

How to Resolve the E-Signature Restriction.

Part One

To get through this situation there are various sections of an application that need to be completed correctly. A triage of the application must occur. (Below is a screen shot of the “e-Signature Restriction” page)

1. Check to see if the person completing the application is qualified to do so and whose name is in all 3 of the correct locations within an application. In this screen shot you will see in the top right-hand corner by the avatar of a doctor the name Kimberly M. (Group and Administrator are fictional)

ePREP PORTAL NEW HOPE Kimberly M

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

Provider Name 12% Complete 0% Documents
Provider Type Physician 12%
Application ID 2112MOBE 0%
Creation Date 12/09/2021
Package Type Rendering Provider

New Message Submit
Send to Rendering

Group Info Expand All
Business Information
Group Signature
Electronic Signature

Rendering Info Expand All
Getting Started
Profile Information
Business Information
Practice Information
Disclosure Information

Declarations Electronic Signature Summary

It seems that you need to meet some requirements in order to proceed. Please read below to see what still needs to be done before you can sign this application.

If you need help with this section, please watch this In-Context Tutorial about e-signing a Group application.

e-Signature Restriction

In order to sign this application, you must:

- Be authorized to sign on behalf of the Group, as recognized by Maryland Medicaid.
- Have the ePREP Portal User Role of Administrator, Manager, or Authorized Signer
- Have completely filled out the [Profile Information](#) sub-form, and
- Have your name in [User Settings](#) exactly match your legal name in the Profile Information sub-form

If you do not meet these requirements, please send a message to the person who has ownership or control interest in your Group to sign this application.

Previous Continue

- By clicking on the name Kimberly M., you may open the “User Settings” to see her full name.
 - In the following screen shot you will see her full name as she is the administrator

Provider Name NEW HOPE 78% Complete 100% Documents

Provider Type Federally Qualified Health Center (FQHC) 78% 100%

Application ID 218ST4GR

Creation Date 08/27/2021

Package Type Group Billing

New Message Submit

- On this screen shot you will see the full name of the admin creating the application, Kimberly M Johnson. This is the first place you will check to see how his/her name appears in the application.
- The next 2 locations to find her name in the portal will follow
- Reminder: It cannot be Kim Johnson or even Kimberly Johnson, it must be her full name with her middle initial as seen below. (All 3 locations the admin name is found must match exactly)

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

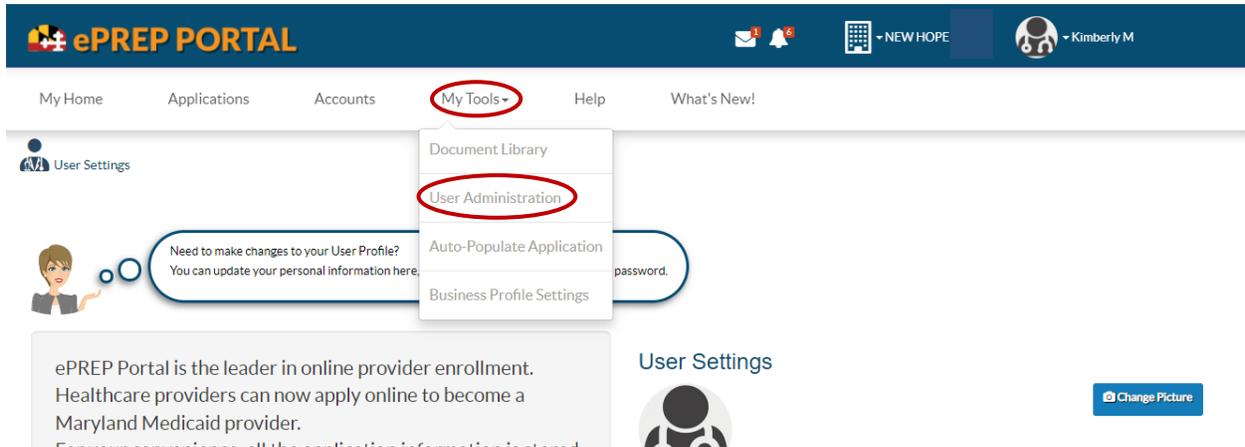
OFF Enable Lucy Hover Help OFF Enable Lucy animation

Update Email

Email address

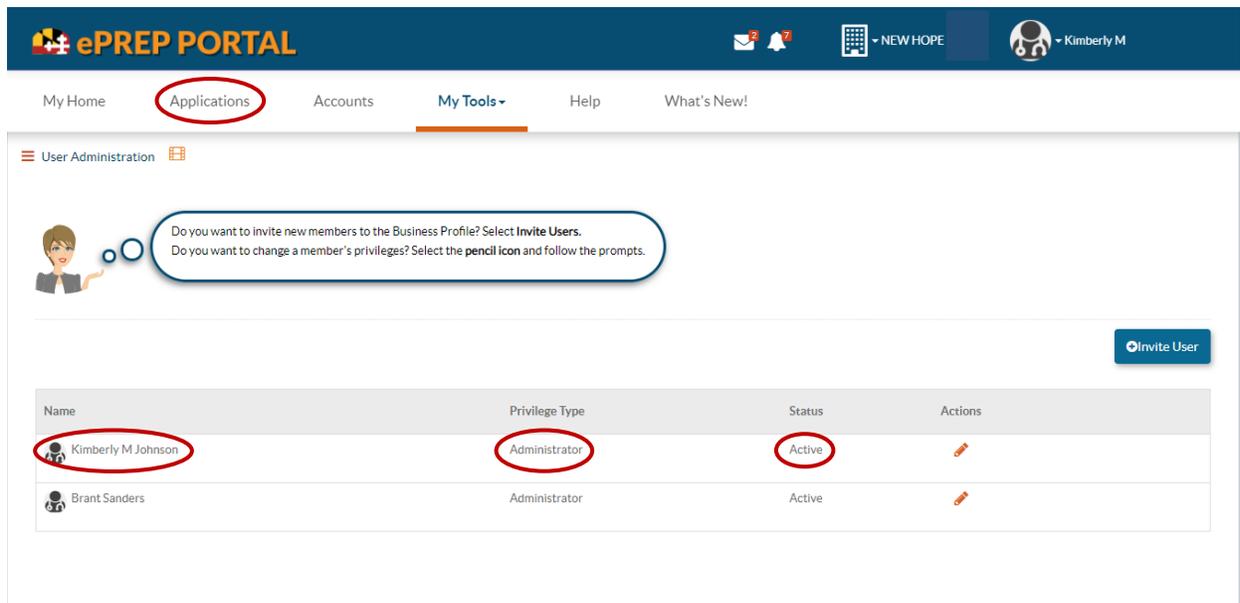
Change Email

3. Checking to see who has administrative rights. From this screen you may click on “My Tools.” When you click on My Tools a drop down will appear with 4 choices. You will click on “User Administration.” (See below)



Once you click on User Administration the screen below will open.

The screen below shows the same Kimberly M Johnson as Administrator, and her status is Active. Again, be sure it is her full name so that everything matches. You may also see there is a second Administrator or more for a group account which is common. After you have seen that her name is correct, and she is an administrator you may click on the circled “Applications” heading.



By clicking on the Applications tab this will take you to the applications screen and the third place to make sure all names match as who is the admin on this application.

Below is the Applications page for the group “New Hope.” As seen by the name next to the Building in the Blue Header, this is the **Business Profile** for the group. It is not out of the ordinary for a group to have multiple applications at various stages of completion. The application we are currently working on for New Hope is found as the second of 2 applications shown below. On the far right are a bunch of very prominent orange icons. This is designed on purpose and titled “Actions” so that you may locate them more easily.

Just to the left of Actions you will see “Owner.” The “owner” of an application must be the same as the name on the User Settings, as in User Administration. If the owner does match the previous two, all three criteria are now met.

The screenshot displays the ePREP PORTAL interface. At the top, the header includes the ePREP PORTAL logo, notification icons, and a dropdown menu for 'NEW HOPE' (circled in purple) next to a user profile for 'Kimberly M'. Below the header is a navigation bar with 'My Home', 'Applications' (active), 'Accounts', 'My Tools', 'Help', and 'What's New!'. The main content area is titled 'My Applications' and contains a message: 'Listed below are your in-progress or submitted applications for your Maryland Medicaid accounts.' A 'New Application' button is visible. Below this are summary cards for 'Total Apps 2', 'In Progress 2', 'Return to Provider 0', 'Resubmitted 0', 'Approved 0', and 'Denied 0'. An 'Applications Dashboard' link is also present. A table of applications is shown with columns: Application ID, Status, Name, Type, NPI, Application, Complete, Last Update, Owner, and Actions. The second application, ID 218ST4GR, is highlighted with a red circle around the 'Owner' field (Brant Sanders) and a red arrow pointing to an orange gear icon in the 'Actions' column.

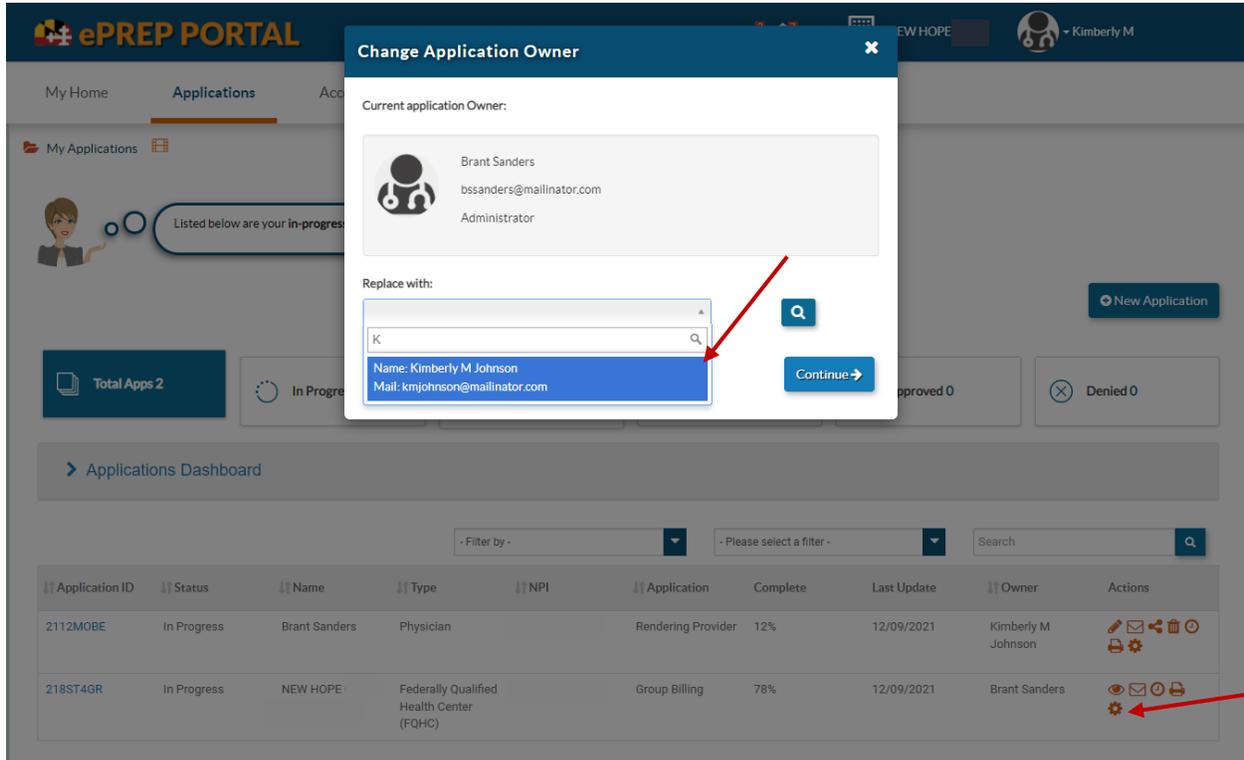
Application ID	Status	Name	Type	NPI	Application	Complete	Last Update	Owner	Actions
2112MOBE	In Progress	Brant Sanders	Physician		Rendering Provider	12%	12/09/2021	Kimberly M Johnson	[Icons]
218ST4GR	In Progress	NEW HOPE	Federally Qualified Health Center (FQHC)		Group Billing	78%	12/09/2021	Brant Sanders	[Icons]

You will see in the above screen shot the name of the application we are working is for New Hope but notice under the “Owner” the name is not Kimberly M. Johnson, rather it is a Brant Sanders. This is your cause of the e-Signature Restriction.

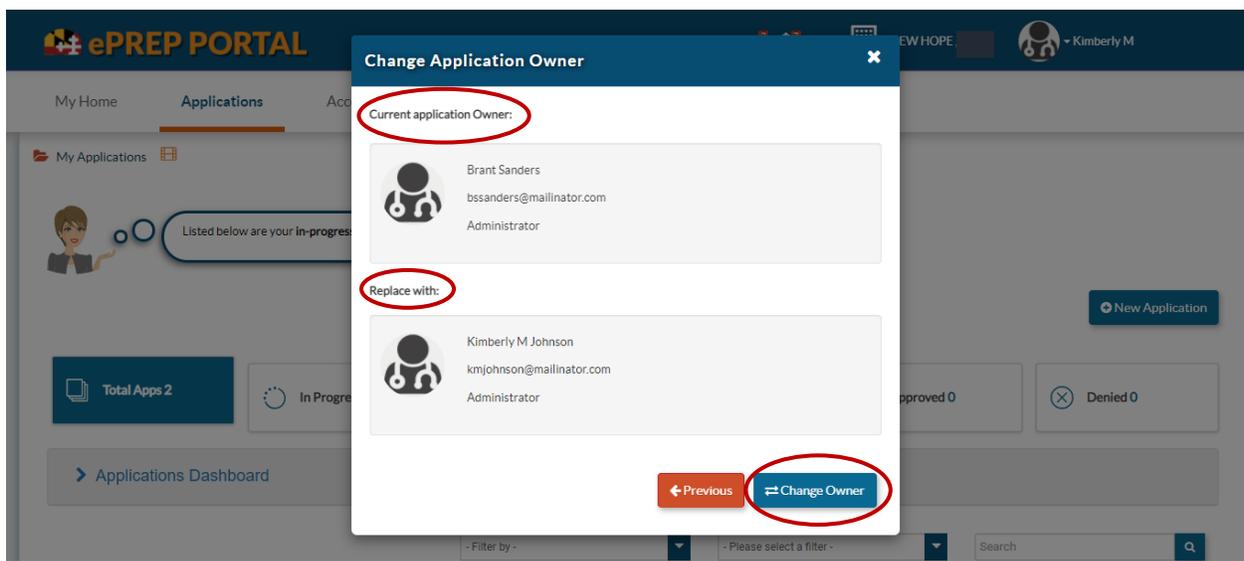
4. How to make the fix.

- See the red arrow pointing at an orange icon of a gear or a sprocket? That is your fix for this scenario.
- See below Screen Shot.

By clicking on the orange gear or sprocket the “Change Application Owner” will open. There will be a drop down to click on and then simply start typing the name of the person for whom you wish to make the new owner of the application. You will see below by typing in a K, Kimberly M Johnson’s name and email appear, and when you hover over her name it will turn blue as seen below.



Once you click on her name and hit the continue button the next screen will appear. Showing “Current application Owner” and “Replace with:.”



Now all you need do is click on “Change Owner,” and see next screen shot.

Below you will see that Kimberly M Johnson is now the Owner of the application. That makes her name in User Settings, User Administration under “My Tools” as an Administrator, and now Owner of the Application. You may now get past the e-Signature Restriction. Unless the cause is an entirely different situation.

The screenshot shows the ePREP PORTAL interface. At the top, there is a navigation bar with the logo and user information for Kimberly M. Below the navigation bar, there are tabs for My Home, Applications, Accounts, My Tools, Help, and What's New!. The main content area is titled "My Applications" and includes a "New Application" button. A message states: "Listed below are your in-progress or submitted applications for your Maryland Medicaid accounts." Below this, there are summary cards for "Total Apps 2", "In Progress 2", "Return to Provider 0", "Resubmitted 0", "Approved 0", and "Denied 0". An "Applications Dashboard" link is also present. At the bottom, there is a table of applications with columns for Application ID, Status, Name, Type, NPI, Application, Complete, Last Update, Owner, and Actions. The table contains two rows, with the second row's owner, Kimberly M Johnson, circled in red.

Application ID	Status	Name	Type	NPI	Application	Complete	Last Update	Owner	Actions
2112MOBE	In Progress	Brant Sanders	Physician		Rendering Provider	12%	12/09/2021	Kimberly M Johnson	[Icons]
218ST4GR	In Progress	NEW HOPE	Federally Qualified Health Center (FGHC)		Group Billing	78%	12/09/2021	Kimberly M Johnson	[Icons]

How to Resolve the E-Signature Restriction.

Part Two

To sign any application, whether an individual or a group, you must have 4 items. A SSN, a DOB, the log in email, and the login password.

For an individual application the Personal Information is completed first, if it is NOT completed correctly, it may cause an e-Signature Restriction. For a group application the Personal Information section is found in the “Disclosure Information” section under “Ownership/Control Interest.”

In the screen shot below is what this restriction looks like, and on the third bulleted line is a hyper link to “Personal Information.”

Often for a group the owner does not complete the application, rather they have an office person act as the individual responsible for doing all credentialling.

For this step-by step guide Kimberly M Johnson will be doing the application for New Hope.

1. The 2nd possible fix for an e-Signature Restriction is to click on the hyperlink circled below titled, “Personal Information” found in the 3rd bullet point.

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 (NEW HOPE, Kimberly M). The main content area shows application details for NEW HOPE, including Provider Name, Type, ID, Date, and Package Type. A progress bar indicates 83% completion for the application and 100% for documents. A sidebar on the left lists application sections: Getting Started, Business Information, Practice Information, Disclosure Information, Rendering Provider Affiliations, Signature, E-Signature, and Submit Application. The E-Signature section is highlighted. The main content area features a progress bar with three steps: Declarations, E-Signature, and Summary. A message box states: "It seems like you need to meet some requirements in order to proceed. Please read below to see what still needs to be done before you can sign this application." Below this, a section titled "e-Signature Restriction" lists requirements: being legally authorized, having the correct user role (Administrator, Manager, or Authorized Signer), and having the Personal Information section of the Ownership/Control Interest sub-form completed. The "Personal Information" text in the third bullet point is circled in red. A "Continue" button is visible at the bottom right.

- This will take you to a little box with the name of your credentialer's (or whoever is completing the application) name pre-filled in; click on add and the following will appear.

There are two items to note:

- Notice the bar with open circles above her (Kimberly M Johnson's name); as she completes each screen the circles will become full. Only when all are full will she get past the e-Signature restriction.
- The 2nd item is the "Ownership/Control Interest" and the "Disclosure Information" both only have half-filled in circles.

Provider Name: NEW HOPE
Provider Type: Federally Qualified Health Center (FQHC)
Application ID: 218ST4GR
Creation Date: 08/27/2021
Package Type: Group Billing

83% Complete
100% Documents

Getting Started
Business Information
Practice Information
Disclosure Information
Adverse Actions
Fines and Debts (Gov.)
Subcontractors
Ownership/Control Interest
Significant Transactions
Delegated Officials
Rendering Provider Affiliations

Individual Information
Ownership/Control Interest
Associations
Adverse Actions
Summary

Please enter the following information

First name: Kimberly M
Middle name:
Last name: Johnson
Primary Residence Address
View Address
Street: Address Line 1
Ste./Apt.#: Suite/Apt
City: City

As you, or your credentialing employee goes through this section they must choose Managing employee after filling in the Individual Information as seen below. This will include his/her SSN and DOB that are needed to complete the e-signature.

Notice how the Individual Information circle is entirely filled in; this means you have fully completed that page. Now, the orange is designating you are in the "Ownership/Control Interest" screen, this is where you will check off Managing employee with the effective date.

The screenshot displays the ePREP PORTAL interface. At the top, the header includes the ePREP PORTAL logo, a location dropdown set to 'NEW HOPE', and a user profile for 'Kimberly M'. Below the header, a summary bar shows 'Provider Name: NEW HOPE', 'Provider Type: Federally Qualified Health Center (FQHC)', 'Application ID: 218ST4GR', 'Creation Date: 08/27/2021', and 'Package Type: Group Billing'. Progress indicators show '83% Complete' and '100% Documents'. A 'New Message' button and a 'Submit' button are also present.

The main content area features a navigation menu on the left with categories like 'Getting Started', 'Business Information', 'Practice Information', 'Disclosure Information', 'Adverse Actions', 'Fines and Debts (Gov.)', 'Subcontractors', 'Ownership/Control Interest', 'Significant Transactions', 'Delegated Officials', 'Rendering Provider Affiliations', and 'Signature'. The 'Ownership/Control Interest' section is currently active and highlighted in orange.

The 'Ownership/Control Interest' section includes a progress bar with five steps: 'Individual Information' (fully completed), 'Ownership/Control Interest' (current step, highlighted in orange), 'Associations', 'Adverse Actions', and 'Summary'. Below the progress bar, a prompt asks to 'Please select one or more of the options that apply to Kimberly M Johnson'. The options are: '5% or more Ownership Interest', 'Partnership', 'Board Member', and 'Managing Employee'. The 'Managing Employee' option is checked and circled in red. Below this, there is a field for 'Effective date of control' with the date '12/31/2015' entered and a calendar icon.

Once you have completed each section including the summary the next screen will appear.

ePREP PORTAL NEW HOPE Kimberly M

Provider Name: NEW HOPE 89% Complete 100% Documents

Provider Type: Federally Qualified Health Center (FQHC) 89% 100% New Message Submit

Application ID: 218ST4GR
 Creation Date: 08/27/2021
 Package Type: Group Billing

Content Expand All

- Getting Started
- Business Information
- Practice Information
- Disclosure Information
 - Adverse Actions
 - Fines and Debts (Gov)
 - Subcontractors
 - Ownership/Control Interest**
 - Significant Transactions
 - Delegated Officials
- Rendering Provider Affiliations
- Signature

Ownership/Control Interest Summary

In this section, a complete disclosure of ownership and financial interest is required. Please add at least one owner or those parties who have control interest in your Group. Keep in mind that you can share any record with another user, making it easy to complete your application.

List any Individuals or Entities who have 5% or more (direct or indirect) Ownership, control interest, or partnership interest in NEW HOPE OF INDIANA, INC.?

All board members, officers, directors, agents, and managing employees must be disclosed in this section.

Indirect entity owners do not need to disclose board members, officers, or directors if those individuals' **only relationship** with the applicant is **through the indirect owner**.

[Add](#)

Type	Name	Ownership/Control Interest	Status	Actions
	Kimberly M. Johnson	Managing Employee		
	Memorial Hospital	Owner		

Now you may click "Continue" at the bottom of each screen, which also acts as a save button, all the way through to where you had previously hit the e-Signature Restriction Screen. Instead of coming to this page with the E-Signature Restriction and the crossed off "Declaration," "E-Signature," And "Summary" (See Blue arrows) The second screen below will appear.

Content Expand All

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

Declarations E-Signature Summary

It seems like you need to meet some requirements in order to proceed. Please read below to see what still needs to be done before you can sign this application.

If you need help with this section, please watch this In-Context Tutorial about e-signing a Group application.

e-Signature Restriction

In order to sign this application, you must:

- Be legally authorized to sign on behalf of the Group as recognized by Maryland Medicaid.
- Have the ePREP Portal User Role of Administrator, Manager, or Authorized Signer
- Have completely filled out the [Personal Information](#) section of the Ownership/Control Interest sub-form, and
- Have your name in [User Settings](#) **exactly match** your legal name in the Personal Information section

If you do not meet these requirements, please send a message to the person who has ownership or control interest in your Group to sign this application.

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

3. Notice the “Declaration,” “E-Signature,” and “Summary” are all now open circles. (See Blue Arrows)

To be able to start the signature process you must first click on the hyper link that says, “Maryland Medicaid Provider Agreement,” shown in below screen shot. This will open the provider agreement which is necessary before you may continue clicking on the “I, Kimberly M Johnson.”

The screenshot displays the ePREP PORTAL interface. At the top, the user is logged in as Kimberly M. The main content area shows the application status for NEW HOPE, with a progress bar indicating 89% completion for the Declarations stage and 100% completion for the Documents stage. The progress bar has three stages: Declarations (highlighted in red), E-Signature (highlighted in blue), and Summary (highlighted in blue). A message box states: "You're almost ready to sign your application! Even though you're completing and submitting your application through ePREP Portal and not on paper, your signature is still required. Using the electronic signature feature, you can submit this application just like your handwritten signature. Please read the Maryland Medicaid Provider Agreement, and then check the boxes to declare that you agree with this process." Below the message, there is a link for "Maryland Medicaid Provider Agreement" and a checkbox for "I, Kimberly M Johnson, have read, understood, and agree with the terms of the Maryland Medicaid Provider Agreement." The checkbox is currently unchecked.

This is the Provider Agreement pdf. Which you may print or download by clicking on the ellipsis. After it is viewed you may ex-out of this window and continue with the signature portion of the application.

The screenshot displays a web application interface with a PDF viewer overlay. The PDF viewer is titled "Preview Maryland Medicaid Provider Agreement" and shows a document titled "ProviderAgreement.pdf" last modified on Jul 21, 2021, at 12:36 PM. The document content includes a "CURRENT" banner and text describing the agreement between the Maryland Department of Health and a Provider. A section titled "I. PROVIDER OBLIGATIONS:" is visible, with sub-section "A." detailing compliance requirements. The PDF viewer toolbar includes a search icon, a menu icon (three dots), a "DH Logged In (Beta)" indicator, and icons for print, download, and a help/question mark. The background application shows a sidebar with navigation options: "My Home", "App...", "Content", "Getting Started", "Business Information", "Practice Information", "Disclosure Information", "Rendering Provider Aff...", "Signature", "E-Signature", and "Submit Application". A "New Message" button and a "Submit" button are also visible. At the bottom of the page, there is a checkbox for "I, Kimberly M Johnson, have read, understood, and agree with the terms of the Maryland Medicaid Provider Agreement." and a "Required value" label.

After the Provider Agreement is closed you may continue in checking off all the “I, Kimberly M Johnson” boxes and then hit Continue. (It will be your name, and not Kimberly M Johnson)

The screenshot shows the ePREP PORTAL interface. The top navigation bar includes the logo, user name 'NEW HOPE', and 'Kimberly M'. A left sidebar lists navigation options: Business Information, Practice Information, Disclosure Information, Rendering Provider Affiliations, Signature (highlighted), E-Signature, and Submit Application. The main content area features a callout box with a cartoon character and text: 'You're almost ready to sign your application! Even though you're completing and submitting your application through ePREP Portal and not on paper, your signature is still required. Using the electronic signature feature, you can submit this application just like your handwritten signature. Please read the Maryland Medicaid Provider Agreement, and then check the boxes to declare that you agree with this process.' Below this is a note: 'Please note that in order to continue with the e-Signature process, you must read the Provider Agreement.' followed by a link to the 'Maryland Medicaid Provider Agreement'. The main area contains four checklist items, each with a checked box and a '88' icon:

- I, **Kimberly M Johnson**, have read, understood, and agree with the terms of the Maryland Medicaid Provider Agreement.
- I, **Kimberly M Johnson**, declare that I have legal authorization to sign this application for and on behalf of **NEW HOPE OF INDIANA, INC.**
- I, **Kimberly M Johnson**, have reviewed my application and believe all information and attachments are correct to the best of my knowledge.
- I, **Kimberly M Johnson**, declare under penalty of perjury under the laws of Maryland that the foregoing information and the information on all attachments is true, accurate and complete, to the best of my knowledge and belief, and that I am authorized to sign this application pursuant to State Regulations.

- Now you are finally at the signature page. Therefore, when filling in the Profile Information it is crucial you get the SSN and the DOB correct. After you check the last “I, Kimberly M Johnson” box it is time to sign, by filling in the last four digits of the SSN, the year of the DOB, the log in email is prepopulated, and then enter the password used to log in to ePREP. Every part must be exact, and you only get 3 tries.

ePREP PORTAL NEW HOPE Kimberly M

Creation Date 08/27/2021
Package Type Group Billing

Content Expand All

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

Declarations **E-Signature** Summary

To continue with the e-Signature process, I need to verify your personal information.

After agreeing to the declaration, make sure your Social Security Number and Date of Birth are **identical** to what you entered in the **Personal Information** section of the **Ownership/Control Interest** sub-form.

Please treat this section the same way as if you were using your PIN at an ATM.

If you need help with this section, please watch this In-Context Tutorial about e-signing a Group application.

I, Kimberly M Johnson, agree that my electronic signature is attributable as defined in Commercial Law Article § 21-208.

Required value

SSN (last 4 digits) ###-##-____

Year of birth ##/##/____

Email address kmjohnson@mailinator.com

Password _____

← Previous Continue →

This is how it looks filled in prior to hitting Continue. Before you hit Continue take notice to the 2 circles, blue and orange on the left of the screen they are still only half full. If everything is correct, you will see on the next screen both of those circles will be filled.

ePREP PORTAL NEW HOPE Kimberly M

Creation Date 08/27/2021
Package Type Group Billing

Content Expand All

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

Declarations **E-Signature** Summary

To continue with the e-Signature process, I need to verify your personal information.

After agreeing to the declaration, make sure your Social Security Number and Date of Birth **are identical** to what you entered in the **Personal Information** section of the **Ownership/Control Interest** sub-form.

Please treat this section the same way as if you were using your PIN at an ATM.

If you need help with this section, please watch this In-Context Tutorial about e-signing a Group application.

I, Kimberly M Johnson, agree that my electronic signature is attributable as defined in Commercial Law Article § 21-208.

SSN (last 4 digits) ###-##-6789

Year of birth ###/##/1965

Email address kmjohnson@mailinator.com

Password Garden21!

Previous Continue

The application has now been successfully signed. See full circles below. Now you simply hit Continue all the way through until you come to “Submit Application.” Making sure all the correct documents have been attached along the way. See next screen shot.

Document	Form/SubForm/Section	Mandatory	Attached	Actions
Articles of Incorporation	Business Information/Business Profile/Business Profile	Yes	✓	🗑️ 👁️ 🗑️
TIN/EIN	Business Information/Business Profile/TIN/SDAT & Business License	Yes	✓	🗑️ 👁️ 🗑️
Addenda/Supporting Document	Practice Information/Additional Information/Addenda/Supporting Documents	Yes	✓	🗑️ 👁️ 🗑️

Navigation buttons: Previous, Continue

Notice in the below screen shot the completion bar is at 97%. That is because the last 3% are used for submitting the application. That is done by clicking the “Submit Application” at the bottom left.

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 (NEW HOPE, Kimberly M). The main content area shows application details for NEW HOPE, including Provider Name, Provider Type (Federally Qualified Health Center (FQHC)), Application ID (218ST4GR), Creation Date (08/27/2021), and Package Type (Group Billing). A progress bar indicates 97% completion for the application and 100% for documents. A 'Submit Application' button is circled in red. A notification bubble states: "Almost finished! Before you submit Kimberly M Johnson application, you may want to review the most common mistakes made that cause these applications to be deficient. To review the common mistakes, select the 'Show Me' button below." Below the notification, there is a 'Show common mistakes that cause application deficiencies' link and a 'Show Me' button. The 'Submit Application' button is also circled in red. A 'Previous' button is visible below the 'Submit Application' button. The left sidebar contains a 'Content' menu with items like Getting Started, Business Information, Practice Information, Disclosure Information, Rendering Provider Affiliations, Signature, Submit Application, Checklist, and Submit. The 'Submit Application' item is highlighted.

Once completed it will take you back to the “Applications” screen. Here you will see under the “Status” header it will say “Submitted” and under the “Complete” header it will say “100%.”

My Applications

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

[New Application](#)

Total Apps 2

In Progress 1

Return to Provider 0

Resubmitted 0

Approved 0

Denied 0

Applications Dashboard

- Filter by -

- Please select a filter -

Search

Application ID	Status	Name	Type	NPI	Application	Complete	Last Update	Owner	Actions
2112MOBE	In Progress	Brant Sanders	Physician	1407841422	Rendering Provider	12%	12/09/2021	Kimberly M Johnson	
218ST4GR	Submitted	NEW HOPE OF INDIANA, INC.	Federally Qualified Health Center (FQHC)	1265472872	Group Billing	100%	12/10/2021	Kimberly M Johnson	

Congratulations

You have successfully gotten past the e-Signature Restriction and completed your application.