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.

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

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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.
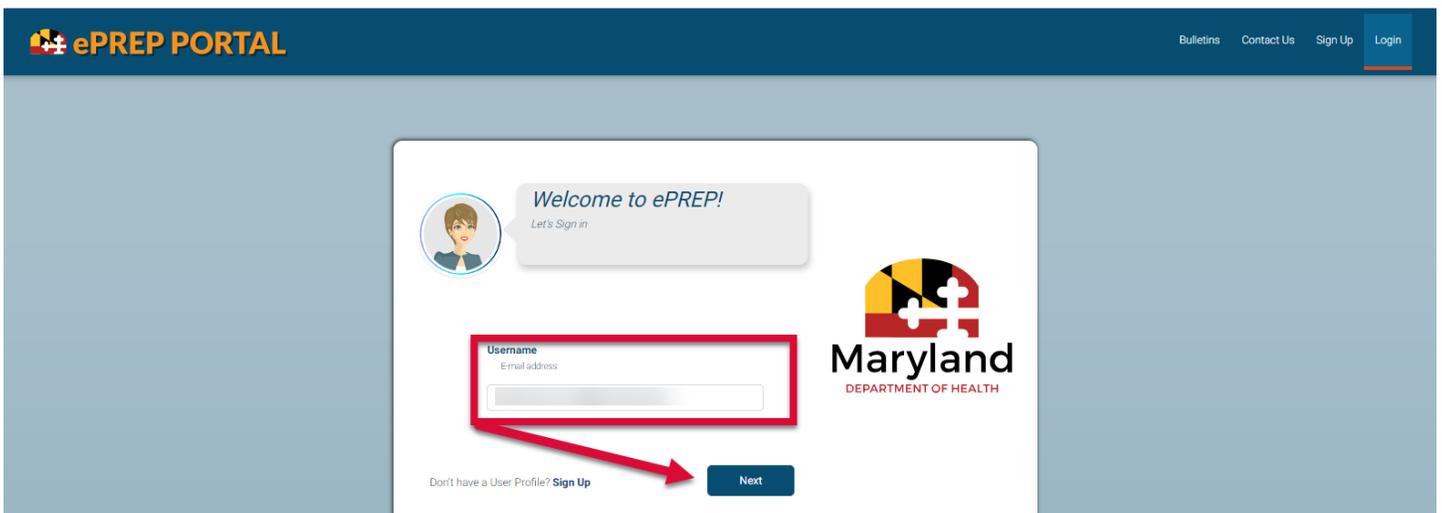
Verify Your *Phone Number*:

Enter 6 digit Verification Code

ePREP-

Maryland
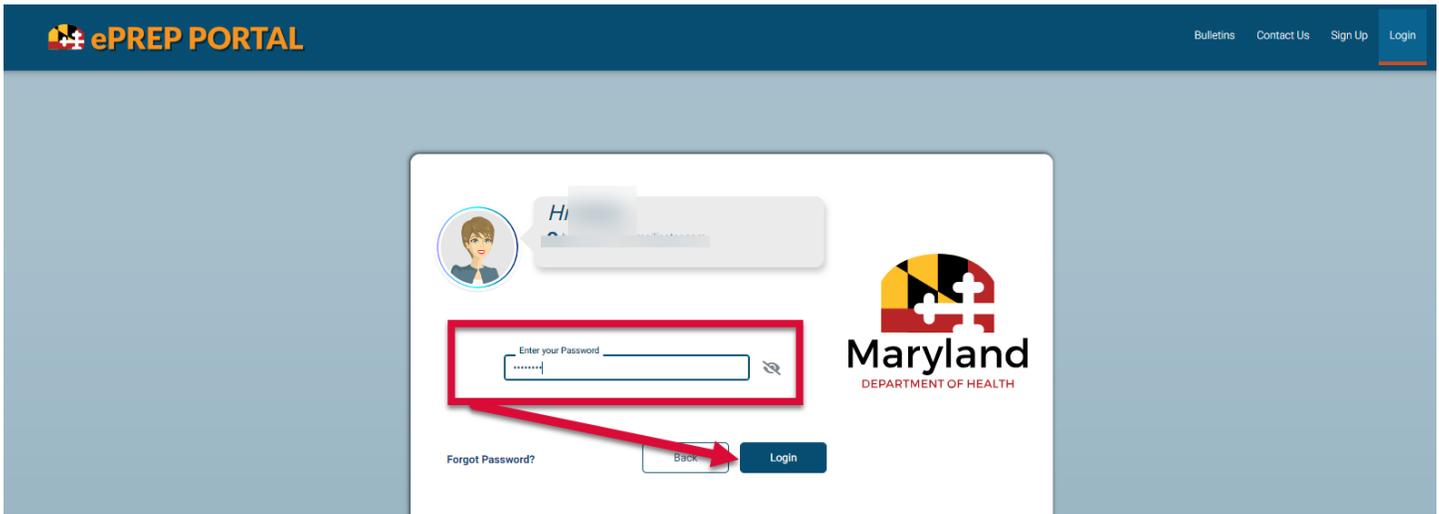DEPARTMENT OF HEALTH

BACK   VERIFY

STEP 4: ePREP will display the Verification Code popup.
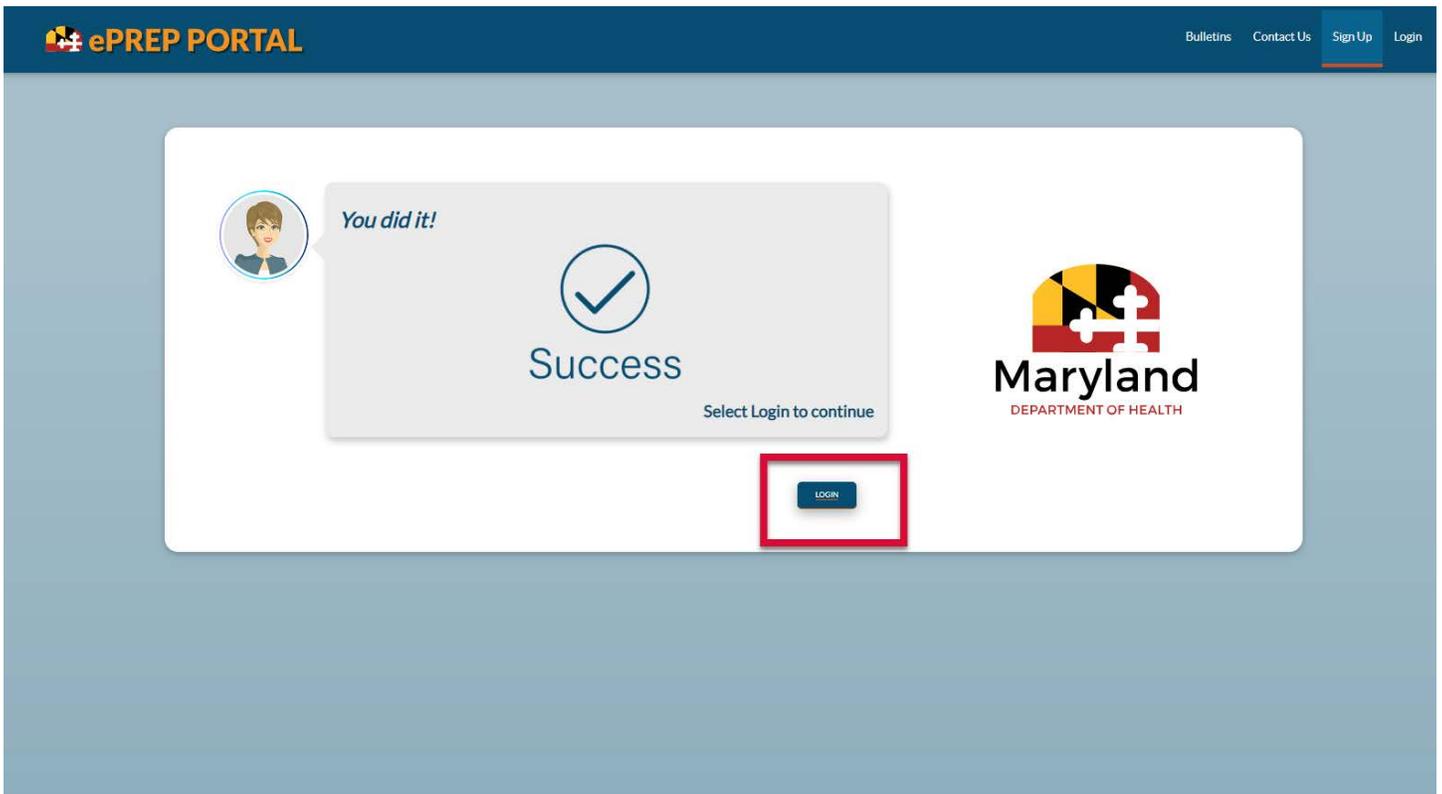
STEP 5: The User will now be instructed to log back into their account, through entering their User Name first, followed by the Password.

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
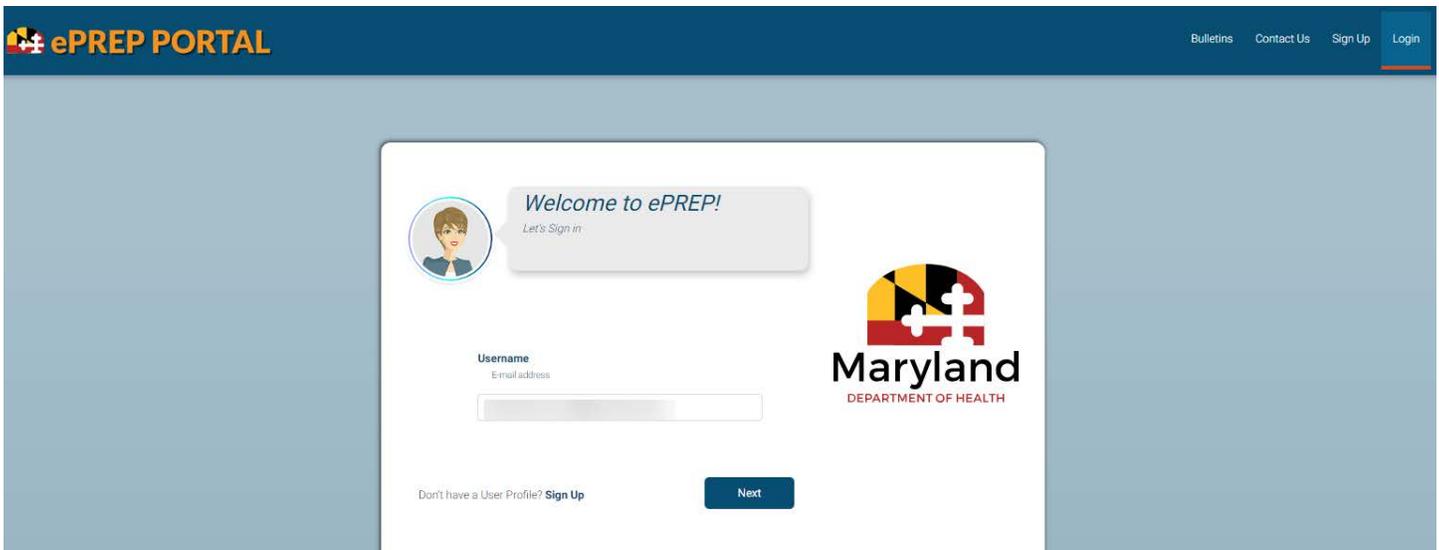
STEP 4: ePREP will present the Create Business Profile page

STEP 5: Enter the NPI for the provider you are creating this Business Profile for and select *Verify NPI/Provider ID*

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
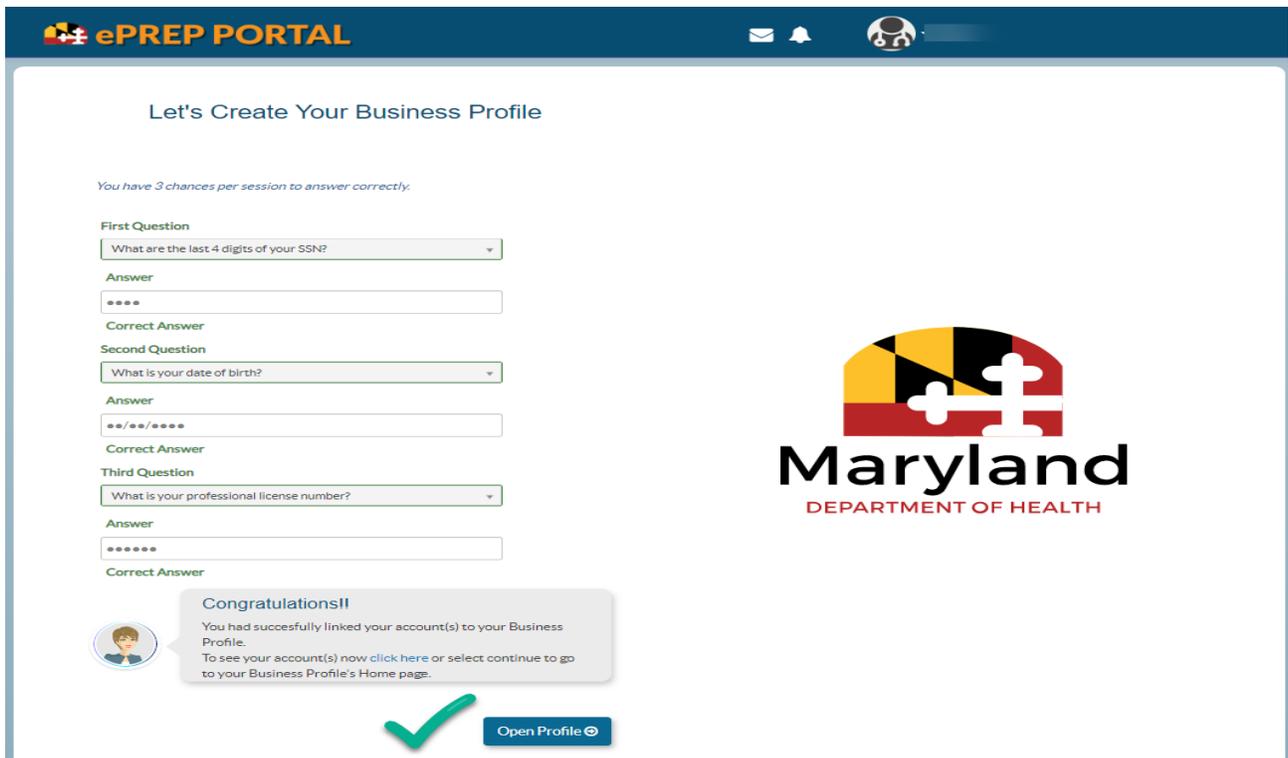
GETTING STARTED FOR A RENDERER

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.

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
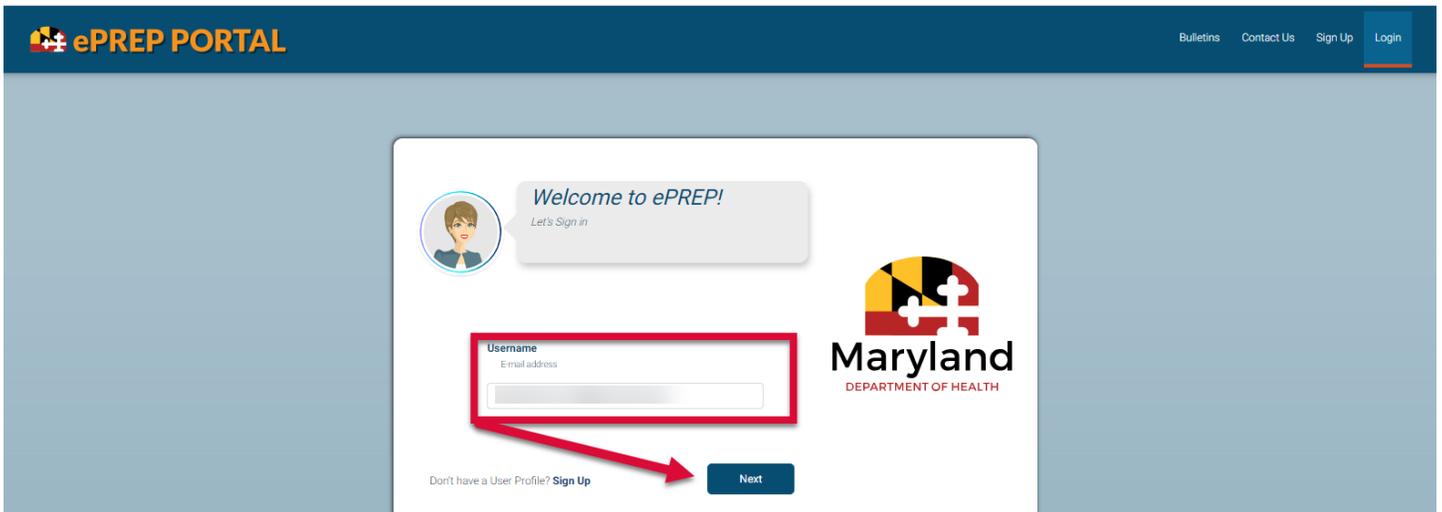   *Phone Call
        *Email

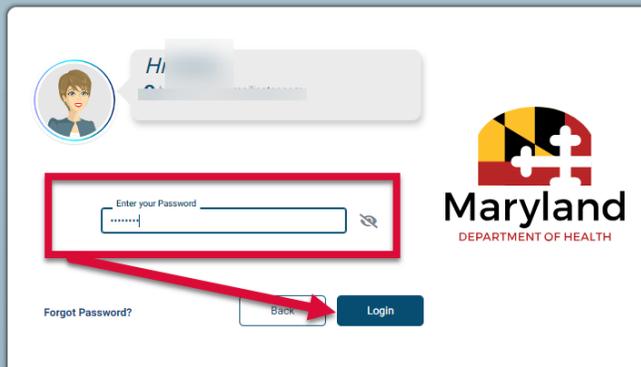**STEP 3:** Enter the 6-digit Verification Code and select Verify.

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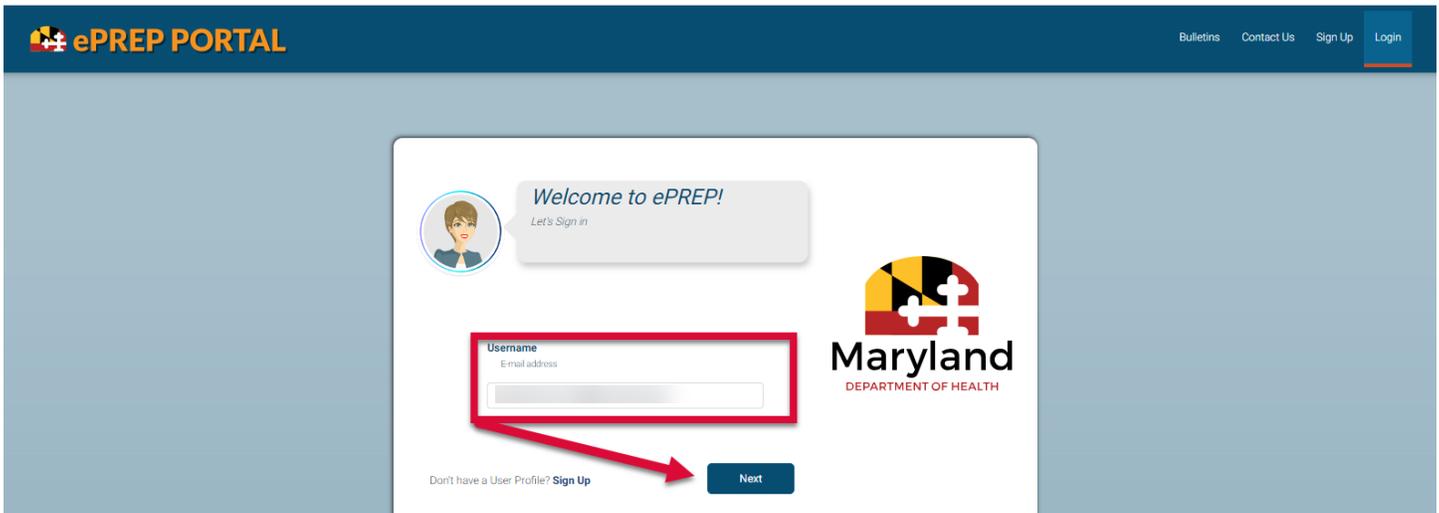
STEP 6: The renderer's User Profile is successfully created when ePREP displays the Login Page and prompts you to create a Business Profile.

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,

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

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

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.

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

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.**

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

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.

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

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.

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.

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.