



GENERAL QUESTIONS

What is the ePREP website?

<https://eprep.health.maryland.gov>

Will you continue to accept paper applications?

The Department is moving away from the paper application process with the implementation of ePREP. Phase 1 providers who experience trouble using ePREP should call the AHS operated Call Center (1.844.463.7768). Upon request, an AHS Provider Service Representative may assist in-person via office visits to walk through ePREP.

Phase 2 providers will continue to use the current paper application process until the Department implements Phase 2.

What if I already submitted a paper application to become a solo practitioner? Must I re-submit an application through ePREP?

If you submitted an application after the Phase 1 application hold, which began on October 20th 2017, Medicaid will return your paper application instructions on how to enroll in ePREP.

Which web browser should I use?

The following web browsers and versions are recommended:

- Chrome- Current version, plus one previous version
- Internet Explorer- 10 or above
- Firefox- 57.01
- Safari- Current version, plus one previous version

What if I only have one work email address and do not want to use a personal address?

A personal email address is not required, but we recommend using a separate email as your backup. If you do not have a backup email address setup, you will not be able to recover your login information.

What if you do not know the answers to the security questions?

After you create your Business Profile, you'll be asked to answer Data Validation Questions. You must answer these questions to access an existing provider account. If you get locked out after three failed attempts, make sure you have the correct information. You cannot re-attempt to answer immediately, please return to ePREP 30-60 minutes later.

How can I check the status of a provider's enrollment?

You can log in and check under "Applications", there you can click on the clock icon listed under "Actions" to see the specific workflow steps within the application process. You will also receive messages through ePREP if the State and/or its contractor Automated Health Systems (AHS) need additional information.

How long will it take to have an online application approved? What effective date is given to new enrollments (i.e. date application submitted or date approved)?

The timeline for application approval is largely contingent on providers submitting a complete and accurate application for review. Generally, we expect ePREP to decrease application processing time. The effective date is the day the application is approved, not the day the application is submitted. A new enrollment approval letter will include the effective date.

Does this portal include anything related to billing?

No. Providers who use Maryland Medicaid's eMedicaid online portal and/or Provider Connect can/should continue to use these platforms for claim submission.

Will ePREP have any impact on licensure?

No. ePREP is for enrollment as a provider with Maryland Medicaid only. ePREP does not have any impact on professional licensing or facility credentialing.

Will the webinar slides be distributed electronically?

The Department posts webinar recordings and materials on the ePREP informational website: health.maryland.gov/ePREP

What should I do if I get stuck during the application process?

First review any in-context tutorials and in-context help as the answer may be within those texts. If you're still stuck please call the call center: 1.844.4MD.PROV (1.844.463.7768)

USER & ACCOUNT INFORMATION

What is the difference between a User Profile and a Business Profile?

A Business Profile represents the individual's or organization's Maryland Medicaid account and can be shared among several individuals who have User Profiles with assigned roles in the Business Profile. A Business Profile is used to manage applications, accounts, and users associated with an organization.

Every individual accessing ePREP will create a User Profile using an email address. User Profiles are for any providers, office staff, credentialers, managers, etc. Please note that an email address may only be assigned to one User Profile. An individual with a User Profile may have a role within a Business Profile which allows them to submit applications on behalf of that Business Profile. For example, an office manager completing an ePREP application for the Maryland Medicaid provider they work for, will have a User Profile with an assigned role within the provider's Business Profile, but he will not have their own individual Business Profile because they do not have a Maryland Medicaid account.

How do I affiliate, or request to join an organization's Business Profile?

In the top right corner, click on and select Create Business Profile. Then enter the NPI of the organization that you want to join (not your own NPI), and click Request to Join. ePREP will prompt you to write a message to the Administrator requesting access to the Business Profile. To start an affiliation application, go to the Applications tabs and select the "I want to affiliate" button. We suggest starting affiliation applications from the group's Business Profile. Otherwise, the requester will need to enter the group's NPI and make sure that the group is active and enrolled in Maryland Medicaid. For further detail on the affiliation process please see the "Affiliation Instructions" listed under Resources at health.maryland.gov/eprep

Does each rendering provider need its own Business Profile?

Yes. Each individual rendering provider must create a User Profile using their unique email address and own their Business Profile using their NPI.

Do solo practitioners need a User Profile, Business Profile, and Account in ePREP?

Yes. The solo practitioner would sign up, create a Business Profile using their NPI and then either link to the existing Account or submit a new application to enroll using the NPI from the Business Profile.

Who can make edits to an application?

Only the owners of the application can make edits to the application, regardless of the role of the person (Administrator or supervisor). The User Profile that initiated the application is the only person able to edit it. The User Profile must share the application with other User Profiles in order for those users to edit the application. The owner of the application may change ownership by going to the "Applications" tab and selecting the cog icon under "Actions".

Can providers have more than one Business Profile?

Yes. Business Profiles are designed to organize all the accounts and applications for an organization. There is no limit to the number of Business Profiles an organization can have or that a User Profile can manage. However, there is a one-to-one ratio for Business Profile to NPI and Business Profile to Tax ID. If you have only one NPI, you may only have one Business Profile even though you may have many Accounts with the same NPI under that Business Profile.

Please note that group billing providers and affiliated rendering providers need to have separate Business Profiles. This allows for future disaffiliation, if needed, and to maintain privacy between the providers.

What are the different roles in ePREP?

Business Profile roles include: Administrator, Manager, Supervisor, Authorized Signatory, Staff, User, and Guest.

The Business Profile Administrator has full privileges to all accounts and applications within a Business Profile and can invite and manage all its users. Whoever creates a new Business Profile automatically becomes its Administrator. Due to the high level of access this User Role has to sensitive account information, your organization should take great care in deciding who should be your Business Profile's Administrator(s). The Administrator then assigns other user roles within the Business Profile.

Who can sign and who cannot sign on behalf of an organization? What's the difference between User Roles that the ePREP Portal allows to sign an application (Administrator, Manager, and Authorized Signer) and the organization's legal signers (manager, owner, controller, and agent)?

ePREP Portal allows individuals to sign Rendering-S or Supplemental Applications on behalf of an existing Medicaid organization provider as long as the individual's assigned User Role is Administrator, Manager, or Authorized Signer within the Business Profile. An individual's role within a Business Profile doesn't mean they are legally authorized to sign the application on behalf of the organization. The organization is responsible for assigning electronic signature privileges and ePREP user roles to the appropriate staff. Additionally, any Managing employees, Owners with Control interest and Agents (MOCAs) disclosed (as required) have the authority to sign for a group.

Please note that for new groups, only a MOCA may sign for the initial application.

Last, an organization may disclose its delegated officials. A disclosed delegated official is a W2 employee that an organization wants to authorize signing privileges to. The delegated official may only sign after the submission, and subsequent approval, of the delegated official form. For new groups, submit delegated official forms as part of the initial application. For existing groups, submit delegated official forms via the Supplemental Application.

How will we know if the primary practice location is on a doctor's profile already, as to avoid duplicates?

If a Business Profile is created using a doctor's NPI, ePREP will provide a message stating the doctor's NPI is already linked to a Business Profile. Whoever created that Business Profile for the doctor can send you an invitation to Business Profile or you may request such access. Under the provider's Business Profile, you will be able to see applications that are currently in progress under "Applications" as long as the provider has given you access to their Business Profile.

If you share a Business Profile with a partner can there be two Administrators?

Yes. You may assign as many users to the Administrator role as you need. You may add users as Administrators to a Business Profile by going to "My Tools" and selecting "User Administration." From that page, you select the "+Invite Users" button where you'll be prompted to add the individual's information. You'll be able to see more details about which roles can do what as you enter the system.

Can the Administrator sign for the provider, or does the provider need to sign themselves?

A group Administrator can start an application for rendering providers. If they have rights to sign for the existing Medicaid group, they may sign the group's section of the application. Rendering providers must sign new rendering applications. Administrators cannot sign for a renderer because the eSignature verifies that the User Profile matches that of the renderer submitting the new rendering application. However, Administrators may complete the application up to the eSignature section when ePREP prompts them to "send to renderer". If the renderer assigns you a role with signing privileges (Administrator or manager), you may sign for the render on additional affiliations once the provider is enrolled.

As a practice manager, can I enroll the practice and each individual practitioner?

An authorized representative of the practice may create a Business Profile for the group practice, act as Administrator, and create affiliation applications with its rendering providers. However, each individual provider within the group practice must complete and electronically sign their own rendering provider applications.

Can you have more than one Administrator per TIN?

Yes. There is no maximum number of users who may be assigned as Administrator. To add users as Administrators to a Business Profile, go to "My Tools," and select "User Administration." From that page, select the "+Invite Users" button where ePREP will prompt the user to add the individual's information who you want to give Administrator rights.

Can a Tax ID be a SSN?

No. A Tax ID cannot be used for an SSN for an individual provider, whether they are a solo practitioner or rendering-only provider. A solo practitioner may use their SSN instead of a Tax ID, but a Tax ID is never a substitute for a SSN.

Can I use my SSN in my CAQH provider profile but my TIN to fill out ePREP app?

See above. Individual providers must provide SSNs in ePREP, similar to the Department's current application.

Will there be separate logins for each MA number or will we be able to link all the group MA numbers associated with our TIN under one Business Profile?

You can link the groups under one Business Profile within ePREP. A Business Profile may contain multiple group providers with multiple locations. Each location should be enrolled with its own practice address, and have its own Account. Each Account will be accessible from the users within the Business Profile.

Will providers with multiple locations and group NPIs get a new MA for each location?

Assuming these locations are not already enrolled, yes, although not all providers have set themselves up this way in the past. Generally, many group types use different NPIs to distinguish from each location, but the service address is the main distinguishing factor between multiple practice locations.

Do two practice locations need two different MA numbers?

Typically, yes, each group location should have its own MA number and Account in ePREP. This allows the Department to maintain accurate practice location information, billing information, and helps the Department complete site visits when required. Groups/practices may enroll each location using the same NPI.

Please Note that behavioral health providers will enroll all individual locations with Beacon Health Options and will use one MA number in ePREP.

What happens if a practice location changes but another location stays the same?

Each location should have its own MA number, and therefore, its own account in ePREP. It is easy to change the address by submitting an update change for that account. This is called a supplemental application. Changing the practice address for one location (i.e. one account) will have no impact on the practice location for other existing locations.

What if our group has many providers? Do they each need to create a profile?

Yes. Each rendering provider will need to create a User Profile to house their own Business Profile. Each rendering provider's User Profile should be tied to their unique email address. The rendering provider may assign different ePREP User Roles with varying rights in order for another person to create affiliations for the renderer.

Would an individual doctor have one NPI regardless of being at multiple locations?

Yes. An individual doctor has one NPI and one corresponding MA number linked to one account in their Business Profile.

We already have an MA number for our group and providers, what do we need to do? Is this for everyone or only new employees?

All new applicants and existing MA providers will need to create a User Profile and Business Profile upon creating the Business Profile. The system will recognize the NPI or Tax ID as owned by an existing provider. ePREP will prompt the existing provider to enter certain data elements (SSN/TIN; DEA certification number; DOB, etc.) to verify access to the existing MA number(s) owned by that NPI or Tax ID. Upon completing data validation, all MA numbers associated with the existing provider's NPI will populate as accounts within that Business Profile.

If a group and rendering provider are already enrolled in Medicaid, will those enrollments transfer to ePREP? Do we need to submit new applications and affiliations?

Phase 1 providers who are active and enrolled in Maryland Medicaid will not need to submit an application to "enroll" in ePREP. ePREP prompts existing providers to validate certain data elements when creating their Business Profiles, this pre-populates the providers' existing Medicaid numbers as accounts within their Business Profile. Once the accounts are linked, Phase 1 providers may complete a Rendering-S application to affiliate the group with its rendering providers.

Please note that terminated providers will not appear in ePREP, the provider will need to submit a new application to reactive their account in ePREP.

What is the preferred file format for my uploaded certificates and other required documents?

Accepted Formats	Restricted Formats
DOC – Microsoft Word binary file	Executable Files (.exe)
DOCX – Microsoft Word Open XML files	System Files (.dll)
RTF – Rich Text Format	Batch Files (.bat)
ODT – OpenOffice Document	Hypertext Markup Language (.html/.htm)
TIFF – TIFF (all compression types)	
JPG – JPEG	
JP2 – JPEG2000	
PDF – Portable Document Format	