Changes to Medicaid Provider Enrollment

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Overview

Starting early Fall 2017, Medicaid will start using a new electronic provider revalidation and enrollment portal (ePREP).

- Why is Medicaid using a Vendor for Provider Enrollment?

- Selected Vendor

- Vendor's Scope of Work

- Implementation Timeline

- Next Steps – Provider Outreach & Education

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Why Change?

The Affordable Care Act (ACA) introduced extensive requirements for screening and monitoring Medicaid providers, as well as owners, Boards of Directors and managing employees.

- Required revalidation of all providers at least every five years, including site visits for many provider types.

- Several Federal databases required at enrollment, revalidation or monthly.

- Also increase in volume due to ACA requirement to enroll all Ordering, Referring, and Prescribing (ORP) providers.

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Why Change? (cont'd)

The December 2016 passage of the 21st Century Cures Act also moved up the timeframe to enroll all managed care network providers through Medicaid first.

- Moved up requirement from January 1, 2019 to January 1, 2018.

- The federal Managed Care Rule requires state Medicaid programs to screen providers centrally.

- Need to enroll ~8-10,000 current MCO-only providers very quickly.

  o Currently, MCO-only providers are not required to enroll centrally through MMIS.

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Selected Vendor

In March 2017, Medicaid selected Automated Health Systems to operate ePREP.

- Digital Harbor is the subvendor.

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ePREP Scope of Work

- Electronic portal for all 70+ Medicaid provider types

- Enrollment, Re-enrollment, Re-validation and Information Updates

- Automated database verification

- Call Center for Provider Enrollment

  o Includes Customer Relationship Management (CRM) tool to communicate between Call Center and Medicaid staff.

- Document repository

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Implementation Timeline

- Anticipated Call Center Go-Live: September 5, 2017

- Anticipated ePREP Phase I Go-Live: October 2, 2017

  o Includes most solo practitioners, rendering providers and group practice provider types (e.g., physicians, nurse practitioners, social workers, physical therapists).

- Anticipated ePREP Phase II Go-Live: March 5, 2018

  o Remaining provider types including hospitals, FQHCs and other clinics, nursing facilities and waiver providers.

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Phase 1 Providers

The following list applies to individual rendering or solo practitioners, as well as group practices.

- Acupuncturists
- Applied Behavior Analysts
- Audiologists
- Chiropractors
- Dietician/Nutritionists
- Mental Health Therapy Group
- Nurse Anesthetists
- Nurse Midwives
- Nurse Practitioners
- Nurse Psychotherapists

- Ordering, Referring & Prescribing Providers (ORPs) – limited to interns and residents
- Physicians
- Physician Assistants
- Podiatrists
- Psychologists
- Professional Counselors
- PT/OT/Speech Therapists
- Social Workers
- Vision Providers

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Phase 1.1 Providers

- Individual Dentists
- Dental Groups
- 1915i Individuals
- 1915i Groups

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Phase 2 Providers

- Ambulatory Surgery Centers
- Behavioral Health Clinics & Inpatient
- Case Management
- Clinics, including FQHCs & LHDs
- Dialysis
- DMS/DME
- Hospitals
- Labs
- MCOs

- Nursing Facilities
- Nursing Services
- Radiology/Imaging Centers
- School systems
- Transportation
- Waivers
- Urgent Care Centers
- All others….

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Next Steps – Outreach

There will be a lot of direct and indirect outreach activity in August and September for Phase I providers.

- Direct outreach includes outbound calls, emails, fax blasts and/or letters to provider groups;

- Indirect outreach includes meeting with professional associations, stakeholder workgroups and committees; and

- Education and Training, which may include

  o Visits to provider offices.

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Next Steps – Outreach (cont'd)

AHS and MDH will:

- Outreach to Hospital Credentialing teams, as well as other major providers (e.g., FQHCs);

- Work with HealthChoice managed care organizations to enroll providers who are currently network-only providers;

- Schedule several live Webinars, as well as make recorded Webinars available;

- Send direct mailings to providers due for revalidation.

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Next Steps – Impact

In preparation for the change, there will be a few business practices that must stop prior to ePREP go-live.

- Paper Applications for Phase I providers will stop on/around Sept 1st.

- eMedicaid application portal will close for Phase I providers on/around Sept 1st.

- Our Medicaid staff will direct enrollment related calls from Phase I providers to AHS.

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Questions & Contacts

If providers have questions over the next month, they can email mdh.providerenrollment@maryland.gov.

- Molly Marra: molly.marra@maryland.gov

- Tracy Bryant: trbryant@automated-health.com

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

  - Note: Not open for calls until Tuesday, September 5th

- ePREP Link: Call Center #: eprep.health.maryland.gov

  - Note: Not live until closer to October 2, 2017

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