

# PROVIDER NOTICE

Provider Relations Department: 888-895-4998 (Option 4)

## Tips and Information: Navigating MDH's ePREP Portal for Priority Partners Providers

The Maryland Department of Health (MDH) requires all providers delivering services to Maryland Medicaid members to have an active enrollment status in the electronic Provider Revalidation and Enrollment Portal (ePREP).

- **NOTE:** Active enrollment applies to providers (individuals and provider groups).
- Both the **rendering provider NPI** and their **billing group NPI** submitted on the claim must be enrolled in ePREP.

Resources/links to register:

- [ePREP Log in Page](#)
- [ePREP Instructions and Training](#)

Please contact the Johns Hopkins Health Plans Provider Relations department at 888-895-4998 or email [ePREP@jhhp.org](mailto:ePREP@jhhp.org) with any questions or concerns

**REMEMBER:** Priority Partners provider **claims will be denied** if they are not enrolled in ePREP.

As communicated back in 2020, Priority Partners will not reimburse claims payments to individual providers, provider groups and facilities that are not registered or “Active” in ePREP at the time of billing/claim submission. **This includes the billing AND the rendering provider NPIs.**

- ePREP status is validated on a weekly basis through a file received directly from MDH; if you and your group are registered and listed as ACTIVE for the date of service on your claim, it will be processed as usual.
- If either billing or rendering NPI is not found on the most recent file, or does not have an active status, the claim will deny with a specific denial reason, and the Explanation of Payment (EOP) will reflect the reason for claim denial specific to ePREP.

**Steps to resolve – If you believe you have received a denial in error please review the following:**

1. Use the [provider verification service](#) to confirm NPIs submitted on the claim for both **billing group** and **rendering provider** are active in ePREP for the date of service of the denials you are disputing at the time of re-submission.
2. If either NPI is not in ePREP at all: Register for ePREP immediately so future claims won't be denied as initial ePREP registration can NOT be backdated to cover services provided prior to registration.
3. If your site/individual provider has another NPI (active in ePREP) please resubmit your claim with the correct NPI for adjudication within timely filing deadlines (180 days from date of service).

4. If your site/individual NPI is suspended or showing inactive **in error** in ePREP:
  - a. Contact ePREP directly to update account.
  - b. Once account is showing active; resubmit claims for adjudication within timely filing deadlines (180 days from date of service).