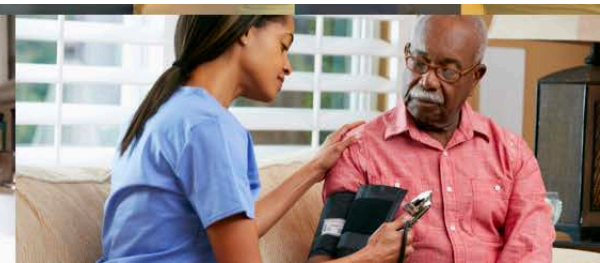
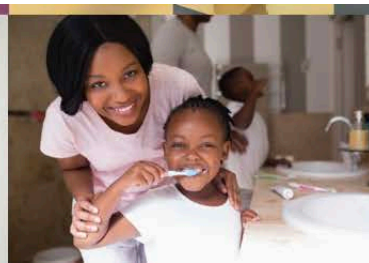
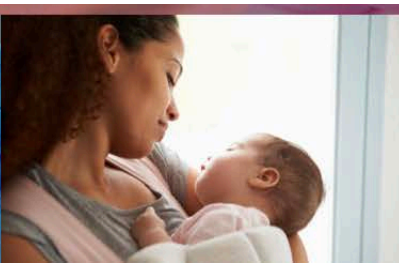




ePREP Basics for Behavioral Health Providers

2020



Welcome to ePREP

ePREP stands for electronic Provider Revalidation and Enrollment Portal. Here are some of the Benefits of using ePREP:

- Applications can be filled out electronically instead of by paper
 - Easier/Quicker to fill out
 - Only the necessary fields for the type of application are generated
 - Shorter processing times
- Access to your Maryland Medicaid information (now called an Account in ePREP)
 - You can see the status of your account (Active, Suspended or Inactive)
 - You can see your affiliations
 - You can see all of your demographic information

ePREP Overview

- In December 2017, Maryland Medicaid started using a new electronic provider revalidation and enrollment portal (ePREP).
- All 70+ Medicaid provider types will use ePREP (phased implementation)
- 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

Helpful Resources for ePREP

There are two main resources you can use to learn all about ePREP and how to use it:

- Maryland Medicaid's ePREP Website Maryland Medicaid has created a website with documents, checklists and webinars that will help you with ePREP.
 - health.maryland.gov/eprep
- Resources within ePREP:
 - Lucy – Your enrollment buddy and guide appears on most pages to give you helpful information.
 - Lucy Hover Help – When you click on or hover over a action item (textbox, drop down, Radio button), Lucy will pop up again with more information on what and how to enter information.
 - In Context Tutorials – If you see a filmstrip icon you can click on it to view a short 3 to 5 minute video explaining what needs to be done.



ePREP's Three Key Concepts

- User Profile
- Business Profile
- Provider Accounts

ePREP's Three Key Concepts Cont'd

- User Profile
 - When signing up for the portal each user must create a user profile. All users who use the ePREP Portal must have a User Profile. This profile allows ePREP to recognize you as a portal member. This membership is used to provide access to the Business Profile.

ePREP's Three Key Concepts Cont'd

- Business Profile
 - The ePREP portal provides a centralized and secure environment called the Business Profile. The Business Profile houses all your Maryland Medicaid accounts and applications including your NPIs, MA number(s), or Tax ID(s).

ePREP's Three Key Concepts Cont'd

- Provider Accounts
 - ePREP now allows you to manage your Maryland Medicaid provider record, this record information makes up an ePREP account. Your organization can have 1 or more accounts; each account is created based on the NPI, Provider Type, and Location. If anyone of these values changes, a new account is created.
 - For example, solo practitioners will have one user profile, one business profile, and one provider account.

ePREP-Linking Providers to Groups

- It is very important to note that when setting up accounts, you should NEVER link a rendering provider's NPI to the same Business profile as the group or facility.
- Each rendering provider should have a separate email address, User Profile, and Business Profile.

ePREP Landing Page

The image shows a screenshot of the ePREP Portal landing page. At the top, there is a dark blue header with the "ePREP PORTAL" logo on the left and navigation icons (mail, notifications, search, user profile) on the right. Below the header, there are navigation links: "My Home", "My Tools -", and "Help".

The main content area features an isometric 3D diagram of a city with five buildings, each representing a different function of the portal. Red callout boxes provide descriptions for each building:

- MY TOOLS:** Utilize the icons on the right of the My Tools section to have quicker access to ePREP functions.
- MY APPLICATIONS:** The My Applications option will bring the User to their list of all Applications in the system.
- MY ACCOUNTS:** The My Accounts feature houses all Accounts surrounding the TAXID for the Business Profile.
- MESSAGE CENTER:** The Message Center houses all messages and notifications relating to the Business Profiles.
- LEARNING CENTER:** The Learning Center is where the User can access the In-Context Tutorials (ICT) which further explains how to use ePREP to complete different types of applications and describes the different functionalities of ePREP.

A virtual guide character is shown in a circular frame on the left side of the diagram. A speech bubble from the guide says: "As you explore this page by clicking on the different items, I'll tell you more about where each item will take you."

ePREP - Applications

- There are several different types of applications in ePREP.
- Most can be started from the Applications section of ePREP, but some need to be started in the Accounts section.
- ePREP will generate just the fields of the application that are necessary based the type of application you select.
- Once an application is submitted, the enrollment team will review all of t
- he information and get back to you as soon as possible. You can always check on the progress of your applications directly in ePREP.

ePREP – Applications Cont'd

- **Application Types**
 - **New Group:** Application to enroll a new practice location with at least one affiliated rendering provider. Similar to New Group, ePREP also houses New Facility, New Waiver & New A- Typical & New Resource.
 - **New Rendering:** An application to enroll an individual practitioner, new to Medicaid, to be affiliated with one of your group locations.
 - **Rendering-S:** A simplified application to affiliate a group with a rendering provider, both of whom are already enrolled in Medicaid.
 - **Supplemental:** A change in a provider's account information or required documenting, such as correspondence address or an updated professional license

ePREP – Applications Cont'd

- **Revalidation:**

- Application to renew your Medicaid enrollment at least every 5 years.
- Scheduled automatically in ePREP when they are due. You may only submit a revalidation application when you receive a notification that it is time to do so.
- You will receive a printed revalidation notification in the mail for your initial notification. After your ePREP account is set up, you will receive electronic revalidation notifications.

ePREP Application Types Cont'd

- **Other Application Types**
 - **Disaffiliation:** Application to cancel an affiliation between a rendering provider and group/facility. Started from the Accounts screen when viewing active affiliations.
 - **Disenrollment:** An application to stop being part of Maryland Medicaid. Started from the Accounts screen when viewing active accounts.

ePREP Application Example

The screenshot shows the ePREP Portal interface. At the top, there is a navigation bar with the ePREP PORTAL logo and user account information. Below this is a secondary navigation bar with links for My Home, Applications, Accounts, My Tools, and Help. The main content area is divided into several sections:

- Account ID:** A search field for the user's account ID.
- Provider Information:** A card displaying details such as Provider Name, Provider Type (Mental Health Group Therapy Provider), Application ID, Creation Date, Package Type (Revalidation), and MA Number. To the right of this card are two progress bars: "0% Complete" and "0% Documents", both showing 0% completion. Further right are buttons for "New Message" and "Submit".
- Content List:** A sidebar menu with the following items: Getting Started, Getting Started, Business Information, Practice Information, Disclosure Information, Rendering Provider Affiliations, Signature, and Submit Application. Each item has a circular progress indicator to its right. A red oval highlights these indicators.
- Getting Started Section:** A main content area with a "Getting Started" heading and a checklist item "Gett...". Below this is a tutorial box with a cartoon character and text: "Let's take a few minutes to watch these In-Context Tutorials before you start your application to revalidate account... provider type. These videos will help you get oriented and make filling out your application a breeze. If you need help while working on your application, you can always come on back here for a refresher, or just look for the icon throughout ePREP Portal."
- Right-Side Navigation:** A vertical stack of four circular icons: a person, a document, a speech bubble, and a magnifying glass.

Annotations include a red box around the progress bars with a callout "Progress Bars", and a red oval around the content list progress indicators with a callout: "These circles guide the User through the Application process. A fully enclosed circle means the section is complete. The User should work their way from Top to Bottom."

ePREP Application Checklist

Provider Name: [Redacted] 3% Complete 0% Documents
Provider Type: [Redacted]
Application ID: [Redacted] [New Message] [Submit]
Creation Date: 12/18/2017
Package Type: Group Billing

Content: Expand All

- Getting Started
- Business Information
- Practice Information
- Disclosure Information
- Rendering Provider Affiliations
- Signature
- Submit Application
- Checklist
- Submit

Document Attachment Application

You can see a summary of all the Forms, Sub-Forms and Sections of the application. Notice that any element of the list can be edited from here by pressing the edit icon.

Your application is complete to: [Redacted]

Form/Subform/Section	Documents	Social Chat	Explanations	Messages	Shared	Complete	% Completed	Actions
Getting Started						✓	100	
Getting Started						✓	100	
Business Information						✗	0	
Business Profile						✗	0	
Business Profile						✗	0	
TIN/SDAT & Business License						✗	0	

You can go right to the section needing additional work by clicking on the pencil icon.

Green Checks indicate a completed section & Red X indicate a section needing more work

ePREP – Application Processing

- Once your application is submitted through ePREP it goes through a Review Process.
- The system reviews the information you entered into the application against data bases for any potential issues.
- It is also screened by two different application processors to check accuracy and completeness of documents submitted and also review the system findings.
- Some applications require an additional Beacon Addendum be attached (currently only for 1915i providers). This is also reviewed for completeness by the application processing staff.
- If anything is missing or needs clarification the application will be returned electronically through ePREP and can be updated and resubmitted.
- If an Optum Addendum was attached, the application will be referred to Beacon for their review prior to a final decision on the application.
- Once a final decision is made, it will appear electronically in ePREP and if approved, you will be given a Provider Number to use with Medicaid.
- If you are new to Medicaid, you will also have to Register with Optum after receiving your Provider Number. This process consists of completing a Registration Questionnaire and receiving a PIN.

ePREP – Application Status Check

My Applications

Here are your in-progress or submitted applications for your Maryland Medicaid accounts. Once you have completed the enrollment process, you will be able to modify your accounts. Listed below are the provider applications you have or are currently enrolling in Maryland Medicaid.

[New Application](#)

Application ID	Status	Name	Type	Application	Complete	Last Update	Owner	Actions
	In Progress			Group Billing	14%			

Applications Shared By Maryland Medicaid Reviewer

Questions & Contacts

ePREP Portal: eprep.health.maryland.gov

Resources & Frequently Asked Questions:
health.maryland.gov/eprep

ePREP Call Center: 1-844-4MD-PROV (1-844-463-7768)

Monday – Friday 9AM-5PM

****Closed on State Holidays****