ePREP Basics

2020
Overview

• This Webinar will cover the following:
  • Benefits of using ePREP
  • Helpful Resources
  • User Profiles
  • Business Profiles
  • Application Types
  • Signing an Application
  • Checking the Status of an Application
Welcome to ePREP!

- ePREP stands for electronic Provider Revalidation and Enrollment Portal. Here are some of the Benefits of using ePREP:
  - Applications can be filled out electronically instead of by paper
    - Easier/Quicker to fill out
    - Only the necessary fields for the type of application are generated
    - Shorter processing times
  - 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 two main resources you can use to learn all about ePREP and how to use it:
  • Maryland Medicaid’s ePREP Informational Website
    • Maryland Medicaid has created a website with documents, checklists and webinars that will help you navigate ePREP.
    • Health.Maryland.gov/eprep
  • 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 a 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

• 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)
Multi-Factor Authentication

• 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:
  • Text Message (MDH recommends during Sign Up the User enters a Cell Phone Number for this purpose)
  • Phone Call
  • Email
Multi-Factor Authentication Cont’d

• Once the User has received the Verification Code via one of the methods above, enter the Verification Code to complete the Sign Up process.
Multi-Factor Authentication Cont’d

• Once the User has entered the code, ePREP will direct you back to the login page where the User will enter their login credentials.
Business Profile

• ePREP 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.
Business Profile Cont’d
Business Profile Cont’d

• To create a Business Profile you can use your NPI or if you are already a Maryland Medicaid provider you can use your Provider ID to create the Business Profile.

• If you want to join an existing Business Profile you can enter either the NPI or the Provider ID.
Business Profile Cont’d

• Enter the NPI and click verify to begin the Business Profile.
  • If a Business Profile has already been created with that NPI, then the Business Profile Name will populate and the User will have to choose the Request to Join function.
  • If there is no Business profile Created with that NPI then the User will enter the name of the Business Profile and select Create Business Profile.
Business Profile Cont’d

• The final step to creating the business profile is answering three Security Questions to unlock the Business Profile.

• 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.
Business Profile Cont’d

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 your date of birth?
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) now click here or select continue to go to your Business Profile's Home page.

Open Profile
Business Profile Cont’d

Let’s link your account(s) to your Business Profile

To continue the linking process, please answer 3 questions to verify your identity.
After entering your answer, click in a blank space or press Tab to show the next question.
When you have answered all three questions, select Continue.

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 Medicaid? [ ]
Answer [ ]
Correct Answer [ ]

Third Question
What is your professional license number? [ ]
Answer [ ]
Correct Answer [ ]

Please try again or choose a different question.
Once you have used your 3 chances, you will be prompted to create a new Business Profile. Then afterwards you can try again by choosing Link Accounts under the Accounts tab.

If you feel your answers are correct, send a message to Maryland Department of Health.

Complete this later

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Utilize the icons on the right of the My Tools section to have quicker access to ePREP Functions.

The Learning Center is where the User can access the In-Context Tutorials (ICT) which further explains how to use ePREP to complete different types of applications and describes the different functionalities of ePREP.

The My Applications option will bring the User to their list of all Applications in the system.

The Message Center houses all messages and notifications relating to the Business Profiles.

The My Accounts feature houses all Accounts surrounding the TAXID for the Business 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.

• This process should be done through an Affiliation Application, or better known in ePREP as a Rendering-S.
Applications

• There are several different types of applications in ePREP.

• Most can be started from the Applications section of ePREP, but some need to be started in the Accounts section.

• ePREP will generate just the fields of the application that are necessary based the type of application you select.

• Once an application is submitted, the enrollment team will review all of the information and get back to you as soon as possible.

• You can always check on the progress of your applications directly in ePREP.
ePREP Application Types

- **New Group**: Application to enroll a new practice location with at least one affiliated rendering provider. Similar to New Group, ePREP also houses New Facility, New Waiver & New A-Typical & New Resource.

- **New Rendering**: An application to enroll an individual practitioner, new to Medicaid, to be affiliated with one of your group locations.

- **Rendering-S**: A simplified application to affiliate a group with a rendering provider, both of whom are already enrolled in Medicaid.

- **Supplemental**: A change in a provider’s account information or required documenting, such as correspondence address or an updated professional license.
ePREP Application Types Cont’d

• **Revalidation:**
  • Application to renew your Medicaid enrollment at least every 5 years.
  • Scheduled automatically in ePREP when they are due. You may only submit a revalidation application when you receive a notification that it is time to do so.
  • You will receive a printed revalidation notification in the mail for your initial notification. After your ePREP account is set up, you will receive electronic revalidation notifications.
ePREP Application Types Cont’d

• Other Application Types
  
  • **Disaffiliation:** Application to cancel an affiliation between a rendering provider and group/facility. Started from the Accounts screen when viewing active affiliations.

  • **Disenrollment:** An application to stop being part of Maryland Medicaid. Started from the Accounts screen when viewing active accounts.
ePREP Application Example

These circles guide the User through the Application process. A fully enclosed circle means the section is complete. The User should work their way from Top to Bottom.

Let’s take a few minutes to watch these In-Context Tutorials before you start your application to revalidate account provider type. These videos will help you get oriented and make filling out your application a breeze.

If you need help while working on your application, you can always come back here for a refresher, or just look for the icon throughout ePREP Portal.
ePREP Application Checklist

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You can go right to the section needing additional work by clicking on the pencil icon.

Green Checks indicate a completed section & Red X indicate a section needing more work.
Electronic Signature

• All applications must be electronically signed. Who can sign will depend on the type of application.

• You can sign for your existing accounts that were already enrolled.

• For new accounts, the person signing must add themself as an owner or managing employee in the Disclosure section.

• New Rendering Providers and Solo Practitioners need to sign their own applications.
Electronic Signature Cont’d

• On a Rendering-S application only: You may sign on behalf of a rendering provider if you are an Administrator on the provider’s Business Profile.

• When you have completed the group signature, send the application to the rendering provider.

• The rendering provider must sign their part of the application.
Electronic Signature Cont’d

In this section, a complete disclosure of ownership and financial interest is required. Please add at least one owner or those parties who have control interest in your Group. Keep in mind that you can share any record with another user, making it easy to complete your application.

Whoever signs this application must be disclosed in this section.

No Ownership/Control Interest Issued.
Electronic Signature Cont’d
Electronic Signature Cont’d

To continue with the e-Signature process, I need to verify your personal information. After agreeing to the declaration, make sure your Social Security Number and Date of Birth are identical to what you entered in the Personal Information section of the Ownership/Control Interest sub-form. Please treat this section the same way as if you were using your PIN at an ATM.

If you need help with this section, please watch this In-Context Tutorial about e-signing a Group application.

To agree that my electronic signature is attributable as defined in Commercial Law Article 5.

- SSN (last 4 digits)
- Year of birth
- Email address
- Password

Continue ➾
How To Check on The Status of the ePREP Application
Questions & Contacts

ePREP Portal: eprep.health.maryland.gov

Resources & 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**