



DEPARTAMENTO DE SALUD

SECRETARÍA AUXILIAR PARA LA COORDINACIÓN DE SERVICIOS Y ASISTENCIA EN SALUD

División de Asistencia Médica (Medicaid)

April 19, 2024

Managed Care Organizations (MCOs)
Medicare Advantage Organizations (MAOs)
Pharmacy Benefit Managers (PBMs)
Puerto Rico Government Health Plan – Vital Health Plan

RE: PROVIDER INQUIRY TOOL

The purpose of this notification is to inform the Puerto Rico Government Health Plans that the Puerto Rico Medicaid Program (PRMP) has new functionality in the Medicaid Portal with the addition of the provider inquiry tool. This tool is available to providers and insurers at <https://www.medicaid.pr.gov/>.

Upon logging into your existing account, you may now search for Medicaid-enrolled providers in addition to Medicaid-eligible members. You will be able to view providers' enrollment information, including effective and end dates, demographic information, and their contact and service location information. This tool will also provide group associations within the Puerto Rico Medicaid Management Information System (PRMMIS), as well as the providers' affiliation to carriers– Managed Care Organizations (MAOs), Medicare Advantage Organizations (MAOs), and Pharmacy Benefit Managers (PBMs). Results can be exported into Excel if needed. A guide is available on the Medicaid website at <https://medicaid.pr.gov/Home/PEPResources/>.

PRMP appreciates your support and commitment to notifying the providers in your network of the provider inquiry tool.

If you have questions regarding this notification, please contact the Provider Contact Center at (787) 641-4200 between 8:00am and 5:00pm, Atlantic Standard Time, Monday through Friday. You may also submit your inquiry by email to prmp-pep@salud.pr.gov.

Cordially,



Dinorah Collazo Ortiz, Esq.
Executive Director
Puerto Rico Medicaid Program

CC: Carlos Mellado, MD
Puerto Rico Health Secretary

Mrs. Roxana Rosario
Executive Director
Puerto Rico Health Insurance Administration (ASES)