ePREP Basics
and Return To Provider Applications (RTPs)

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ePREP! 

**ePREP** stands for **electronic Provider Revalidation and Enrollment Portal.** 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
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
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.
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.
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

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

By selecting Make, you agree to the Terms and Conditions.
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).
Verification Code

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

You did it!

Success

Select Login to continue

Login

Maryland
DEPARTMENT OF HEALTH
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.
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)

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.
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.
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.
Verifying Existing Business Profile

Let's Create Your Business Profile

You have 3 chances per session to answer correctly:

**First Question**

**What are the last 4 digits of your SSN?**

**Answer**

**Correct Answer**

**Second Question**

**What is the year when you were enrolled with Maryland Medi...**

**Answer**

**Correct Answer**

**Third Question**

**What is your professional license number?**

**Answer**

**Correct Answer**

Congratulations!!

You have successfully linked your account(s) to your Business Profile.

To see your account(s) you click here or select continue to go.
Hello and Welcome! I'm Lucy, your virtual guide. I'll assist you through ePREP on your journey to become a Maryland Medicaid provider.

This is the Welcome page. Here you'll have quick access to different parts of ePREP Portal. As you explore this page by hovering over different items, I'll tell you more about where each item will take you.

This is your Business Profile

This is your User Profile
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.
Hello again, Charles! Listed below are your active Maryland Medicaid accounts. If you have any questions about them, please send a message to a Maryland Medicaid representative.

INDIVIDUAL PROVIDER ACCOUNT: Accounts Dashboard

- Accounts: 2
- Affiliations: 0

Business Profile Accounts

Affiliated Provider Accounts
Return To Provider Applications (RTPs)
Applications returned to providers, can be accessed by clicking on the wrench icon, to address reasons for the application RTP.

The message icon also provides reasons 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.
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.
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.
Resubmitted Application

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.

Status of resubmitted application.

Additional Status Information.
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***