MPRIME FAQ

The purpose of this FAQ is to address the most commonly asked questions regarding transmittal PT59-26; Moving forward, if your question has not been addressed in this iteration of the FAQ distribution, please submit it to mdh.mprimegolive@maryland.gov so it can be added to the next round of FAQ documentation.

Q: **What is the name of the new enrollment system?**
A: MPRIME - Maryland Provider Registration and Information Management Enterprise

Q: **Can you please confirm my group / individual risk level?**
A: Risk levels are assigned based on provider type. Please refer to the second and third page of the transmittal to confirm the associated provider type risk level - PT 59-26

Q: **Does this transition impact a selective group of providers or all providers enrolled with Maryland Medicaid?**
A: This transition impacts all providers as we move from one enrollment system to another.

Q: **Is it the state's expectation that agencies pause hiring and onboarding for the three months while the new system is implemented?**
A: MDH encourages you to attempt to submit all new provider applications prior to the application holds being implemented. We understand that there is a possibility that these holds may correspond directly with new provider application submissions. Additional information will be transmitted regarding this question.

Q: **Should we be proactively obtaining user access to a different platform in advance of the transition?**
A: Not at this time, as we get closer to the go-live date, additional information regarding registration will be shared.

Q**: Will current ePREP accounts be preloaded into the new system?**

A: Yes, however, you will need to re-associate yourself with all existing accounts in order to obtain access and administrative rights. Business profiles will not be transferred per each user login, you will have to create a new account within the new system before you are able to successfully access MPRIME. Additional training and user guides will be shared closer to go-live.

Q: **Will current ePREP affiliations transfer for both groups and providers currently enrolled with Maryland Medicaid?**
A: Yes, provider affiliations will remain intact and will be shown once the user associates themselves with the respective provider account.

Q: **Is there going to be any sort of waiver or backdating once the new system goes live for those that were unable to credential their providers during the transition phase?**
A: Providers should be proactive with the submission of new enrollment and re-validation applications. More information regarding situational backdates will be provided within the upcoming months. Please understand that backdate requests are not a guarantee and they will be approved on a case by case basis.

Q: **For licensed Maryland providers whose license renewal dates fall during this timeframe, will updates and renewals be processed as usual to prevent providers from falling out of network?**
A: Yes, as long as the provider has updated their credentials with the respective licensing board, they will not roll into a suspended status as Maryland has a license interface established.

Q: **For out-of-state providers whose license renewal dates fall during this timeframe, will updates and renewals be processed as usual to prevent providers from falling out of network?**
A: For all out of state providers whose license is due to expire during this transition period, MDH will allow the submission of the required renewal once the new enrollment system is live in October.

Q: **For currently enrolled providers whose re-validation renewal dates fall during this timeframe, will updates and renewals be processed as usual to prevent providers from falling out of network?**
A: For providers that are due/scheduled for re-validation, we strongly suggest you be proactive with submitting all corresponding applications prior to the end of the 90 day notification period. For those providers who are due for re-validation during the application holds, you will be scheduled early for your re-validation during the Spring to allot for the 90 day notification period.

Q: **How will this application hold have an effect on claims processing for**

actively enrolled providers?
A: Providers who are actively enrolled with Maryland Medicaid should continue to submit claims as they do today. This provider enrollment system transition will not have any impact on actively enrolled provider claims. We strongly recommend ensuring that all provider accounts and data are up to date before the application holds are in effect.

Q: How will this application hold have an effect on claims processing for providers who are attempting to enroll with Maryland Medicaid and are unable to. Can we bill for services during this transition period?
A: Providers who do not submit applications prior to the application holds will not be eligible to bill for services rendered. Once MPRIME goes live in October, you will need to submit a new enrollment application.

Q: Will MDH provide a comprehensive list of all enrolled accounts and their affiliated providers?
A: Ahead of the transition, individuals should make a best effort to create their own roster of providers for whom they are responsible for credentialing and all necessary affiliations.

Q: For any applications that have been submitted within ePrep & are still 'in process' as of the phase out timeline, will they be processed? Once approved, will they show in the new system?
A: All applications submitted prior to the designated application holds will attempt to be processed to the best of our ability. For those applications that do not meet the enrollment requirements for their selected provider type, the individual will be forced to apply a second time using the new system in October. Yes, all approved providers will be loaded into the new enrollment system.