

# Medicaid Provider Enrollment Update

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MARYLAND  
Department of Health

# ePREP Scope of Work

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

- Electronic portal for all 70+ Medicaid provider types
- Enrollment, Re-enrollment, Re-validation and Information Updates
- Automated database verification
- Call Center for Provider Enrollment
  - Includes Customer Relationship Management (CRM) tool to communicate between Call Center and Medicaid staff.
- Document repository

# Implementation Timeline

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- Call Center Go-Live: September 5, 2017
- Anticipated ePREP Phase I Go-Live: November 2017
  - 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: April 2018
  - Remaining provider types including hospitals, FQHCs and other clinics, nursing facilities and waiver providers.

# Phase 1 Providers

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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
- Physicians
- Physician Assistants
- Podiatrists
- Psychologists
- Professional Counselors
- PT/OT/Speech Therapists
- Social Workers
- Vision Providers

# Phase I Application Hold

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To prepare for the transition, Maryland Medicaid had to implement a hold on new application processing for Phase I providers.

- Application hold began September 13<sup>th</sup>.
  - Included closing enrollment via eMedicaid.
- If Phase I providers submitted an application after this date, we cannot guarantee it will be processed before the transition.
  - In the event we are unable to process the application, providers will receive a letter detailing next steps for using ePREP to enroll or update their current provider information.

# Provider Enrollment Helpline

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Our contractor, Automated Health Systems (AHS), did a soft launch of the Medicaid Provider Enrollment Call Center (“Helpline”) on September 5<sup>th</sup>.

AHS is prepared to answer certain types of calls at this time, including:

- Enrollment Status Checks;
- Due date for revalidation/confirming revalidation received or completed;
- Verify or change group affiliations;
- Questions about the application hold for Phase I providers; and/or
- Providers need to know where to mail or fax their application.

# Provider Enrollment Helpline

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If you need to contact the Helpline, please call:

1-844-4MD-PROV

or

1-844-463-7768

# Phase 1.1 Providers

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



# Phase 2 Providers

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- 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....

# Next Steps – Outreach

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There will be a lot of direct and indirect outreach activity this Fall for Phase I providers.

- Direct outreach includes outbound calls, 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:
  - Live and recorded webinars; or
  - Visits to provider offices.

# Questions & Contacts

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If providers have questions over the next month, they can call the Helpline or go to [health.maryland.gov/eprep](https://health.maryland.gov/eprep)

If you would like to coordinate an overview and/or training presentation for a provider/stakeholder group, please email:

- Molly Marra: [molly.marra@maryland.gov](mailto:molly.marra@maryland.gov); and
- Tracy Bryant: [trbryant@automated-health.com](mailto:trbryant@automated-health.com)