GETTING STARTED:  
CREATING USER PROFILES AND BUSINESS PROFILES IN ePREP

Maryland Medicaid’s new provider enrollment portal is the one-stop shop for provider enrollment, re-enrollment, revalidation, information updates and demographic changes.

Use the following instructions if you are the applicant-provider entering ePREP for the first time. If you are setting up a user profile on behalf of the applicant-provider, you should review “Credentialer Instructions” to correctly set yourself and the provider up in ePREP.

Anyone accessing ePREP will create an individual User Profile using an email address. A User Profile is for providers, office staff, credentialers, managers, etc. Please note that an email address may only be assigned to one User Profile. Please use these instructions to sign up with ePREP by creating a User Profile and creating or joining a Business Profile. A Business Profile is used to manage applications, accounts, and users associated with an organization, it can be shared among several different User Profiles.

Access ePREP by clicking this URL: ePREP.health.maryland.gov
SETTING UP YOUR USER PROFILE

**STEP 1:** The screen below is known as the ePREP landing page. At the top, Lucy, ePREP’s virtual guide, introduces herself. Click “Sign Up” on the right.

**STEP 2:** Once you’ve selected “Sign Up,” ePREP asks the User to enter their personal information. Once entered, select “Continue.”

*NOTE:* MDH recommends utilizing a Cell Phone in the Phone Number section to fully execute the Two-Factor Authentication.

**STEP 3:** The next page allows the User to access ePREP’s Multi-Factor Authentication tool. The User can select from three options to have their Verification Code sent to them to complete the Sign Up process:
a. Text Message
b. Phone Call
c. Email

STEP 4: Once the User has received the Verification Code via one of the methods above, enter the Verification Code to complete the Sign Up process.
STEP 5: The User will then be prompted to return to the Login Page.

STEP 6: On the Login Page, the User will enter the Username (aka Email Address) and Click Next.
**STEP 7:** The next Login Page will prompt the User to enter the Password and select Login.

**STEP 8:** ePREP will now prompt the User to set up the Business Profile. This requires the User to enter a NPI. Enter the NPI and click “Verify NPI/Provider ID.” Based on the NPI, ePREP will automatically run through one of the three options below:

- d. If the User is new to Maryland Medicaid and ePREP, ePREP will require the User to create an entirely new Business Profile (See Step #9).
- e. If the User is currently enrolled in Maryland Medicaid but are not registered with ePREP, ePREP will recognize the NPI, however, the User will still need to enroll in ePREP (See Step #10).
- f. If the User is currently enrolled with Maryland Medicaid AND ePREP recognizes that the NPI is already associated with an existing Business Profile, the User will have to Request to Join the existing Business Profile (See Step #12).
SETTING UP YOUR BUSINESS PROFILE:
NEW TO MARYLAND MEDICAID

STEP 9: ePREP did not recognize the NPI entered, so the User will need to enter a Business Profile Name and then click "Create Business Profile."

SETTING UP YOUR BUSINESS PROFILE:
ENROLLED IN MARYLAND MEDICAID

STEP 10: If the User is already enrolled with Maryland Medicaid, an existing Business Profile Name will appear and the User will select “Create Business Profile.”
STEP 11: The next page initiates the process to link the Business Profile with all existing Maryland Medicaid Provider Number(s) associated with the TAXID of the NPI entered.

The User must validate their identity by correctly answering three security questions. After the User enters the answer for each question, either click outside the box or click Tab to save the entry. The next question will not appear if the answer is incorrect.

Once the User has entered the correct answer for each question, click “Continue,” then skip to Step #17.
SETTING UP YOUR BUSINESS PROFILE:
JOINING AN EXISTING BUSINESS PROFILE

As mentioned above, if ePREP recognizes that the NPI entered is associated with an existing Business Profile, you will have to “Request to Join” that existing Business Profile.

**STEP 12:** The User will enter the NPI and click “Verify NPI/Provider ID.”

**STEP 13:** The User will see that ePREP notifies them that the NPI is already associated with a Business Profile. ePREP will display the name of that existing Business Profile. To join the Business Profile, the User must click “Request to Join.”

**STEP 14:** A pop-up message will then appear asking the User to enter a message to request access from the Administrator to the Business Profile. The User will enter their message and then click “Send Request.”

*NOTE: The system automatically defaults the User’s right to Guest. If the User needs Administrator rights, please state that in the request.
STEP 15: ePREP sends the request to the Administrator of the requested Business Profile must approve your access to the Business Profile. The Administrator will receive a notification will logging into ePREP.

STEP 16: Once the request has been accepted, the User will receive an email confirmation, as well as a message in the ePREP Portal Dashboard. The User will also be able to confirm acceptance into the Business Profile through the dropdown in the top right corner.
Request to be part of business profile

From: 

Subject: Request to be part of business profile

Date: Fri 09/20/2020 09:55 AM

Dear [Name],

I have received this message because Bella Boyd would like to be part of the business profile.

To accept this request, select the Accept Request hyperlink.

Accept Request: [By Accepting this request Bella Boyd will be added to the business profile]

To reject this request, select the Reject Request hyperlink.

Reject Request: [By Rejecting this request you will not be added as part of the business profile]

Sincerely,

Message History Thread

From | To | Subject | Type | Date Sent
--- | --- | --- | --- | ---

[Content of previous messages]

[Attachment information]
NAVIGATING ePREP

STEP 17: Once the User has created his/her User Profile and linked his/her Business Profiles, the User will find themselves on the Home landing page.