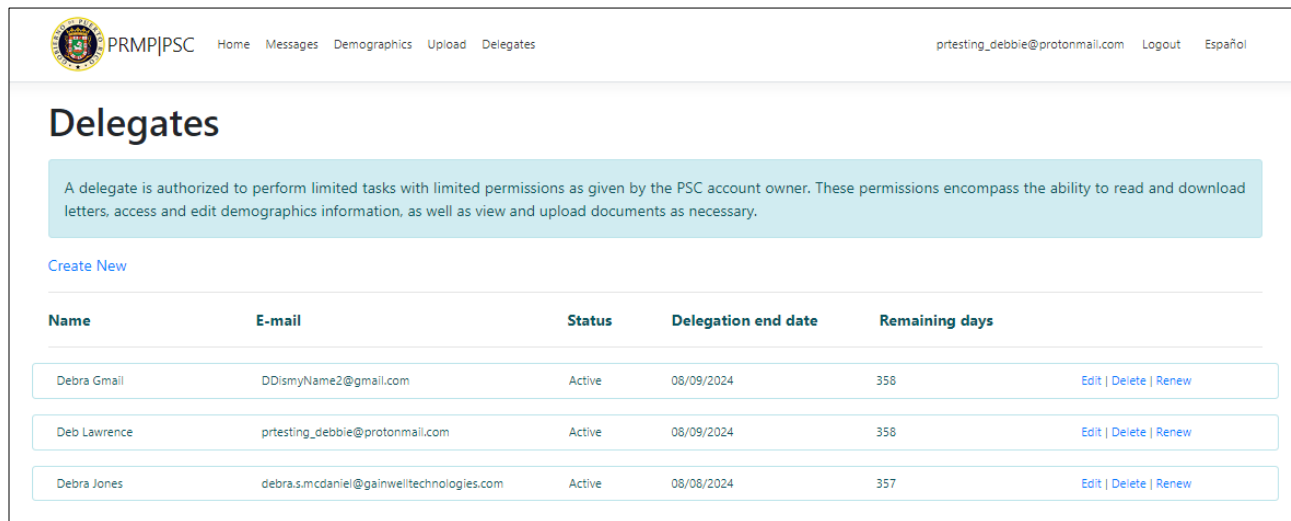


## Detailed Steps

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 existing 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 permissions as given by the PSC account owner. These permissions encompass the ability to read and download letters, access and edit demographics information, as well as view and upload documents as necessary.

Name

Email

	Demographics		Uploads	
	All <input type="checkbox"/>	All <input type="checkbox"/>	All <input type="checkbox"/>	All <input type="checkbox"/>
037402709 - FACILIDADES MEDICAS ASOCIADAS	read <input type="checkbox"/>	write <input type="checkbox"/>	read <input type="checkbox"/>	write <input type="checkbox"/>
037402710 - FACILIDADES MEDICAS ASOCIADAS	read <input type="checkbox"/>	write <input type="checkbox"/>	read <input type="checkbox"/>	write <input type="checkbox"/>
037402708 - FACILIDADES MEDICAS ASOCIADAS	read <input type="checkbox"/>	write <input type="checkbox"/>	read <input type="checkbox"/>	write <input type="checkbox"/>


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

Create

Go back

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

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


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prtesting\_debbie@protonmail.com Logout Español

## Create Delegate

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

Name


Email

	Demographics		Uploads	
	All <input type="checkbox"/>	All <input type="checkbox"/>	All <input type="checkbox"/>	All <input type="checkbox"/>
042040501 - ALBERTO JOSE	read <input checked="" type="checkbox"/>	write <input type="checkbox"/>	read <input checked="" type="checkbox"/>	write <input type="checkbox"/>

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

[Go back](#)

The new delegate now displays in the Delegates page.


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prtesting\_debbie@protonmail.com Logout Español

## Delegates

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

[Create New](#)

Name	E-mail	Status	Delegation end date	Remaining days
Debbie Name	debmcDaniel07@aim.com	Active	08/16/2024	365



***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.

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


## Delegates

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

[Create New](#)

Name	E-mail	Status	Delegation end date	Remaining days	
Debra Gmail	DDismyName2@gmail.com	Active	08/03/2024	365	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Renew</a>

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


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## Delegate

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


Name

Email

[Go back](#)

	Demographics		Uploads	
	All <input type="checkbox"/>	All <input type="checkbox"/>	All <input type="checkbox"/>	All <input type="checkbox"/>
042040501 - ALBERTO JOSE	read <input checked="" type="checkbox"/>	write <input checked="" type="checkbox"/>	read <input type="checkbox"/>	write <input type="checkbox"/>

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.


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## Delegates

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

[Create New](#)


Name	E-mail	Status	Delegation end date	Remaining days	
Debra Gmail	DDismyName2@gmail.com	Active	08/09/2024	358	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Renew</a>
Deb Lawrence	prtesting_debbie@protonmail.com	Active	08/09/2024	358	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Renew</a>
Debra Jones	debra.s.mcdaniel@gainwelltechnologies.com	Active	08/08/2024	357	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Renew</a>

Lifetime access for delegates can also be updated:

- An ATN owner can limit the length of time a delegate can have PSC access to (one year) without access being renewed.
  - (a) Start day will be the delegate's assignment date
  - (b) End date will be a year from the delegation or delegation renewal.
- 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:
  - PSC displays the delegate status and delegation end date
  - Start day will be the delegate's assignment date

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

To renew a delegate's access, click Renew next to the desired delegate's name.


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## Delegates

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

[Create New](#)

Name	E-mail	Status	Delegation end date	Remaining days	
Debra Gmail	DDismyName2@gmail.com	Active	09/16/2023	30	<a href="#">Edit</a>   <a href="#">Delete</a>   <a href="#">Renew</a>
Deb Lawrence	prtesting_debbie@protonmail.com	Active	08/09/2024	358	<a href="#">Edit</a>   <a href="#">Delete</a>   <a href="#">Renew</a>
Debra Jones	debra.s.mcdaniel@gainwelltechnologies.com	Active	08/08/2024	357	<a href="#">Edit</a>   <a href="#">Delete</a>   <a href="#">Renew</a>

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


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## Delegates

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

[Create New](#)

Name	E-mail	Status	Delegation end date	Remaining days	
Debra Gmail	DDismyName2@gmail.com	Active	08/16/2024	365	<a href="#">Edit</a>   <a href="#">Delete</a>   <a href="#">Renew</a>
Deb Lawrence	prtesting_debbie@protonmail.com	Active	08/09/2024	358	<a href="#">Edit</a>   <a href="#">Delete</a>   <a href="#">Renew</a>
Debra Jones	debra.s.mcdaniel@gainwelltechnologies.com	Active	08/08/2024	357	<a href="#">Edit</a>   <a href="#">Delete</a>   <a href="#">Renew</a>

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


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prtesting\_debbie@protonmail.com Logout Español

## Delegates

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

[Create New](#)

Name	E-mail	Status	Delegation end date	Remaining days	
Debra Gmail	DDismyName2@gmail.com	Active	08/16/2024	365	<a href="#">Edit</a>   <a href="#">Delete</a>   <a href="#">Renew</a>
Deb Lawrence	prtesting_debbie@protonmail.com	Active	08/16/2024	365	<a href="#">Edit</a>   <a href="#">Delete</a>   <a href="#">Renew</a>
Debra Jones	debra.s.mcdaniel@gainwelltechnologies.com	Active	08/16/2024	365	<a href="#">Edit</a>   <a href="#">Delete</a>   <a href="#">Renew</a>



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

Email