



# Medicaid Provider Enrollment Update: ePREP

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#### **Overview**

- In December 2017, Medicaid started using a new electronic **p**rovider **r**evalidation and **e**nrollment **p**ortal (ePREP)
- 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

# **Implementation Timeline**

- Call Center Go-Live: September 2017
- ePREP Phase 1 Go-Live: December 2017
  - Included most solo practitioners and rendering providers (e.g., physicians, social workers, nurse practitioners), as well as group practices.
- ePREP Phase 1.1 Go-Live: February 2018
  - Included dentists, 1915i behavioral health providers, FQHCs



# Implementation Timeline Cont'd

- ePREP Phase 1.2 Monthly Monitoring: March 2018
- ePREP Phase 2 Go-Live (Three Phases):
  - 2.1: August 2018 Go-Live
    - Included Inpatient Facilities
  - 2.2: September 2018 Go-Live
    - Included Outpatient Facilities
  - 2.3: November 2018 Go-Live
    - Included Atypical (Waiver) & Resource Providers



#### ePREP Stats

- Applications Processed as of Mid-September:
  - New -22,062
  - **Revalidations 13,132**
  - Information Updates (aka Supplemental Applications) –
    21,897
  - Affiliation Applications (Rendering-S) 28,185 (these are considered Pass-through applications and do not require a Reviewer to complete manually.)

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## ePREP Stats Cont'd

- Applications Processed as of Mid-September:
  - Atypical Applications (Solo & Organizations) 472
  - Facility Applications (Inpatient & Outpatient) 562
  - Resource Applications 240
  - CHOW Applications(Change in TaxID) 39

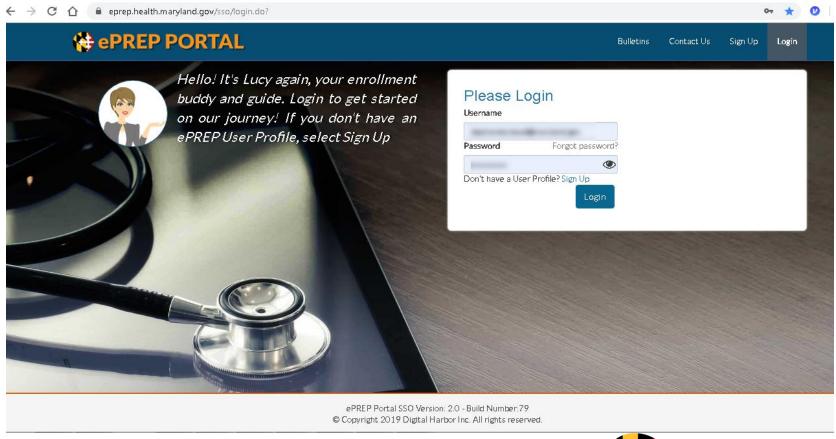


### **ePREP Clarifications**

- MDH is not requiring that all providers revalidate, or re-enroll, all at the same time
  - This is a phased process based on a provider's enrollment date
  - MDH/AHS send a letter to the provider when they need to revalidate, which occurs every 5 years
  - Until that time, providers do not need to take action unless they need to file a new application or make a change to an existing provider account

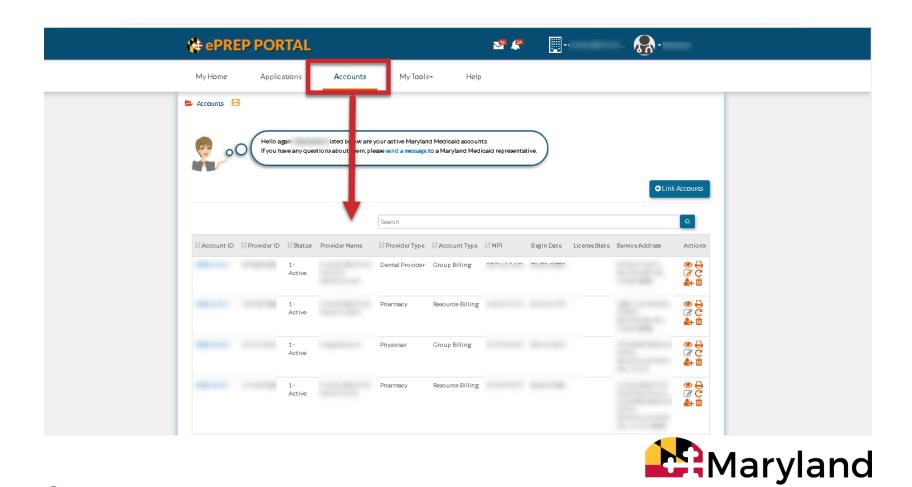


#### **ePREP Overview**



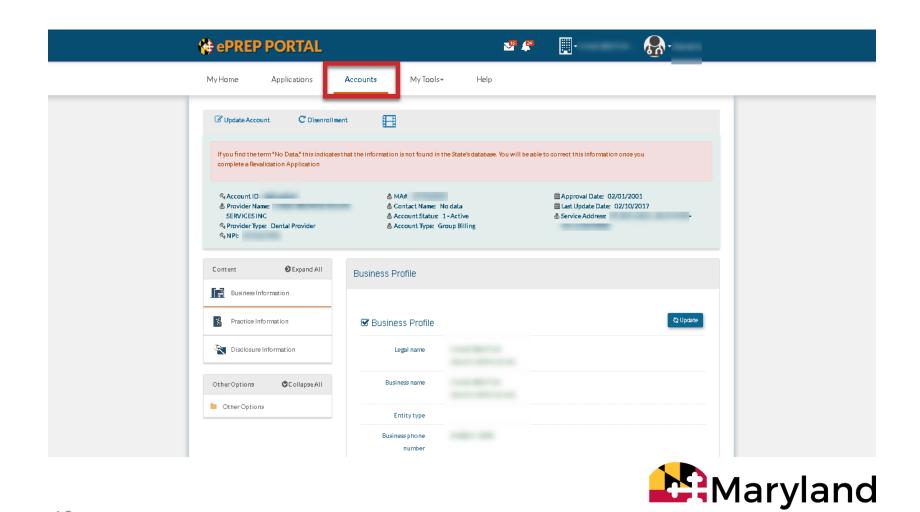


## ePREP Overview Cont'd



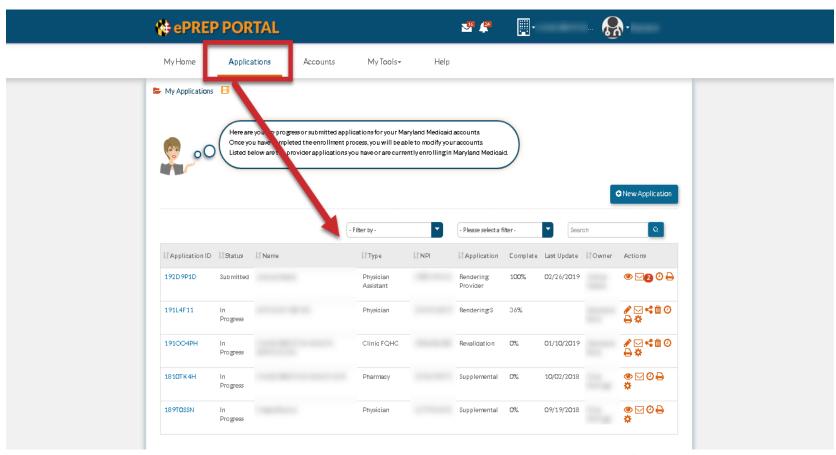
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# **ePREP Overview Cont'd**



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# **ePREP Overview Cont'd**





# **Providing Feedback**

- MDH is encouraging providers and their credentialing teams, or office managers, to provide feedback on the quality of their experience:
  - via ePREP, applicants are prompted to complete a survey after successfully submitting an application
  - via AHS Call Center, every 15<sup>th</sup> caller is asked if they would like to complete a brief survey over the phone
- MDH reviews every rating and comment and discusses potential improvements with contractors based on provider feedback.



#### **Enrollment Initiatives**

- Federally mandated major enrollment initiatives:
  - Screening and enrolling all MCO network providers
  - Attending providers appearing on institutional claims
  - Ordering, Referring, Prescribing (ORP) providers
- Other Maryland enrollment initiatives:
  - Re-enrollment of DDA providers for LTSS Maryland integration



# **ePREP Pain points**

- Password resets
- Notifications
- Credentialer access to provider business profiles
- Average time to process applications
- Providers can check status via ePREP they do not have to call the call center



# **ePREP Improvements**

- Board data match and update
- Provider Workgroup Started today!



# **Questions & Contacts**

• If providers have questions, they should call AHS' Call Center:

1-844-4MD-PROV (1-844-463-7768)

and/or visit MDH's ePREP website: health.maryland.gov/eprep

ePREP Link: eprep.health.maryland.gov



### **MDH Provider Enrollment Contacts**

• If providers would like to schedule an in-person or personalized webinar overview of ePREP, please contact:

Molly Marra: <u>molly.marra@maryland.gov</u>

Charlie Crisp: <a href="mailto:charles.crisp@maryland.gov">charles.crisp@maryland.gov</a>



#### **AHS Outreach Contacts**

• If providers would like to schedule an in-person or personalized webinar overview of ePREP, please contact:

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