

HOW TO MANAGE VARIOUS PROVIDERS AS A CREDENTIALER OR OFFICE MANAGER

It is critical that you first identify whether you are entering ePREP on behalf of a group or renderer:

If you have privileges to act on behalf of a group, proceed to **STEP 1** under **Getting Started for a Group**.

If you do not have privileges to act on behalf of a group, proceed to **STEP 1** under **Getting Started for a Renderer**.

If you have privileges and permission to act on behalf of both a group and renderers, start by signing up your group. After you've set up the group, then start over and proceed with renderers.

GETTING STARTED FOR A GROUP

STEP 1: Create an ePREP User Profile using your contact information and your email address. The email address will be your Username to login to ePREP. Your email address can only be used once and cannot be used to create another User Profile.

The screenshot shows the ePREP Portal's sign-up interface. At the top, the 'ePREP PORTAL' logo is on the left, and navigation links for 'Bulletins', 'Contact Us', 'Sign Up', and 'Login' are on the right. The 'Sign Up' link is highlighted with a red box, and a red arrow points from it to the registration form. The form is titled 'Welcome to ePREP!' and includes a message from a character named Lucy. The form fields are: 'First name' (Username), 'Last name', 'Password', 'Confirm', 'Phone number', and 'Recovery email address'. There is also a reCAPTCHA 'I'm not a robot' checkbox and a 'NEXT' button. To the right of the form is the Maryland Department of Health logo.

STEP 2: The ePREP system has now been upgraded to have Multi-Factor Authentication. The Sign Up verification will require a 6-digit code that can be sent to the User one of the three ways below:

- *Text Message
- *Phone Call
- *Email

Last step. Select the location where I can send you the 6-digit verification code. Once you enter the code, select Verify. Once the correct code is entered, I will log you in.

- Send text message to my phone number
- Call my phone number
- Send to my recovery email address

BACK NEXT

STEP 3: Enter the 6-digit Verification Code and select Verify.

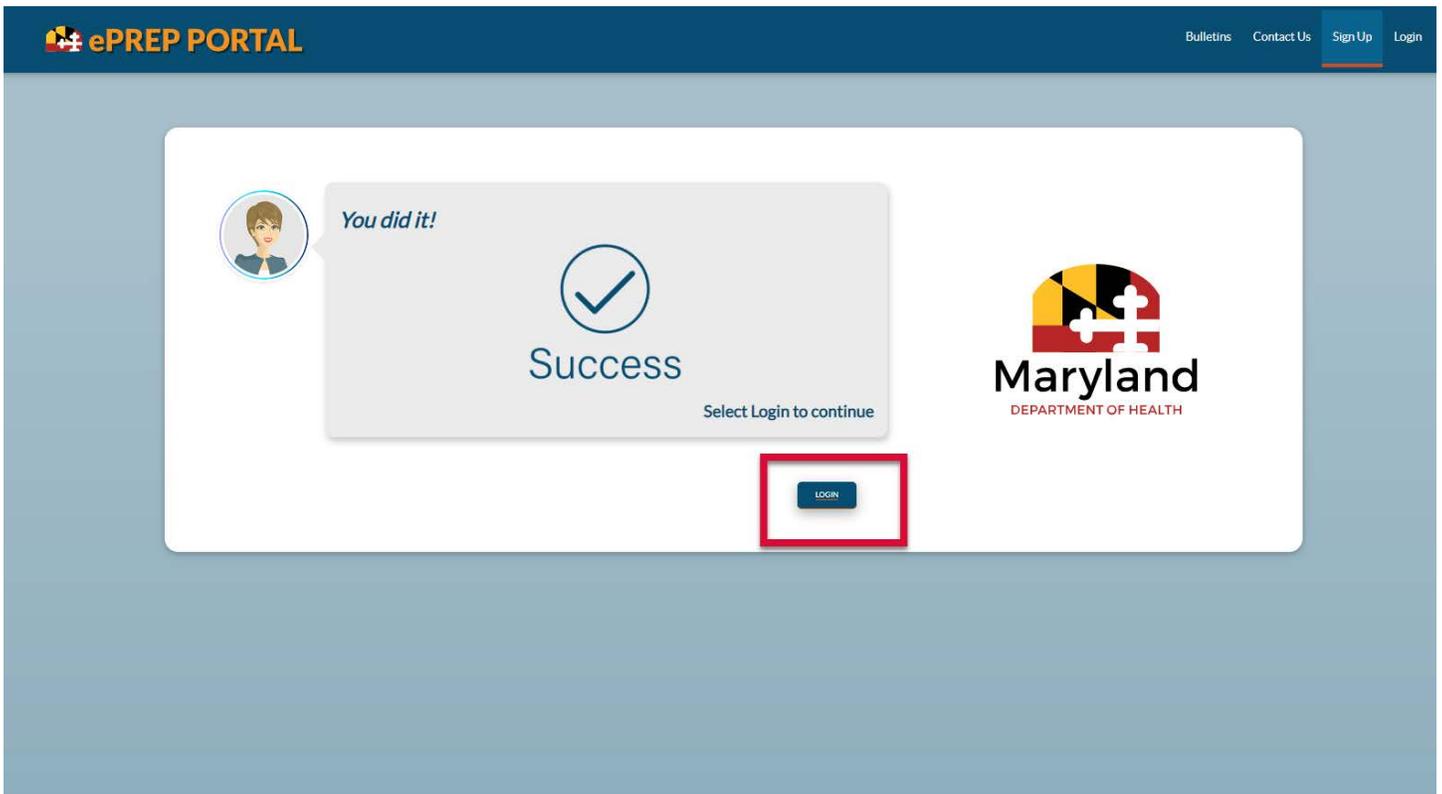
I'm sending you the verification code to this location. This code will expire in 90 minutes. This code can only be generated up to 5 times within a 24 hour period.

Verify Your Phone Number:

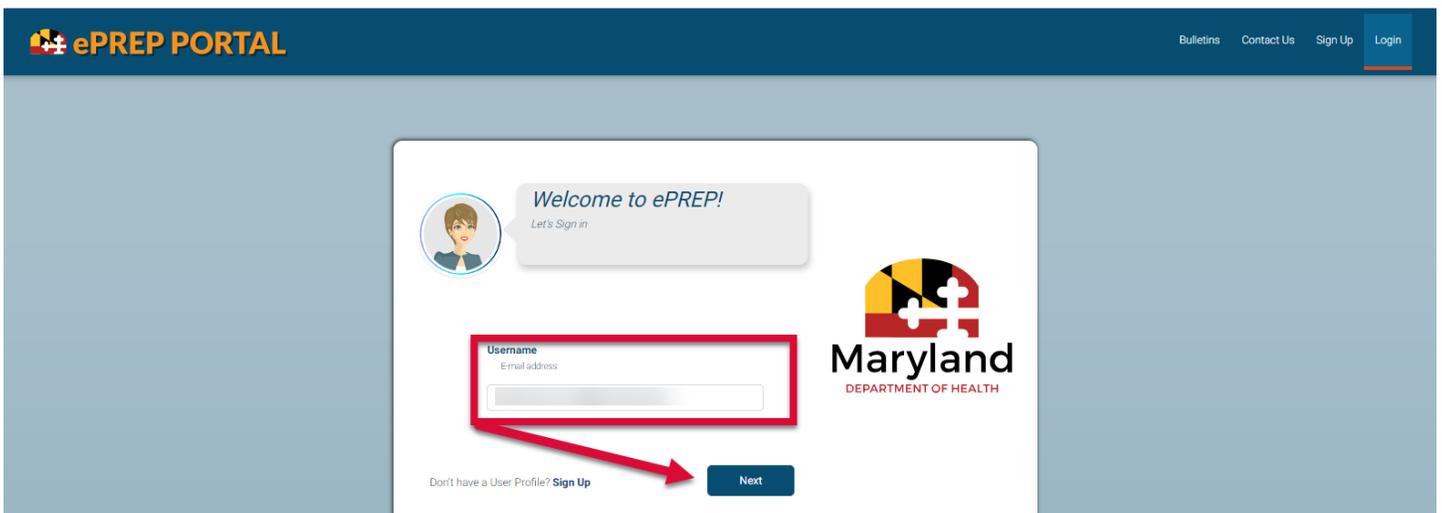
Enter 6 digit Verification Code
ePREP- [input field]

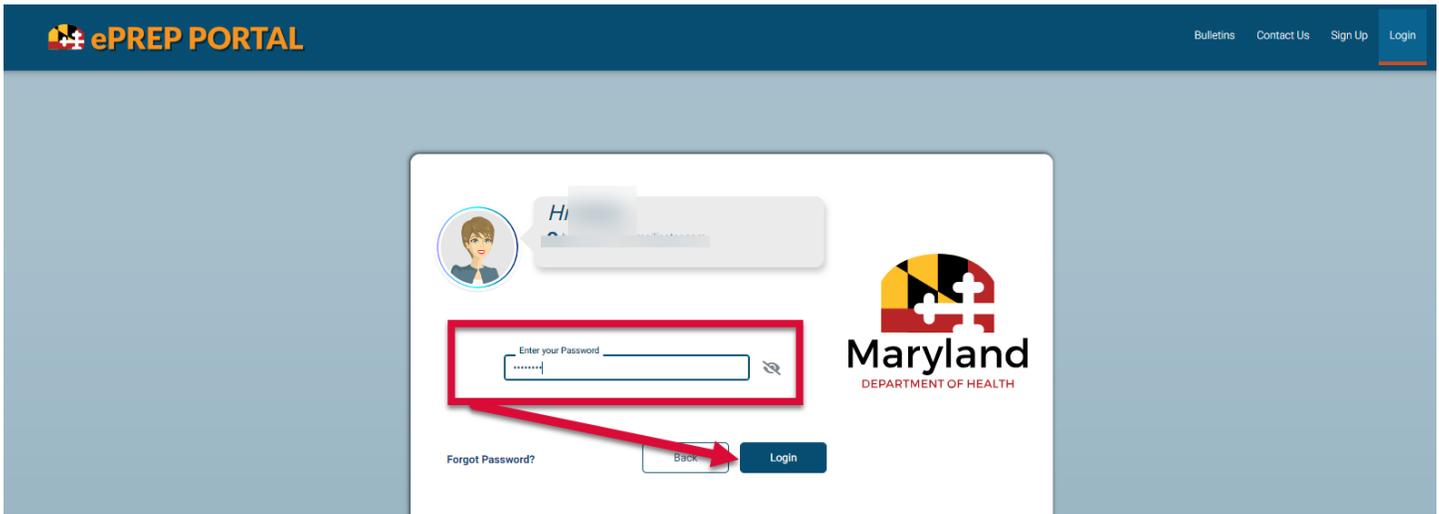
BACK CALL VERIFY

STEP 4: ePREP will display the Verification Code popup.



STEP 5: The User will now be instructed to log back into their account, through entering their User Name first, followed by the Password.



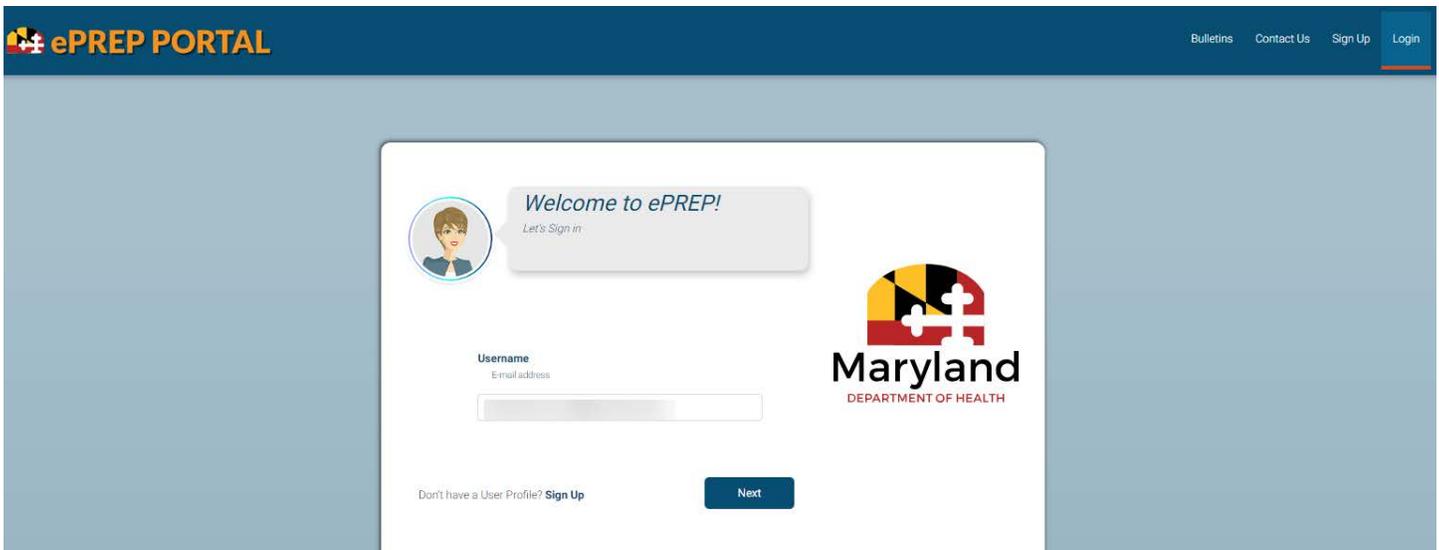


- STEP 6:** Your User Profile is successfully created when ePREP displays the Login Page
- STEP 7:** Now continue below to the instructions for ***Creating a Business Profile For A Group***

CREATING A BUSINESS PROFILE FOR A GROUP

Please use steps 1-4 if you are a credentialer or office manager and have privileges to act on behalf of a group. In preparation for these steps choose one of your group's NPIs to set up the initial Business Profile.

- STEP 1:** ePREP will display the login page
- STEP 2:** Enter your username (User Profile email) and your password



- STEP 4:** ePREP will present the Create Business Profile page
- STEP 5:** Enter the NPI for the provider you are creating this Business Profile for and select ***Verify NPI/Provider ID***

Let's Create Your Business Profile

Enter NPI or Provider ID

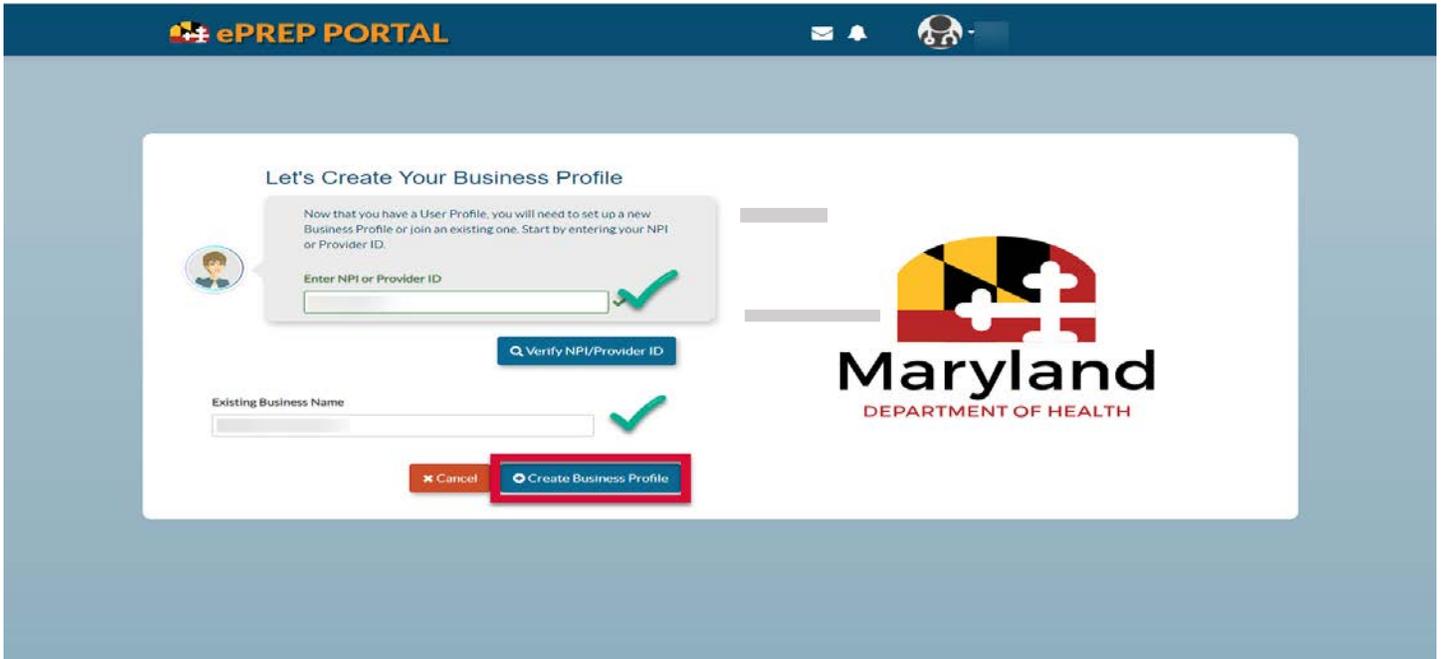
value is required

Verify NPI/Provider ID

I'm new to Maryland Medicaid and I do not have an NPI or Provider ID

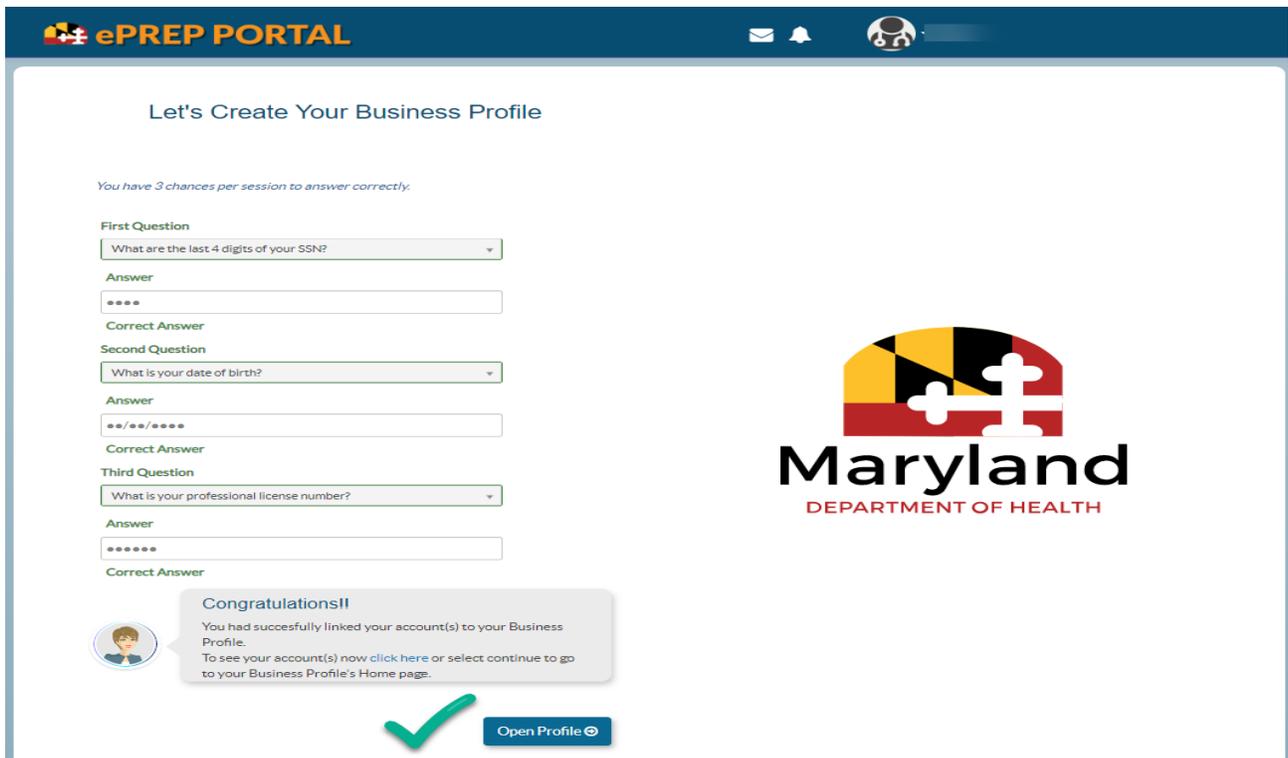


- STEP 6:** If ePREP finds one or more accounts based on the NPI the Business Profile Name field is auto-fill with the provider's business name on file
- STEP 7:** If the business name is correct, select the *Create Business Profile* button otherwise, reenter the NPI or select the *Cancel* button



STEP 9: If you want to change the Business Profile name, please do so at this time otherwise, select the *Create Business Profile* button

STEP 10: Complete the validation questions as outlined. You will only be allowed three mistakes per session so carefully answer each question correctly. If for whatever reason you make three mistakes you can still create the Business Profile, then go to the *Accounts* tab once the Business Profile is activated



GETTING STARTED FOR A RENDERER

You should only proceed if the rendering provider has given you the authority to create their User Profile and permission to set up their Business Profile. With such permission, you must share the login credentials and responses to security questions with the rendering provider, so they have access to their User Profile, Business Profile, and Account.

STEP 1: Create an ePREP User Profile using the renderer's information and your secondary email address. **NOTE:** do not use your professional email address as you will need that when you create **your own** User Profile. Your email address can only be used once and cannot be used to create another User Profile. If you do not have a secondary email, you should use the renderer's email address and they will have to complete the following steps.

ePREP PORTAL Bulletins Contact Us **Sign Up** Login

Welcome to ePREP!
My name is Lucy, I'm here to help you create your ePREP User Profile. This profile allows you to securely login to the ePREP Portal at any time (24/7) from an up-to-date web browser: Chrome, Firefox, Safari, IE Explorer.
Let's get started!

First name
Username

Last name

Password

Confirm

Phone number

Recovery email address

I'm not a robot
This reCAPTCHA is for testing purposes only. If you see this report to the site admin if you are seeing this. [Privacy](#) [Terms](#)

By selecting *Next*, you agree to the [Terms and Conditions](#).

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STEP 2: The ePREP system has now been upgraded to have Multi-Factor Authentication. The Sign Up verification will require a 6-digit code that can be sent to the User one of the three ways below:

- *Text Message
- *Phone Call
- *Email

Last step. Select the location where I can send you the 6-digit verification code. Once you enter the code, select Verify. Once the correct code is entered, I will log you in.

- Send text message to my phone number
- Call my phone number
- Send to my recovery email address

BACK NEXT

STEP 3: Enter the 6-digit Verification Code and select Verify.

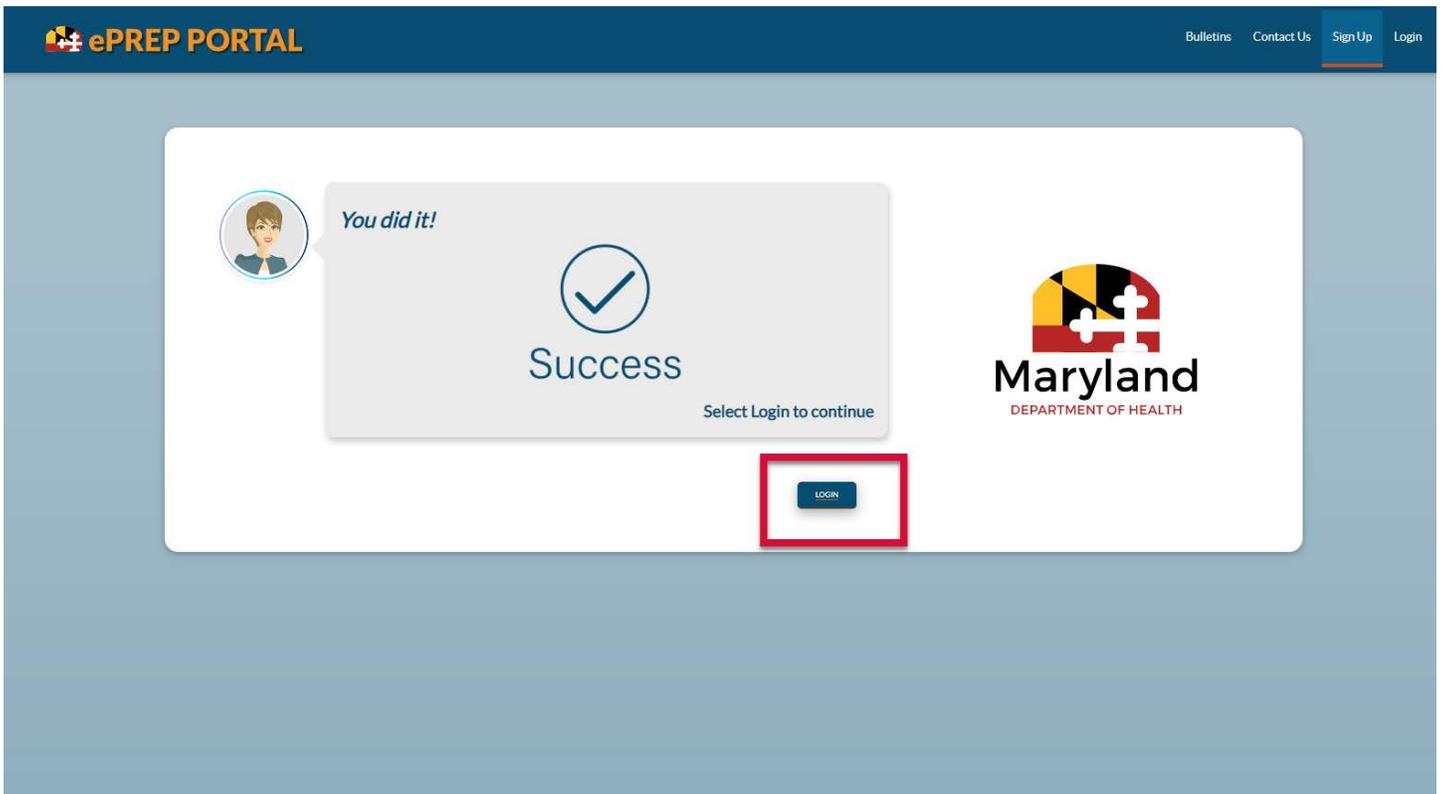
I'm sending you the verification code to this location. This code will expire in 90 minutes. This code can only be generated up to 5 times within a 24 hour period.

Verify Your Phone Number:

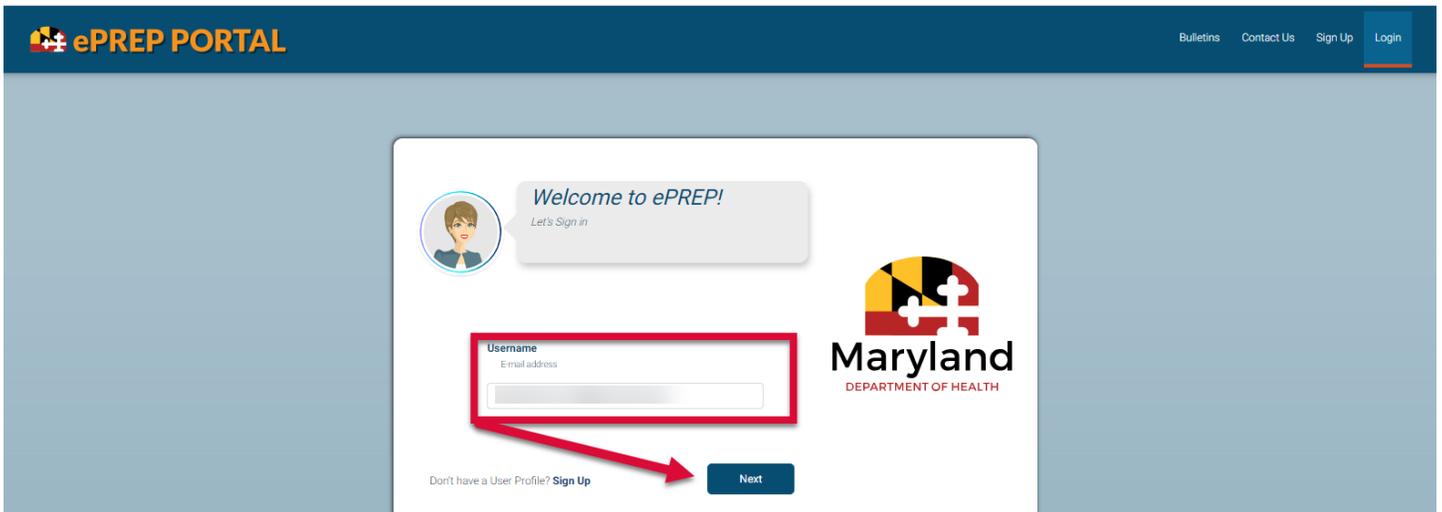
Enter 6 digit Verification Code
ePREP- []

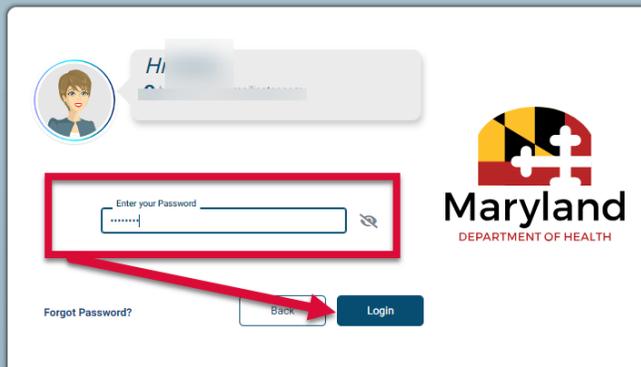
BACK SEND VERIFY

STEP 4: ePREP will display the Verification code popup.



STEP 5: The User will now be instructed to log back into their account, through entering their User Name first, followed by the Password.





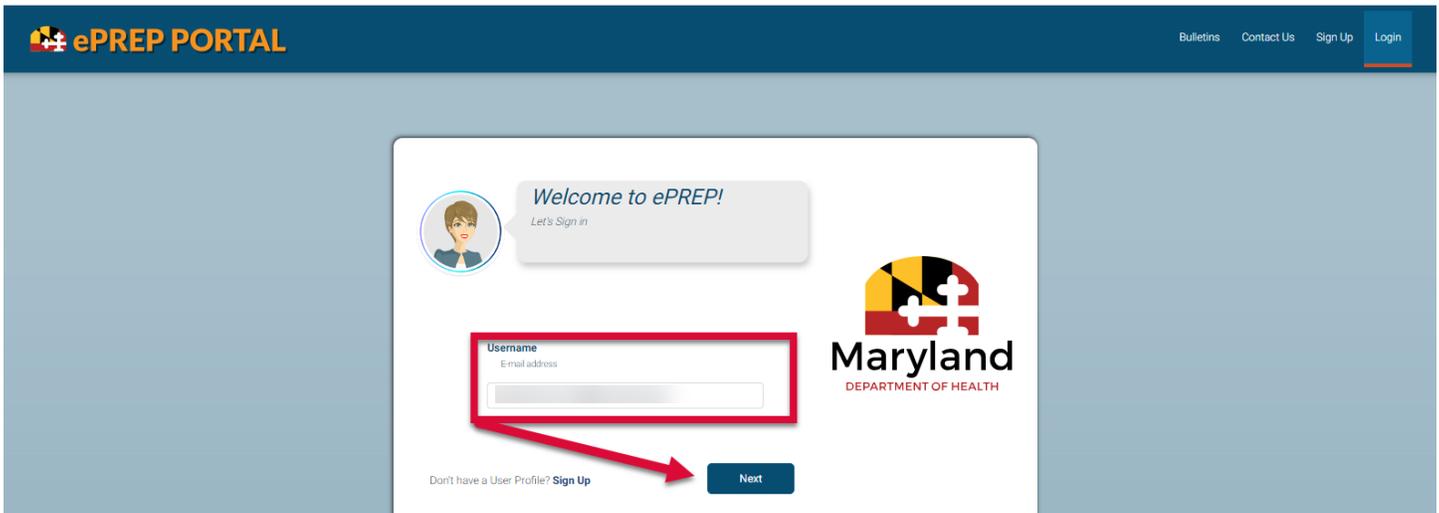
STEP 6: The renderer’s User Profile is successfully created when ePREP displays the Login Page and prompts you to create a Business Profile.

STEP 7: Now continue below to the instructions for *Create Business Profile for Renderer*.

CREATING A BUSINESS PROFILE FOR A RENDERER

STEP 1: ePREP will display the login page,

STEP 2: Enter your renderer’s User Name and Password,



Hi [User Name]

Enter your Password

Forgot Password? Back Login

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STEP 3: ePREP will present the Create Business Profile page.

STEP 4: Enter the NPI for the renderer you created for the User Profile and select *Verify NPI/Provider ID*.

Let's Create Your Business Profile

Enter NPI or Provider ID

value is required

Verify NPI/Provider ID

I'm new to Maryland Medicaid and I do not have an NPI or Provider ID

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STEP 5: If the NPI is already active and enrolled in Maryland Medicaid, ePREP will find one or more Accounts based on the NPI to auto-fill the Business Profile Name with the provider's name from their Medicaid provider file.

If the NPI is new to Maryland Medicaid, ePREP will prompt you to create a Business Profile Name.

You should enter the rendering provider's name, then proceed to **STEP 1** under **Change Email Address for Renderer's User Profile** on page 9.

STEP 6: If the Business Profile name is correct, select the *Create Business Profile* button otherwise, reenter the NPI or select the *Cancel* button

The screenshot displays the 'Let's Create Your Business Profile' interface. It features a header with the ePREP PORTAL logo and navigation icons. The main content area includes a text input field for 'Enter NPI or Provider ID' with a green checkmark, a 'Verify NPI/Provider ID' button, and another text input field for 'Existing Business Name' also with a green checkmark. At the bottom, there are two buttons: 'Cancel' and 'Create Business Profile', with the latter highlighted by a red rectangular box. The Maryland Department of Health logo is positioned on the right side of the form.

STEP 7: If you want to change the Business Profile name, please do so at this time otherwise, select the Create Business Profile button

STEP 8: Complete the validation questions as outlined. You may make three mistakes per session, carefully answer each question correctly. If you make three mistakes you can still create the Business Profile, then go to the *Accounts* tab once the Business Profile is active.

ePREP PORTAL

Let's Create Your Business Profile

You have 3 chances per session to answer correctly.

First Question
 What are the last 4 digits of your SSN?
 Answer: ●●●●
 Correct Answer

Second Question
 What is your date of birth?
 Answer: ●●/●●/●●●●
 Correct Answer

Third Question
 What is your professional license number?
 Answer: ●●●●●●
 Correct Answer

Congratulations!!
 You had successfully linked your account(s) to your Business Profile.
 To see your account(s) now [click here](#) or select continue to go to your Business Profile's Home page.

[Open Profile](#)

CHANGE EMAIL ADDRESS FOR RENDERER'S USER PROFILE

STEP 1: Before doing anything in the system, Go to top right corner and select "User Settings" from drop down next to Renderer's name

ePREP PORTAL

My Home Applications Accounts My Tools Help

User Settings
Logout

Hello and Welcome! I'm Lucy, your virtual guide. I'll assist you through ePREP on your journey to become a Maryland Medicaid provider. This is the Welcome page. Here you'll have quick access to different parts of ePREP Portal. As you explore this page by hovering over different items, I'll tell you more about where each item will take you.

LEARNING CENTER
MESSAGE CENTER
MY TOOLS
MY APPLICATIONS
MY ACCOUNTS

STEP 2: Within "User Settings", select the "Change Email" button

STEP 3: Change the email address from the secondary email you used to create user profile for renderer to **the renderer's personal email**.

Need to make changes to your User Profile?
You can update your personal information here, including your username (email) and password.

ePREP Portal is the leader in online provider enrollment. Healthcare providers can now apply online to become a Maryland Medicaid provider. For your convenience, all the application information is stored and managed from one safe location.

User Settings

[Change Picture](#)

First name:

Last name:

Phone number:

Extension:

Hover Help Settings

OFF Enable Lucy Hover Help OFF Enable Lucy animation

Update Email

Email address: [Change Email](#)

Update Password

Current password: [Change Password](#)

Password Recovery

Recovery email address:

[Update Questions](#)

[Save](#) [Cancel](#)

STEP 4: Save changes updating email address to that of the renderer's. Remain logged in as renderer.

Need to make changes to your User Profile?
You can update your personal information here, including your username (email) and password.

ePREP Portal is the leader in online provider enrollment. Healthcare providers can now apply online to become a Maryland Medicaid provider. For your convenience, all the application information is stored and managed from one safe location.

User Settings

[Change Picture](#)

First name:

Last name:

Phone number:

Extension:

Hover Help Settings

OFF Enable Lucy Hover Help OFF Enable Lucy animation

Update Email

Email address: [Change Email](#)

Update Password

Current password: [Change Password](#)

Password Recovery

Recovery email address:

[Update Questions](#)

[Save](#) [Cancel](#)

STEP 5: Email with the rendering provider his/her username, password and security questions and answers. This is to ensure the renderer has access to their own information as well.

ASSIGN PRIVILEGES/ROLES TO RENDERER’S BUSINESS PROFILE

STEP 1: Remain logged in as renderer after changing renderer’s email address. Go to “My Tools” in tool bar and select “User Administration.”

STEP 2: Select "+Invite User" from User Administration page.

Do you want to invite new members to the Business Profile? Select **Invite Users**.
Do you want to change a member's privileges? Select the **pencil icon** and follow the prompts.

Name	Privilege Type	Status	Actions
	Administrator	Active	
	Administrator	Active	

STEP 3: Enter **YOUR** information and select Continue.

STEP 4: Assuming you haven't created a User Profile for yourself, ePREP message appears identifying you as unknown to ePREP. If the information is correct, Select "Invite Anyway."
If you already created a User Profile for yourself, proceed to step 37

Invite User - Record Not Found

The following user was not found in our records.
Please check the user information below to be sure that it is correct. If the information is correct, the user must be a registered user before inviting him/her to become a Profile user.

Last name:

First name:

Email address:

Phone number:

← Previous Continue →

ePREP Portal
Version: 4.10.7.4 Build: #758
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STEP 5: Select the privilege type that the rendering provider permits you to have. You may select each role to review the privileges permitted once assigned. Once you've identified the appropriate privileged role, select continue.

My Home Applications Accounts **My Tools** Help

User Administration

User Info Assign Privileges Summary

will always have the "User" Privileges Type rights to allow them to manage their own applications, messages, accounts, etc. To extend capabilities within ofile select any type except "User".

Privilege type

<Select a Role>
<Select a Role>
Administrator
Manager
Supervisor
Authorized Signatory
Staff
User
Guest

Previous Continue

STEP 6: Review and confirm information entered from step 5 to 7 is correct. Then, select "Send Invitation." This will send an email to your email address prompting you to sign up as a User Profile in order to accept your role within the renderer's business profile.

My Home Applications Accounts **My Tools** Help

User Administration

User Info Assign Privileges Summary

Before sending the invitation, please review the information below to confirm that everything is accurate. Once you are confident that the information is correct, select the *Send Invitation* action button.

First name: I
Last name: C
Email address: c
Privilege type: Administrator

Privileges

- All be able to view all apps
- All be able to e-sign on behalf of the provider
- All be able to submit new applications
- All be able to view all accounts
- All be able to make changes to accounts
- All be able to view Sensitive documents
- All be able to view "AARON JOHNSON" Profile's messages
- an Manage the Business Profile
- an Manage the Document Library
- an request active accounts from the Account Viewer
- an remove MMS originated accounts from the Account Viewer
- an Manage user privileges for "AARON JOHNSON" Profile
- an Manage the Business Profile Settings
- All be able to change application's Owner
- an invite a user to become a Business Profile Guest

Previous Send Invitation

STEP 7: Click on the link within the email. Follow steps 1-6 to create your user profile.

Dear maryacree@mailinator.com,

Mary Ellen Acree has requested that you become a member of ePREP Portal.
Select the hyperlink below to view your pending invitation.
This request will expire after 30 days.

[Register with ePREP Portal](#) 

If this email was unintentionally sent to you, simply disregard this message or delete it.

Sincerely,

Mary Ellen Acree

Please note: This e-mail was sent from an auto-notification system that cannot accept incoming e-mail. Please do not reply to this message.

CONFIDENTIALITY NOTICE: The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.