April 24, 2020

Mr. Orlando González-Rivera
President
MMM Healthcare
Via Email: orlando.gonzalez@mmmhc.com

> Ref.: COVID-19 Update for Cutoff Dates for the new PRMMIS Provider Data Interfaces for all Puerto Rico Medicaid Program Trading Partners and Wave Schedule

Dear Mr. González:

We would like to once again thank you for your continued effort and commitment to the Puerto Rico Medicaid Management Information System (PRMMIS), especially in these difficult times for everyone. In order to continue forward progress on the new MMIS Provider Enrollment process, this letter is to inform you of a few more important upcoming dates surrounding the transmission and receipt of provider-related data to or from the PRMMIS.

As most of you are aware by now, the PRMMIS Provider Enrollment Portal (PEP) Go-Live date has been pushed out by 3 weeks due to the impacts of the pandemic and related Executive Order in Puerto Rico. As a result, we are providing all trading partners with additional time to complete their testing of the Provider Group Links interface file with Puerto Rico Medicaid Program (PRMP).

The new final date to complete all user acceptance test (UAT) interface testing with the trading partners for their PRMMIS Provider Group Links files is now May 15, 2020. Please share this new date with your business and technical teams as soon as possible. Also, please share your updated schedules with us reflecting this new date and your updated key milestones. We will be asking for regular updates on your progress and will continue to offer one-on-one meetings as needed. Based on what we have seen so far, most organizations have needed to correct issues on the file after their first submission, so please do not wait to test. We prefer to get your first test file as soon as possible.

The trading partners should expect to begin receiving PRMMIS Provider Master Data daily interface files in production shortly after the April 27, 2020 Go-Live date. As PRMMIS enrollments are completed, new enrollment records will begin to be sent in the Provider Master Data daily interface file, along with legacy provider termination records.

However, PRMP is continuing to provide all trading partners the option of not loading the initial production daily Provider Master Data files into their production systems right away. The new grace period is now from April 27, 2020 to July 3, 2020. During this time, PRMP is encouraging the plans to review the production data received from the PRMMIS in their systems. The plans should use this time to determine how the PRMMIS data compares to what they have in their systems and to begin making any changes necessary to avoid inappropriate denials of claims due to incorrectly matching the PRMMIS data with the plans' data. If there are questions about the data being provided, the plans should work with PRMP and the electronic data interchange (EDI) Helpdesk to reconcile any differences or issues with the data, keeping in mind that the data from the PRMMIS should be considered the source of truth moving forward. Direct communication with providers may also be required during this time to reconcile data discrepancies. Each trading partner will need to retain copies of each daily production Provider Master Data file to be loaded into their production system. No catch-up files will be provided by the PRMMIS.

As explained before, the enrollment starts date and the associated pre-PEP provider termination record end date will be post-dated. This will allow the plans to continue paying claims for the pre-PEP provider while they are reconciling the PRMMIS data in their system. Then, beginning no later than July 6, 2020, PRMP expects the trading partners to begin sending in the Provider Group Links inbound interface file.

In the last PRMP communication, it was recognized that the focus of providers is now on the healthcare of their patients. For this reason, the enrollment wave schedule was revised, and that new schedule was shared with all stakeholders on March 30, 2020. The new schedule shows the start date of training by wave and the start and end dates for enrollment for each wave. Providers will enroll in waves strictly by their provider type. Only the provider types listed in each wave will be allowed to enroll during their respective wave. This means that if trading partners are in the process of contracting new providers and the wave is not open yet, trading partners can contract, but the trading partner needs to let the provider know that they must register as soon as their wave opens. The provider can enroll retroactively so they can bill their services.

If the provider is not within the PRMMIS, the system will deny claims or encounters. Trading partners will receive these denials through the HIPAA 835 transactions or pharmacy denials through the NCPDP response file. The trading partner can establish a corrective action plan with the provider using one of two options: 1) accept the denials suggested by the system and complete the recoupment process, or 2) reach out to the provider, establish a corrective plan and as soon as the provider is enrolled through PEP and the application is approved, the plan can resubmit the provider's claims or encounters with a justification to be processed with the new
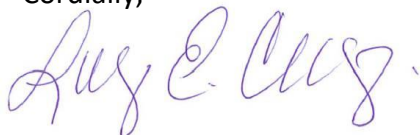
information. This means that the plan should not deny payment to the provider until the information is validated.

Although waves were established to complete the enrollment of the provider types assigned to each wave, any provider that is attending to the COVID-19 emergency will have the flexibility to delay completing their registration until the end of the year. For this reason, we would like to clarify that the enrollment process for providers during this COVID-19 emergency should not affect either your providers' or beneficiaries' access. We will be vigilant regarding this situation and will share information and any changes if necessary. To stay informed, please visit our website: https://medicaid.pr.gov/Home/PEP/.

Once again, PRMP is willing to continue the meetings with each trading partner one on one to discuss any specific concerns or questions you may have related to either the inbound or outbound interfaces. Otherwise, if you have questions about either file, please contact the PRMMIS EDI Support Center by calling the toll-free number 1-833-209-8326 or send an email to prmmis_edi_support@dxc.com.

Thank you for your support.

Cordially,

Luz E. Cruz- Romero
Executive Director

c: Dr. Lorenzo González-Feliciano
   Secretary of Health

   Jorge E. Galva-Rodríguez
   Executive Director
   Puerto Rico Health Insurance Administration (ASES)

PS: Please note, this will not impact the non-PRMMIS proprietary files that you have been sending directly to ASES for processing.