

# Correcting a Deficiency on a Returned to Provider Application.

Upon logging in you will see the below, letting you know that some action on a highlighted Business Profile(s) is necessary

- Click on the highlighted business profile, in this case, Atlanta Dental Fitness



Here is a quick summary of your ePREP Profile(s):  
Click on a profile and I will take you there.

- **ATLANTA DENTAL FITNESS**  
requires immediate attention.

Select the ePREP Profile you want to work on

You have: 29 ePREP profile(s)

Search for a ePREP Profile from your list

- ATLANTA DENTAL FITNESS**  
Adm. Kimberly Johnson + See More
- 18 REASONS  
Adm. Kimberly Johnson + See More
- 3D SMILE INC  
Adm. Kimberly Johnson + See More
- 406 PERIODONTICS  
Adm. Kimberly Johnson + See More
- A SMILE 4 U  
Adm. Kimberly Johnson + See More
- ADVANCED DENTISTRY OF CENTER CITY  
Adm. Kimberly Johnson + See More
- ALAN A SMITH, D.D.S.  
Adm. Kimberly Johnson + See More

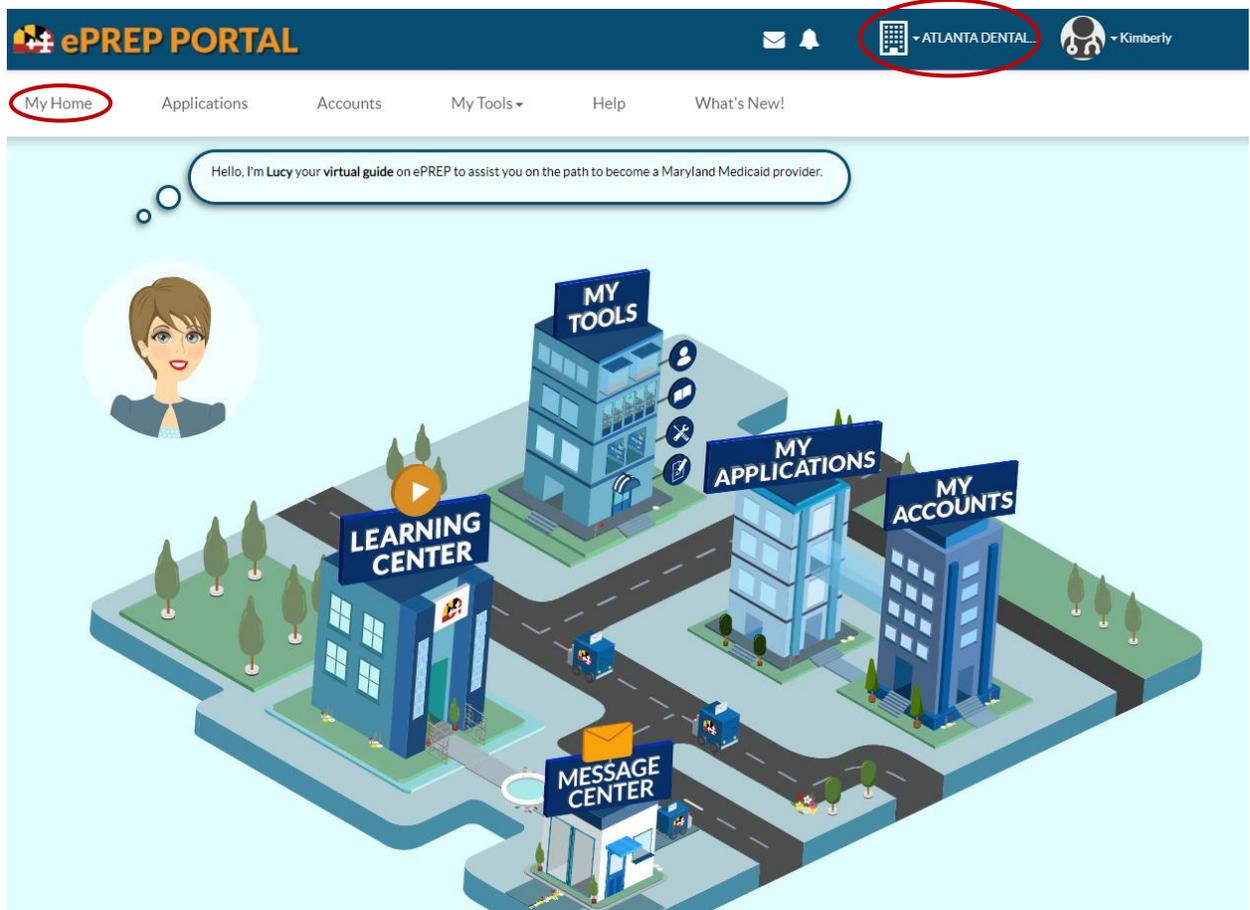
+ Add ePREP Profile

Q Find a ePREP Profile

After clicking on the highlighted business profile, the below screen will appear.

**NOTE:** Atlanta Dental Fitness will be in the top right “Business Profile” of the landing page

- Once to this page, click on the “My Home” Tab



- This will take you to a Portal Inbox
- Here you will find an email “To” you, “From” Maryland Medicaid Provider Enrollment Department, “Subject” Application Returned to Provider
- Click on [Application Returned to Provider](#)

**ePREP PORTAL** ATLANTA DENTAL... Kimberly

My Home Applications Accounts My Tools Help What's New!

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
- Inbox
- ATLANTA DENTAL FITNESS
    - 18 REASONS
    - 3D SMILE INC
    - 406 PERIODONTICS
    - A SMILE 4 U
    - ADVANCED DENTISTRY OF CENTER CITY
    - ALAN A SMITH, D.D.S.
    - ANGELA J. JOHNSON DDS
    - Apex Dentistry Inc.
    - Awad Abbas PA

- Date -

Message search

To	From	Subject	Date Received	Actions
Kimberly Johnson	Maryland Medicaid Provider Enrollment Department	Application Returned to Provider	Wed 12/14/2022 11:20 AM	
Kimberly Johnson	Maryland Department of Health Provider Enrollment Division	Request information on application ownership change	Wed 11/16/2022 01:15 PM	
Kimberly Johnson	Maryland Department of Health Provider Enrollment Division	Request information on application ownership change	Wed 10/12/2022 01:52 PM	

- Once you click on the “Application Returned to Provider,” hover your cursor over the “Attached Files” with the **1**.
- Then click on the “Medicaid Provider Application Deficiency” and it will download to your computer

The screenshot shows an email client interface. The main email is titled "Application Returned to Provider" and is dated "Wed 11/30/2022 04:50 PM". The sender is "Maryland Medicaid Provider Enrollment Department" and the recipient is "Kimberly Johnson". The subject is "Application #2211L3K1". The email body contains a message to Kimberly Johnson regarding application #2211L3K1. An "Attachment List" overlay is visible, showing a single attachment: "Medicaid Provider Application Deficiency\_output.pdf". The "Attached Files" link in the email header has a red notification bubble with the number "1".

**Application Returned to Provider**

Date: Wed 11/30/2022 04:50 PM  
Application ID: 2211L3K1

Reply Reply All Forward

**Attachment List**

Medicaid Provider Application Deficiency\_output.pdf

**From:** Maryland Medicaid Provider Enrollment Department  
**Subject:** Application #2211L3K1

**To:** Kimberly Johnson

Dear Kimberly Johnson,

This is to inform you that application #2211L3K1 has been returned to this application.

Yours Sincerely,  
Maryland Medicaid Provider Enrollment Department

Note: This is a system generated mail

Open: 2211L3K1

**Message History Thread**

From	To	Subject	Type	Date Sent
Kimberly Johnson	Maryland Medicaid Provider Enrollment Department	Application Returned to Provider		Mon 11/28/2022 04:13 PM
Kimberly Johnson	Maryland Department of Health Provider Enrollment Division	Request information on application ownership change		Wed 11/16/2022 01:15 PM
Kimberly Johnson	Maryland Department of Health Provider Enrollment Division	Submit Application		Wed 11/09/2022 03:56 PM

When you open the downloaded document, it will explain the deficiencies you will need to correct before resubmitting the application.

- Below is a copy of the deficiency letter
- The information in **bold** text will explain what corrections need to be made



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

**MEDICAID PROVIDER APPLICATION DEFICIENCY**

12/14/2022

**ATLANTA DENTAL FITNESS**

**Medicaid Provider Number:**  
**NPI Number:**  
**Application ID Number: 228KAACR**

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:

**Mismatch on TIN Letter -**

**Please attach a proper TIN EIN Letter and Resubmit**

**Individual Dental Addendum was attached -**

**This application requires a Group PT 14 Dental Addendum, please replace and resubmit**

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.

Should you have any questions about your enrollment in the Maryland Medicaid Program, please contact us at 1-844-4MD-PROV (1-844-463-7768). For more information about the Maryland Medicaid Program, please go to [health.maryland.gov/providerinfo](http://health.maryland.gov/providerinfo).

Sincerely,

Maryland Medicaid Provider Enrollment

Once the deficiencies are known click on the “Applications” tab and find the application that correlates to the deficiency letter in the next screen shot. In this case it is Application ID 228KAACR.

**ePREP PORTAL** A SMILE 4 U Kimberly

My Home **Applications** Accounts My Tools Help What's New!

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

Kimberly's Dashboard

Messages Collapse All

Inbox

- A SMILE 4 U
- 18 REASONS
- 3D SMILE INC
- 406 PERIODONTICS
- ADVANCED DENTISTRY OF CENTER CITY
- ALAN A SMITH, D.D.S.
- ANGELA J. JOHNSON DDS
- Apex Dentistry Inc.
- ATLANTA DENTAL FITNESS
- Awad Abbas PA
- Bant Physical Therapy

New Message All Unread Read From To Subject Content - Date -

Message search

A SMILE 4 U

To	From	Subject	Date Received	Actions
Kimberly Johnson	Maryland Medicaid Provider Enrollment Department	Application Returned to Provider	Wed 11/30/2022 04:50 PM	View Reply Delete
Kimberly Johnson	Maryland Medicaid Provider Enrollment Department	Application Returned to Provider	Mon 11/28/2022 04:13 PM	View Reply Delete
Kimberly Johnson	Maryland Department of Health Provider Enrollment Division	Request information on application ownership change	Wed 11/16/2022 01:15 PM	View Reply Delete
Kimberly Johnson	Maryland Department	Submit Application	Wed 11/09/2022 03:56 PM	View Reply Delete

Once on the Application page comes up (See Below) Click on the orange wrench on the right-hand side of the application in question and that will take you directly to the first deficiency.

My Home **Applications** Accounts My Tools Help What's New!

My Applications

Listed below are your **in-progress or submitted applications** for your Maryland Medicaid accounts.

[New Application](#)

Total Apps 2

In Progress 0

Return to Provider 1

Resubmitted 0

Approved 0

Denied 0

Applications Dashboard ⚠ RTP: 228KAACR / 56 days remaining

- Filter by -  - Please select a filter -  Search

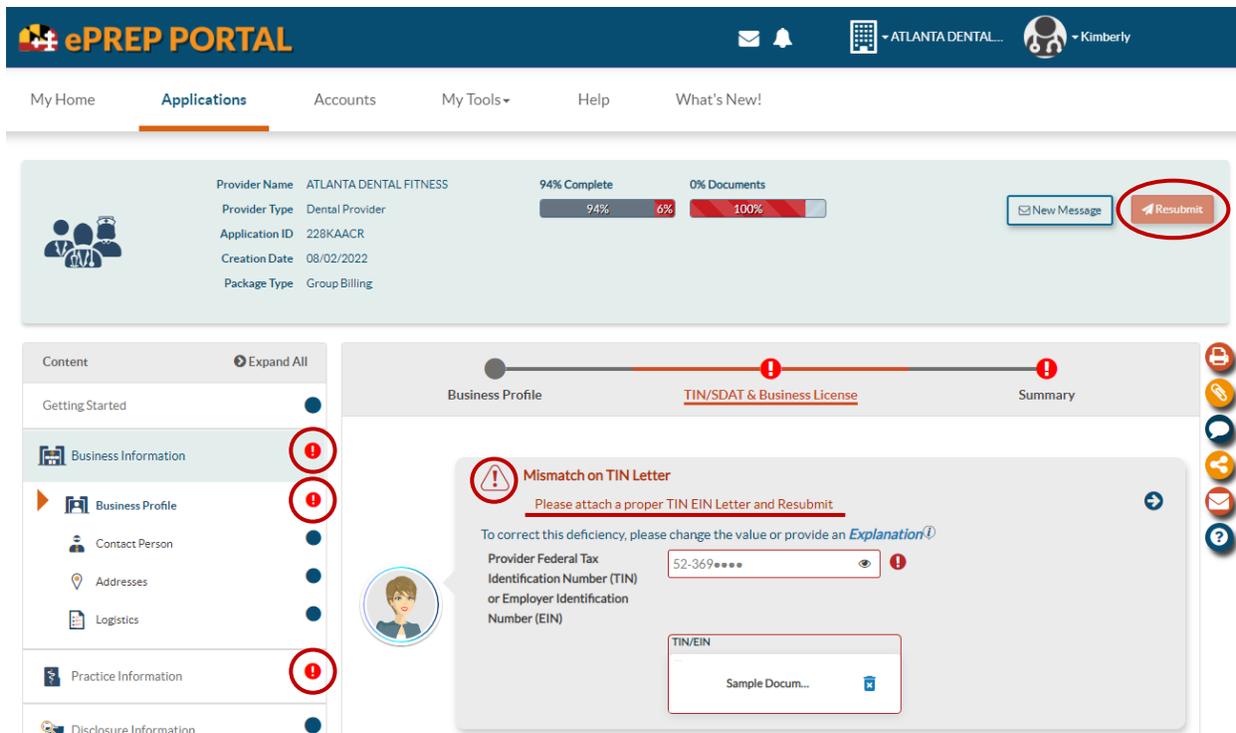
Application ID	Status	Name	Type	NPI	Application	Complete	Last Update	Owner	Actions
228AFSN3	Submitted	Angela Johnson	Dental Provider	1215009808	Rendering Provider	100%	08/03/2022	Angela Johnson	
228KAACR	Return to Provider	ATLANTA DENTAL FITNESS	Dental Provider	1891336830	Group Billing	94%	08/03/2022	Kimberly Johnson	

 Orange Wrench

Deficiencies are marked by a red circle with a white exclamation mark 

- The first deficiency in this case is in the Business Information > Business Profile
- The second deficiency will be found somewhere in the Practice Information section
- All Deficiencies must be corrected for the Resubmit button to turn blue and all the red on the screen to turn green

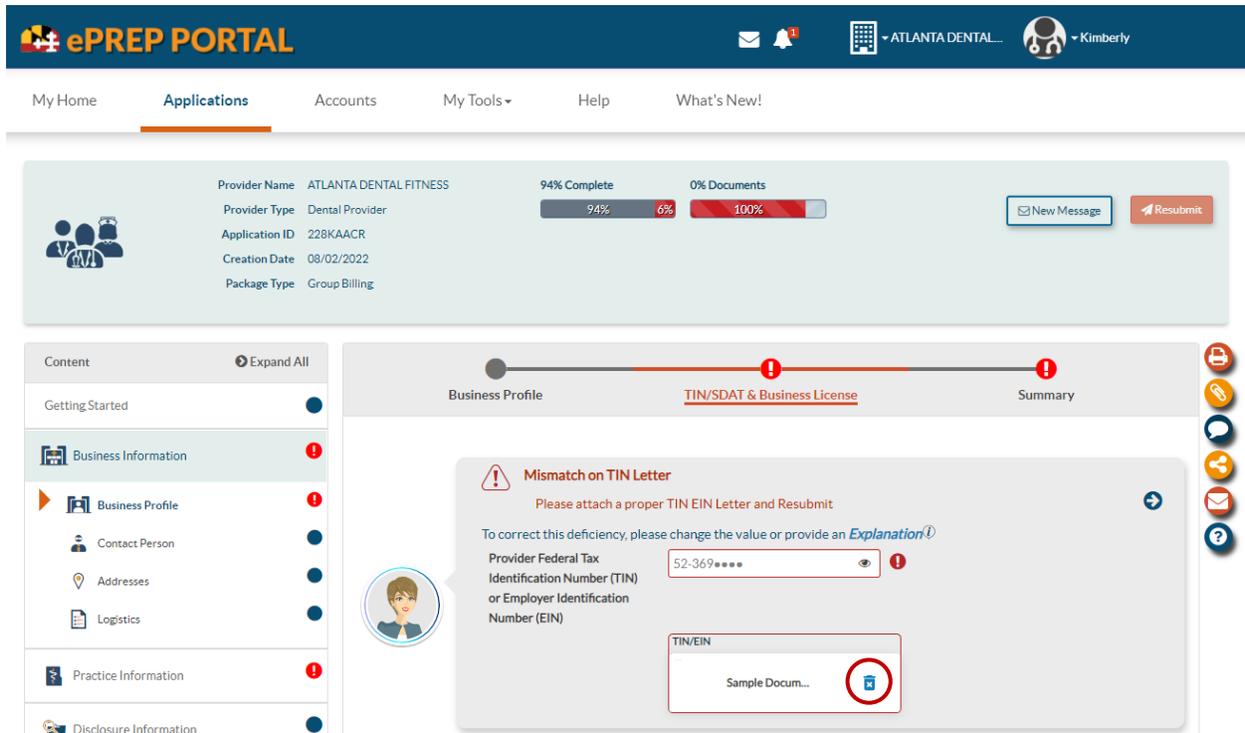
**Clearing Deficiencies:** The instructions necessary to correct a deficiency are not just found in the “Deficiency Letter” but also will be found in the application 



The screenshot displays the ePREP PORTAL interface for a provider named ATLANTA DENTAL FITNESS. The top navigation bar includes 'My Home', 'Applications' (selected), 'Accounts', 'My Tools', 'Help', and 'What's New!'. The provider's application status is shown as 94% Complete (94% progress bar) and 0% Documents (100% progress bar). A 'Resubmit' button is circled in red. The left sidebar shows a navigation menu with 'Business Profile' and 'Practice Information' circled in red. The main content area shows a progress bar with a red exclamation mark icon and a deficiency message: 'Mismatch on TIN Letter. Please attach a proper TIN EIN Letter and Resubmit.' The message includes a text input field for the Provider Federal Tax Identification Number (TIN) or Employer Identification Number (EIN) with the value '52-369\*\*\*\*' and a file upload field for the TIN/EIN letter.

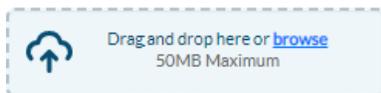
To correct this first deficiency the provider is required to “Please attach a proper TIN EIN Letter and Resubmit” as stated in the Deficiency Letter and above within the application underlined in red.

Step 1 is to delete the existing document by clicking on the blue trashcan below 



The screenshot shows the ePREP PORTAL interface. At the top, there is a navigation bar with 'My Home', 'Applications' (highlighted), 'Accounts', 'My Tools', 'Help', and 'What's New!'. Below this is a summary card for 'ATLANTA DENTAL FITNESS' with a '94% Complete' progress bar and '0% Documents' status. A 'Resubmit' button is visible. The main content area is titled 'Business Profile' and contains a 'Mismatch on TIN Letter' error message. The error message states: 'Mismatch on TIN Letter. Please attach a proper TIN EIN Letter and Resubmit. To correct this deficiency, please change the value or provide an Explanation.' Below the message, there are two input fields: 'Provider Federal Tax Identification Number (TIN) or Employer Identification Number (EIN)' with the value '52-369\*\*\*\*' and a 'TIN/EIN' field with a 'Sample Docum...' button. A blue trashcan icon is highlighted on the 'Sample Docum...' button. A left sidebar shows a 'Content' menu with 'Business Profile' selected. A right sidebar contains various utility icons.

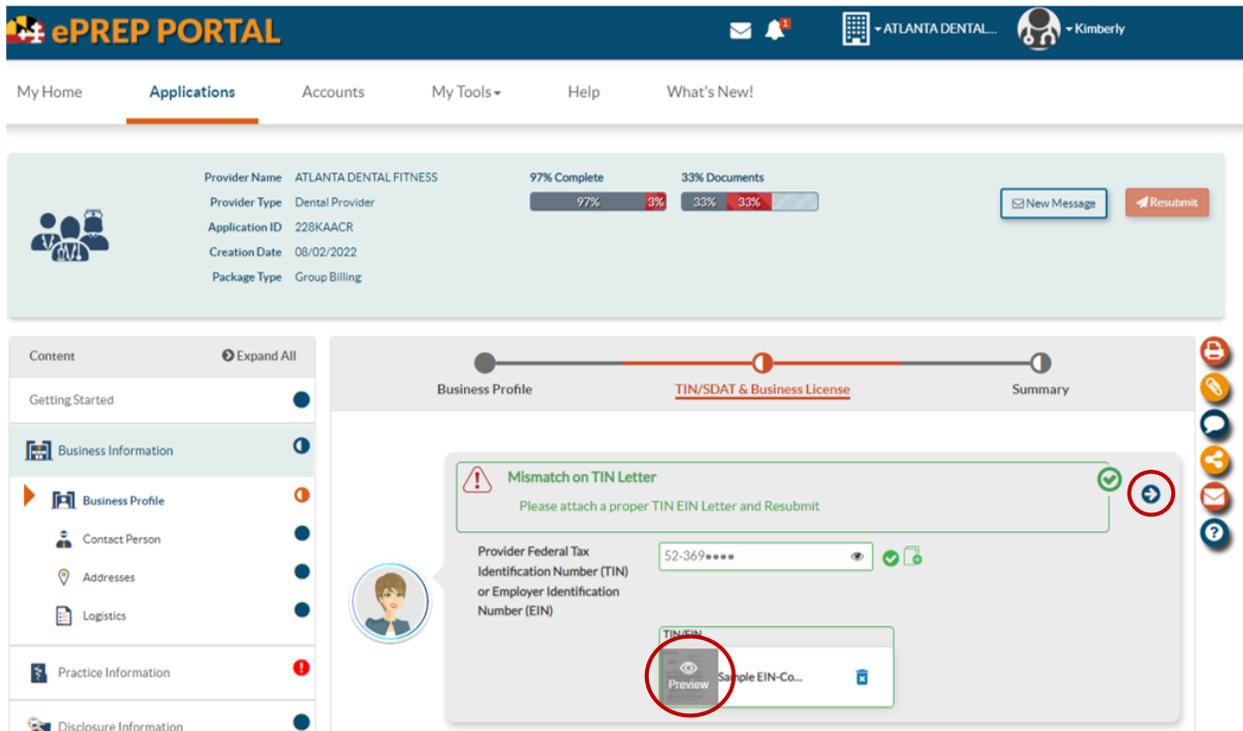
Once you have clicked on the blue trashcan, you will see the following screen. Click on the blue [browse](#), which will access your file folder so you may attach the proper document.



Drag and drop here or [browse](#)  
50MB Maximum

Once you have attached the proper document, all the red writing turns green. This lets you know you made the correction successfully. After you have made the correction, you may either click on the blue circle with an arrow  (see below) which will save your correction and take you to the next deficiency if there is one, or you may hit the continue button, which will also save your correction.

**NOTE:** By hovering over the newly attached document, you will see an eyeball and the word "Preview." This allows you to double check if the document you attached is correct and this Preview action is available wherever you attach a document throughout any application.



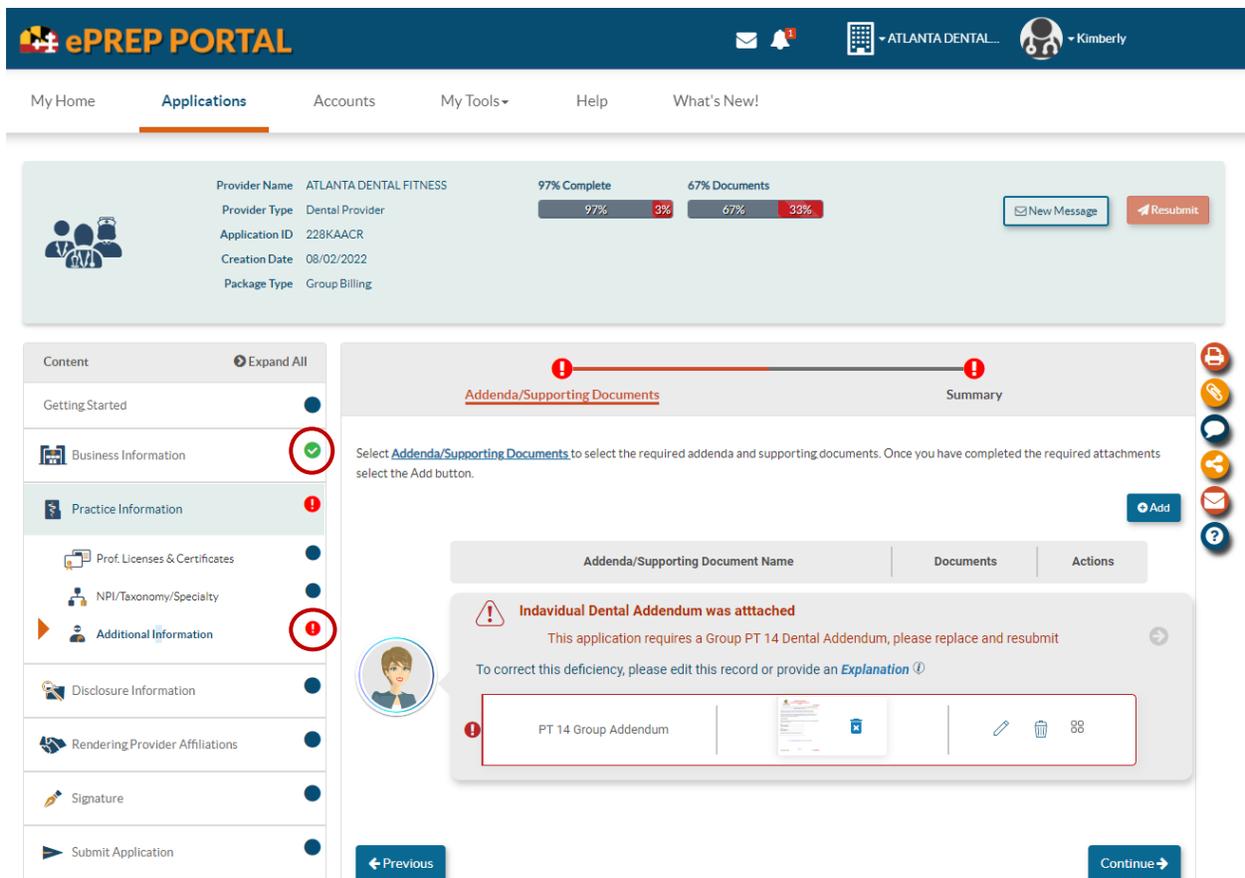
The screenshot displays the ePREP PORTAL interface. At the top, the header includes the logo, navigation links (My Home, Applications, Accounts, My Tools, Help, What's New!), and user information (ATLANTA DENTAL... Kimberly). The main content area shows a progress bar for '97% Complete' and '33% Documents'. A sidebar on the left lists navigation options like 'Business Information', 'Business Profile', 'Contact Person', 'Addresses', 'Logistics', 'Practice Information', and 'Disclosure Information'. The central panel displays a 'Mismatch on TIN Letter' error message: 'Please attach a proper TIN EIN Letter and Resubmit'. Below this, there is a text input field for the 'Provider Federal Tax Identification Number (TIN) or Employer Identification Number (EIN)' containing '52-369\*\*\*\*'. A 'Preview' button is visible below the input field, and a blue circle with an arrow icon is highlighted next to the error message.

Now we are at the second (last) deficiency. You should notice that there is now a green circle with a white check mark in the Business Information section where the first deficiency was corrected. 

Like the previous deficiency the language in the application is the same as it was on the deficiency letter and can be found in the next section with the red circle with a white exclamation mark.  The detail of what needs to be corrected will be in the middle of this section of the application 

The resolution for this deficiency, however, is going to be a bit different. Sometimes a provider will delete the incorrect document, which in this case was the wrong Addendum and replace it with the correct document, but everything stays red as if the correction was never made.

This is what happened to this deficiency. To get past this situation see the next screen below.



The screenshot displays the ePREP PORTAL interface. At the top, the header includes the logo, navigation links (My Home, Applications, Accounts, My Tools, Help, What's New!), and user information (ATLANTA DENTAL... Kimberly). The main content area shows application details for ATLANTA DENTAL FITNESS, including a 97% completion rate and 67% documents. A deficiency is highlighted in the 'Addenda/Supporting Documents' section, indicated by a red exclamation mark. The deficiency message states: 'Individual Dental Addendum was attached. This application requires a Group PT 14 Dental Addendum, please replace and resubmit. To correct this deficiency, please edit this record or provide an Explanation.' The interface also shows a table with columns for 'Addenda/Supporting Document Name', 'Documents', and 'Actions', and a 'PT 14 Group Addendum' entry. Navigation buttons for 'Previous' and 'Continue' are visible at the bottom.

Addenda/Supporting Document Name	Documents	Actions
PT 14 Group Addendum		  

The deficiency sits just left of Lucy and it explains what is needed to make the correction in red lettering. Right below the deficiency explanation is a sentence in blue that reads, "To correct this deficiency, please edit this record or provide an **Explanation**." As in this case correcting the document did not clear the deficiency, so click on the word **Explanation**.

The screenshot displays the ePREP PORTAL interface. At the top, the header includes the logo, navigation links (My Home, Applications, Accounts, My Tools, Help, What's New!), and user information (ATLANTA DENTAL... Kimberly). Below the header, a summary card for 'ATLANTA DENTAL FITNESS' shows completion progress: 97% Complete (97% green, 3% red) and 67% Documents (67% green, 33% red). A 'New Message' button and a 'Resubmit' button are also present.

The main content area is divided into a left sidebar and a central workspace. The sidebar lists various application sections: Getting Started, Business Information, Practice Information (with a red deficiency icon), Prof. Licenses & Certificates, NPI/Taxonomy/Specialty, Additional Information (with a red deficiency icon), Disclosure Information, Rendering Provider Affiliations, Signature, and Submit Application.

The central workspace is titled 'Addenda/Supporting Documents' and 'Summary'. It contains instructions: 'Select Addenda/Supporting Documents to select the required addenda and supporting documents. Once you have completed the required attachments select the Add button.' Below this is a table with columns for 'Addenda/Supporting Document Name', 'Documents', and 'Actions'. A red warning box is overlaid on the table, stating: 'Individual Dental Addendum was attached. This application requires a Group PT 14 Dental Addendum, please replace and resubmit. To correct this deficiency, please edit this record or provide an **Explanation**.' The word 'Explanation' is circled in red. Below the table, there are 'Previous' and 'Continue' buttons.

Once you click on the blue Explanation take notice of the screen below.

- A blue box opens below that says, "Type your explanation here"
- Just below that notice, the lower-case word "save" which you will click on to save your correction.

The screenshot displays the ePREP PORTAL interface. At the top, the header includes the logo, navigation links (My Home, Applications, Accounts, My Tools, Help, What's New!), and user information (ATLANTA DENTAL... Kimberly).

The main content area shows application details for ATLANTA DENTAL FITNESS. It includes a progress bar for '97% Complete' and '67% Documents'. A table lists application details:

Provider Name	ATLANTA DENTAL FITNESS	97% Complete	67% Documents
Provider Type	Dental Provider	97%	3%
Application ID	228KAACR	67%	33%
Creation Date	08/02/2022		
Package Type	Group Billing		

Buttons for 'New Message' and 'Resubmit' are visible.

The left sidebar contains a 'Content' menu with items like 'Getting Started', 'Business Information', 'Practice Information', 'Prof. Licenses & Certificates', 'NPI/Taxonomy/Specialty', 'Additional Information', 'Disclosure Information', 'Rendering Provider Affiliations', 'Signature', and 'Submit Application'. 'Practice Information' and 'Additional Information' are marked with red exclamation points.

The main content area is titled 'Addenda/Supporting Documents' and 'Summary'. It contains a message: 'Select Addenda/Supporting Documents to select the required addenda and supporting documents. Once you have completed the required attachments select the Add button.' An 'Add' button is present.

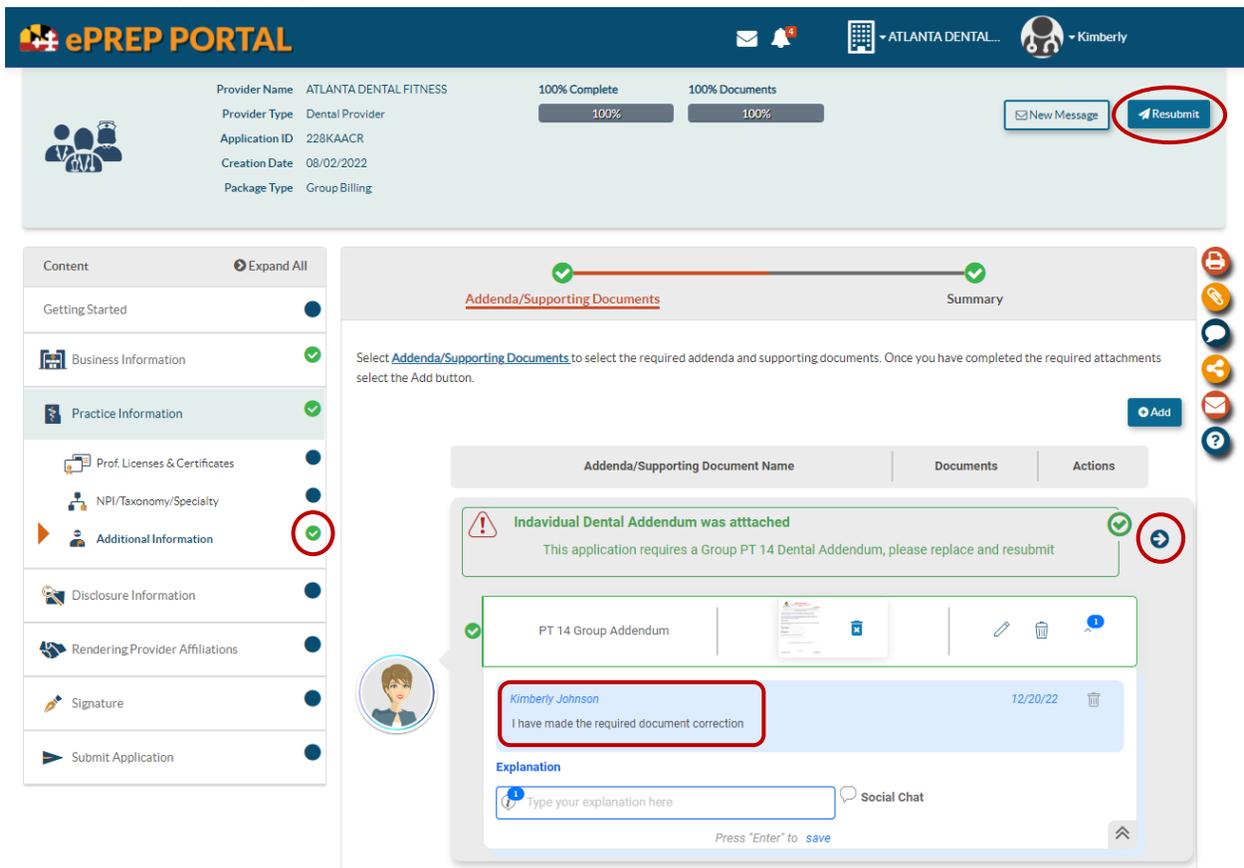
A table lists 'Addenda/Supporting Document Name', 'Documents', and 'Actions'. A row shows 'PT 14 Group Addendum' with a document icon and a red exclamation point.

A notification box states: 'Individual Dental Addendum was attached. This application requires a Group PT 14 Dental Addendum, please replace and resubmit. To correct this deficiency, please edit this record or provide an Explanation.' Below this is an 'Explanation' input field with the placeholder text 'Type your explanation here' and a 'Social Chat' button. A 'save' button is circled in red at the bottom right of the input area.

After you have typed your explanation in the blue box and clicked the blue “save” you will get the following screen.

**NOTE:**

1. The light blue area where Kimberly, our Admin has written her explanation
2. All the red has turned green
3. The resubmit button is now blue and ready to use
4. Also be sure to notice the dark blue circle with an arrow pointing to the right , click on that to continue



The screenshot displays the ePREP PORTAL interface. At the top, the header includes the logo, user information for 'ATLANTA DENTAL...' and 'Kimberly', and notification icons. Below the header, a summary bar shows 'Provider Name: ATLANTA DENTAL FITNESS', 'Provider Type: Dental Provider', 'Application ID: 228KAACR', 'Creation Date: 08/02/2022', and 'Package Type: Group Billing'. Progress indicators show '100% Complete' and '100% Documents'. A 'Resubmit' button is highlighted with a red circle. A sidebar on the left lists application sections: Getting Started, Business Information, Practice Information, Prof. Licenses & Certificates, NPI/Taxonomy/Specialty, Additional Information (circled in red with a green checkmark), Disclosure Information, Rendering Provider Affiliations, Signature, and Submit Application. The main content area shows a progress bar with 'Addenda/Supporting Documents' and 'Summary' steps. A message from Kimberly Johnson is displayed in a light blue box, stating 'I have made the required document correction' on 12/20/22. Below this is an 'Explanation' section with a text input field and a 'Social Chat' label. A dark blue circle with a right-pointing arrow is also circled in red.

The below screen shot is what happens after the deficiencies have been cleared either by making the correction required or by making use of the blue Explanation if the correction did not work.

Your corrections have all been completed and now you can resubmit.

**Resubmit Application**

 **Great Job!!** You fixed all the findings in your application. If you are ready to resubmit this application, select the **Resubmit** option below, or select "Review my App" to give this app another review

[Review my App](#) [Resubmit](#)

**Note:** Please **DO NOT** close this window before selecting the **Resubmit** option

**List of Changes**  
Verify that you have fixed all issues. Please review the list below to be sure that all changes are correct. Please correct any mistake before re-submitting.

Field Name	Old Value	New Value	Action Taken
 Sample EIN-Confirmation-Letter-CP575-LLC			Deleted 
 Sample Document			Deleted 

Send message to reviewer

0 Characters | 1600 Characters Left | 0 Words

[Previous](#) [Continue](#)