ePREP Basics and Return To Provider Applications (RTPs)

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ePREP!

ePREP stands for **e**lectronic **P**rovider **R**evalidation and **E**nrollment **P**ortal. Here are some of the Benefits of using ePREP:

- Applications are now required to be filled out electronically instead of paper
  - Easier/Quicker to fill out
  - Only the necessary fields for the type of application are generated

- Access to your Maryland Medicaid information (now called an Account in ePREP)
  - You can see the status of your account (Active, Suspended or Inactive)
  - You can see your affiliations
  - You can see all of your demographic information

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Helpful Resources

There are resources you can use to learn all about ePREP and how to use it:

Maryland Medicaid's ePREP Website

Maryland Medicaid has created a website with documents, checklists and webinars that will help you with ePREP

health.maryland.gov/eprep

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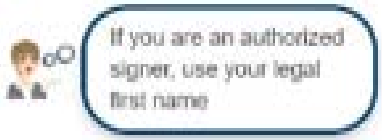
Helpful Resources Cont.

Resources within ePREP

Lucy – Your enrollment buddy and guide appears on most pages to give you helpful information.



Lucy Hover Help – When you click on or hover over an action item (textbox, drop down, Radio button), Lucy will pop up again with more information on what and how to enter information

In Context Tutorials – If you see a filmstrip icon you can click on it to view a short 3 to 5 minute video explaining what needs to be done .

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User Profiles

- **User Profile**

Your starting point with ePREP is just like any other website that requires you to set up a user name and password. This is called your User Profile in ePREP.

When signing up for the portal each user must create a User Profile. All users who use the ePREP Portal must have a User Profile. This profile allows ePREP to recognize you as a portal member. This membership is used to provide access to the Business Profile.

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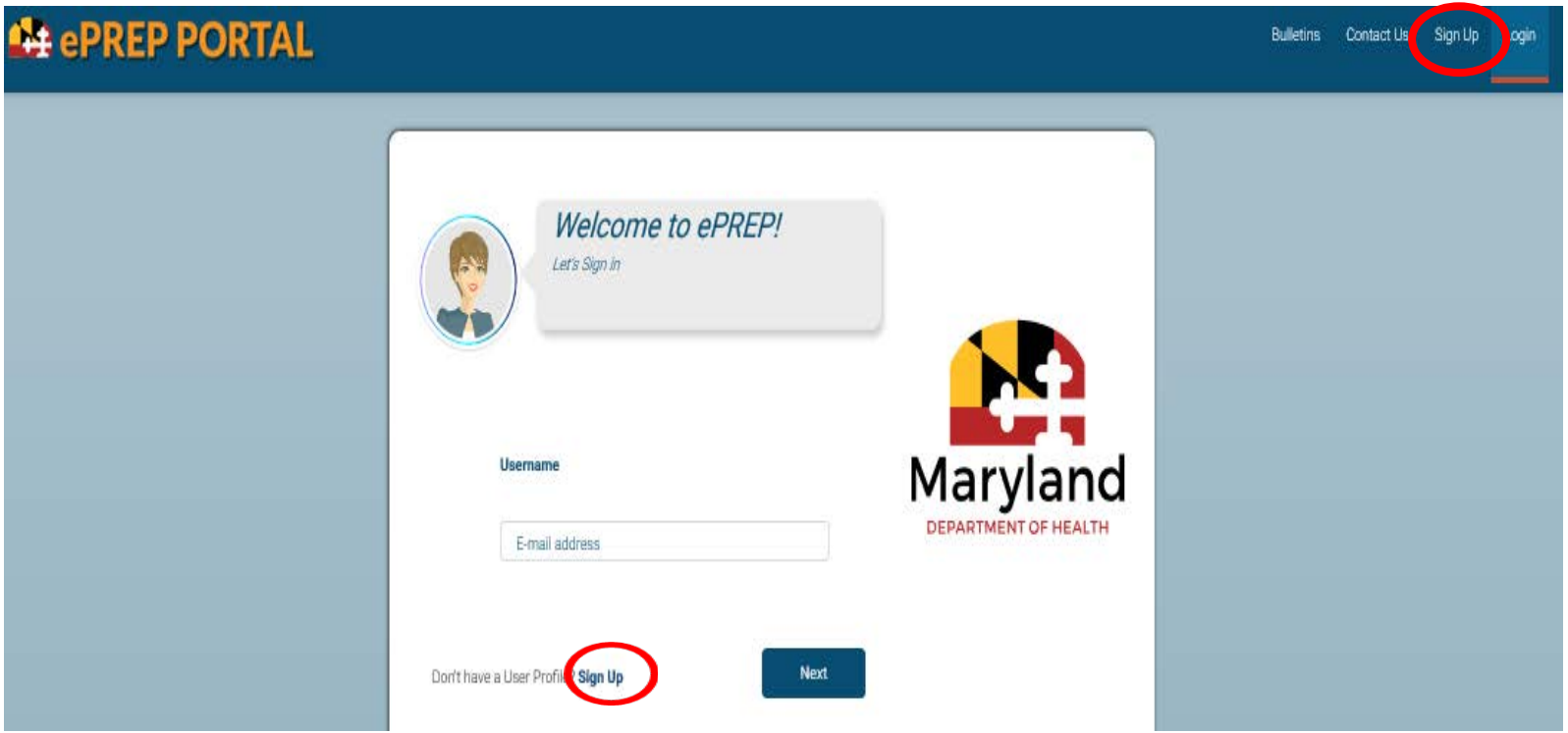
Sign Up (User Profile)



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Sign Up (User Profile)

Welcome to ePREP!

My name is Lucy. I'm here to help you create your ePREP User Profile. This profile allows you to securely login to the ePREP Portal at any time (24/7) from an up-to-date web browser: Chrome, Firefox, Safari, IE Explorer.

Let's get started!

First name

Last name

Username

Password

Confirm

Phone number

Recovery email address

I'm not a robot

reCAPTCHA
Privacy - Terms

This reCAPTCHA is for testing purposes only. Please report to the site admin if you are seeing this.

By selecting Next, you agree to the **Terms and Conditions.**

NEXT

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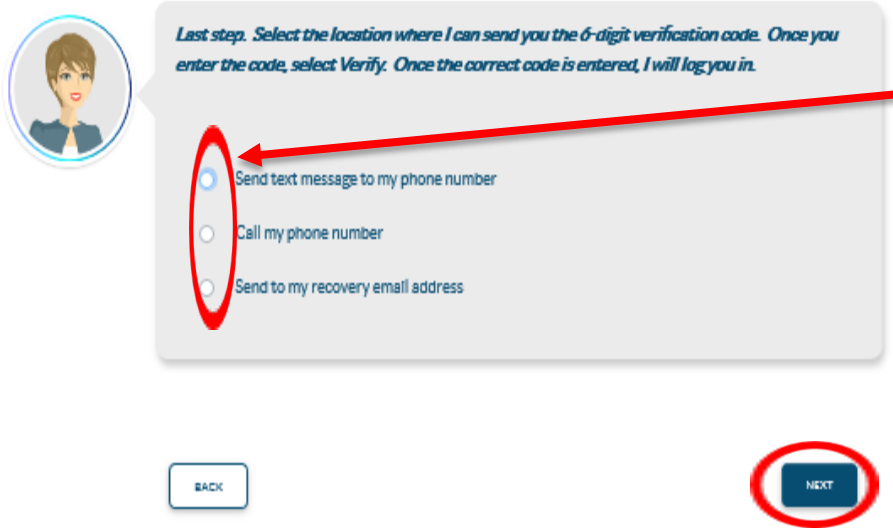
Sign up verification



From the verification options provided, the top two options will require a phone number, which will be used to send out a text message or phone call with the area code: **1(850).**

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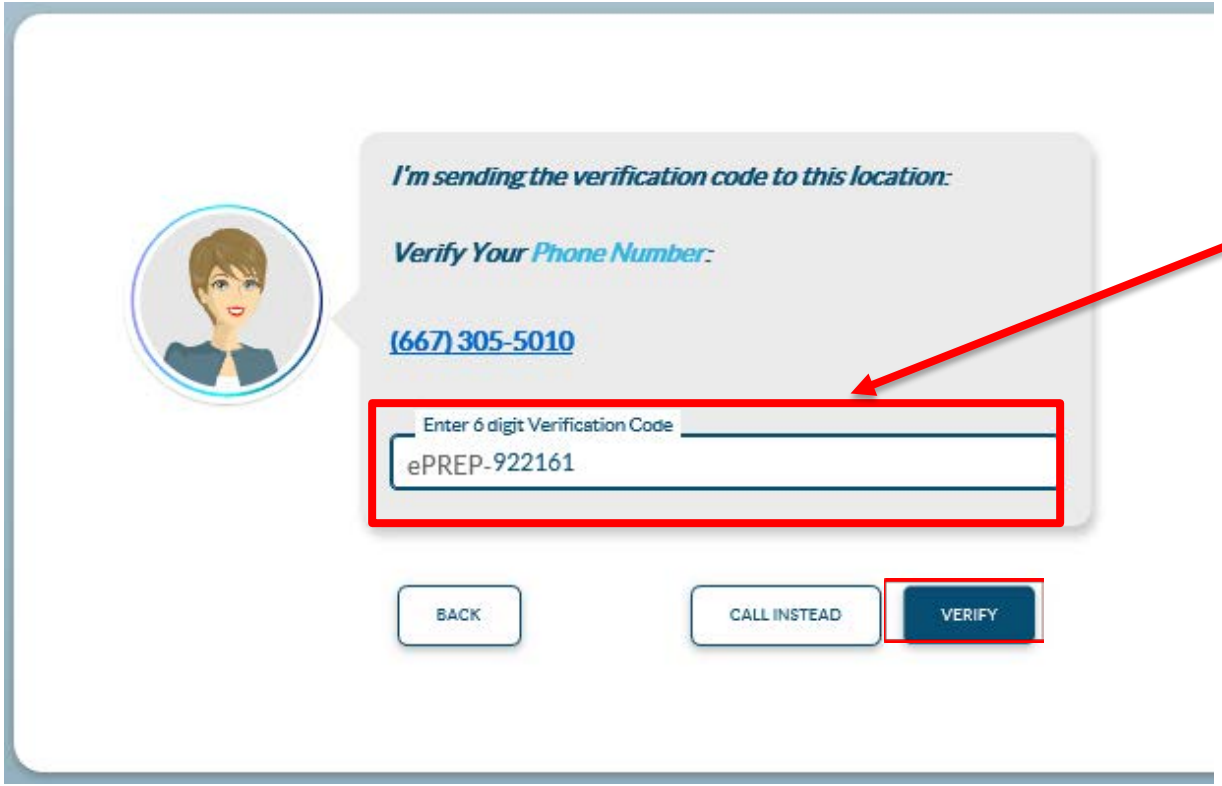
Verification Code



Once the six digits verification code is received and entered, Clicking on “VERIFY” completes the sign up process.

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Sign Up Complete

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Verification Code

Once you enter your User Profile information and select the method of verification, ePREP sends a six digit verification via email, text, or a phone call if selected to ensure a secure and safe login.

If you select the email verification method, please check your inbox for an email from ***EPREP-MDH@dharbor.com*** with a subject of ***ePREP Verification Code email***

You may have to check your Spam, Junk, Trash or Clutter folder to find the six digit verification code.

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Email Verification

Subject: **ePREP Verification Code**
To: **joe**
From: **ePREP-MDH@dharbor.com**
Received: **Wed Feb 12 2020 11:01:13 GMT-0500 (Eastern Standard Time)**
Sending IP: **103.47.204.66**
Parts: html
Attachments: [Subscribe to receive Attachments]

Back To Inbox

Your code is **ePREP-113881**

ePREP Portal Administration

Please note: This email was sent from an auto-notification system that cannot accept incoming email. Please do not reply to this message.

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Business Profile

- **Business Profile**

The ePREP portal provides a centralized and secure environment called the Business Profile. The Business Profile houses all your Maryland Medicaid accounts and applications including your NPIs, MA number(s), or Tax ID(s).

A User Profile may have access to one or more Business Profiles.

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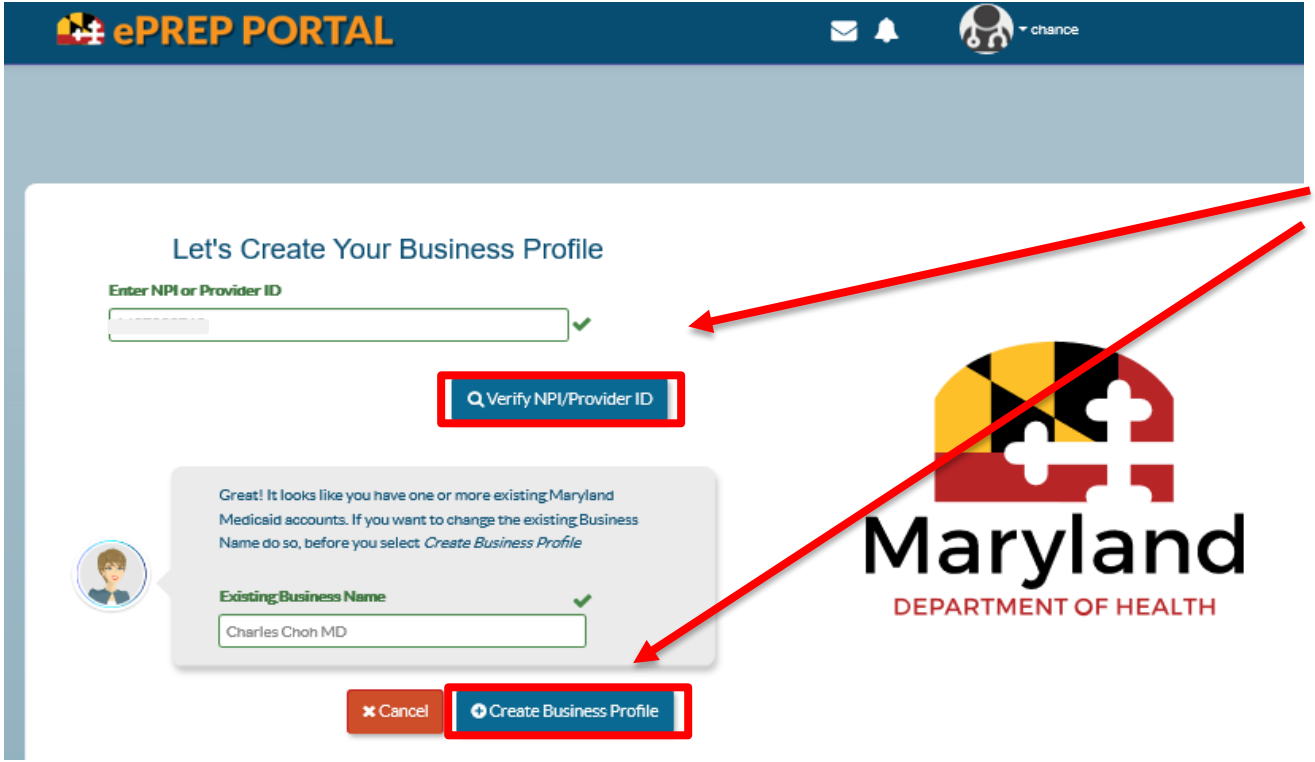
Creating Business Profile (NPI verification)



As first time users on ePREP, once the sign up process is complete, and we successfully login to the accounts, verifying the NPI numbers and existing business names is required to proceed with creating the business profile.

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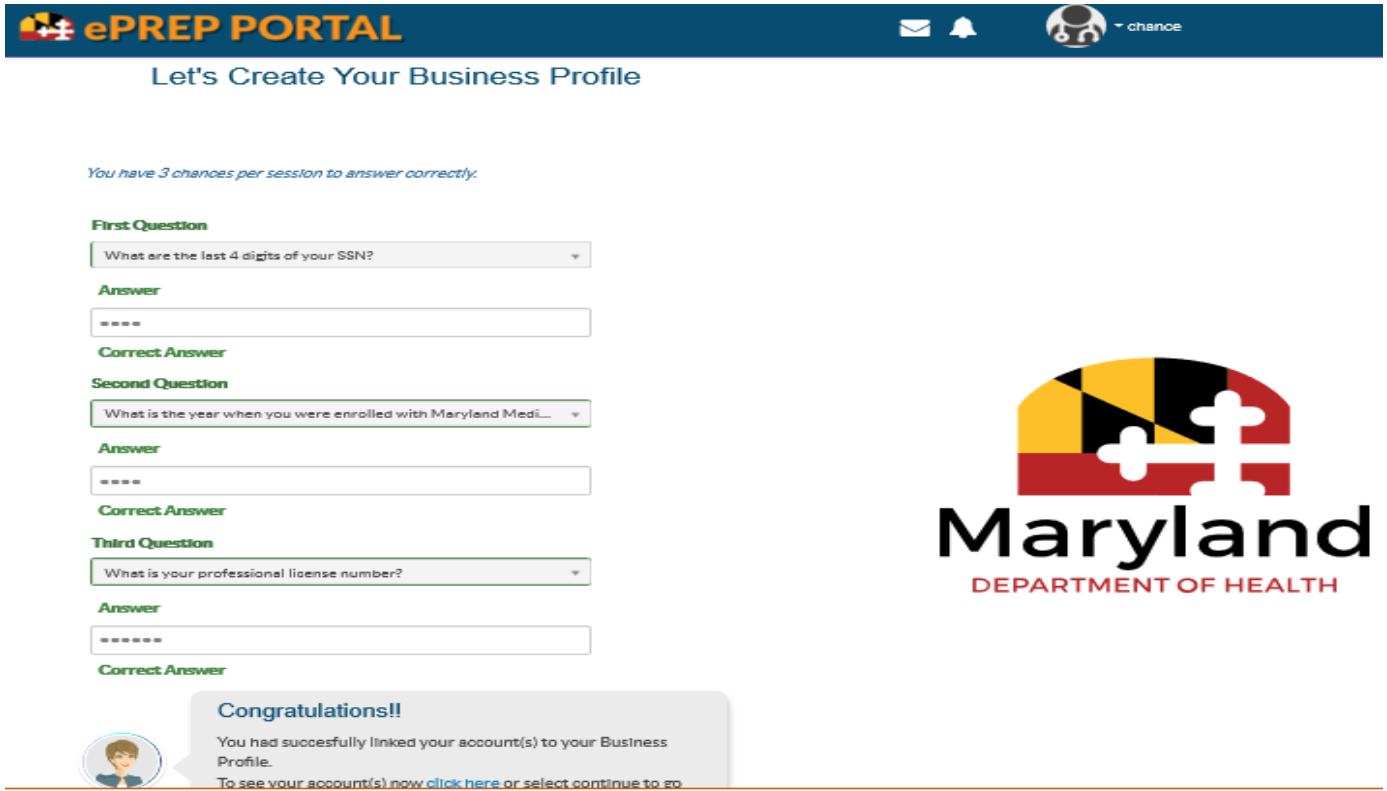
Verifying Existing Business Profile



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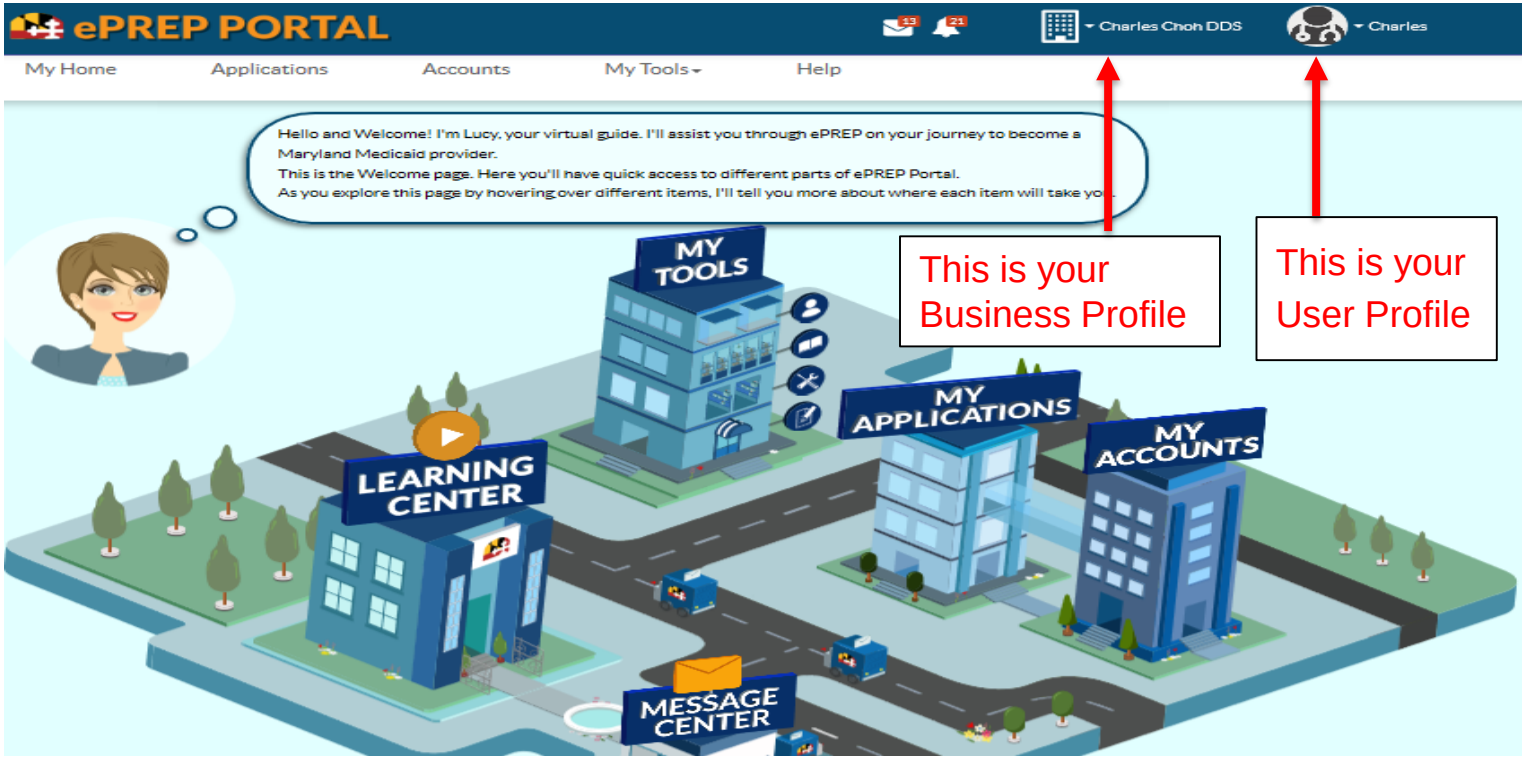
Home Page



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Linking providers to groups

- It is very important to note that when setting up accounts, you should **NEVER** link a rendering provider's NPI to the same Business profile as the group or facility.
- Each rendering provider should have a separate email address, User Profile, and Business Profile.

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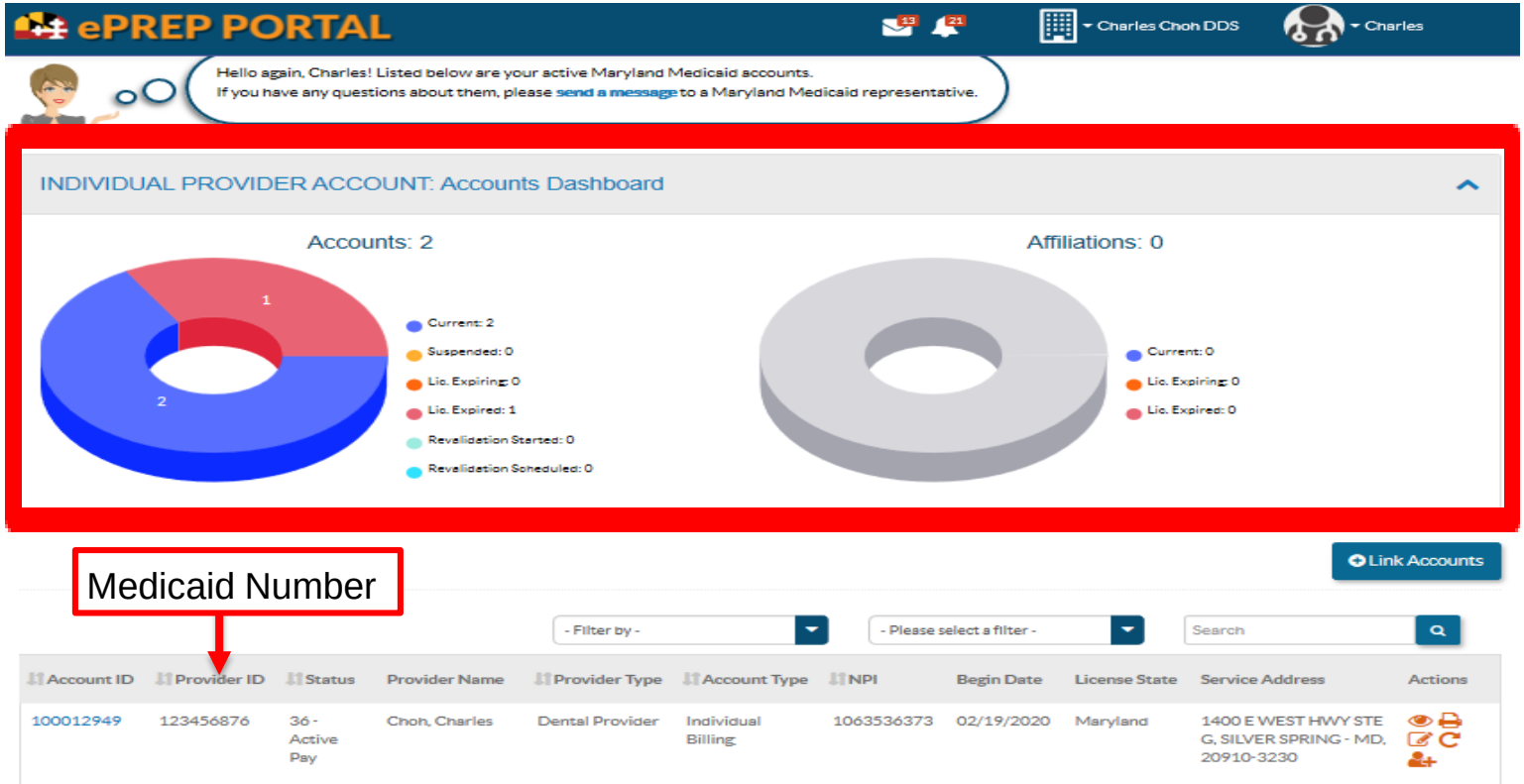
Accounts Page



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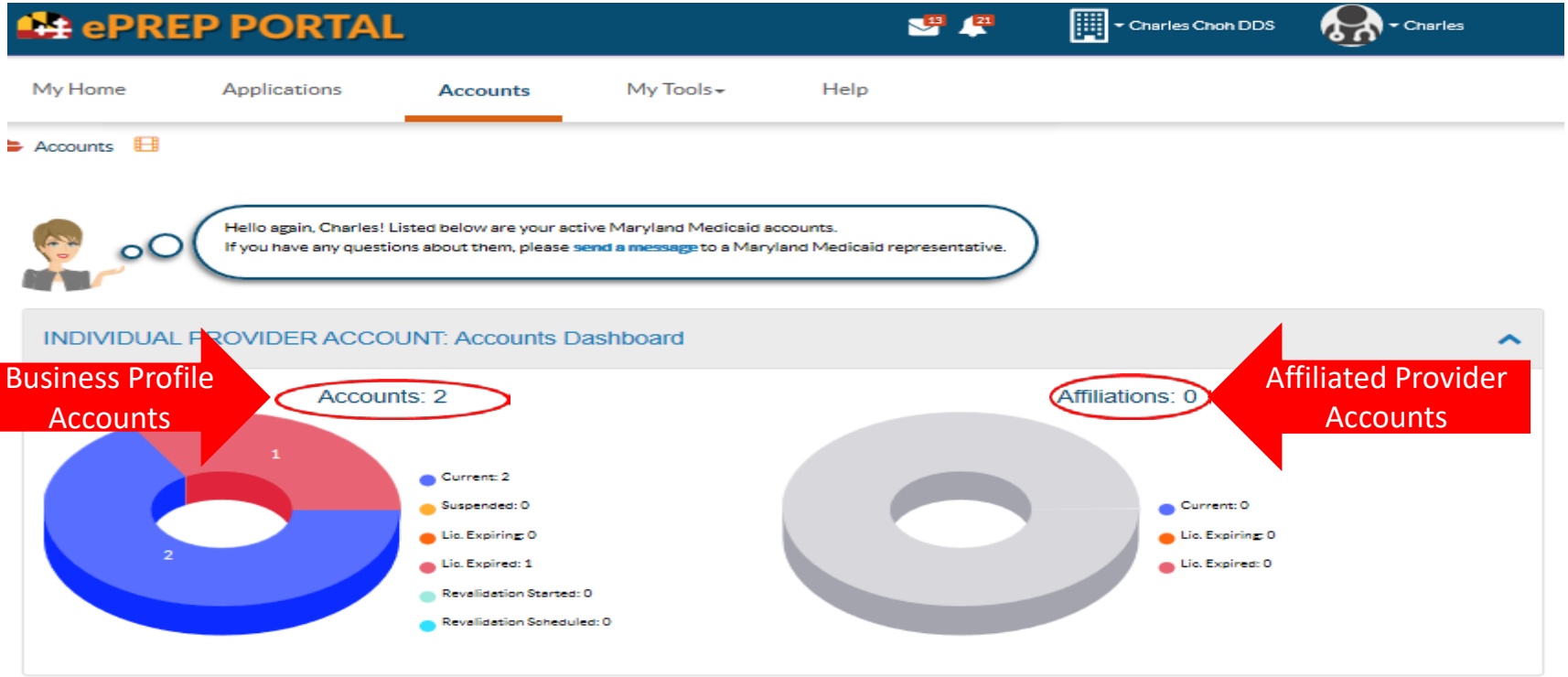
Accounts Dashboard



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Return To Provider Applications (RTPs)

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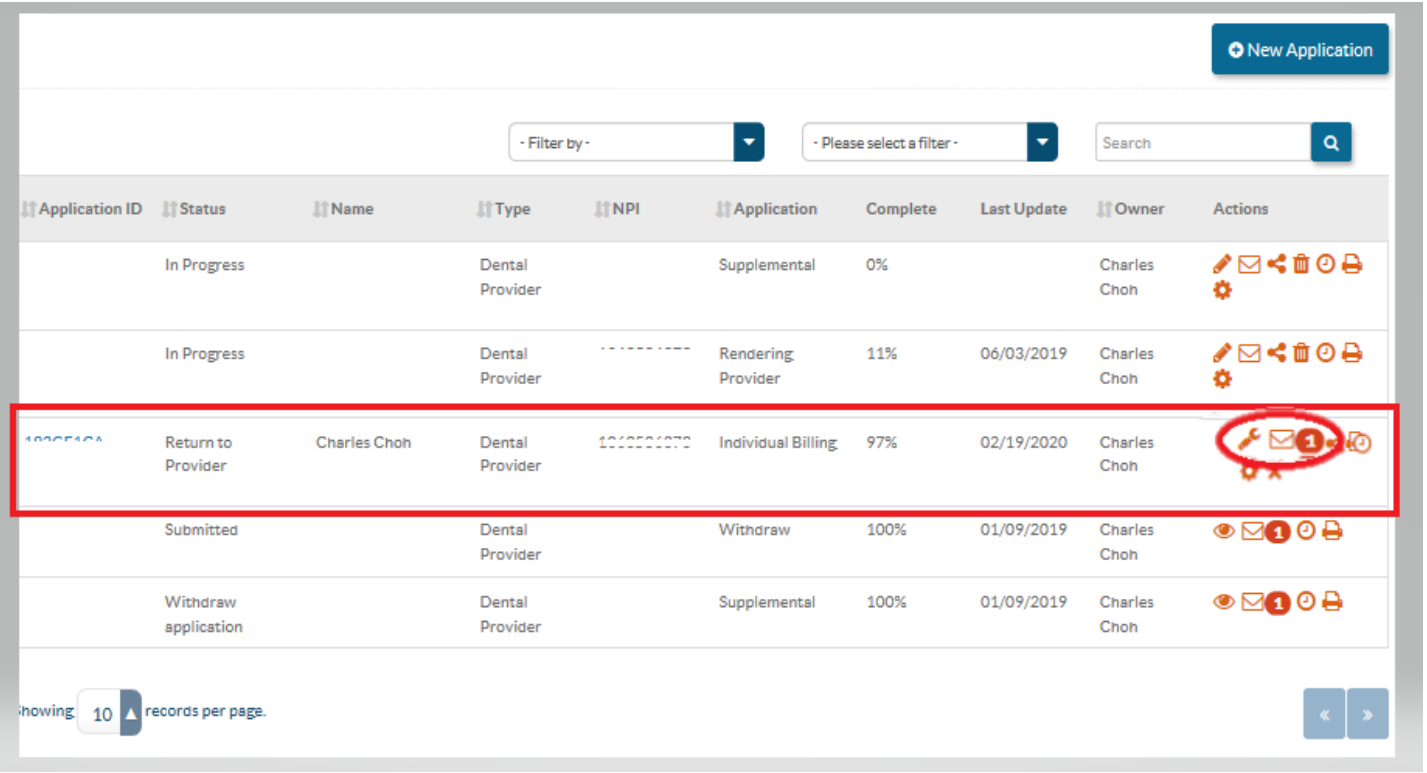
Return To Provider (RTP) Applications



Applications returned to providers, can be accessed by clicking on the wrench icon, to address to reasons for the application RTP.

The message icon also provides reasons to why the application is returned to the provider.

It is important to note that unlimited RTPs can be sent, but fixing errors immediately expedites the process.

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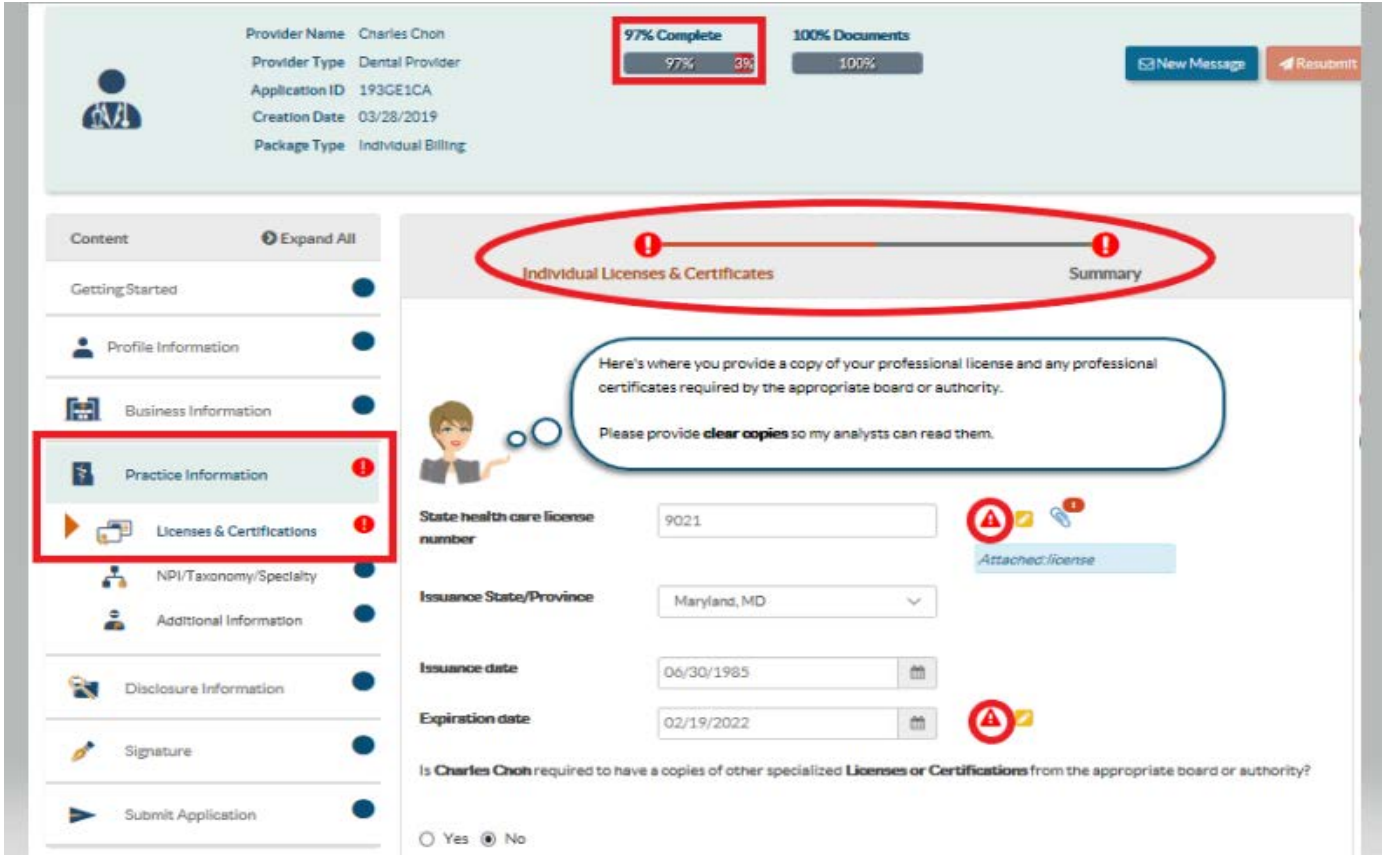
Return To Provider (RTP) Applications



Returned to provider applications when accessed, have the red exclamation symbol (!), that indicate the section requiring additional information, or adjustments. When accessed, they also have direct messages on the requirements.

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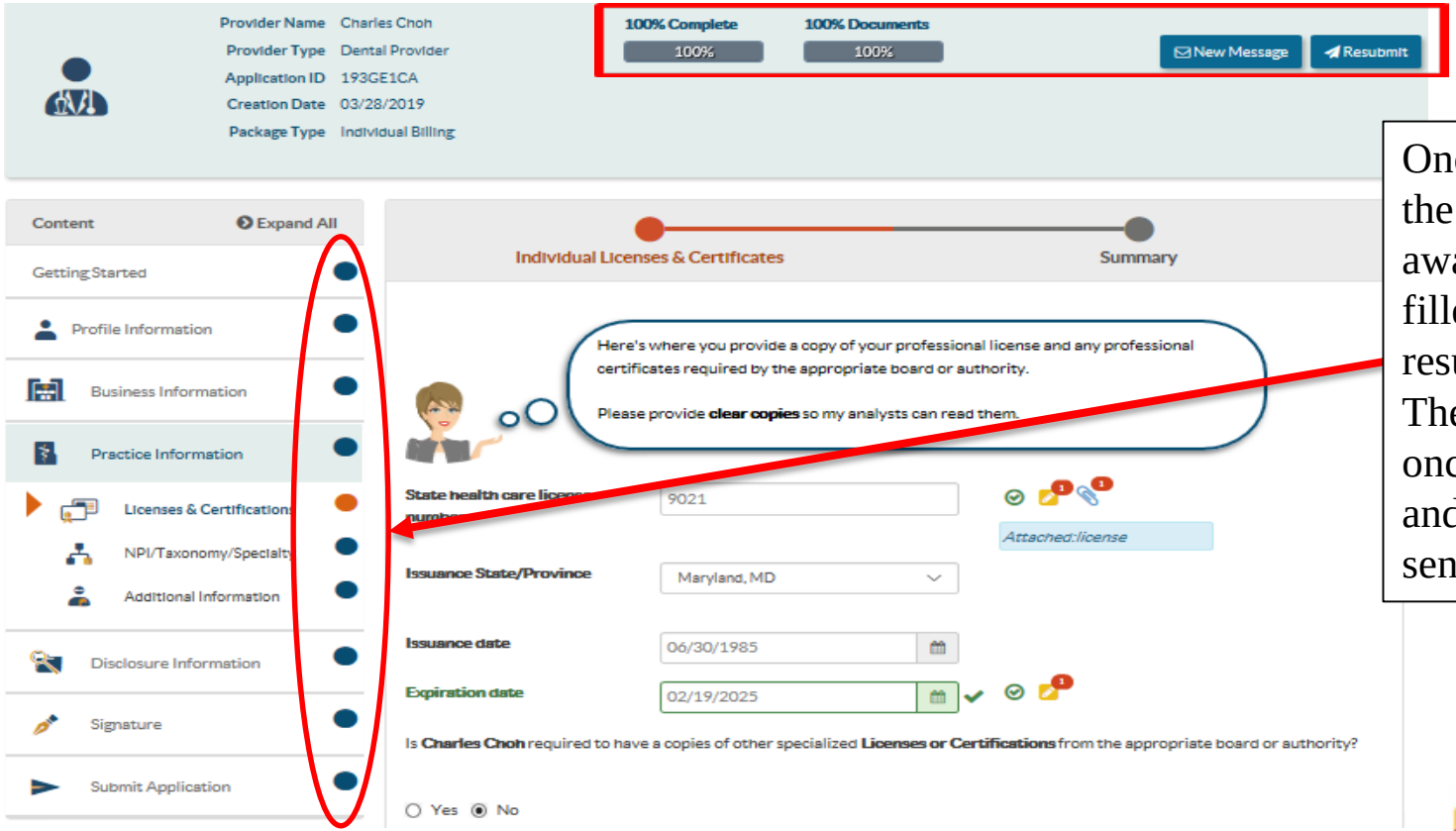
Completed the Application



Once applications are fixed, the exclamation signs go away, and the circles are filled out for application resubmission.
The “Resubmit” icon is once again made available, and the application can be sent for reviewing.

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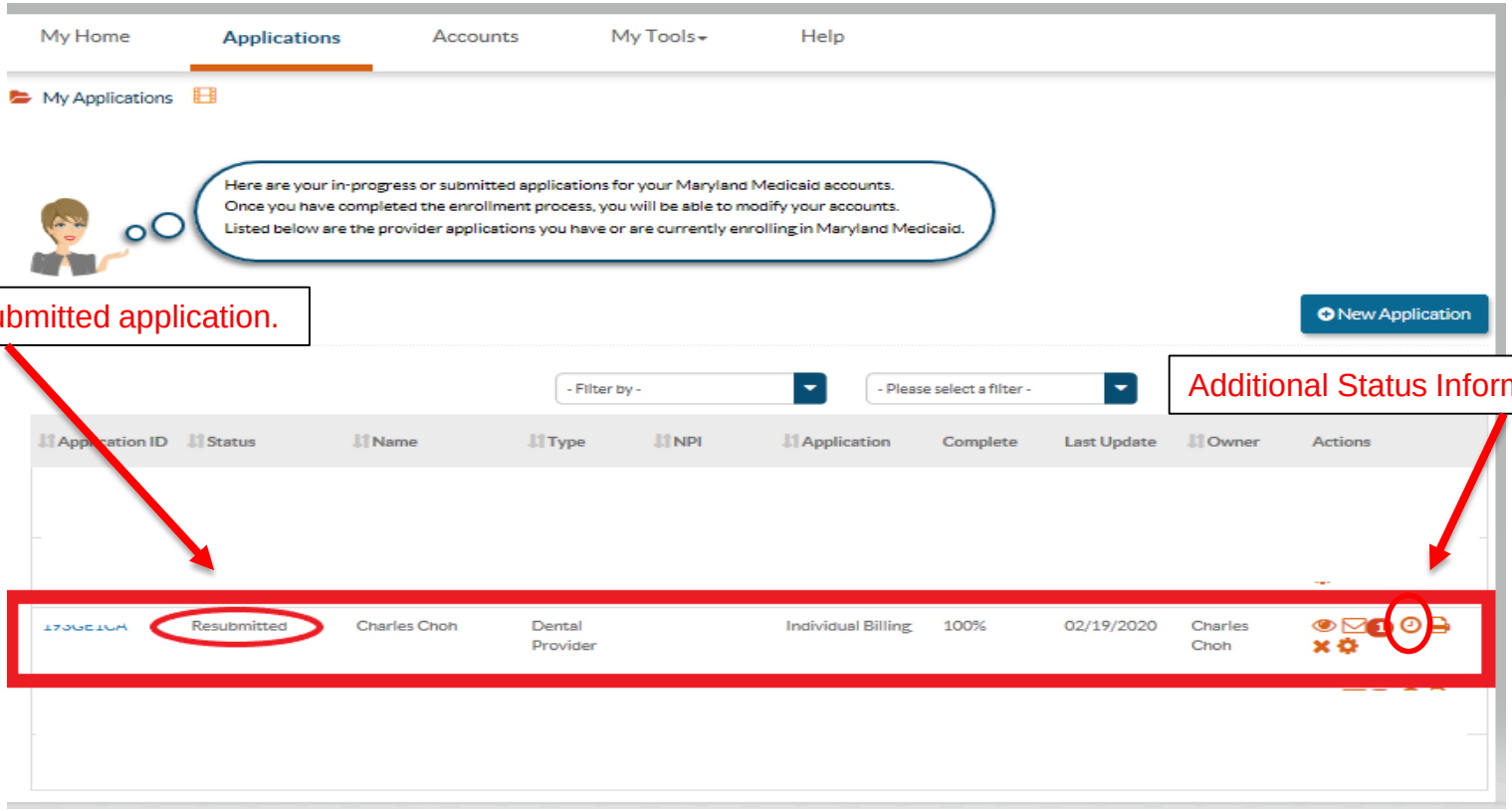
Resubmitted Application



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Questions & Contacts

ePREP Portal: eprep.health.maryland.gov

Resources and frequently asked questions: health.maryland.gov/eprep

ePREP Call Center: 1-844-4MD-PROV (1-844-463-7768)

Monday – Friday 9AM- 5PM

Closed on State holidays

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