

ePREP Basics and Return To Provider Applications (RTPs)

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ePREP!

ePREP stands for **e**lectronic **P**rovider **R**evalidation and **E**nrollment **P**ortal.
Here are some of the Benefits of using ePREP:

- Applications are now required to be filled out electronically instead of paper
 - Easier/Quicker to fill out
 - Only the necessary fields for the type of application are generated
- 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 resources you can use to learn all about ePREP and how to use it:

Maryland Medicaid's ePREP Website

Maryland Medicaid has created a website with documents, checklists and webinars that will help you with ePREP

health.maryland.gov/eprep

Helpful Resources Cont.



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 an 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 .



If you are an authorized signer, use your legal first name

User Profiles

- **User Profile**

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)

ePREP PORTAL

Bulletins Contact Us **Sign Up** login

Welcome to ePREP!
Let's Sign in

Username

E-mail address

Don't have a User Profile? **Sign Up** **Next**

Maryland
DEPARTMENT OF HEALTH

Sign Up (User Profile)



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!



I'm not a robot



This reCAPTCHA is for testing purposes only. Please report to the site admin if you are seeing this.

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



Sign up verification



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.

- Send text message to my phone number
- Call my phone number
- Send to my recovery email address

BACK

NEXT



From the verification options provided, the top two options will require a phone number, which will be used to send out a text message or phone call with the area code: **1(850)**.



Verification Code



I'm sending the verification code to this location:

Verify Your Phone Number:

[\(667\) 305-5010](#)

Enter 6 digit Verification Code

ePREP-922161

BACK

CALL INSTEAD

VERIFY

Once the six digits verification code is received and entered, Clicking on “VERIFY” completes the sign up process.

Sign Up Complete



You did it!



Success

Select Login to continue



Verification Code

Once you enter your User Profile information and select the method of verification, ePREP sends a six digit verification via email, text, or a phone call if selected to ensure a secure and safe login.

If you select the email verification method, please check your inbox for an email from EPREP-MDH@dharbor.com with a subject of **ePREP Verification Code email**

You may have to check your Spam, Junk, Trash or Clutter folder to find the six digit verification code.

Email Verification

Subject: **ePREP Verification Code**
To: **joe**
From: **ePREP-MDH@dharbor.com**
Received: **Wed Feb 12 2020 11:01:13 GMT-0500 (Eastern Standard Time)**
Sending IP: **103.47.204.66**
Parts: [html](#)
Attachments: [\[Subscribe to receive Attachments\]](#)

[Back To Inbox](#)

Your code is **ePREP-113881**

ePREP Portal Administration

Please note: This email was sent from an auto-notification system that cannot accept incoming email. Please do not reply to this message.

Business Profile

- **Business Profile**

The ePREP portal 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.

Creating Business Profile (NPI verification)

ePREP PORTAL

Let's Create Your Business Profile

Enter NPI or Provider ID

Verify NPI/Provider ID

Great! It looks like you have one or more existing Maryland Medicaid accounts. If you want to change the existing Business Name do so, before you select *Create Business Profile*

Existing Business Name

Charles Choh MD

Cancel Create Business Profile

As first time users on ePREP, once the sign up process is complete, and we successfully login to the accounts, verifying the NPI numbers and existing business names is required to proceed with creating the business profile.

Verifying Existing Business Profile

 ePREP PORTAL



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 the year when you were enrolled with Maryland Medi... ▾

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



Home Page

The screenshot shows the ePREP PORTAL interface. At the top, the navigation bar includes 'My Home', 'Applications', 'Accounts', 'My Tools', and 'Help'. On the right, there are notification icons (13 and 21), a calendar icon, and a user profile icon for 'Charles Choh DDS'. Below the navigation bar, a welcome message from a virtual guide 'Lucy' is displayed in a speech bubble. The main content area features an isometric illustration of a city with buildings labeled 'LEARNING CENTER', 'MY TOOLS', 'MY APPLICATIONS', 'MY ACCOUNTS', and 'MESSAGE CENTER'. A play button icon is positioned over the Learning Center. Two red arrows point from text boxes to the user profile icon in the navigation bar. The first text box says 'This is your Business Profile' and the second says 'This is your User Profile'.

ePREP PORTAL

My Home Applications Accounts My Tools Help

13 21

Charles Choh DDS Charles

Hello and Welcome! I'm Lucy, your virtual guide. I'll assist you through ePREP on your journey to become a Maryland Medicaid provider. This is the Welcome page. Here you'll have quick access to different parts of ePREP Portal. As you explore this page by hovering over different items, I'll tell you more about where each item will take you.

MY TOOLS

LEARNING CENTER

MY APPLICATIONS

MY ACCOUNTS

MESSAGE CENTER

This is your Business Profile

This is your User Profile

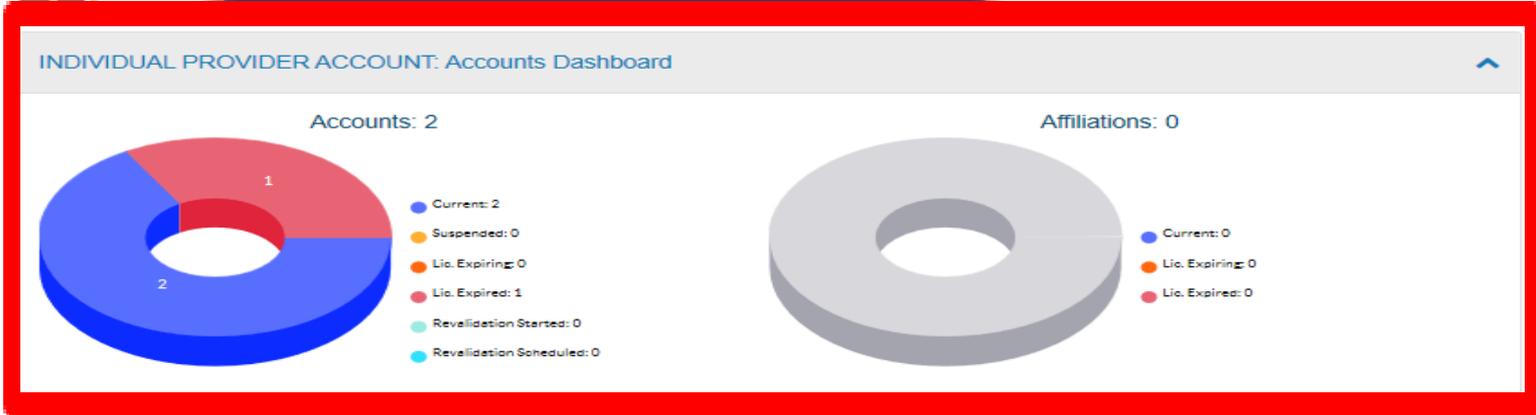
Linking providers to groups

- 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.

Accounts Page



Hello again, Charles! Listed below are your active Maryland Medicaid accounts. If you have any questions about them, please [send a message](#) to a Maryland Medicaid representative.



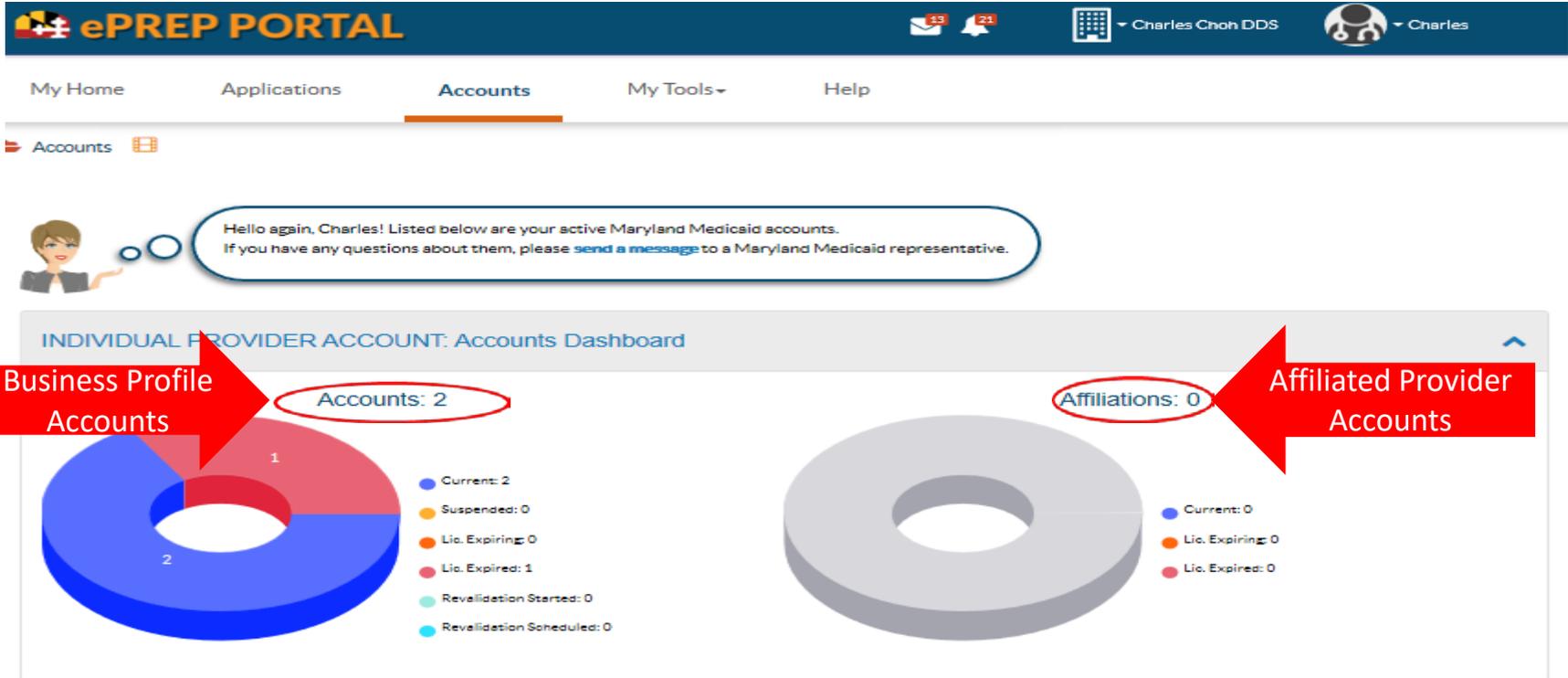
Medicaid Number

[Link Accounts](#)

- Filter by - ▾ - Please select a filter - ▾ Search 🔍

Account ID	Provider ID	Status	Provider Name	Provider Type	Account Type	NPI	Begin Date	License State	Service Address	Actions
100012949	123456876	36 - Active Pay	Choh, Charles	Dental Provider	Individual Billing	1063536373	02/19/2020	Maryland	1400 E WEST HWY STE G, SILVER SPRING - MD, 20910-3230	

Accounts Dashboard



Return To Provider Applications (RTPs)

Return To Provider (RTP) Applications

Application ID	Status	Name	Type	NPI	Application	Complete	Last Update	Owner	Actions
	In Progress		Dental Provider		Supplemental	0%		Charles Choh	    
	In Progress		Dental Provider	*****	Rendering Provider	11%	06/03/2019	Charles Choh	    
1000510A	Return to Provider	Charles Choh	Dental Provider	1000001000	Individual Billing	97%	02/19/2020	Charles Choh	    
	Submitted		Dental Provider		Withdraw	100%	01/09/2019	Charles Choh	    
	Withdraw application		Dental Provider		Supplemental	100%	01/09/2019	Charles Choh	    

Showing 10 records per page.

Applications returned to providers, can be accessed by clicking on the wrench icon, to address to reasons for the application RTP.

The message icon also provides reasons to why the application is returned to the provider.

It is important to note that unlimited RTPs can be sent, but fixing errors immediately expedites the process.



Return To Provider (RTP) Applications

Provider Name: Charles Chon
Provider Type: Dental Provider
Application ID: 193GE1CA
Creation Date: 03/28/2019
Package Type: Individual Billing

97% Complete 100% Documents
97% 3% 100%

New Message Resubmit

Content Expand All

- Getting Started
- Profile Information
- Business Information
- Practice Information
- Licenses & Certifications
- NPI/Taxonomy/Specialty
- Additional Information
- Disclosure Information
- Signature
- Submit Application

Individual Licenses & Certificates Summary

Here's where you provide a copy of your professional license and any professional certificates required by the appropriate board or authority.
Please provide **clear copies** so my analysts can read them.

State health care license number: 9021
Issuance State/Province: Maryland, MD
Issuance date: 06/30/1985
Expiration date: 02/19/2022

Is Charles Chon required to have a copies of other specialized Licenses or Certifications from the appropriate board or authority?
 Yes No

Returned to provider applications when accessed, have the red exclamation symbol (!), that indicate the section requiring additional information, or adjustments. When accessed, they also have direct messages on the requirements.

Completed the Application

Provider Name Charles Choi
Provider Type Dental Provider
Application ID 193GE1CA
Creation Date 03/28/2019
Package Type Individual Billing

100% Complete 100% Documents
100% 100%

New Message Resubmit

Content Expand All

- Getting Started
- Profile Information
- Business Information
- Practice Information
- Licenses & Certification
- NPI/Taxonomy/Specialty
- Additional Information
- Disclosure Information
- Signature
- Submit Application

Individual Licenses & Certificates Summary

Here's where you provide a copy of your professional license and any professional certificates required by the appropriate board or authority.
Please provide **clear copies** so my analysts can read them.

State health care license number 9021
Issuance State/Province Maryland, MD
Issuance date 06/30/1985
Expiration date 02/19/2025

Attached: license

Is Charles Choi required to have a copies of other specialized Licenses or Certifications from the appropriate board or authority?
 Yes No

Once applications are fixed, the exclamation signs go away, and the circles are filled out for application resubmission. The "Resubmit" icon is once again made available, and the application can be sent for reviewing.

Resubmitted Application

My Home Applications Accounts My Tools Help

My Applications

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.

New Application

Filter by - Please select a filter -

Application ID	Status	Name	Type	NPI	Application	Complete	Last Update	Owner	Actions
17362104	Resubmitted	Charles Choh	Dental Provider		Individual Billing	100%	02/19/2020	Charles Choh	   

Status of resubmitted application.

Additional Status Information.

Questions & Contacts

ePREP Portal: eprep.health.maryland.gov

Resources and 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