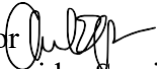




Wes Moore, Governor · Aruna Miller, Lt. Governor · Meena Seshamani, M.D., Ph.D., Secretary

MARYLAND MEDICAL ASSISTANCE PROGRAM
General Provider Transmittal No. 122
June 18, 2026

TO: All Providers

FROM: Charles Crisp, Director 
Office of Medicaid Provider Services

RE: MPRIME Updates - June 2026

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

This transmittal provides updates regarding the transition to the new Maryland Provider Registration and Information Management Enterprise (MPRIME). This transmittal updates [PT 59-26 Provider Enrollment Portal Transition](#) and [PT 65-26 Provider Enrollment Portal Transition – Frequently Asked Questions](#).

Background

As communicated in PT 59-26, effective October 2026, Maryland Medicaid is transitioning its provider enrollment system from the current ePREP to a newly designed system called MPRIME. All enrollment features, including new enrollments, update applications, Changes of Ownership (CHOWs), and other functions currently accessed through ePREP will be transitioned to the new MPRIME system.

In advance of this transition, Maryland Medicaid will be implementing a hold on any applications submitted into the ePREP system. Details regarding these holds were communicated in PT 59-26, with a follow up FAQ shared in PT 65-26. The application for moderate and high-risk providers will be implemented effective July 1, 2026. This will be followed by the application hold for all limited risk providers, effective August 1, 2026. Providers should make all efforts to submit any new or update applications via ePREP before the application hold goes into effect.

Provider Enrollment Backdates for Newly Enrolling Providers

While providers should make all efforts to submit applications before the hold, Maryland Medicaid will be issuing backdated enrollments for certain providers who submit applications in MPRIME immediately after the application hold.

Newly enrolling providers who submit a complete and processable application in the MPRIME system on or before December 31, 2026, will be eligible for a backdated enrollment effective date. This backdate will be set for the later of the following two dates:

- (1) The start of that provider's respective application hold:
 - (a) July 1st for high and moderate risk provider types; or
 - (b) August 1st for limited risk provider types; or
- (2) The provider's license issuance date.

Providers who submit an incomplete, incorrect, or otherwise unapprovable application will have their application returned for corrections. Providers who fail to submit a complete, correct, and processable application before the December 31st deadline are ineligible for a backdate and will have their enrollment effective date set in accordance with standard processes.

Providers will be unable to bill or be paid for claims before their enrollment application is approved. Once the provider's application is approved and their backdate is granted, providers should promptly submit all claims for services rendered during the backdate period. As a reminder, all providers are required to submit all claims within 12 months of the date of service, regardless of any backdated enrollment effective date.

Maryland Medicaid is working with our ASOs and the Utilization Control Agent to establish processes for allowing certain temporary authorizations to be requested by providers who were unable to enroll before the application hold. Additional information regarding services rendered by unenrolled providers that require prior authorization will be shared in a future transmittal.

Providers should note that backdates are not assured, and providers who render services to Medicaid participants without enrolling do so at risk. Providers who render services but fail to take appropriate action to enroll after the application hold is lifted will not be paid for these services and may not bill the participant for these services.

Application Hold Emergency Exception Process

Maryland Medicaid has established a limited, emergency use process to allow certain applications to be submitted and processed during the application hold. This process is intended only for emergency scenarios in which a provider's failure to enroll with Medicaid immediately would impact the health, safety, and wellbeing of Maryland Medicaid participants.

Providers who believe they have a legitimate emergency need to enroll immediately with Maryland Medicaid should email mdh.mprimegolive@maryland.gov with the subject line "Request for Emergency Enrollment Hold Exception". In their emails, providers should include the following information:

- (1) Provider NPI;
- (2) Provider type;
- (3) Service address; and
- (4) The specific circumstances warranting the emergency enrollment.

Maryland Medicaid will respond to each request with reasonable promptness to either approve or deny the request or request additional information from the provider. Requests that do not clearly indicate why failure to immediately enroll the provider would impact the health, safety, and dwelling of Marylanders will be denied. Providers whose requests are approved will be contacted with additional information regarding how to submit their emergency application.

Provider Address Updates

Maryland Medicaid requires providers to maintain three address types within their enrollment record:

- **Practice Address**
- **Pay-To Address** (for providers receiving paper checks)
- **Correspondence Address**

Providers relocating practice locations (i.e., changing their Practice Address) during the application hold period may submit their update request now and provide the anticipated effective date of the move. Medicaid will process these applications according to the requested effective date. If a provider cannot submit the request before the hold period, the update must wait until MPRIME is implemented. Once MPRIME is live, providers can submit the address change, and Medicaid will make the update retroactively effective.

For **Pay-To Address** changes, Providers should follow the outlined emergency exemption process by using the paper application workflow to ensure providers can update their payment information and continue receiving payments without interruption.

For **Correspondence Address** updates during the hold period, providers will need to wait until MPRIME goes live before submitting the change. Medicaid does not anticipate any operational impact, as Medicaid communications are primarily delivered electronically through GovDelivery.

MPRIME Provider Trainings

Maryland Medicaid is preparing a series of trainings regarding the transition to MPRIME. Provider training details and registration information will be made available starting mid-July on the [MPRIME website](#). The website will contain a training registration form for providers and will be updated with training materials as they become available. Providers should regularly check the website for updates to ensure they are up to date. Additional updates will be communicated via transmittal once the training materials are posted to the webpage.

Deferred Termination of Suspended Providers

Maryland Medicaid is deferring the termination of all providers whose one-year suspension would end between July 1, 2026 and November 30, 2026. These suspended providers who would otherwise have terminated during the application hold period will have a termination date of

December 1, 2026. This will ensure these providers remain in a suspended status during the application hold and have time to submit any update applications to resolve their suspension in MPRIME. Suspended providers whose termination was deferred who fail to make the necessary updates in MPRIME before December 1, 2026 will have their accounts terminated automatically.

Out of State Licensed Providers with Expiring Licenses

Maryland Medicaid is deferring the suspension of all out-of-State individually licensed providers with a license expiration date between August 1, 2026 and November 15, 2026. Out-of-State providers who would otherwise be suspended due to an expired license will have their suspension deferred until November 15, 2026. This will ensure these providers remain active during the application hold period and have time after the October MPRIME go-live to submit their updated license information. Providers who fail to submit updated license information in MPRIME before November 15, 2026 will have their accounts suspended automatically.

Continuity in Provider Enrollment Business Services

Automated Health Services (AHS) will continue to provide provider enrollment business services to Maryland Medicaid. AHS supports Maryland Medicaid providers with various tasks including enrollment, revalidation, and enrollment update activities. AHS will also provide customer service support to Medicaid providers and assist Maryland Medicaid with education and outreach efforts directed towards the provider community. AHS will continue to operate the current 1-844-4MD-PROV (1-844-463-7768) provider enrollment call center. This call center will remain open and retain the same phone number after the transition to MPRIME.

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