Medicaid Electrolysis Services: ePREP Enrollment Training

**Jointly presented by Medicaid's Office of Medical Benefits Management
And Office of Medicaid Provider Services**

August 21, 2025

Agenda

- Medicaid Introduction and Benefit Overview
- Orientation to ePREP Enrollment Terminology
- Coding and Billing
- Electrology Enrollment Overview
- Live Demonstration
- Question and Answers
- Next Steps

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Maryland Medicaid at a Glance

- Maryland Medicaid (Medical Assistance/MA) offers free or low-cost health coverage to eligible low-income individuals across various demographics, covering a broad spectrum of services.
- Approximately one in four Maryland residents (25%) are covered by Medicaid.
- HealthChoice is the name of Maryland's managed care program.
- Between 2021 and 2022, Approximately 3,291 transgender patients on Maryland Medicaid (160 on fee-for-service and 3,131 on managed care) received gender-affirming care.*

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Maryland Medicaid - Managed Care Organizations (MCOs)

- Managed Care Organizations (MCOs) are the health plans that participants enroll in to receive their healthcare services. Medicaid recipients are required to enroll in a specific MCO to access their benefits.
- There are 9 MCOs participating in the HealthChoice Medicaid Programs:

Benefit Background

- Gender affirming care services were expanded in January 2023 as a result of HB0283, Gender-Affirming Treatment (Trans Health Equity Act). Electrology is a vital component of gender affirming care.
- The program expanded to include medically necessary gender-affirming care, such as hormone therapy and specific surgeries, aiming to ensure safety and respect for transgender and gender-expansive individuals.
- Effective July 1, 2024, all providers enrolling as Electrologists, should enroll using the provider type (PT) GA - Gender Affirming Care.

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Orientation to Terminology

- ePREP: Electronic Provider Revalidation and Enrollment Portal
- Provider Type: This is the category of a healthcare provider.
  - Gender Affirming Treatment - Electrologists and Medical Tattoo Artist
- Atypical Provider: MDH creates an National Provider Identifier (NPI) placeholder number for certain provider types by adding a leading "5" to the beginning of their Medicaid provider number (MA) number.

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Coding and Billing

- Eligible Providers must submit claims using CPT code 17380 (Electrolysis Epilation for every 30 minutes).
- The Maryland Medicaid reimbursement rate for this CPT code is $90.
  - For example, if you are administering electrolysis to members in 1 hour increments, you should bill for 2 units of the CPT code.
- Claims Processing timeline: 30 - 60 days

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Electrology Provider Enrollment

- To enroll as a gender affirming treatment provider, please visit https://eprep.health.maryland.gov. Interested providers will also need to complete the "Gender Affirming Treatment - Electrologists and Medical Tattoo Artists" addendum, which can be found at https://health.maryland.gov/mmcp/provider/Pages/eprepforms.aspx.

For medical necessity guidance, please review the Gender Affirming Care Clinical Criteria at https://bit.ly/485Hpti

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Electrology Provider Enrollment

- To enroll as an atypical provider, no NPI is needed; therefore Electrology providers should not submit an NPI when enrolling.

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ePREP - Atypical Provider Step 1

ePREP - Atypical Provider Step 2

I need a Maryland Medicaid account to bill for health care services and I am applying as:

○ Facility

○ Other Health Care Organization

⦿ Waiver Provider

⦿ Solo Practitioner

- My business provides and submits Maryland Medicaid claims for health care services at the location disclosed on my application.
- I own 100% of the business.
- I am legally responsible for all of this organizations obligations.

○ Organization

Once you have made your choice, select **Continue**

← Previous

Continue →

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Excerpt of the Addendum - Individual

Please upload this form to the "Additional Information" section under "Practice Information" within the ePREP (eprep.health.maryland.gov) "Applications" tab.

Please check all services that you intend to provide and upload this form, as well as a copy of the corresponding requirement(s) for each of the services checked, to ePREP (eprep.health.maryland.gov).

X	Service	Required Documentation
☐	Electrology Services	Electrology Licensure - Complete Section 2 below
☐	Medical Tattooing Procedures	Complete Section 3 below*

Section 2: Electrology Services

Please complete the following:

Individual Electrologist Attestation of Licensure:
- I attest that I have received the electrologist license from, and am currently in good standing with, the Maryland Board of Nursing.
- License #: _____

Section 3: Medical Tattooing Procedures

I attest that I have met all requirements for the county or counties in which I operate, as indicated on page 3 (check all that apply):

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Excerpt of the Addendum - Group

Please upload this form to the "Additional Information" section under "Practice Information" within the ePREP (eprep.health.maryland.gov) "Applications" tab.

Please check all services that you intend to provide and upload this form to ePREP (eprep.health.maryland.gov).

X	Service	Required Documentation
☐	Electrology Services	Electrology Licensure - Complete Section 2 below
☐	Medical Tattooing Procedures	Complete Section 3 below*

Section 2: Electrology Services

Please complete the following:

Electrology Group Attestation of Licensure:
- ☐ I attest that each electrologist within my organization has received the electrologist license from, and is currently in good standing with, the Maryland Board of Nursing.

Section 3: Medical Tattooing Procedures

Please complete the following:

Medical Tattooing Group Attestation of Licensure:
- ☐ I attest that each medical tattoo artist within my organization has met all requirements for the county or counties in which they operate.

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Live Demonstration!

Enrollment Tips and Tricks

- In order to ensure successful enrollment, we advise completing the reviewing the following:
  - Complete the accurate addendum
    - Individual:
      https://health.maryland.gov/mmcp/provider/Documents/application-addenda/GenderAffirmingCare_Individual_ePREPAddendum_V4.pdf
    - Group:
      https://health.maryland.gov/mmcp/provider/Documents/application-addenda/GenderAffirmingCare_Group_ePREPAddendum_V3.pdf
  - Ensure your license number is entered correctly
  - Complete the form in one session. If you need to complete it in more than one sitting, remember to save your progress
  - Check the ePREP portal frequently.

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Tips for Successful Contracting with MCOs

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Working with MCO(s)

- Once you enroll, reach out to an MCO, and make the necessary arrangements for reimbursement purposes.
- If and when you experience delays in reimbursement, please contact the MCO. Some MCOs may assign provider representatives to assist with delays in reimbursement and other billing assistance.
- In some cases, you may enter a temporary contract or single case agreement (SCA) with an MCO. This will allow a patient to receive care from an out-of-network provider.

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MCO Contacts

Aetna Better Health (ABH)	Diane Wood, diane.wood@aetna.com
CareFirst (CFCHP)	Michael Allen, Michael.X.Allen@carefirst.com Natasha Garrett, Natasha.Garrett@carefirst.com Sonya Bridgers-Allen, Sonya.BridgersKenan@carefirst.com Kristina Beeson, Kristina.Beeson@carefirst.com
Jai Medical Systems (JMS)	Hennrietta Dodoo, Hennrietta.dodoo@jaimedical.com Sophia Lupinek, Sophia.lupinek@jaimedical.com
Kaiser Permanente (KPMAS)	Latarsha Wilson, latarsha.m.wilson@kp.org
Maryland Physicians Care (MPC)	Adrienne Bennett, Abennett@MPCMedicaid.com Tara Gray, Tgray@mpcmedicaid.com Linda Dietsch, LDietsch@mpcmedicaid.com

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MCO Contacts

MedStar Family Choice (MSFC)	Stephanie Thayer, stephanie.n.thayer@medstar.net Margo Briscoe, margo.briscoe@medstar.net
Priority Partners (PPMCO)	Kathy Pettway, kpettwa@jhhp.org Carolina Leon, cleon@jhhp.org Christine Titus, ctitus@jhhp.org Caroline Brozak, cbrozak@jhhp.org Sharon Dunnigan, sdunnigan@jhhp.org Sara Brandenburg ,sbrandenburg@jhhp.org
UnitedHealthcare (UHC)	Maureen Green, maureen_d_green@uhc.com
Wellpoint (WMD)	Ericka Bolick, erika.bolick@wellpoint.com Marcia Alphonso, marcia.alphonso@wellpoint.com
MedStar Family Choice (MSFC)	Stephanie Thayer, stephanie.n.thayer@medstar.net Margo Briscoe, margo.briscoe@medstar.net

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Preauthorization Process

- MCOs will work with Electrology providers when you decide to enroll in Medicaid.
- Some MCOs may have a pre-authorization (PA) request form that providers should complete and submit. This should include documentation that the hair removal procedure is part of Gender-Affirming care and is medically necessary.
- When submitting a PA form, providers will need the atypical provider number, the member's MA #, the member's diagnosis, and the CPT code for the service.

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Resources

- [Maryland Department of Health Gender-Affirming Treatment Services Clinical Criteria](#)
- [ePREP](#)
- [ePREP Provider Agreement and Application Addenda](#)
  - [Addendum for Maryland Medical Assistance Program Application Electrology Services and Medical Tattooing Procedures INDIVIDUAL GENDER AFFIRMING TREATMENT](#)
  - [Addendum for Maryland Medical Assistance Program Application GROUP GENDER AFFIRMING TREATMENT Electrology Services](#)
- [Gender Affirming Care Information for Providers](#)

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Contacts

- Gender-Affirming Care Benefit and Policy Questions:
  - mdh.medicaidthea@maryland.gov

- ePREP Policy and Enrollment Questions:
  - mdh.providerenrollment@maryland.gov

    ePREP Call Center 1-844-463-7768

    ePREP Resource Website: health.maryland.gov/eprep

- Member access or denial issues
  - HealthChoice Helpline 1-800-284-4510
- MCO reimbursement issues
  - mdh.healthchoiceprovider@maryland.gov

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Q&A

Thank you!