



# Medicaid Provider Enrollment Update: ePREP

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# Overview

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- In December 2017, Medicaid started using a new electronic provider revalidation and enrollment portal (ePREP)
- Enrollment, Re-enrollment, Re-validation and Information Updates (e.g., license updates, changes of ownership, address change)
- Call Center for Provider Enrollment
- Document repository
- Automated Health Systems (AHS) is MDH's contractor

# Implementation Timeline

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- Call Center Go-Live: September 2017
- ePREP Phase 1 Go-Live: December 2017
  - Included most solo practitioners and rendering providers (e.g., physicians, social workers, nurse practitioners), as well as group practices.
- ePREP Phase 1.1 Go-Live: February 2018
  - Included dentists, 1915i behavioral health providers, FQHCs

# Implementation Timeline Cont'd

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- ePREP Phase 1.2 Monthly Monitoring: March 2018
- ePREP Phase 2 Go-Live (Three Phases):
  - 2.1: August 2018 Go-Live
    - Included Inpatient Facilities
  - 2.2: September 2018 Go-Live
    - Included Outpatient Facilities
  - 2.3: November 2018 Go-Live
    - Included Atypical (Waiver) & Resource Providers

# ePREP Stats

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- Applications Processed as of Mid-September:
  - **New** – 22,062
  - **Revalidations** – 13,132
  - **Information Updates** (aka Supplemental Applications) – 21,897
  - **Affiliation Applications (Rendering-S)** – 28,185 (these are considered Pass-through applications and do not require a Reviewer to complete manually.)

# ePREP Stats Cont'd

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- Applications Processed as of Mid-September:
  - **Atypical Applications (Solo & Organizations) – 472**
  - **Facility Applications (Inpatient & Outpatient) – 562**
  - **Resource Applications – 240**
  - **CHOW Applications(Change in TaxID) – 39**

# ePREP Clarifications

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- MDH is not requiring that all providers revalidate, or re-enroll, all at the same time
  - This is a phased process based on a provider's enrollment date
  - MDH/AHS send a letter to the provider when they need to revalidate, which occurs every 5 years
  - Until that time, providers do not need to take action unless they need to file a new application or make a change to an existing provider account

# ePREP Overview

← → ↻ 🏠 eprep.health.maryland.gov/sso/login.do? 🔍 ⭐ 🔄

**ePREP PORTAL** [Bulletins](#) [Contact Us](#) [Sign Up](#) [Login](#)

*Hello! It's Lucy again, your enrollment buddy and guide. Login to get started on our journey! If you don't have an ePREP User Profile, select Sign Up*

**Please Login**

Username

Password  [Forgot password?](#)

[Don't have a User Profile? Sign Up](#)

[Login](#)

ePREP Portal SSO Version: 2.0 - Build Number:79  
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# ePREP Overview Cont'd

**ePREP PORTAL**

My Home Applications **Accounts** My Tools Help

Accounts

Hello again [redacted] listed below are your active Maryland Medicaid accounts. If you have any questions about them, please [send a message](#) to a Maryland Medicaid representative.

[Link Accounts](#)

Search

Account ID	Provider ID	Status	Provider Name	Provider Type	Account Type	NPI	Begin Date	License State	Service Address	Actions
[redacted]	[redacted]	1 - Active	[redacted]	Dental Provider	Group Billing	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	1 - Active	[redacted]	Pharmacy	Resource Billing	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	1 - Active	[redacted]	Physician	Group Billing	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	1 - Active	[redacted]	Pharmacy	Resource Billing	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

# ePREP Overview Cont'd

**ePREP PORTAL**

My Home Applications **Accounts** My Tools- Help

Update Account Disenrollment

If you find the term "No Data," this indicates that the information is not found in the State's database. You will be able to correct this information once you complete a Revalidation Application

Account ID: [REDACTED] MA#: [REDACTED] Approval Date: 02/01/2001  
Provider Name: SERVICES INC Contact Name: No data Last Update Date: 02/10/2017  
Provider Type: Dental Provider Account Status: 1 - Active Service Address: [REDACTED]  
NPI: [REDACTED] Account Type: Group Billing

Content Expand All

- Business Information
- Practice Information
- Disclosure Information

Other Options Collapse All

- Other Options

Business Profile

Business Profile

Legal name [REDACTED]

Business name [REDACTED]

Entity type [REDACTED]

Business phone number [REDACTED]

# ePREP Overview Cont'd

My Home **Applications** Accounts My Tools+ Help

My Applications

Here are your in-progress or submitted applications for your Maryland Medicaid accounts. Once you have completed the enrollment process, you will be able to modify your accounts. Listed below are the provider applications you have or are currently enrolling in Maryland Medicaid.

New Application

- Filter by - - Please select a filter - Search

Application ID	Status	Name	Type	NPI	Application	Complete	Last Update	Owner	Actions
192D9P1D	Submitted		Physician Assistant		Rendering Provider	100%	02/26/2019		
191L4F11	In Progress		Physician		Rendering S	36%			
191004PH	In Progress		Clinic FQHC		Revalidation	0%	01/10/2019		
1810TK4H	In Progress		Pharmacy		Supplemental	0%	10/02/2018		
189TOSSN	In Progress		Physician		Supplemental	0%	09/19/2018		

# Providing Feedback

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- MDH is encouraging providers and their credentialing teams, or office managers, to provide feedback on the quality of their experience:
  - via ePREP, applicants are prompted to complete a survey after successfully submitting an application
  - via AHS Call Center, every 15<sup>th</sup> caller is asked if they would like to complete a brief survey over the phone
- MDH reviews every rating and comment and discusses potential improvements with contractors based on provider feedback.

# Enrollment Initiatives

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- Federally mandated major enrollment initiatives:
  - Screening and enrolling all MCO network providers
  - Attending providers appearing on institutional claims
  - Ordering, Referring, Prescribing (ORP) providers
- Other Maryland enrollment initiatives:
  - Re-enrollment of DDA providers for LTSS Maryland integration

# ePREP Pain points

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- Password resets
- Notifications
- Credentialer access to provider business profiles
- Average time to process applications
- Providers can check status via ePREP – they do not have to call the call center

# ePREP Improvements

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- Board data match and update
- Provider Workgroup Started today!

# Questions & Contacts

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- If providers have questions, they should call AHS' Call Center:

1-844-4MD-PROV (1-844-463-7768)

and/or visit MDH's ePREP website:

[health.maryland.gov/eprep](http://health.maryland.gov/eprep)

ePREP Link: [eprep.health.maryland.gov](http://eprep.health.maryland.gov)



# MDH Provider Enrollment Contacts

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- If providers would like to schedule an in-person or personalized webinar overview of ePREP, please contact:

Molly Marra: [molly.marra@maryland.gov](mailto:molly.marra@maryland.gov)

Charlie Crisp: [charles.crisp@maryland.gov](mailto:charles.crisp@maryland.gov)

# AHS Outreach Contacts

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- If providers would like to schedule an in-person or personalized webinar overview of ePREP, please contact:

Brenda Logan: [blogan@automated-health.com](mailto:blogan@automated-health.com)

Charles Chefor Choh: [ccheforchoh@automated-health.com](mailto:ccheforchoh@automated-health.com)