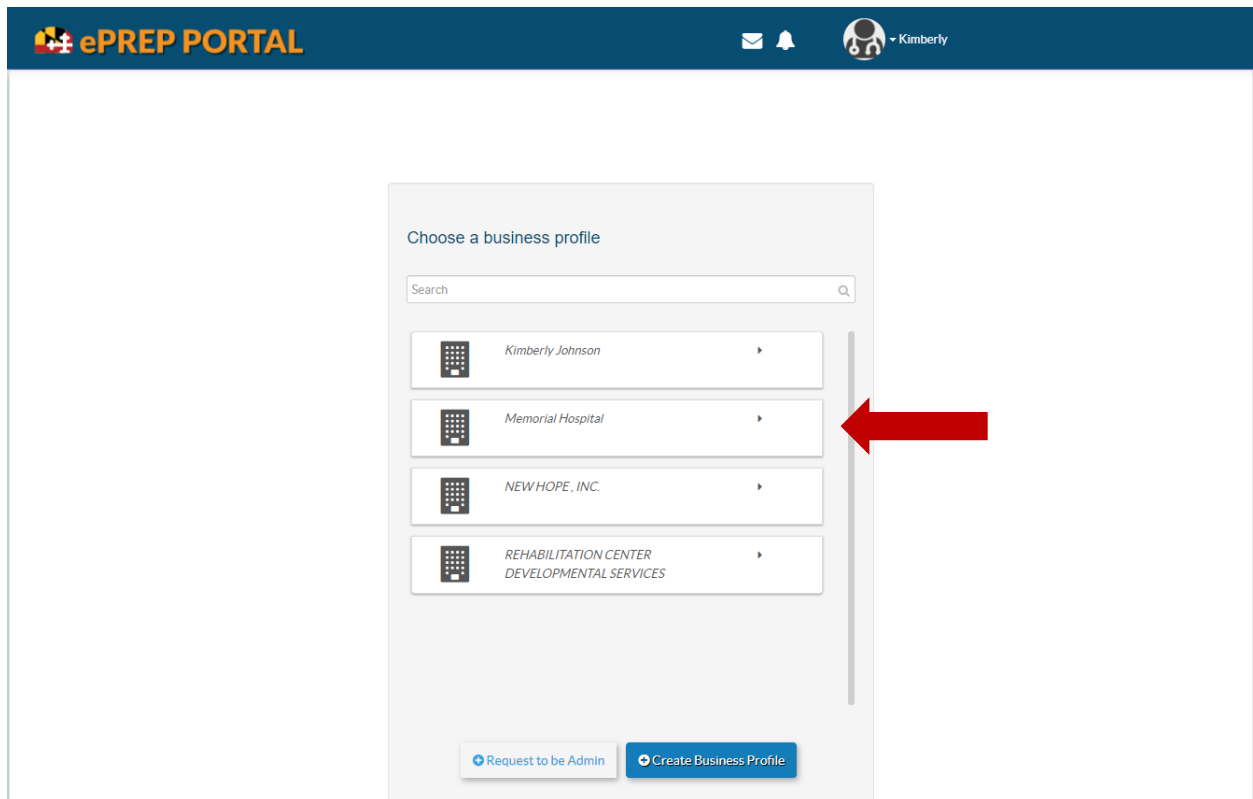


MARYLAND MEDICAID – CHECKING FOR RETURN TO PROVIDER NOTICE (RTP) ePREP PORTAL EMAIL

Once you submit an application through ePREP please log in and check the Portal regularly to view any notices regarding the application status. Applications will be returned in the portal (application status “Return to Provider”) if additional information is needed in to complete the application processing. If additional information is needed, a message will be sent in the Message Center.

Step 1. First, log in to your ePREP account (this will take you to the landing page). You will want to select the corresponding Business Profile that the application was submitted under/for.

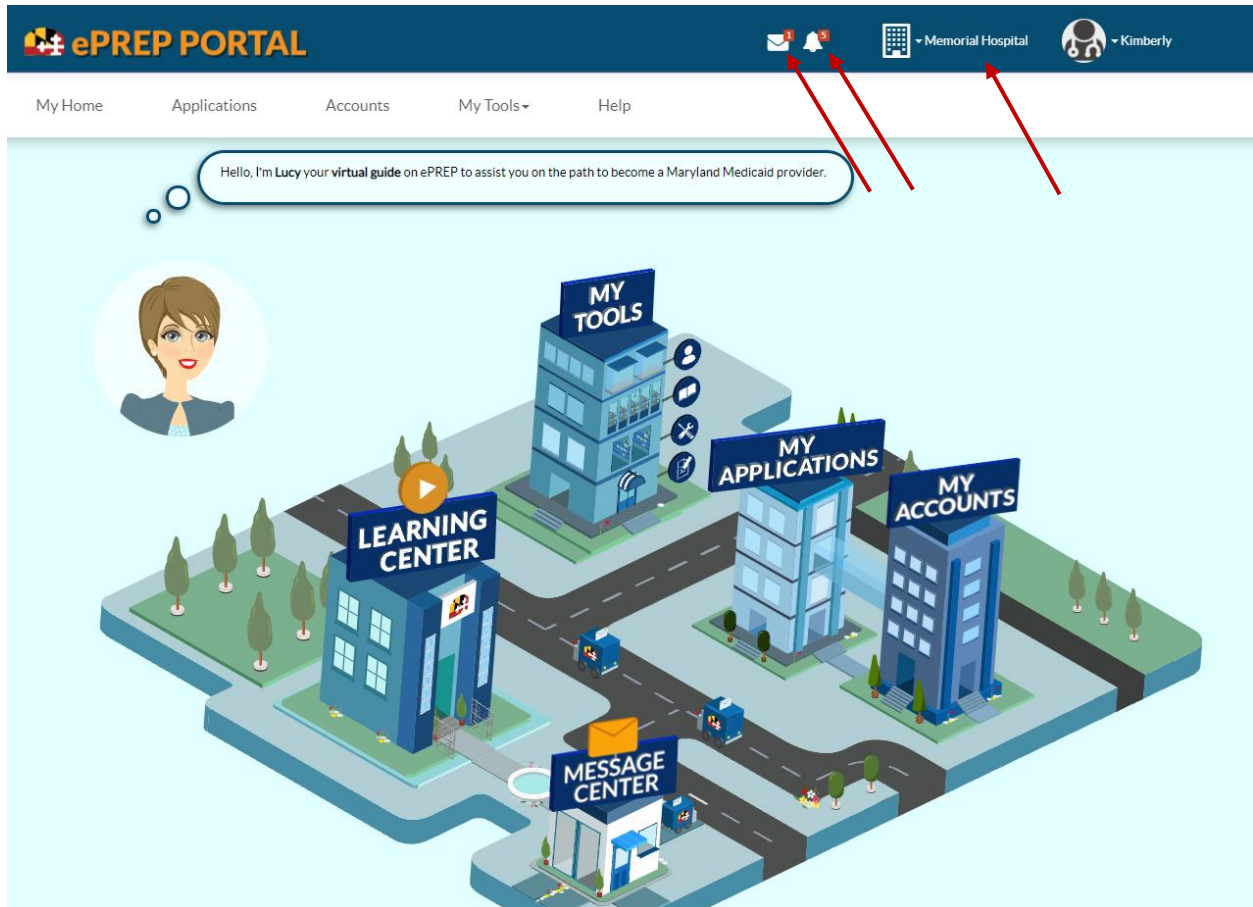


The screenshot shows the ePREP PORTAL interface. At the top, there is a dark blue header with the ePREP PORTAL logo on the left, and icons for a message center, notifications, and a user profile labeled 'Kimberly' on the right. Below the header, the main content area is white. A central panel titled 'Choose a business profile' contains a search bar and a list of four business profiles, each with a building icon and a right-pointing arrow:

- Kimberly Johnson
- Memorial Hospital
- NEWHOPE, INC.
- REHABILITATION CENTER DEVELOPMENTAL SERVICES

A red arrow points to the 'Memorial Hospital' profile. At the bottom of the panel, there are two buttons: 'Request to be Admin' and 'Create Business Profile'.

Step 2. Once you select the corresponding Business Profile, you will be directed to the landing page where you can view notices. The envelope icon shows when there are emails available and the bell icon shows when there are notifications available. The red “1” by the envelope icon shows that you have one new email. The red “5” by the bell icon shows you have five new notifications. Always check to the right to be sure you are in the correct Business Profile.



You can view the new email by clicking the envelope icon or Message Center. Emails will be from the Maryland Medicaid Provider Enrollment Department with subject “Application Returned to Provider” (see screen shot below).

Welcome, Kimberly Johnson, to your customized Dashboard for managing messages and shared applications from different Business Profiles.

Kimberly's Dashboard

Messages Collapse All All

Inbox

- Memorial Hospital
- Kimberly Johnson
- NEW HOPE, INC.
- REHABILITATION CENTER DEVELOPMENTAL SERVICES

Sent Messages

Shared Apps

Applications 0

New Message

All

Unread

Read

From

To

Subject

Content

- Date -

Message search

Memorial Hospital

To	From	Subject	Date Received	Actions
Kimberly Johnson	Maryland Medicaid Provider Enrollment Department	Application Returned to Provider	Wed 10/20/2021 03:13 PM	
Kimberly Johnson	Maryland Department of Health Provider Enrollment Division	Submit Application	Thu 08/26/2021 05:19 PM	

Total received: 1

Step 3. Click on the on the Subject to open the email

ePREP PORTAL Memorial Hospital Kimberly

My Home Applications Accounts My Tools Help

My Home

Welcome, Kimberly Johnson, to your customized Dashboard for managing messages and shared applications from different Business Profiles.

Kimberly's Dashboard

Messages Collapse All All

Inbox

- Memorial Hospital
- Kimberly Johnson
- NEW HOPE, INC.
- REHABILITATION CENTER DEVELOPMENTAL SERVICES

Sent Messages

Shared Apps

Applications 0

New Message

All

Unread

Read

From

To

Subject

Content

- Date -

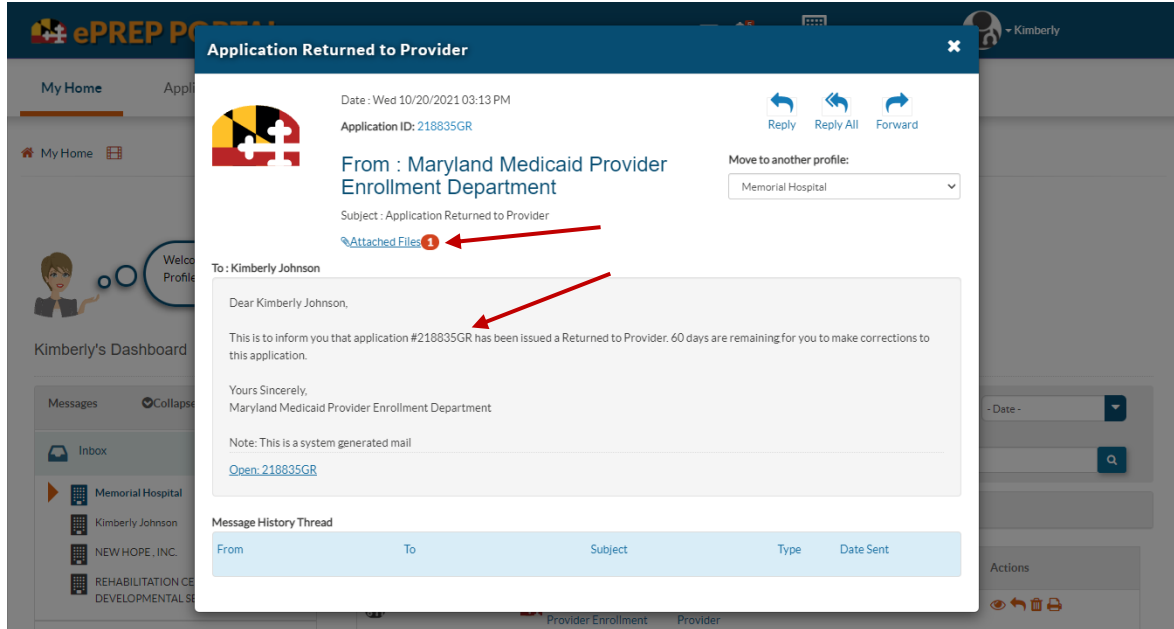
Message search

Memorial Hospital

To	From	Subject	Date Received	Actions
Kimberly Johnson	Maryland Medicaid Provider Enrollment Department	Application Returned to Provider	Wed 10/20/2021 03:13 PM	
Kimberly Johnson	Maryland Department of Health Provider Enrollment Division	Submit Application	Thu 08/26/2021 05:19 PM	

Total received: 1

Step 4. There are two important items to take notice of within the email. The first item is the paperclip that says “Attached Files” with a red “1” next to it (just above the body of the email); this is your deficiency letter. The second item is the body of the email that lists the application number and notification that you have 60 days to make corrections to the application.



Step 5. Hover over the Paperclip that says Attached Files with the red "1". A box will open that is labeled "Attachment List." Inside the box will be your deficiency notice shown as "Medicaid Provider Application Deficiency_output.rtf." Click on this text to download your deficiency letter.

The screenshot shows an email client interface with a message titled "Application Returned to Provider". The message is from the Maryland Medicaid Provider Enrollment Department, dated Wednesday, October 20, 2021, at 03:13 PM. The application ID is 218835GR. The subject is "Application Returned to Provider". The recipient is Kimberly Johnson. The message body contains a greeting, a notice that the application #218835GR has been returned, and a signature from the Maryland Medicaid Provider Enrollment Department. A note indicates this is a system-generated email and provides a link to "Open: 218835GR".

An "Attachment List" pop-up window is open, showing a single attachment: "Medicaid Provider Application Deficiency_output.rtf". A red arrow points to this attachment name. The background shows the email client's sidebar with "My Home", "Messages", "Inbox", and "Shared Apps" sections. The "Messages" section is collapsed. The "Inbox" section shows a list of messages from Memorial Hospital, Kimberly Johnson, NEW HOPE, INC., and REHABILITATION CENTER FOR DEVELOPMENTAL SERVICES. The "Shared Apps" section shows a "Sent Messages" button.

From	To	Subject	Type	Date Sent
Provider Enrollment Department	Provider	Submit Application		Thu 08/26/2021 05:19 PM
Kimberly Johnson	Maryland Department of Health Provider Enrollment Division			

Step 6. The deficiency letter will explain the correction(s) you must make to the application. Once you make the corrections, you will need to resubmit the application to complete processing.

There is an important line on this letter that must be paid attention to; "Please submit within 60 calendar days of this letter to continue processing. Failure to resubmit a complete and accurate application will result in rejection of your application." In other words, the application will be auto denied after 60 days from the date on the notice if you do not make the corrections and resubmit the application. (See sample deficiency letter below)



Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Dennis R. Schrader, Secretary

MEDICAID PROVIDER APPLICATION DEFICIENCY

10/20/2021

Memorial Hospital LLC
111 Michigan Ave

Medicaid Provider Number:
NPI Number:
Application ID Number: 218835GR

The Maryland Medical Assistance Program (Medicaid) has reviewed your application. Your application is incomplete and/or incorrect and cannot be processed until you submit all required information.

Please submit within 60 calendar days of this letter to continue processing. Failure to resubmit a complete and accurate application will result in rejection of your application.

You must correct the following deficiencies for processing to continue:

License -

The license information listed on the application does not match the license information on the document, please edit the information or attach the correct license and resubmit the application

PT 76 Addendum -

Maryland Medicaid needs your completed addendum. Once you have filled out the addendum in completion, along with ALL required licenses/certifications as stated on addendum, please attach to this application and resubmit. Please find your addendum at the following link: <https://mmcp.health.maryland.gov/Pages/Provider-Enrollment.aspx>

If the application package is submitted after 60 calendar days of the date of this notice, it shall be treated as a new application package and processed in the date order received.