

# GETTING STARTED: CREATING USER PROFILES AND BUSINESS PROFILES IN ePREP

Maryland Medicaid's new provider enrollment portal is the one-stop shop for provider enrollment, re-enrollment, revalidation, information updates and demographic changes.

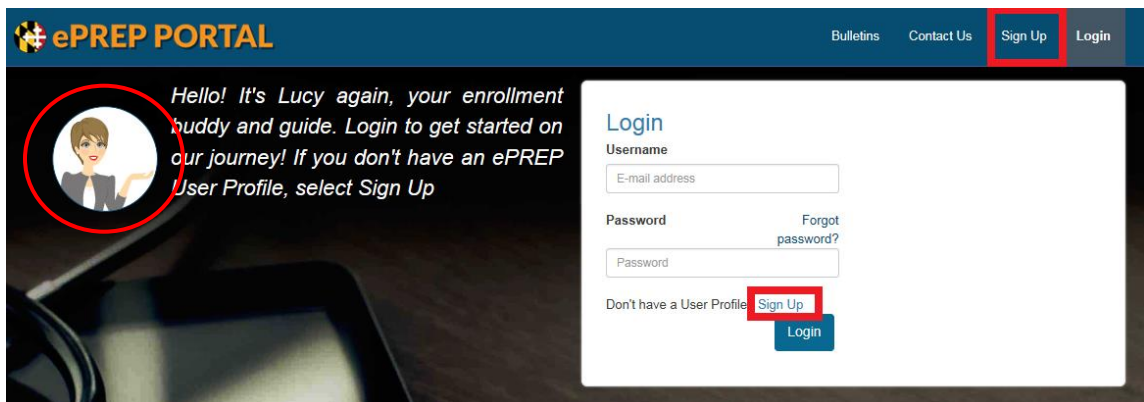
Use the following instructions if you are the applicant-provider entering ePREP for the first time. If you are setting up a user profile on behalf of the applicant-provider, you should review "Credentialer Instructions" to correctly set yourself and the provider up in ePREP.

Anyone accessing ePREP will create an individual **User Profile** using an email address. A **User Profile** is for providers, office staff, credentialers, managers, etc. Please note that an email address may only be assigned to one **User Profile**. Please use these instructions to sign up with ePREP by creating a **User Profile** and creating or joining a **Business Profile**. A **Business Profile** is used to manage applications, accounts, and users associated with an organization, it can be shared among several different User Profiles.

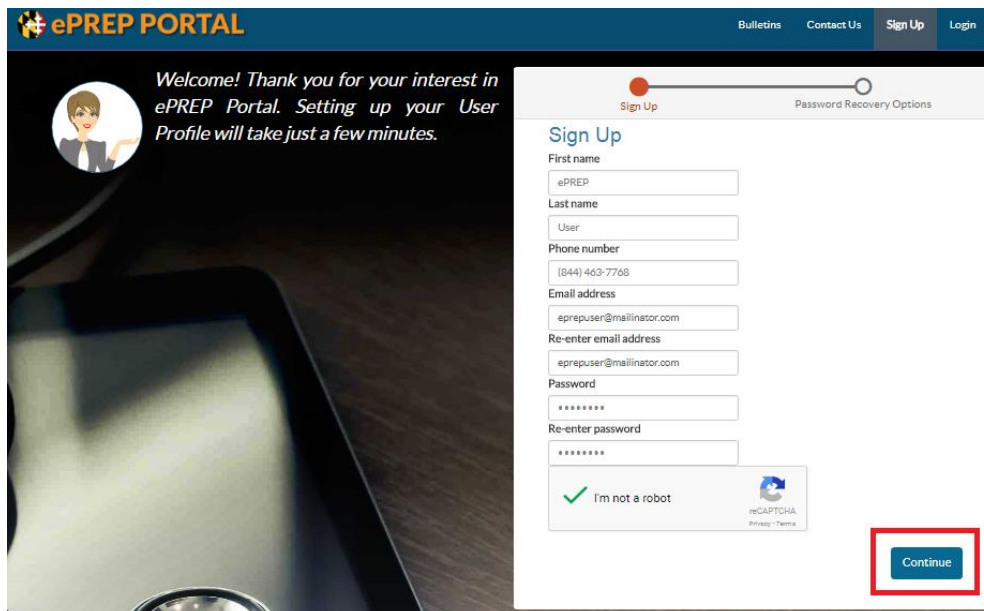
Access ePREP by clicking this URL: [ePREP.health.maryland.gov](http://ePREP.health.maryland.gov)

## SETTING UP YOUR USER PROFILE

**STEP 1:** Once you click the above link, the following screen appears. On the left, Lucy, ePREP's guide, introduces herself. Click "Sign Up"



**STEP 2:** Once you've selected "Sign Up," ePREP asks you to enter your personal information. Once entered, select "Continue"



**STEP 3:** The next screen lists your password recovery questions, select three, and provide corresponding answers. Enter your recovery email address and select “Sign Up.”

**\*NOTE:** MDH recommends using a separate email address for the recovery email address when possible.

Just in case you forget your password (we're all bound to at some point) I will need some help verifying who you are. Please answer some recovery questions.

Sign Up Password Recovery Options

Password Recovery

[Select Recovery Question 1]

[Select Recovery Question 1]

- What is your favorite movie?
- What is the name of your first school?
- What was your high school mascot?
- What high school did you attend?
- What is the name of your first grade teacher?
- In what city were you born?
- What is your father's middle name?
- What is the name of your favorite pet?
- Who is your favorite actor, musician, or artist?
- When is your anniversary?
- What was your favorite place to visit as a child?
- What was the make of your first car?
- Which phone number do you remember most from your children?
- What street did you grow up on?
- What is the name of your first love?
- What is your mother's maiden name?

E-mail

Previous Sign Up

Select a question you will easily remember in case you need to recover your password. Each question used once

**STEP 4:** Once the questions are answered, click “Sign Up”. ePREP then asks you to check your email to complete your ePREP Portal registration.

Check Your Email

An email has been sent to eprepuser@mailinator.com to complete your ePREP Portal registration. Please check your email to continue the Sign Up process.

Thank you

**STEP 5:** ePREP will send you an email to the address you provided. Open the email with the subject line “ePREP Portland Activation Email” and the following message will appear. Select the “ePREP Portal Activation” link in the text of the email.

ePREP Portal Activation Email

Welcome to the MDH ePREP Portal! To complete your registration process, select the hyperlink below within 30 days of the receipt of this activation email:

[ePREP Portal Activation](#)

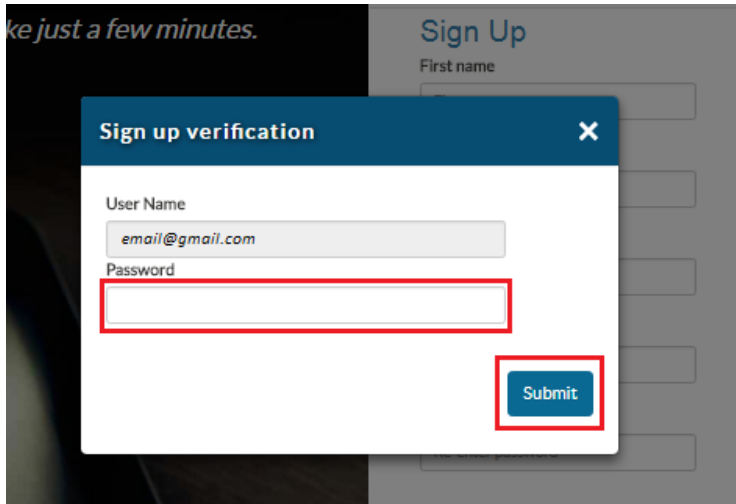
If this email was unintentionally sent to you, simply disregard this message or delete it.

Sincerely,

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.

**STEP 6:** Once you select the link ePREP will open in a new tab and a pop-up will appear labeled “Sign up verification”. Enter your password and click “Submit”

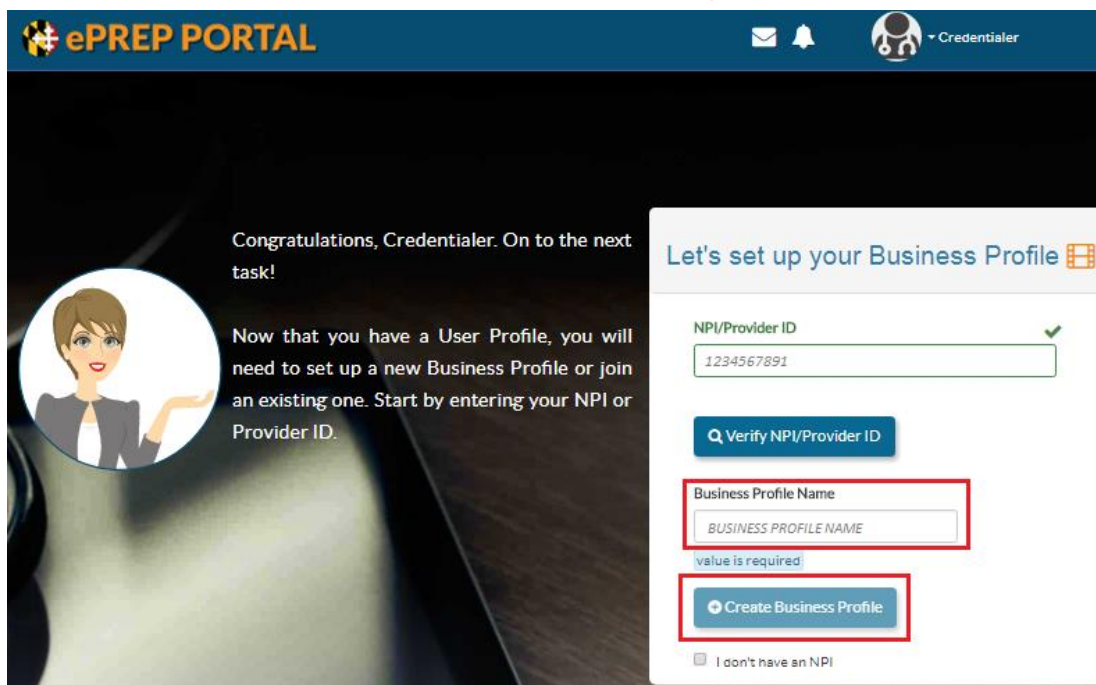


**STEP 7:** Once verified, ePREP will prompt you to set up your Business Profile. This requires you to enter an NPI. Enter your NPI and click “Verify NPI/Provider ID”. Based on that NPI the system will automatically run through one of three options:

- 1) If you're new to Maryland Medicaid and ePREP, ePREP requires you to create an entirely new Business Profile, skip to **STEP 8** for these instructions
- 2) If you're currently enrolled in Maryland Medicaid, but are not yet registered in ePREP, ePREP will recognize your NPI but you'll still need to enroll in ePREP. Skip to **STEP 9**.
- 3) If you're currently enrolled in Maryland Medicaid and ePREP recognizes that the NPI is associated with an existing Business Profile you'll need to request to join their Business Profile. Skip to **STEP 11**.

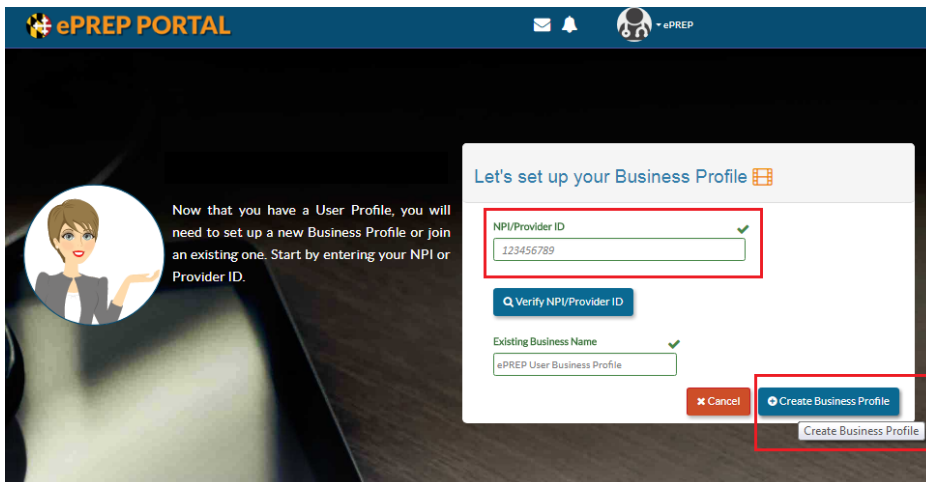
## SETTING UP YOUR BUSINESS PROFILE: NEW TO MARYLAND MEDICAID

**STEP 8:** Because ePREP will not recognize you in Maryland Medicaid, you must enter a Business Profile Name and then click “+Create Business Profile”. Skip to **STEP 16** to continue in ePREP.



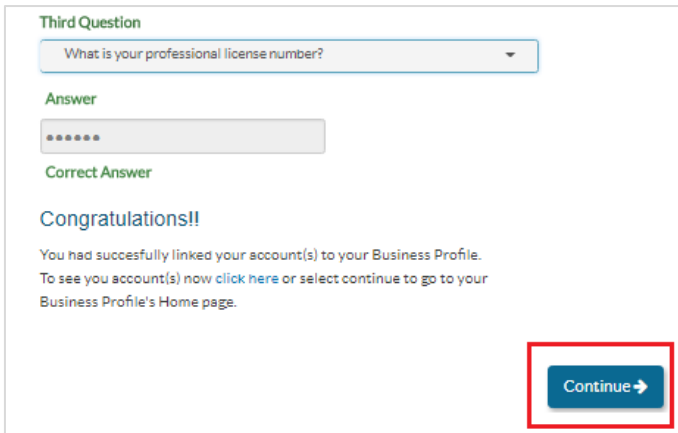
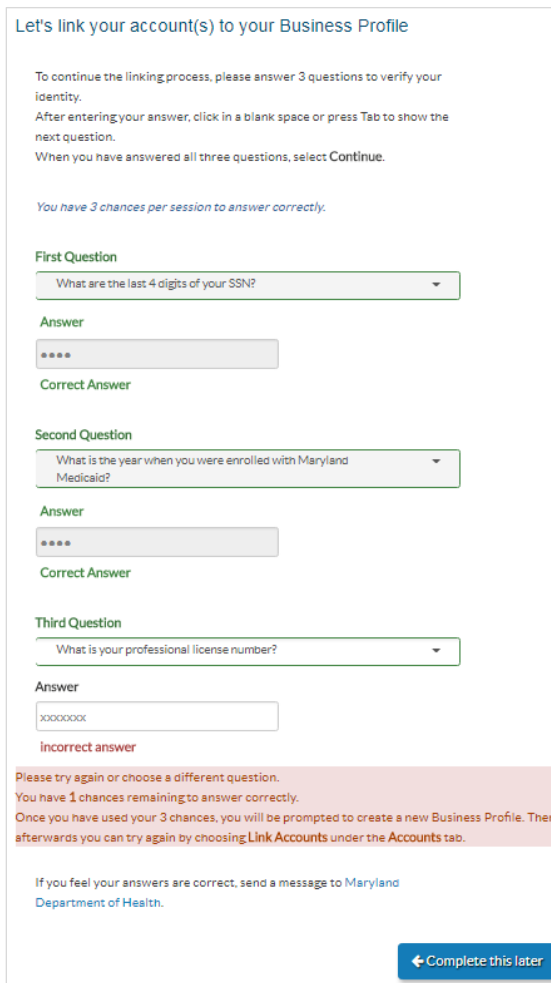
# SETTING UP YOUR BUSINESS PROFILE: ENROLLED IN MARYLAND MEDICAID

**STEP 9:** If you're already enrolled in Maryland Medicaid, an existing Business name will appear. Click "+Create Business Profile"



**STEP 10:** The next page will initiate the process to link your **Business Profile** with all existing Maryland Medicaid Provider Numbers associated with your NPI.

You must validate your identity by correctly answering three security questions. After entering each answer, it is helpful to click outside of the text box, or click "Tab", that will prompt the next question to appear. The next question will not appear if the answer is incorrect.

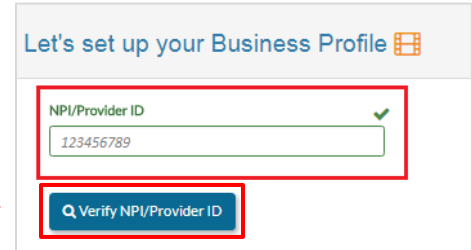


Once you've entered the correct answer for each question selected, click "Continue", then skip to **STEP 16**

## JOINING AN EXISTING BUSINESS PROFILE

As mentioned above, if ePREP recognizes that the NPI you entered is associated with an existing Business Profile, you will have to “Request to Join” that existing Business Profile.

**STEP 11:** Enter the NPI and click “Verify NPI/Provider ID”

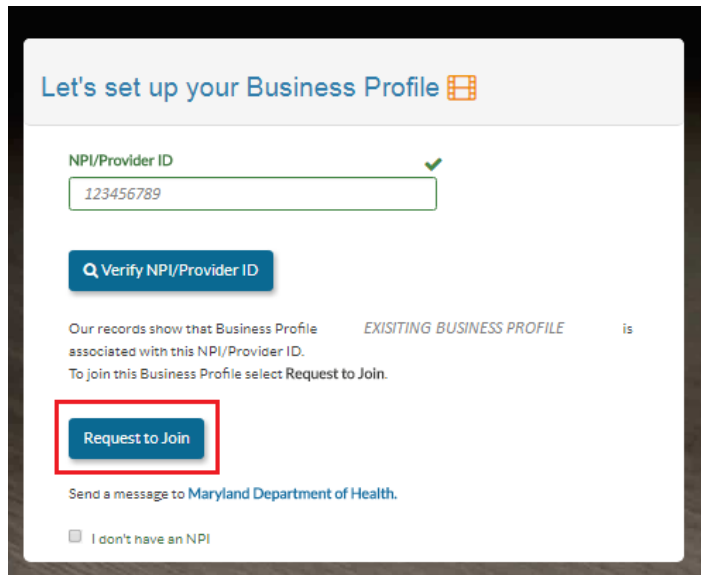


Let's set up your Business Profile

NPI/Provider ID ✓  
123456789

Verify NPI/Provider ID

**STEP 12:** ePREP will notify you that the NPI is already associated with a Business Profile. ePREP will display the name of that existing Business Profile. To join, click “Request to Join”



Let's set up your Business Profile

NPI/Provider ID ✓  
123456789

Verify NPI/Provider ID

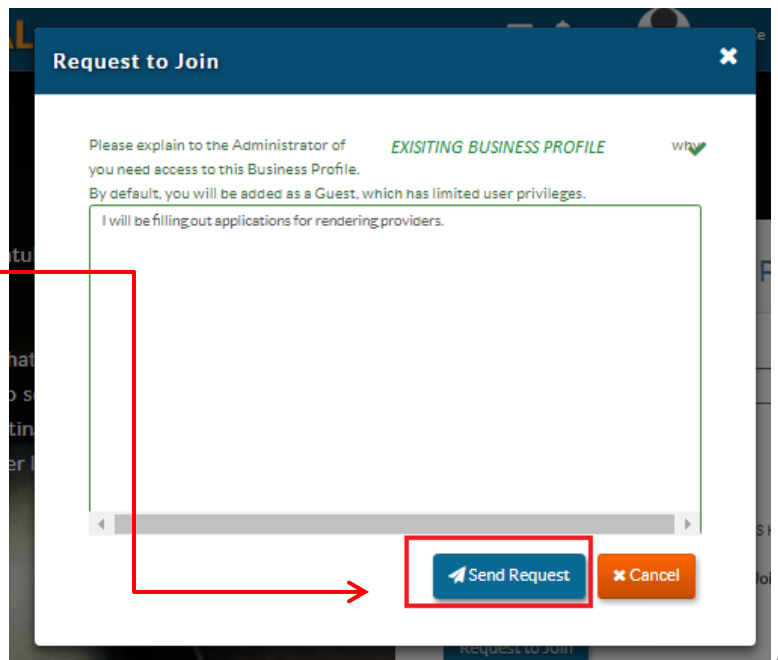
Our records show that Business Profile *EXISTING BUSINESS PROFILE* is associated with this NPI/Provider ID.  
To join this Business Profile select Request to Join.

Request to Join

Send a message to Maryland Department of Health.

I don't have an NPI

**STEP 13:** A pop-up will then appear asking you to enter a message to request access to the Business Profile. Enter your message and then click “Send Request”

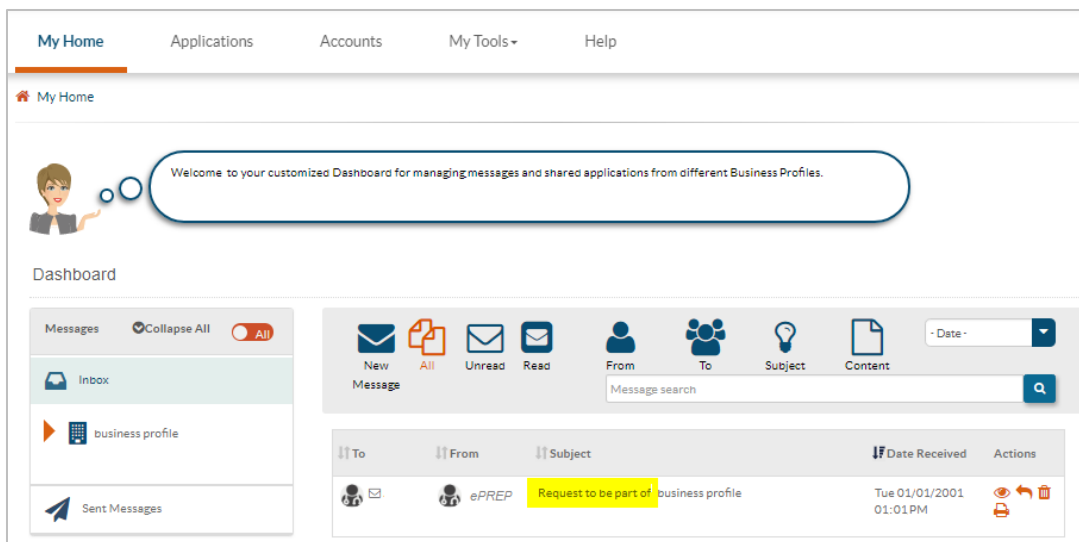
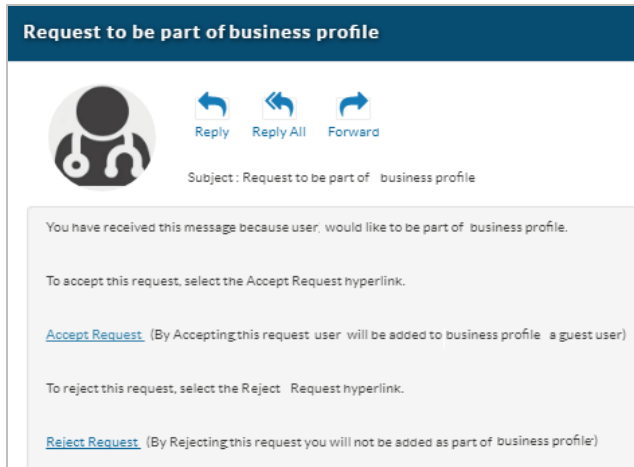


Request to Join

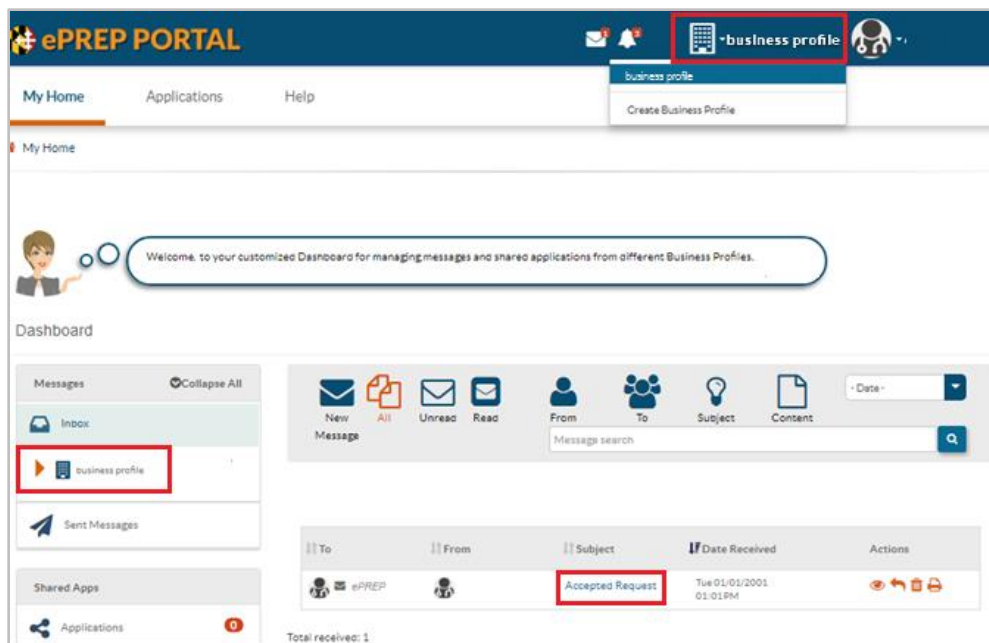
Please explain to the Administrator of *EXISTING BUSINESS PROFILE* why you need access to this Business Profile.  
By default, you will be added as a Guest, which has limited user privileges.  
I will be filling out applications for rendering providers.

Send Request Cancel

**STEP 14:** Once sent, the Administrator of that Business Profile must approve your access and establish your privileges to the Business Profile. The administrator will receive a notification upon logging into ePREP.



**STEP 15:** Once they've accepted your request, you will receive an email, as well as a message in your ePREP Portal Dashboard. You will also be able to see the Business Profile you've joined in the top right corner.



# NAVIGATING ePREP

**STEP 16:** Once an ePREP user has created his/her User Profile and linked his/her Business Profiles, the user lands at the Help screen pictured below:

Begin at the **Learning Center** where you 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.



Or you may begin an application by clicking "My Applications" or "Applications" in the tool bar.