

Medicaid Provider Enrollment Update

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MARYLAND
Department of Health

Overview

- In December 2017, Medicaid started using a new electronic provider revalidation and enrollment portal (ePREP).
- All 70+ Medicaid provider types will use ePREP (phased implementation)
- Enrollment, Re-enrollment, Re-validation and Information Updates (e.g., license updates, changes of ownership, address change)
- Call Center for Provider Enrollment
- Document repository
- Automated Health Systems (AHS) is MDH's contractor

Implementation Timeline

- Call Center Go-Live: September 5, 2017
- ePREP Phase 1 Go-Live: December 18, 2017
 - Included most solo practitioners and rendering providers (e.g., physicians, social workers, nurse practitioners), as well as group practices.
- ePREP Phase 1.1 Go-Live: February 26, 2018
 - Included dentists, 1915i behavioral health providers, FQHCs
- ePREP Phase 1.2 Monthly Monitoring Go-Live: March 26, 2018

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

Phase 1.1 Providers

- Individual Dentists
- Dental Groups
- 1915i Individuals
- 1915i Groups
- Ordering, Referring, Prescribing (ORP) Only Providers

Implementation Timeline

- Anticipated Phase 2 Go-Live: May 14, 2018
 - Includes all remaining provider types: clinics, hospitals, nursing facilities, outpatient behavioral health programs, pharmacies, durable medical equipment providers, home and community-based waiver providers.
 - These final provider types represent approximately 20 percent of Medicaid enrolled providers.
 - There is NO application hold for Phase 2 providers; however, MDH may return some applications received just prior to go-live with instructions for completing enrollment in ePREP.

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....

ePREP Stats

- Applications Processed as of end of March:
 - New - 907
 - Revalidations have just begun – 50
 - Information Updates (aka Supplemental Applications) – 929
 - Affiliation applications – 1,143 (generally, affiliations are not required for claims adjudication so it is unclear why there is a rush by providers to submit these applications.)

ePREP Clarifications

- MDH is not requiring that all providers revalidate, or re-enroll, all at the same time.
 - This is a phased process based on a provider's enrollment date.
 - MDH/AHS will send a letter to the provider when they need to revalidate.
 - Until that time, providers do not need to take action unless they need to file a new application or make a change to an existing provider account.

Phase 2 Outreach & Training

- MDH will work with various stakeholder groups to coordinate in-person and/or webinar trainings.
- In-person trainings will occur in MDH computer training room, or in a provider's office.
- AHS is able to schedule one-on-one visits to a provider's office in the event the provider is having trouble using ePREP, or can arrange a personalized webinar with a provider to review any issues they are experiencing with ePREP.

Other Outreach Activities

- AHS sending mailings to the following providers:
 - MCO network only providers;
 - Ordering, Referring or Prescribing Only providers;
 - Providers requiring revalidation;
 - Providers whose applications were received prior to Phase 2, but could not be processed prior to go-live.

Providing Feedback

- MDH is encouraging providers and their credentialing teams, or office managers, to provide feedback on the quality of their experience:
 - via ePREP, applicants are prompted to complete a survey after successfully submitting an application
 - via AHS Call Center, every 15th caller is asked if they would like to complete a brief survey over the phone
- MDH reviews every rating and comment and discusses potential improvements with contractors based on provider feedback.

Questions & Contacts

If providers have questions, they should call AHS' Call Center:

[1-844-4MD-PROV \(1-844-463-7768\)](tel:1-844-4MD-PROV)

and/or visit MDH's ePREP website:

health.maryland.gov/eprep

ePREP Link: eprep.health.maryland.gov

AHS Outreach Contacts

If providers would like to schedule an in-person or personalized webinar overview of ePREP, please contact:

Voytek Buczkowski: VBuczkowski@automated-health.com

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