




Wes Moore, Governor · Aruna Miller, Lt. Governor · Meena Seshamani, M.D., Ph.D., Secretary

MARYLAND MEDICAL ASSISTANCE PROGRAM
General Provider Transmittal No. 117
March 27, 2026

TO: All Providers

FROM: Charles Crisp, Director 
Office of Medicaid Provider Services

RE: Missing Payments Identified as Zero Checks

NOTE: **Please ensure that appropriate staff members in your organization are informed of the contents of this transmittal.**

This transmittal notifies providers of the new process for addressing zero checks. Maryland Medicaid routinely identifies enrolled providers who are actively billing for services rendered, but are not receiving paper checks or direct deposit (EFT) from the Comptroller of Maryland's Office. These missed payments are referred to as Zero Checks. Zero check payments are withheld and tagged with 000000000 rather than the typical 9-digit tracing number. These payments cannot be disbursed due to data discrepancies between Maryland Medicaid's internal system and the Comptroller's files, resulting in account inactivation.

Maryland Medicaid will suspend provider accounts identified as having one or more zero checks. Additionally, Maryland Medicaid will conduct outreach to rectify data discrepancies and submit paperwork on the provider's behalf to reissue missing payments. The suspension will prevent further missed payments downstream.

Providers will be contacted by mdh.zerochecks@maryland.gov with notification of their suspension status and steps for resolution. It is critical that account administrators maintain updated contact information in Maryland Medicaid's provider enrollment system, currently ePREP, and monitor their emails for outreach. Providers will be asked to verify their agency's pay-to address information and submit a new, signed, and dated W-9 form. Prompt responses with the requested information are essential to ensure timely resolution of payment issues.

Providers should closely monitor the disbursement and receipt of all payments via the General Accounting Division's [One Stop Vendor Payment Inquiry portal](#).

If providers have questions regarding specific missed payments, they may reach out to Maryland Medicaid's Check Tracing Unit at mdh.medicaidchecktracing@maryland.gov. The following information should be provided with the initial inquiry:

- (1) A W-9 that has been signed and dated within the last 6 months (the W9 must match word for word, abbreviations, spelling, and zip code +4 to the pay to address in ePREP);
- (2) Tax ID Number;
- (3) Check Number;
- (4) Remittance Advice (RA) Number;
- (5) Check Amount;
- (6) Check Date;
- (7) Requestor Name;
- (8) Email contact;
- (9) Requestor Direct Telephone Number; and
- (10) Provider Address.

To access RAs, providers should use the eMedicaid portal. Only designated registered users can view remittance information, available for up to 2 years. For assistance with this portal, contact the eMedicaid help desk at mdh.emedicaidmd@maryland.gov.

Maryland Medicaid strongly encourages providers to enroll in the Electronic Funds Transfer (EFT) program to receive all payments via direct deposit. This significantly reduces the risk of payment delays. Information regarding EFT setup can be found at the Comptroller's page [EFT/ACH for Vendors](#).

For any questions regarding this transmittal, please contact mdh.zerochecks@maryland.gov.