



What is the ePREP website?

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

Will you continue to accept paper applications?

No, all Medicaid enrollments, re-enrollments and supplements must be submitted in the ePREP system. DDA can no longer submit paper Medicaid applications on behalf of providers.

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

Yes, all DDA approved providers must submit an initial enrollment application or a re-enrollment application in the ePREP system.

- If you currently have a Medical Assistance number, you will submit a new application in ePREP for your Base Medical Assistance (MA) Number to be used when DDA changes to the LTSS system for Direct Pay billing. After receiving your Base MA number you will submit separate applications for all of sites that are licensed by the Office of Health Care Quality.
- If you do not currently have a MA number for DDA, you will submit a Base MA Application to use for immediate billing in our prospective pay billing system, PCIS2. Once that MA number is issued, you will submit a second Base MA application to be used for

Which Web Browser should I use?

- 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. If you are still unable to access your account, please contact the ePREP helpdesk at 1.844.463.7768.

How can I check the status of my enrollment application?

You can log in and check under "Applications", there you can click on the clock icon listed under "Actions" to see the specific work flow 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. Please check your ePREP application at least twice per week for information requests, until you receive all of your Base MA number and all of your Site MA numbers.

How long will it take to have an on-line application approved? The timeline for application approval is largely contingent upon the quality of the information submitted. A complete and accurate application will be approved faster than an application with incomplete or inaccurate information. For new providers, the effective date will be the date DDA approved the provider to render the service.

Does this portal include anything related to billing?

At this time, DDA providers should still bill as they have been billing. The information approved in the ePREP portal will be used when DDA moves to the LTSS billing system and the direct pay platform. It is imperative that DDA providers register in the ePREP system and enroll in the DDA approved and or licensed services. Failure to enroll in ePREP or to enroll in services that are being rendered, will mean that a provider will not be able to bill for those unenrolled services when DDA moves to LTSS billing.

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.

Do I need an NPI?

No, DDA providers are "A Typical" providers and do not need an NPI. DDA providers use their Tax ID as an identifier in 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

ePREP Application
FREQUENTLY ASKED QUESTIONS

call the call center: 1.844.4MD.PROV (1.844.463.7768). DDA cannot assist with ePREP technical issues. If you need information, specific to your DDA Addendum or services, please contact your regional provider relations office.

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 my site applications with my base application?

Open the Business Profile on the Base MA application for which your MA number was issued. Select to add a new application. Complete the site application just as you completed the base application, but use the address of the licensed site as the "Service Address". Complete the Addendum for ONLY the services licensed at that site address. Repeat this in a separate site application for each licensed address.

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 Tax ID.

Do individuals rendering services need a User Profile, Business Profile, and Account in ePREP?

Yes. Individuals that are approved to provide DDA services are required to create a User Profile, Business Profile, Account and apply for a Medical Assistance number, for DDA billing, in ePREP.

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". DDA representatives nor ePREP help desk representatives cannot make edits to the application.

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 Tax ID. If you have only one Tax ID, you may only have one Business Profile even though you may have many Accounts with the same Tax ID 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.

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.

Lastly, 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.

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.

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 provider or an agency. A solo provider 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.

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.

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)
DOC X – 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	