ePREP Basics for Behavioral Health Providers

2020
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
ePREP Overview

• In December 2017, Maryland Medicaid started using a new electronic provider revalidation and enrollment portal (ePREP).

• All 70+ Medicaid provider types will use ePREP (phased implementation)

• 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
Helpful Resources for ePREP

There are two main 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

• 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.
ePREP’s Three Key Concepts

• User Profile
• Business Profile
• Provider Accounts
ePREP’s Three Key Concepts Cont’d

• User Profile
  • 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.
ePREP’s Three Key Concepts Cont’d

• 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).
ePREP’s Three Key Concepts Cont’d

• Provider Accounts
  • ePREP now allows you to manage your Maryland Medicaid provider record, this record information makes up an ePREP account. Your organization can have 1 or more accounts; each account is created based on the NPI, Provider Type, and Location. If anyone of these values changes, a new account is created.
  • For example, solo practitioners will have one user profile, one business profile, and one provider account.
ePREP-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.
ePREP Landing Page

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

The Message Center houses all messages and notifications relating to the Business Profiles.
ePREP - 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 on 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 – Applications Cont’d

• 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 – Applications 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 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

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

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

- Once your application is submitted through ePREP it goes through a Review Process.
- The system reviews the information you entered into the application against data bases for any potential issues.
- It is also screened by two different application processors to check accuracy and completeness of documents submitted and also review the system findings.
- Some applications require an additional Beacon Addendum be attached (currently only for 1915i providers). This is also reviewed for completeness by the application processing staff.
- If anything is missing or needs clarification the application will be returned electronically through ePREP and can be updated and resubmitted.
- If an Optum Addendum was attached, the application will be referred to Beacon for their review prior to a final decision on the application.
- Once a final decision is made, it will appear electronically in ePREP and if approved, you will be given a Provider Number to use with Medicaid.
- If you are new to Medicaid, you will also have to Register with Optum after receiving your Provider Number. This process consists of completing a Registration Questionnaire and receiving a PIN.
ePREP – Application Status Check

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.
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**