Starting late Fall 2017, Medicaid will start using a new electronic provider revalidation and enrollment portal (ePREP).

• Electronic portal for all 70+ Medicaid provider types
• Enrollment, Re-enrollment, Re-validation and Information Updates
• Automated database verification
• Call Center for Provider Enrollment
  o Includes Customer Relationship Management (CRM) tool to communicate between Call Center and Medicaid staff.
• Document repository
Implementation Timeline

• Call Center Go-Live: September 5, 2017

• Anticipated ePREP Phase I Go-Live: November 2017
  o Includes most solo practitioners, rendering providers and group practice provider types (e.g., physicians, nurse practitioners, social workers, physical therapists).

• Anticipated ePREP Phase II Go-Live: April 2018
  o Remaining provider types including hospitals, FQHCs and other clinics, nursing facilities and waiver providers.
Phase 1 Providers

The following list applies to individual rendering or solo practitioners, as well as group practices.

- Acupuncturists
- Applied Behavior Analysts
- Audiologists
- Chiropractors
- Dietician/Nutritionists
- Mental Health Therapy Group
- Nurse Anesthetists
- Nurse Midwives
- Nurse Practitioners
- Nurse Psychotherapists
- Physicians
- Physician Assistants
- Podiatrists
- Psychologists
- Professional Counselors
- PT/OT/Speech Therapists
- Social Workers
- Vision Providers
Phase I Application Hold

To prepare for the transition, Maryland Medicaid had to implement a hold on new application processing for Phase I providers.

• Application hold began September 13\textsuperscript{th}.
  o Included closing enrollment via eMedicaid.

• If Phase I providers submitted an application after this date, we cannot guarantee it will be processed before the transition.
  o In the event we are unable to process the application, providers will receive a letter detailing next steps for using ePREP to enroll or update their current provider information.
Provider Enrollment Helpline

Our contractor, Automated Health Systems (AHS), did a soft launch of the Medicaid Provider Enrollment Call Center (“Helpline”) on September 5th.

AHS is prepared to answer certain types of calls at this time, including:

- Enrollment Status Checks;
- Due date for revalidation/confirming revalidation received or completed;
- Verify or change group affiliations;
- Questions about the application hold for Phase I providers; and/or
- Providers need to know where to mail or fax their application.
Provider Enrollment Helpline

If you need to contact the Helpline, please call:

1-844-4MD-PROV

or

1-844-463-7768
Phase 1.1 Providers

- Individual Dentists
- Dental Groups
- 1915i Individuals
- 1915i Groups
Phase 2 Providers

• Ambulatory Surgery Centers
• Behavioral Health Clinics & Inpatient
• Case Management
• Clinics, including FQHCs & LHDs
• Dialysis
• DMS/DME
• Hospitals
• Labs
• MCOs

• Nursing Facilities
• Nursing Services
• Radiology/Imaging Centers
• School systems
• Transportation
• Waivers
• Urgent Care Centers
• All others….
Next Steps – Outreach

There will be a lot of direct and indirect outreach activity this Fall for Phase I providers.

• Direct outreach includes outbound calls, fax blasts and/or letters to provider groups;

• Indirect outreach includes meeting with professional associations, stakeholder workgroups and committees; and

• Education and Training, which may include:
  
  o Live and recorded webinars; or

  o Visits to provider offices.
Questions & Contacts

If providers have questions over the next month, they can call the Helpline or go to health.maryland.gov/eprep

If you would like to coordinate an overview and/or training presentation for a provider/stakeholder group, please email:

- Molly Marra: molly.marra@maryland.gov; and
- Tracy Bryant: trbryant@automated-health.com