



ePREP Basics

2020

Overview

- This Webinar will cover the following:
 - Benefits of using ePREP
 - Helpful Resources
 - User Profiles
 - Business Profiles
 - Application Types
 - Signing an Application
 - Checking the Status of an Application

Welcome to ePREP!

- ePREP stands for electronic Provider Revalidation and Enrollment Portal. Here are some of the Benefits of using ePREP:
 - Applications can be filled out electronically instead of by paper
 - Easier/Quicker to fill out
 - Only the necessary fields for the type of application are generated
 - Shorter processing times
 - Access to your Maryland Medicaid information (now called an Account in ePREP)
 - You can see the status of your account (Active, Suspended or Inactive)
 - You can see your affiliations
 - You can see all of your demographic information



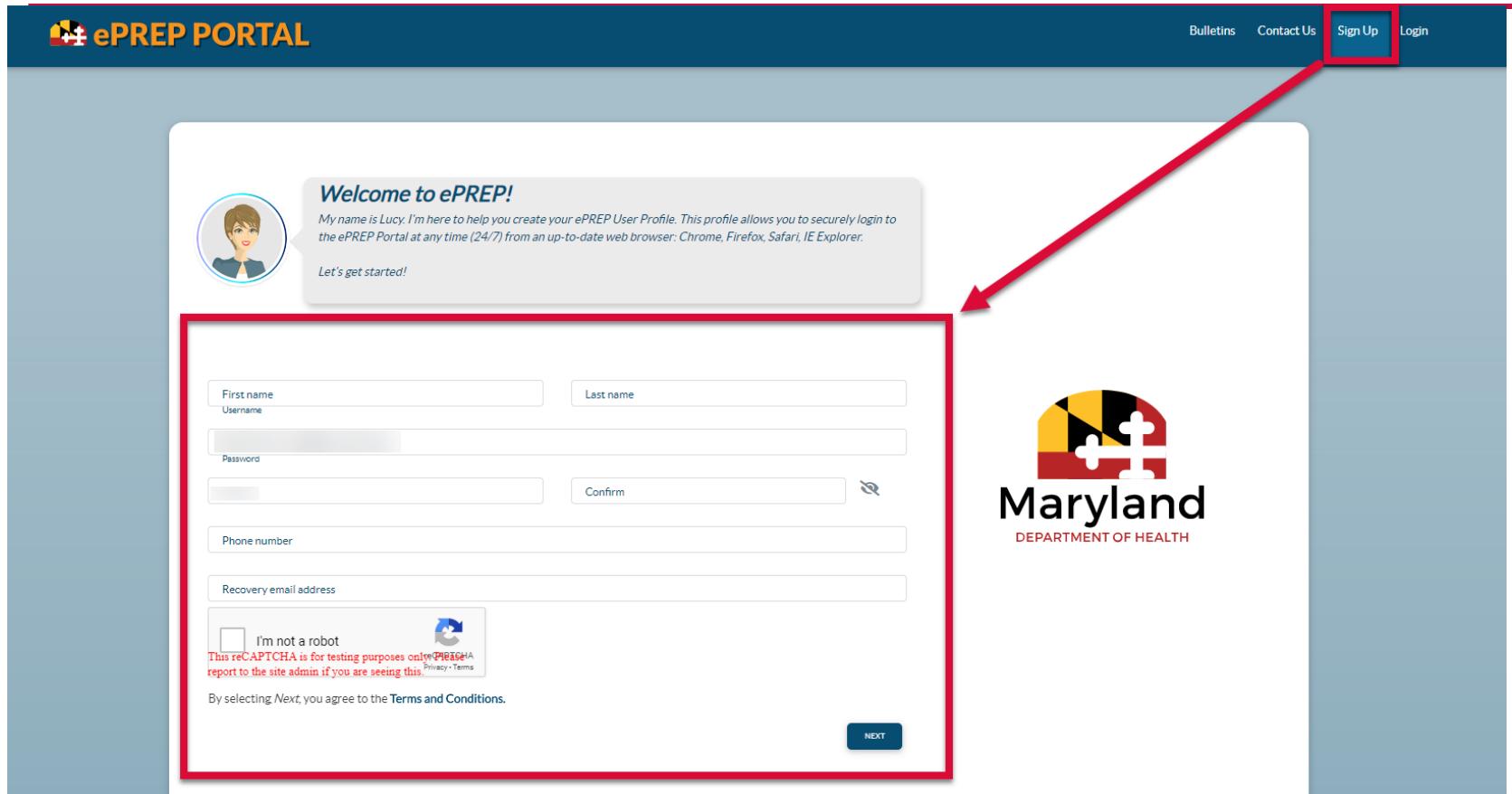
Helpful Resources

- There are two main resources you can use to learn all about ePREP and how to use it:
 - Maryland Medicaid's ePREP Informational Website
 - Maryland Medicaid has created a website with documents, checklists and webinars that will help you navigate ePREP.
 - Health.Maryland.gov/eprep
 - Resources within ePREP
 - Lucy – Your enrollment buddy and guide appears on most pages to give you helpful information
 - Lucy Hover Help – When you click on or hover over a action item (textbox, drop down, Radio button), Lucy will pop up again with more information on what and how to enter information
 - In Context Tutorials – If you see a filmstrip icon you can click on it to view a short 3 to 5 minute video explaining what needs to be done

User Profiles

- Your starting point with ePREP is just like any other website that requires you to set up a user name and password. This is called your User Profile in ePREP.
- When signing up for the portal each user must create a User Profile. All users who use the ePREP Portal must have a User Profile. This profile allows ePREP to recognize you as a portal member. This membership is used to provide access to the Business Profile.

Sign Up (User Profile)



The screenshot shows the ePREP PORTAL sign-up page. At the top, there is a navigation bar with links for Bulletins, Contact Us, Sign Up (which is highlighted with a red box and has a red arrow pointing to the form), and Login. The main content area features a welcome message from a character named Lucy, followed by a sign-up form. The sign-up form is highlighted with a red box. The form includes fields for First name, Last name, Username, Password, Confirm, Phone number, Recovery email address, and a reCAPTCHA checkbox. Below the form, there is a note about reCAPTCHA and a link to the Terms and Conditions. A 'NEXT' button is at the bottom right of the form. To the right of the form, the Maryland Department of Health logo is displayed.

Welcome to ePREP!

My name is Lucy. I'm here to help you create your ePREP User Profile. This profile allows you to securely login to the ePREP Portal at any time (24/7) from an up-to-date web browser: Chrome, Firefox, Safari, IE Explorer.

Let's get started!

First name
Last name
Username
Password
Confirm 
Phone number
Recovery email address
 I'm not a robot 
This reCAPTCHA is for testing purposes only. Please report to the site admin if you are seeing this.

Privacy - Terms

By selecting **Next**, you agree to the [Terms and Conditions](#).

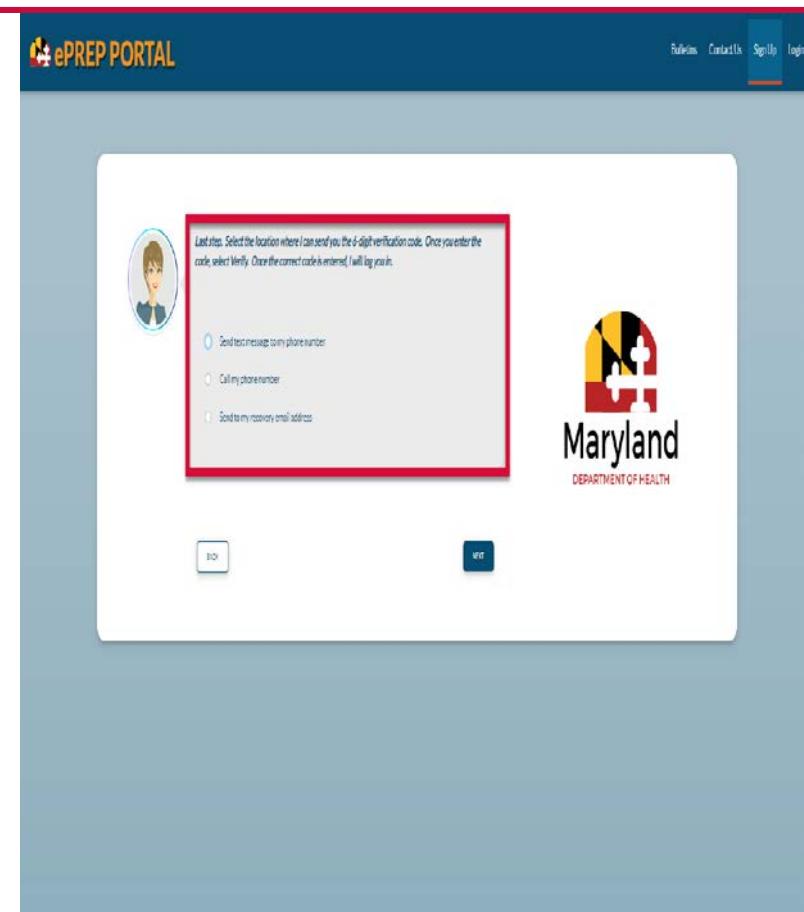
NEXT


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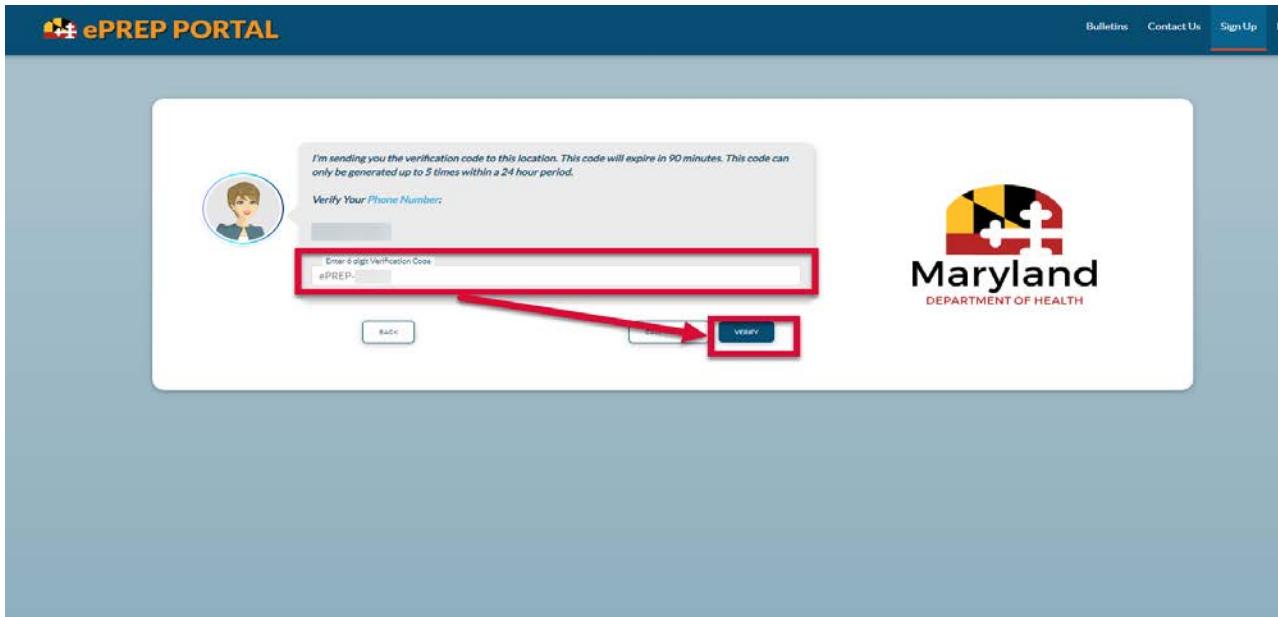
Multi-Factor Authentication

- The next page allows the User to access ePREP's Multi-Factor Authentication tool. The User can select from three options to have their Verification Code sent to them to complete the Sign Up process:
 - Text Message (MDH recommends during Sign Up the User enters a Cell Phone Number for this purpose)
 - Phone Call
 - Email



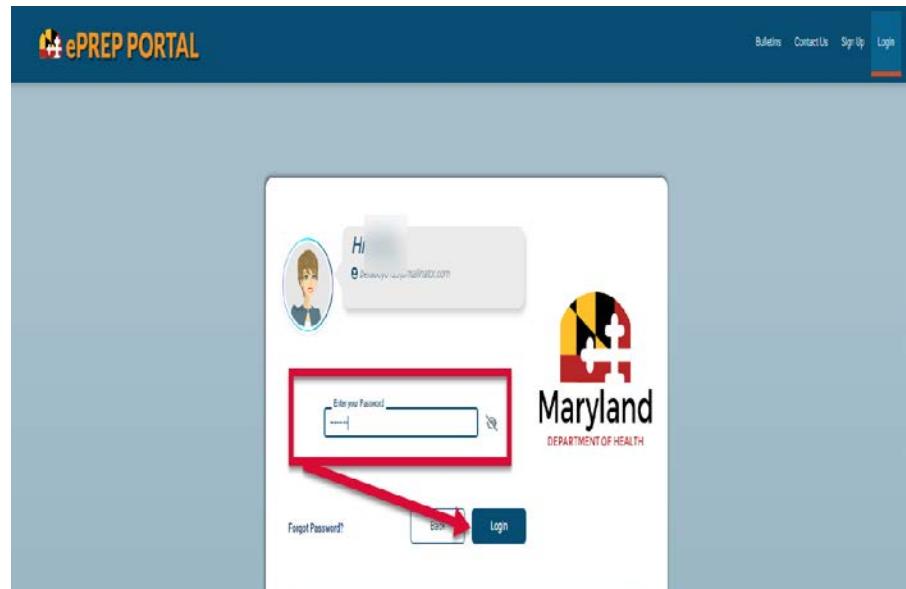
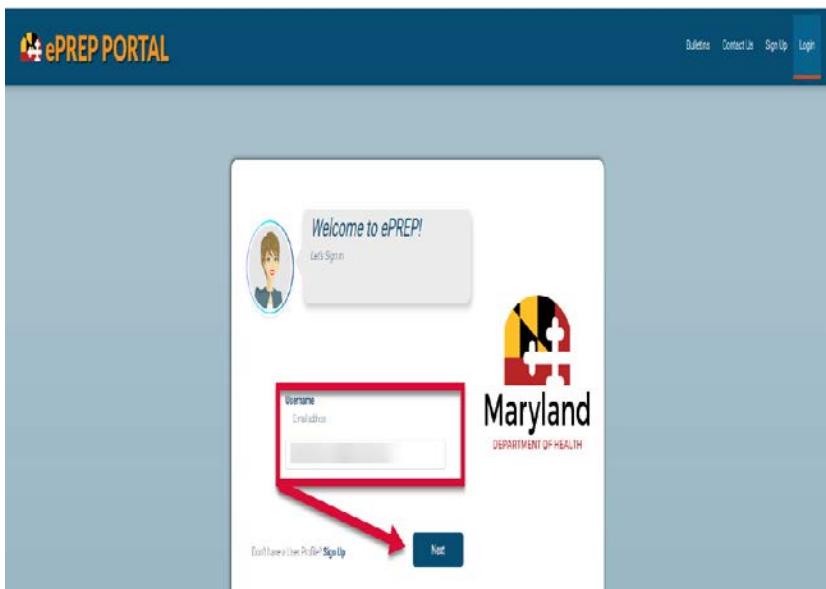
Multi-Factor Authentication Cont'd

- Once the User has received the Verification Code via one of the methods above, enter the Verification Code to complete the Sign Up process.



Multi-Factor Authentication Cont'd

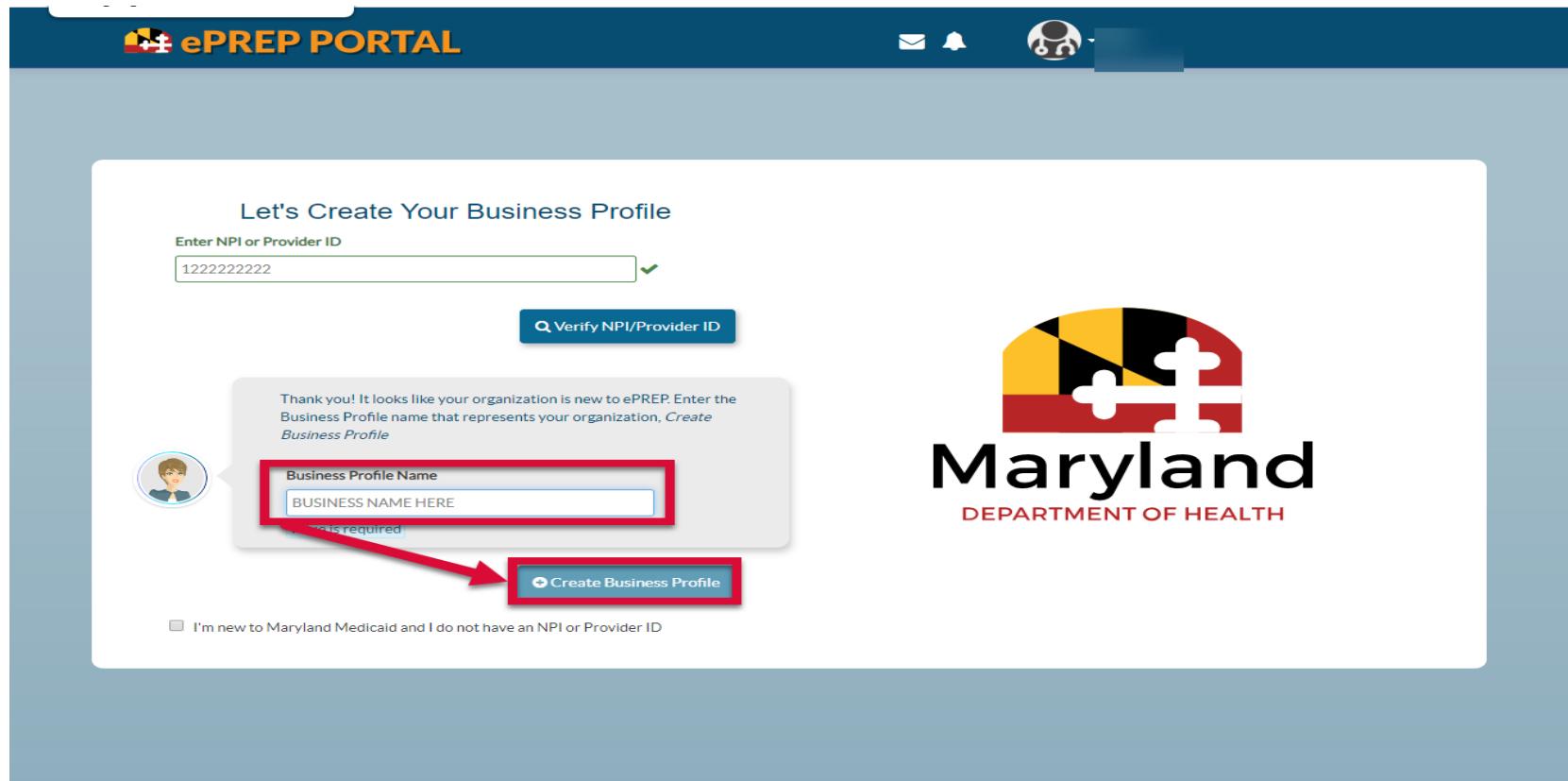
- Once the User has entered the code, ePREP will direct you back to the login page where the User will enter their login credentials.



Business Profile

- ePREP provides a centralized and secure environment called the Business Profile. The Business Profile houses all your Maryland Medicaid accounts and applications including your NPIs, MA number(s), or Tax ID(s).
- A User Profile may have access to one or more Business Profiles.

Business Profile Cont'd



ePREP PORTAL

Let's Create Your Business Profile

Enter NPI or Provider ID

1222222222 ✓

Verify NPI/Provider ID

Thank you! It looks like your organization is new to ePREP. Enter the Business Profile name that represents your organization, [Create Business Profile](#)

Business Profile Name

BUSINESS NAME HERE

This field is required

Create Business Profile

I'm new to Maryland Medicaid and I do not have an NPI or Provider ID

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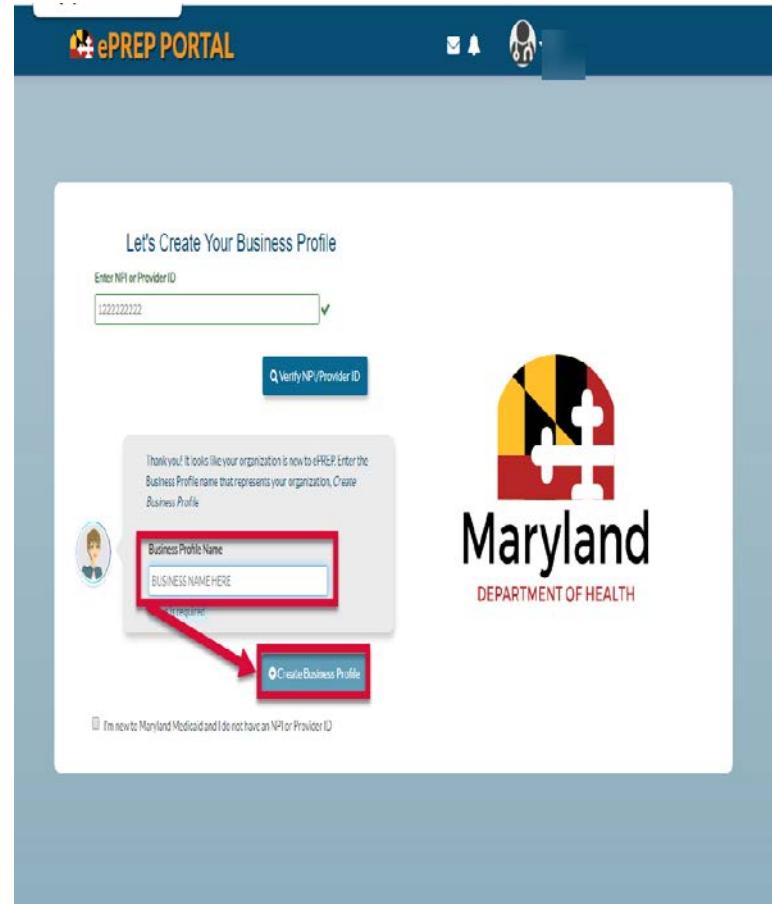


Business Profile Cont'd

- To create a Business Profile you can use your NPI or if you are already a Maryland Medicaid provider you can use your Provider ID to create the Business Profile.
- If you want to join an existing Business Profile you can enter either the NPI or the Provider ID.

Business Profile Cont'd

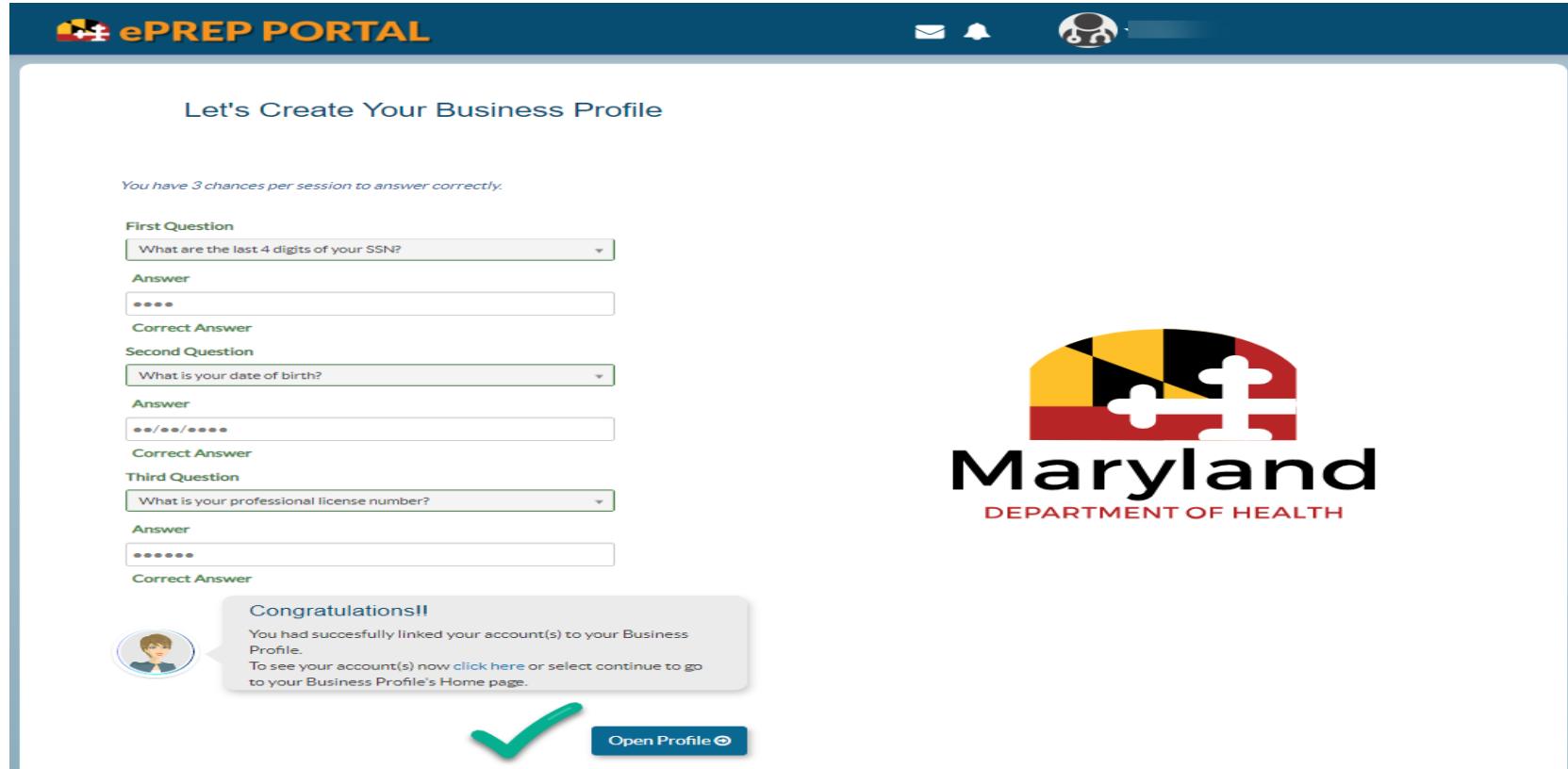
- Enter the NPI and click verify to begin the Business Profile.
 - If a Business Profile has already been created with that NPI, then the Business Profile Name will populate and the User will have to choose the Request to Join function.
 - If there is no Business profile Created with that NPI then the User will enter the name of the Business Profile and select Create Business Profile.



Business Profile Cont'd

- The final step to creating the business profile is answering three Security Questions to unlock the Business Profile.
- The User must validate their identity by correctly answering three security questions. After the User enters the answer for each question, either click outside the box or click Tab to save the entry. The next question will not appear if the answer is incorrect.

Business Profile Cont'd



The screenshot shows the ePREP PORTAL interface for creating a business profile. The top navigation bar includes the ePREP PORTAL logo, a mail icon, a bell icon, and a user profile icon. The main title is "Let's Create Your Business Profile". A message states "You have 3 chances per session to answer correctly." The form consists of three questions:

- First Question:** "What are the last 4 digits of your SSN?" (dropdown menu)
- Answer:** "*****" (text input)
- Correct Answer:** (text input)

- Second Question:** "What is your date of birth?" (dropdown menu)
- Answer:** "##/##/####" (text input)
- Correct Answer:** (text input)

- Third Question:** "What is your professional license number?" (dropdown menu)
- Answer:** "*****" (text input)
- Correct Answer:** (text input)

A "Congratulations!!" message box appears, stating: "You had successfully linked your account(s) to your Business Profile. To see your account(s) now [click here](#) or select continue to go to your Business Profile's Home page." A green checkmark icon is to the left of the message, and a "Open Profile" button is at the bottom right.



Business Profile Cont'd

Let's Link your account(s) to your Business Profile

You are almost there! Once you've completed this process, you will be able to log in to your Business Profile. Please answer 3 questions to verify your identity.

After verifying your identity, click on a button to choose from (please Tell me about three important questions, Tell me about your business, or answer a few questions about your business). Continue...

Please answer 3 questions to verify your identity.

First Question:
What is the last 4 digits of your SSN?

Answer:

Connect Answer:

Second Question:
What is the year when you were born?

Answer:

Connect Answer:

Third Question:
What is your professional license number?

Answer:

Connect Answer:

Please answer 3 questions to verify your identity.

You have 3 chances remaining to answer correctly.

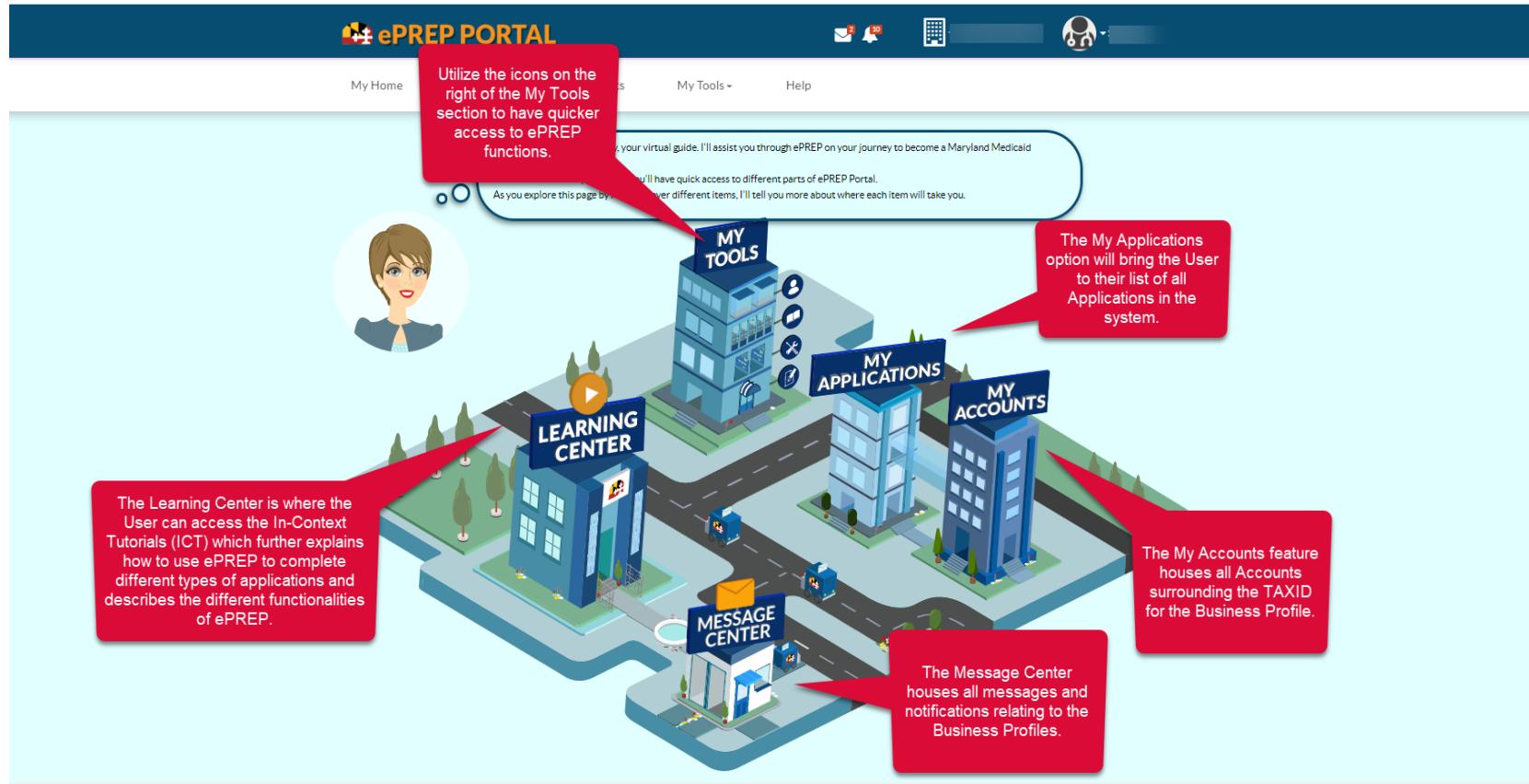
Once you have solved 3 questions, you will be prompted to continue to your Business Profile. This step is required to identify a point of contact for linking accounts under your account number.

If you need your answers and connect, click on the link to the Maryland Department of Health.

 [← Complete this step](#)



ePREP Landing Page



The image shows the ePREP Portal landing page. At the top, there is a navigation bar with icons for messaging, notifications, and user profile. Below the navigation bar, there is a header with 'ePREP PORTAL' and a user icon. The main content area features a large, colorful isometric illustration of a city. The city includes several buildings labeled 'MY TOOLS', 'MY APPLICATIONS', 'MY ACCOUNTS', 'LEARNING CENTER', and 'MESSAGE CENTER'. A speech bubble on the left side of the city says: 'Utilize the icons on the right of the My Tools section to have quicker access to ePREP functions.' Another speech bubble on the right side says: 'The My Applications option will bring the User to their list of all Applications in the system.' A third speech bubble at the bottom right says: 'The My Accounts feature houses all Accounts surrounding the TAXID for the Business Profile.' A fourth speech bubble at the bottom left says: 'The Learning Center is where the User can access the In-Context Tutorials (ICT) which further explains how to use ePREP to complete different types of applications and describes the different functionalities of ePREP.' A fifth speech bubble at the bottom center says: 'The Message Center houses all messages and notifications relating to the Business Profiles.'



Linking Providers to Groups

- It is very important to note that when setting up accounts, you should NEVER link a rendering provider's NPI to the same Business profile as the group or facility.
- Each rendering provider should have a separate email address, User Profile, and Business Profile.
- This process should be done through an Affiliation Application, or better known in ePREP as a Rendering-S.

Applications

- There are several different types of applications in ePREP.
- Most can be started from the Applications section of ePREP, but some need to be started in the Accounts section.
- ePREP will generate just the fields of the application that are necessary based the type of application you select.
- Once an application is submitted, the enrollment team will review all of the information and get back to you as soon as possible.
- You can always check on the progress of your applications directly in ePREP.

ePREP Application Types

- **New Group:** Application to enroll a new practice location with at least one affiliated rendering provider. Similar to New Group, ePREP also houses New Facility, New Waiver & New A-Typical & New Resource.
- **New Rendering:** An application to enroll an individual practitioner, new to Medicaid, to be affiliated with one of your group locations.
- **Rendering-S:** A simplified application to affiliate a group with a rendering provider, both of whom are already enrolled in Medicaid.
- **Supplemental:** A change in a provider's account information or required documenting, such as correspondence address or an updated professional license

ePREP Application Types Cont'd

- **Revalidation:**

- Application to renew your Medicaid enrollment at least every 5 years.
- Scheduled automatically in ePREP when they are due. You may only submit a revalidation application when you receive a notification that it is time to do so.
- You will receive a printed revalidation notification in the mail for your initial notification. After your ePREP account is set up, you will receive electronic revalidation notifications.

ePREP Application Types Cont'd

- **Other Application Types**

- **Disaffiliation:** Application to cancel an affiliation between a rendering provider and group/facility. Started from the Accounts screen when viewing active affiliations.
- **Disenrollment:** An application to stop being part of Maryland Medicaid. Started from the Accounts screen when viewing active accounts.

ePREP Application Example

The screenshot shows the ePREP PORTAL Applications page. At the top, there is a header with the portal logo, a message center icon (2 messages), a calendar icon (19 events), and a user profile icon. The main navigation bar includes 'My Home', 'Applications' (which is highlighted in blue), 'Accounts', 'My Tools', and 'Help'.

The 'Applications' section displays a summary for a provider:

- Provider Name: [redacted]
- Provider Type: Mental Health Group Therapy Provider
- Application ID: [redacted]
- Creation Date: [redacted]
- Package Type: Revalidation
- MA Number: [redacted]

Two progress bars are shown in a red box:

- 0% Complete
- 0% Documents

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

A red callout points to the progress bars with the label 'Progress Bars'.

A red circle highlights the 'Getting Started' section in the left sidebar, which is also highlighted with a red oval.

A red callout points to the sidebar with the following text:

These circles guide the User through the Application process. A fully enclosed circle means the section is complete. The User should work their way from Top to Bottom.

A blue callout points to a video player area with the following text:

Let's take a few minutes to watch these In-Context Tutorials before you start your application to **revalidate account** [redacted] provider type. These videos will help you get oriented and make filling out your application a breeze.

If you need help while working on your application, you can always come on back here for a refresher, or just look for the  icon throughout ePREP Portal.

The sidebar includes the following sections:

- Content (Expand All):
 - Getting Started (highlighted with a red circle)
 - Business Information
 - Practice Information
 - Disclosure Information
 - Rendering Provider Affiliations
 - Signature
 - Submit Application

On the right side, there is a vertical toolbar with icons for Print, Edit, Undo, Redo, and Email.

ePREP Application Checklist

My Home Applications Accounts My Tools Help

Provider Name: [REDACTED] 2% Complete 0% Documents New Message Submit

Provider Type: Physician Creation Date: 7/20/2012 Package Type: Group Billing

Content Expand All

- Getting Started
- Business Information
- Practice Information
- Disclosure Information
- Rendering Provider Affiliations
- Signature
- Submit Application
- Checklist** (Red Exclamation Mark)
- Submit

Document Attachment Application

You can see a summary of all the Forms, Sub-Forms and Sections of the application. Notice that any element of the list can be edited from here by pressing the edit icon.

Your application is complete to:

Form/Subform/Section	Documents	Social Chat	Explanations	Messages	Shared	Complete	% Completed	Actions
Getting Started						✓	100	
Business Information						✗	0	
Business Profile						✗	0	
TIN/SDAT & Business License						✗	0	

Green Checks indicate a completed section & Red X indicate a section needing more work

You can go right to the section needing additional work by clicking on the pencil icon.

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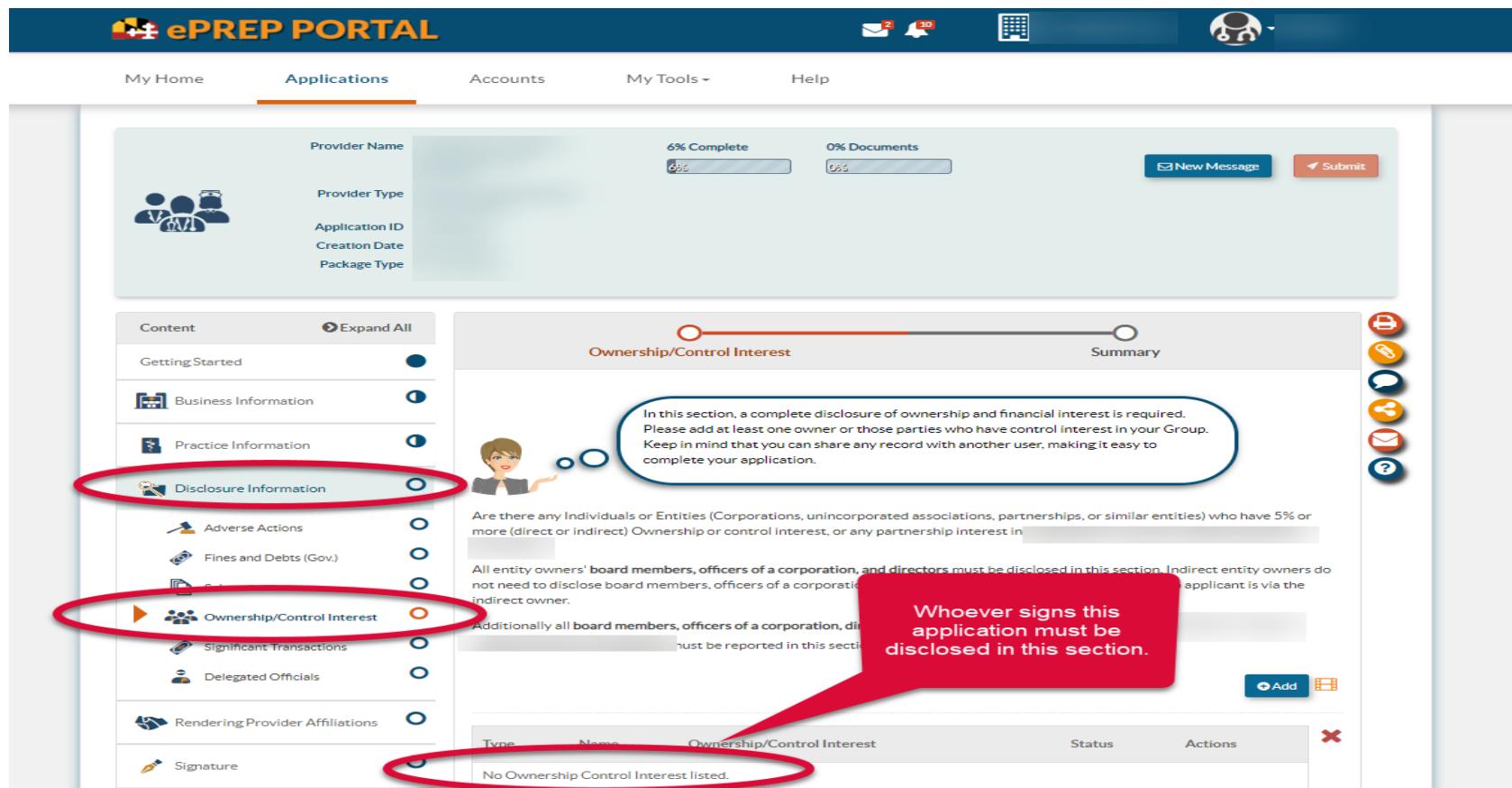
Electronic Signature

- All applications must be electronically signed. Who can sign will depend on the type of application.
- You can sign for your existing accounts that were already enrolled.
- For new accounts, the person signing must add themselves as an owner or managing employee in the Disclosure section.
- New Rendering Providers and Solo Practitioners need to sign their own applications.

Electronic Signature Cont'd

- On a Rendering-S application only: You may sign on behalf of a rendering provider if you are an Administrator on the provider's Business Profile.
- When you have completed the group signature, send the application to the rendering provider.
- The rendering provider must sign their part of the application.

Electronic Signature Cont'd



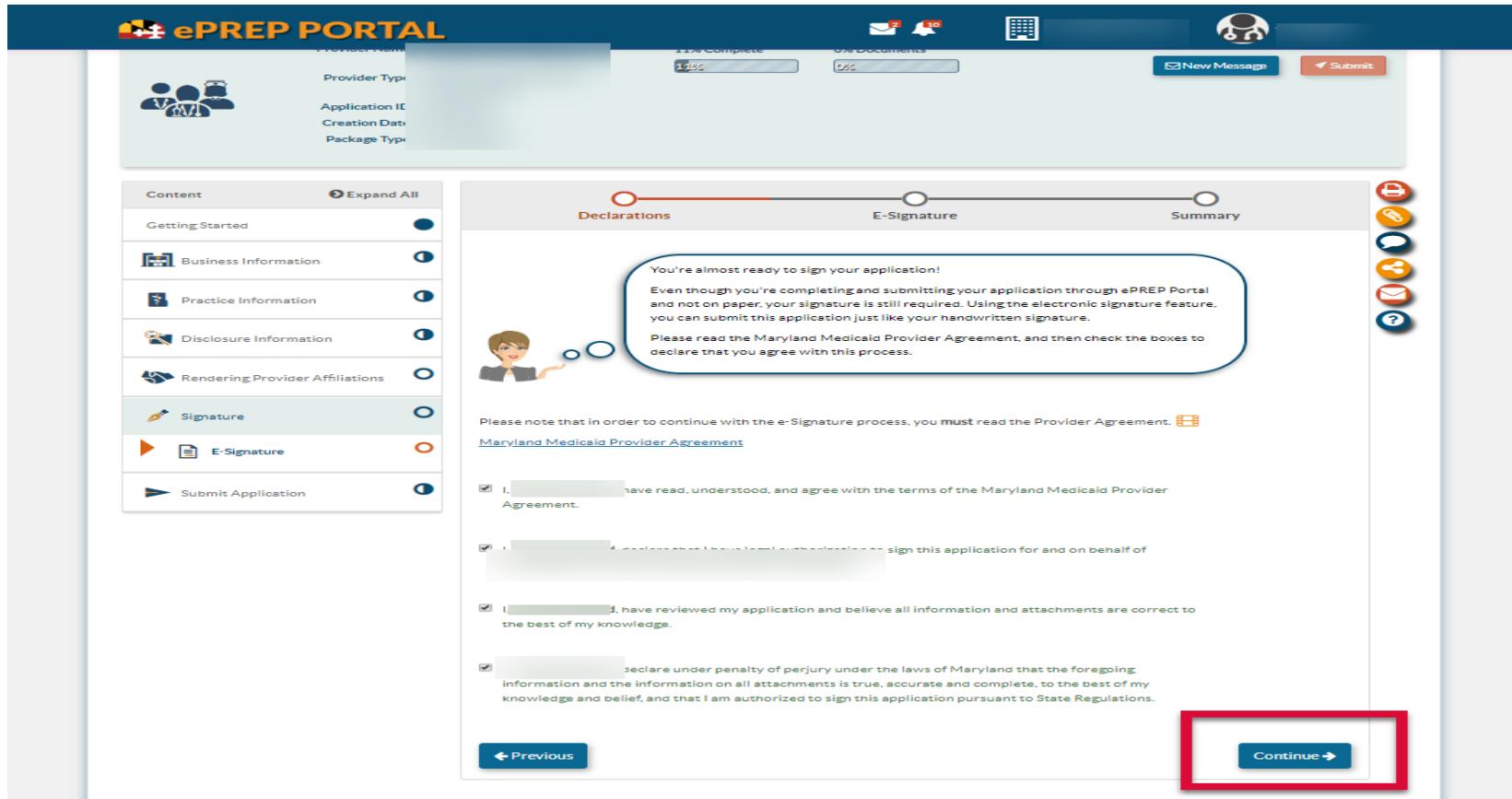
The screenshot shows the ePREP PORTAL application interface. At the top, there is a navigation bar with links for 'My Home', 'Applications' (which is the active tab), 'Accounts', 'My Tools', and 'Help'. The 'Applications' section displays a summary: 'Provider Name' (with a user icon), 'Provider Type' (with a group icon), 'Application ID', 'Creation Date', and 'Package Type'. It also shows '6% Complete' (with a progress bar) and '0% Documents' (with a progress bar). There are buttons for 'New Message' and 'Submit'.

On the left, a sidebar lists various application sections: 'Getting Started', 'Business Information', 'Practice Information', 'Disclosure Information' (circled in red), 'Adverse Actions', 'Fines and Debts (Gov.)', 'Board Members', 'Ownership/Control Interest' (circled in orange), 'Significant Transactions', 'Delegated Officials', 'Rendering Provider Affiliations', and 'Signature'. The 'Disclosure Information' and 'Ownership/Control Interest' sections are highlighted with red circles.

The main content area is titled 'Ownership/Control Interest' and includes a sub-section 'Summary'. It contains a callout box with the text: '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.' Below this, there is a table with columns 'Type', 'Name', 'Ownership/Control Interest', 'Status', and 'Actions'. A red callout box points to this table with the text: 'Whoever signs this application must be disclosed in this section.' The table shows the message: 'No Ownership Control Interest listed.'



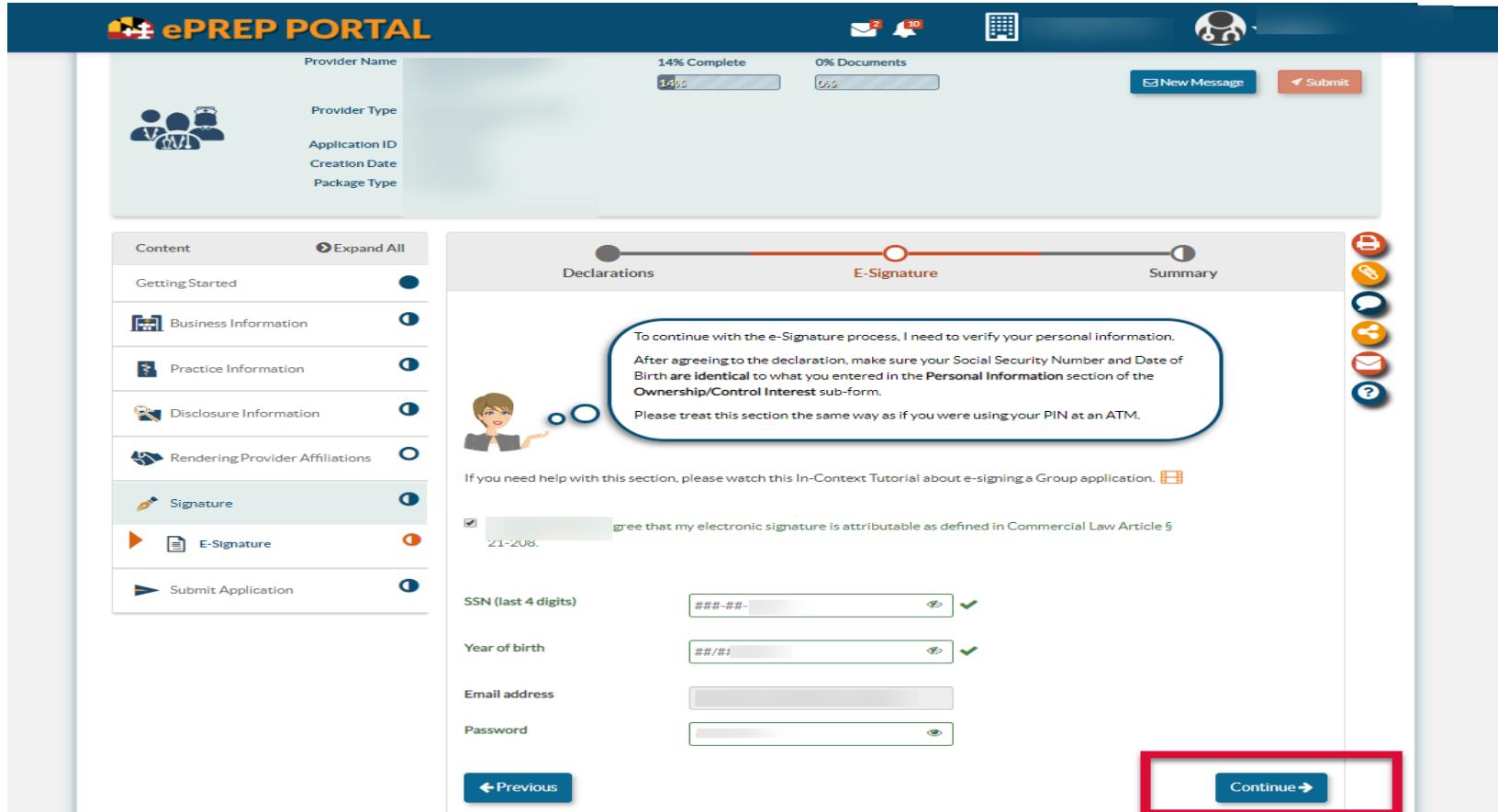
Electronic Signature Cont'd



The screenshot shows the ePREP PORTAL interface. The top navigation bar includes links for 'Provider Home', 'Provider Type', 'Application ID', 'Creation Date', 'Package Type', '1100 Complete' (1156), '000 Documents' (000), 'New Message', and 'Submit'. On the left, a sidebar lists 'Content' sections: 'Getting Started' (blue), 'Business Information', 'Practice Information', 'Disclosure Information', 'Rendering Provider Affiliations', 'Signature' (green), 'E-Signature' (orange), and 'Submit Application' (blue). The main area shows a flow: 'Declarations' → 'E-Signature' → 'Summary'. A callout box on the 'Declarations' page says: '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, a note says: 'Please note that in order to continue with the e-Signature process, you must read the Provider Agreement.' A link to 'Maryland Medicaid Provider Agreement' is provided. Several checkboxes are listed, with the last one highlighted with a red box: I, [REDACTED], have read, understood, and agree with the terms of the Maryland Medicaid Provider Agreement. I, [REDACTED], sign this application for and on behalf of [REDACTED]. I, [REDACTED], have reviewed my application and believe all information and attachments are correct to the best of my knowledge. I, [REDACTED], 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. At the bottom are 'Previous' and 'Continue' buttons, with 'Continue' also highlighted with a red box.



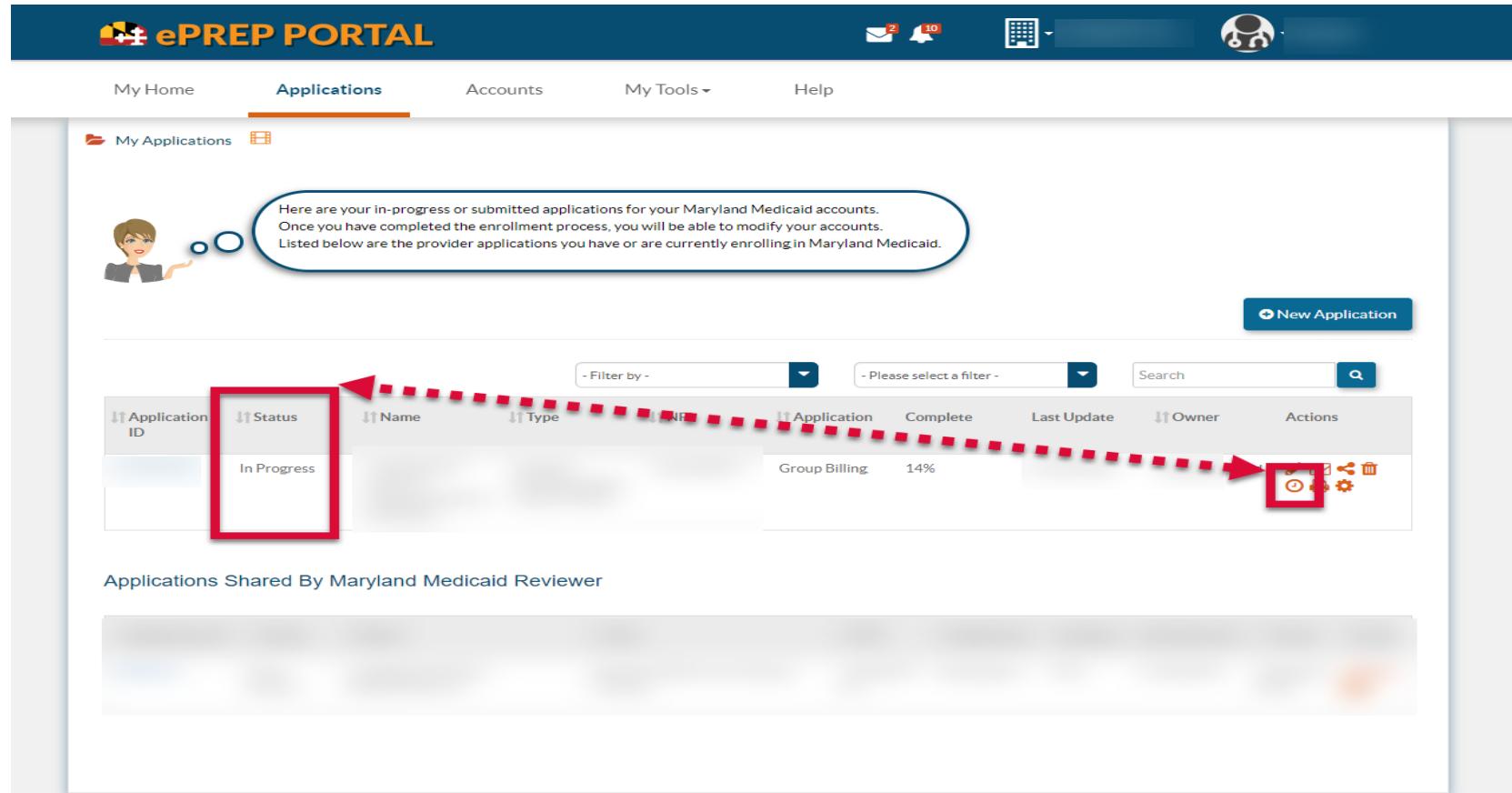
Electronic Signature Cont'd



The screenshot shows the ePREP PORTAL interface. At the top, there is a header with the portal logo, a progress bar showing 14% Complete, and a document count of 0% Documents (0/50). Below the header, there are sections for Provider Name, Provider Type, Application ID, Creation Date, and Package Type. On the left, a sidebar titled 'Content' lists several sections: Getting Started, Business Information, Practice Information, Disclosure Information, Rendering Provider Affiliations, Signature, E-Signature, and Submit Application. The 'E-Signature' section is currently selected. The main content area shows a progress bar with three steps: 'Declarations', 'E-Signature', and 'Summary'. A callout box with a female character icon provides instructions: '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.' Below this, there is a checkbox for agreeing to the electronic signature being attributable as defined in Article 21-208. The personal information section includes fields for SSN (last 4 digits), Year of birth, Email address, and Password. At the bottom, there are 'Previous' and 'Continue' buttons, with 'Continue' highlighted with a red border. To the right of the main content area, there is a vertical toolbar with icons for Print, Copy, Paste, Undo, Redo, and Help.



How To Check on The Status of the ePREP Application



The screenshot shows the ePREP PORTAL interface. The top navigation bar includes 'ePREP PORTAL' with a Maryland flag icon, 'My Home', 'Applications' (which is the active tab), 'Accounts', 'My Tools', and 'Help'. Below the navigation is a message from a character: 'Here are your in-progress or submitted applications for your Maryland Medicaid accounts. Once you have completed the enrollment process, you will be able to modify your accounts. Listed below are the provider applications you have or are currently enrolling in Maryland Medicaid.' A 'New Application' button is visible. The main content is a table with columns: Application ID, Status, Name, Type, NPI, Application, Complete, Last Update, Owner, and Actions. The 'Status' column is highlighted with a red box, and a red arrow points to the gear icon in the 'Actions' column of the first row, which shows 'In Progress'.

Application ID	Status	Name	Type	NPI	Application	Complete	Last Update	Owner	Actions
	In Progress				Group Billing	14%			

Applications Shared By Maryland Medicaid Reviewer



Questions & Contacts

ePREP Portal: eprep.health.maryland.gov

Resources & Frequently Asked Questions:

health.maryland.gov/eprep

ePREP Call Center: 1-844-4MD-PROV (1-844-463-7768)

Monday – Friday 9AM-5PM

Closed on State Holidays

