



# ePREP Basics

2020

# Overview

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- 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!

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- 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

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- 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](https://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


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- 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)



BulletinsContact UsSign UpLogin



**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

Username

Last name

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

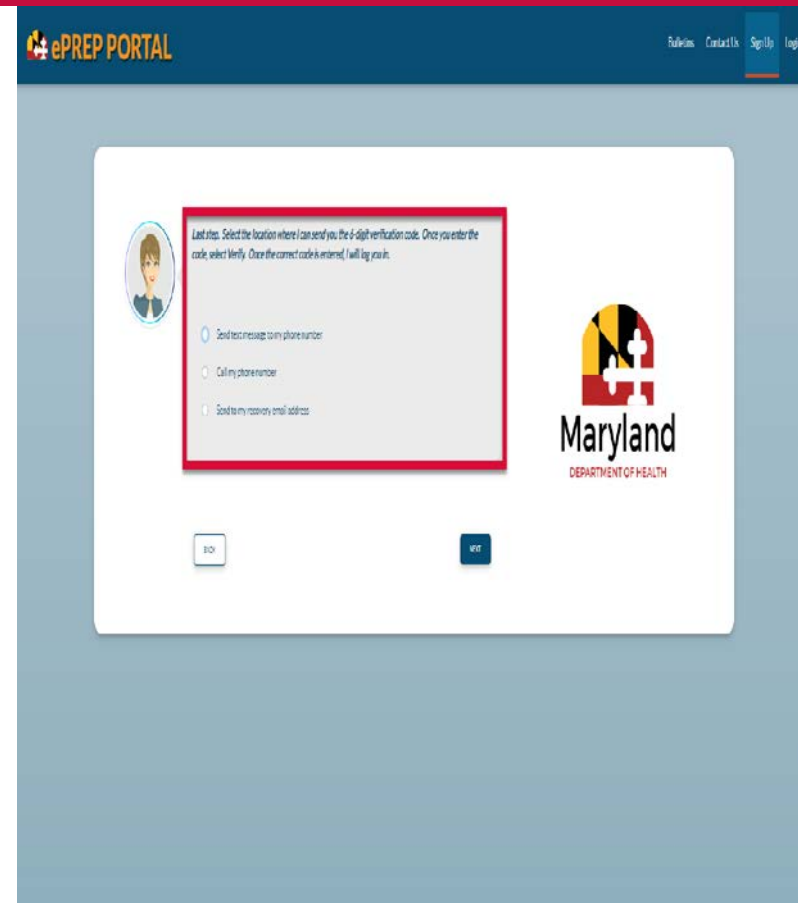
By selecting Next, you agree to the [Terms and Conditions](#).

NEXT



# Multi-Factor Authentication

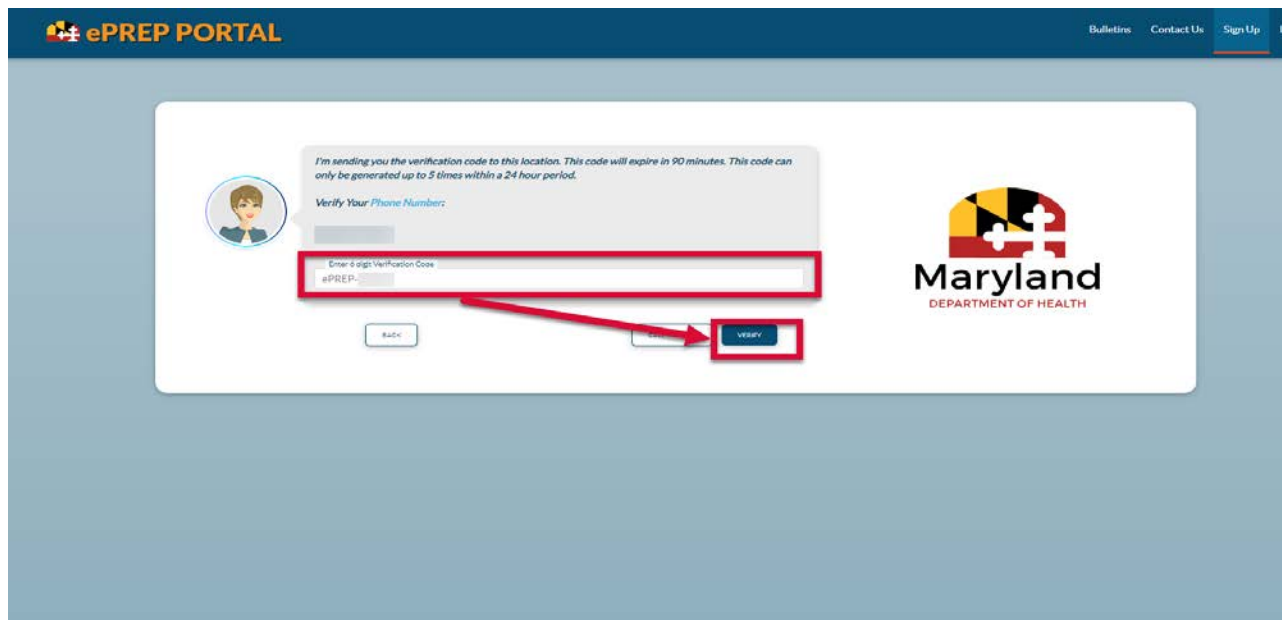
- The next page allows the User to access ePREP's Multi-Factor Authentication tool. The User can select from three options to have their Verification Code sent to them to complete the Sign Up process:
  - Text Message (MDH recommends during Sign Up the User enters a Cell Phone Number for this purpose)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



The screenshot shows the ePREP PORTAL interface. At the top, there is a dark blue header with the ePREP PORTAL logo on the left and links for 'Follow us', 'Contact Us', 'Sign Up', and 'Login' on the right. The main content area is light blue and features a white card with a red border. Inside the card, on the left, is a circular profile picture of a woman. To its right, a red-bordered box contains the text: 'Last step. Select the location where I can send you the 6-digit verification code. Once you enter the code, select Verify. Once the correct code is entered, I will log you in.' Below this text are three radio button options: 'Send text message to my phone number' (selected), 'Call my phone number', and 'Send text message to my email address'. To the right of the card is the Maryland Department of Health logo, which consists of a stylized cross with a yellow and red background and the text 'Maryland DEPARTMENT OF HEALTH'. At the bottom of the card are two buttons: a light blue 'Back' button and a dark blue 'Verify' button.

# 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.

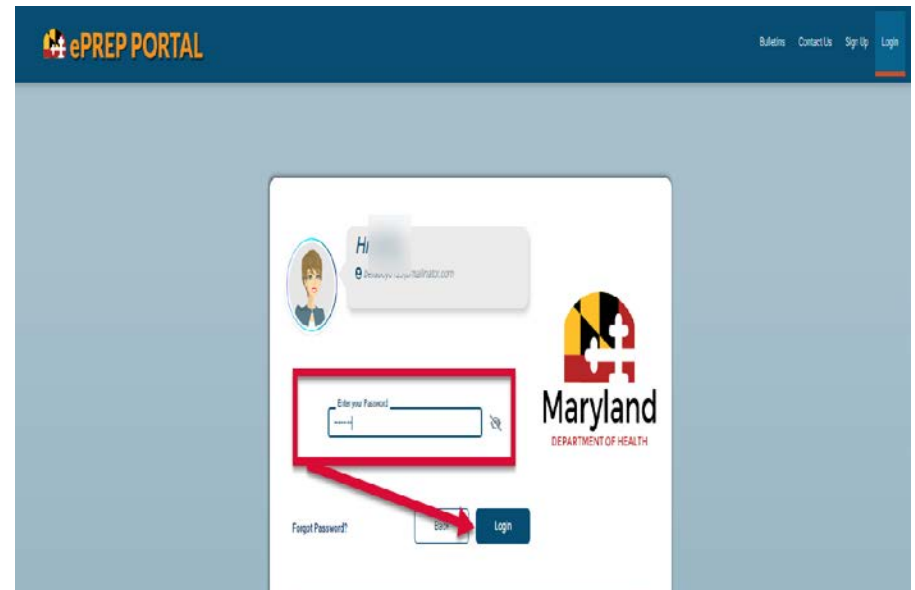
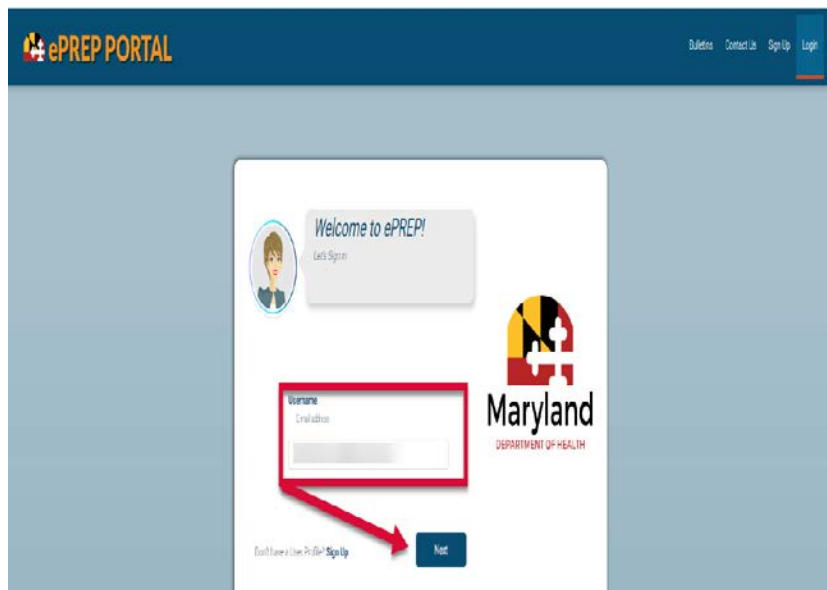


The screenshot shows the ePREP PORTAL interface. At the top, there is a dark blue header with the ePREP PORTAL logo on the left and links for Bulletin, Contact Us, Sign Up, and Log Out on the right. The main content area is white and contains a verification form. On the left of the form is a circular profile picture of a person. To the right of the picture is a message box that says: "I'm sending you the verification code to this location. This code will expire in 90 minutes. This code can only be generated up to 5 times within a 24 hour period." Below this message is a "Verify Your Phone Number:" label and a text input field. Below the input field is a "Back" button. To the right of the input field is a "Verify" button. A red rectangular box highlights the "Verify" button, and a red arrow points from the "Verify" button to the "Back" button. The Maryland Department of Health logo is on the right side of the form.



# 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

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- 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

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

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- 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.





The screenshot shows the 'ePREP PORTAL' interface. At the top, there's a navigation bar with the portal name and user icons. The main content area is titled 'Let's Create Your Business Profile'. It features a text input field for 'Enter NPI or Provider ID' with the value '122222222' and a green checkmark. Below this is a blue button labeled 'Verify NPI/Provider ID'. A message box states: 'Thank you! It looks like your organization is new to ePREP. Enter the Business Profile name that represents your organization. Create Business Profile'. This message box contains a 'Business Profile Name' input field with the placeholder text 'BUSINESS NAME HERE'. A red arrow points from this field to a blue button labeled 'Create Business Profile'. At the bottom left, there is a checkbox labeled 'I'm new to Maryland Medicaid and I do not have an NPI or Provider ID'. On the right side of the form, the Maryland Department of Health logo is displayed.

# Business Profile Cont'd

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- 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



## Let's Create Your Business Profile

*You have 3 chances per session to answer correctly.*

**First Question**

What are the last 4 digits of your SSN?

**Answer**

••••

**Correct Answer**

**Second Question**

What is your date of birth?

**Answer**

••/••/••••

**Correct Answer**


**Third Question**

What is your professional license number?

**Answer**

••••••



**Correct Answer**




**Congratulations!!**

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.





# Business Profile Cont'd

**Let's link your account(s) to your Business Profile**

To continue the linking process, please answer 3 questions to verify your identity.  
After entering your answer, click in a blank space or press Tab to show the next question.  
When you have answered all three questions, select Continue.

You have 3 chances per session to answer correctly.

**First Question**

What are the last 4 digits of your SSN?

Answer

Correct Answer

**Second Question**

What is the year when you were enrolled with Maryland Medicaid?

Answer

Correct Answer

**Third Question**


What is your professional license number?

Answer

Incorrect answer

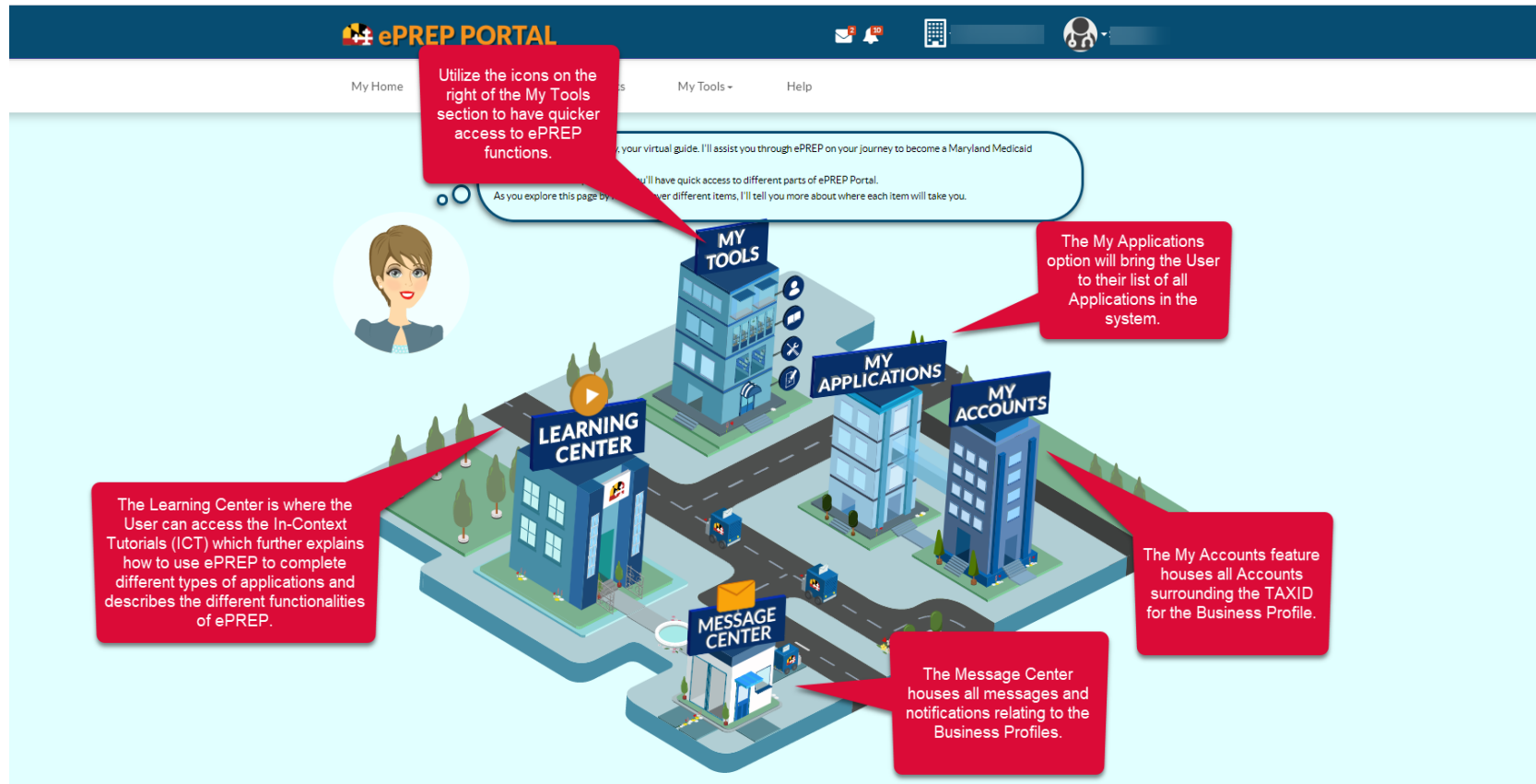
Please try again or choose a different question.  
You have 3 chances remaining to answer correctly.  
Once you have used your 3 chances, you will be prompted to create a new Business Profile. Then afterwards you can try again by choosing **Link Accounts** under the **Accounts** tab.

If you feel your answers are correct, send a message to Maryland Department of Health.

 [Complete this later](#)



# ePREP Landing Page



# Linking Providers to Groups

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- 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

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- 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

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- **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

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- **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

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- **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 interface. At the top is a dark blue header with the portal logo, navigation links (My Home, Applications, Accounts, My Tools, Help), and user icons. The main content area is divided into a left sidebar, a top section, and a main body.

**Left Sidebar:** A list of application steps: Getting Started, Business Information, Practice Information, Disclosure Information, Rendering Provider Affiliations, Signature, and Submit Application. Each step has a circular progress indicator. A red oval highlights these indicators, with a callout stating: "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."

**Top Section:** Contains a "Provider Name" field, "Provider Type" (Mental Health Group Therapy Provider), "Application ID", "Creation Date", "Package Type" (Revalidation), and "MA Number". To the right are "0% Complete" and "0% Documents" progress bars, a "New Message" button, and a "Submit" button. A red box highlights the progress bars, with a callout stating: "Progress Bars".

**Main Body:** The "Getting Started" section is active, showing a "Gett" checkbox and a "Getting Started" icon. A callout box says: "Let's take a few minutes to watch these In-Context Tutorials before you start your application to **revalidate account** 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." Below this, a "Getting Started" icon and text "Familiarize yourself with all the elements of this page, including:" are shown, followed by a bullet point: "Application structure".

# ePREP Application Checklist

**ePREP PORTAL**

My Home Applications Accounts My Tools Help

Provider Name 3% Complete 0% Documents  
Provider Type  
Application ID  
Creation Date  
Package Type Group Billing

Get New Message Submit

Content Expand All

- Getting Started
- Business Information
- Practice Information
- Disclosure Information
- Rendering Provider Affiliations
- Signature
- Submit Application
- Checklist
- 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/Sub-form/Section	Documents	Social Chat	Explanations	Messages	Shared	Complete	% Completed	Actions
Getting Started						✓	100	
Getting Started						✓	100	
Business Information						✗	0	
Business Profile						✗	0	
Business Profile						✗	0	
TIN/SSAT & 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

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- 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

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- 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 displays the ePREP PORTAL interface. The top navigation bar includes 'My Home', 'Applications' (selected), 'Accounts', 'My Tools', and 'Help'. The main content area is divided into a left sidebar and a central workspace. The sidebar lists various application sections: 'Getting Started', 'Business Information', 'Practice Information', 'Disclosure Information' (highlighted with a red circle), 'Adverse Actions', 'Fines and Debts (Gov.)', 'Ownership/Control Interest' (highlighted with a red circle), 'Significant Transactions', 'Delegated Officials', 'Rendering Provider Affiliations', and 'Signature'. The central workspace shows the 'Ownership/Control Interest' section, which is currently empty. A red callout bubble points to the 'Ownership/Control Interest' section in the sidebar and the main content area, stating: 'Whoever signs this application must be disclosed in this section.' The main content area also features a progress bar at the top indicating '6% Complete' and '0% Documents'. A text box explains that a complete disclosure of ownership and financial interest is required, and that users can share records with other users. A table at the bottom of the main content area shows the following data:

Type	Name	Ownership/Control Interest	Status	Actions
No Ownership Control Interest listed.				

# Electronic Signature Cont'd

The screenshot displays the ePREP PORTAL interface. At the top, a dark blue header contains the portal logo, navigation icons, and a user profile icon. Below the header, a light blue sidebar on the left lists the application steps: Getting Started, Business Information, Practice Information, Disclosure Information, Rendering Provider Affiliations, Signature, E-Signature, and Submit Application. The 'E-Signature' step is currently selected and highlighted. The main content area shows a progress bar with three stages: Declarations, E-Signature, and Summary. A callout box with a cartoon character 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 this, a note says: "Please note that in order to continue with the e-Signature process, you must read the Provider Agreement. [Maryland Medicaid Provider Agreement](#)". There are four checkboxes, all of which are checked: 1. I, [redacted], have read, understood, and agree with the terms of the Maryland Medicaid Provider Agreement. 2. I, [redacted], declare that I have legal authorization to sign this application for and on behalf of [redacted]. 3. I, [redacted], have reviewed my application and believe all information and attachments are correct to the best of my knowledge. 4. 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, there are two buttons: "Previous" and "Continue". The "Continue" button is highlighted with a red rectangle.

**ePREP PORTAL**

Provider Name: [redacted] 100% Complete 0% Documents [New Message] [Submit]

Provider Type: [redacted]  
Application ID: [redacted]  
Creation Date: [redacted]  
Package Type: [redacted]

**Content** Expand All

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

**Declarations** E-Signature Summary

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.

Please note that in order to continue with the e-Signature process, you must read the Provider Agreement. [Maryland Medicaid Provider Agreement](#)

☒ I, [redacted], have read, understood, and agree with the terms of the Maryland Medicaid Provider Agreement.

☒ I, [redacted], declare that I have legal authorization to 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.

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

# Electronic Signature Cont'd

The screenshot shows the ePREP PORTAL interface. At the top, the header includes the ePREP PORTAL logo, navigation icons, and a user profile. Below the header, a summary bar shows '14% Complete' and '0% Documents'. The main content area is divided into a left sidebar and a central workspace. The sidebar lists various sections: Getting Started, Business Information, Practice Information, Disclosure Information, Rendering Provider Affiliations, Signature, E-Signature, and Submit Application. The central workspace is titled 'E-Signature' and features a progress bar with three steps: Declarations, E-Signature, and Summary. A callout box explains the verification process: '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, a checkbox is checked, and a text field contains '21-208'. The form includes fields for 'SSN (last 4 digits)', 'Year of birth', 'Email address', and 'Password'. A 'Continue' button is highlighted with a red box.

**ePREP PORTAL**

Provider Name: 14% Complete  
Provider Type: 0% Documents  
Application ID  
Creation Date  
Package Type

**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 agree that my electronic signature is attributable as defined in Commercial Law Article 5-21-208.

SSN (last 4 digits): ###-##-  
Year of birth: ##/##  
Email address:  
Password:

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

# How To Check on The Status of the ePREP Application

The screenshot displays the ePREP PORTAL interface. At the top, a dark blue header contains the portal logo, navigation icons for messages and notifications, a calendar, and a user profile. Below the header, a navigation bar includes links for 'My Home', 'Applications' (which is highlighted), 'Accounts', 'My Tools', and 'Help'.

The main content area is titled 'My Applications'. It features a helpful message bubble from a cartoon character stating: '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 located in the top right of this section.

Below the message is a table of applications. The table has columns for Application ID, Status, Name, Type, Application, Complete, Last Update, Owner, and Actions. A red dashed arrow points from the 'In Progress' status in the first row to the 'Actions' column of the same row, where a red box highlights a play button icon.

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

Below the table, there is a section titled 'Applications Shared By Maryland Medicaid Reviewer' with a blurred content area.

# Questions & Contacts

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ePREP Portal: [eprep.health.maryland.gov](https://eprep.health.maryland.gov)

Resources & Frequently Asked Questions:  
[health.maryland.gov/eprep](https://health.maryland.gov/eprep)

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

Monday – Friday 9AM-5PM

**\*\*Closed on State Holidays\*\***