



PROVIDER ALERT

Enrollment Revalidations

September 22, 2022

Target Audience: All Behavioral Health Providers

The Maryland Department of Health (MDH) has resumed Medicaid enrollment revalidations. This alert is being shared to help providers avoid suspensions of their Medicaid accounts as a consequence of missing critical messages in their ePREP provider portals.

Provider account administrators will receive notice via email informing them that there is a message that requires action in the electronic Provider Revalidation and Enrollment Portal (ePREP). The account administrator needs first to log in to ePREP to access the revalidation notice. All notices are housed within the messaging center (i.e., "Messages") in your Business Profile.

The screenshot shows the 'ePREP PORTAL' inbox interface. The top navigation bar includes icons for envelope, bell, and user profile. Below the header, a sidebar on the left lists 'Messages' and 'Inbox'. The main area displays a grid of five messages, each with recipient, sender, subject, and date received details. At the bottom, it shows 'Showing 5 records per page.' and 'Total received: 57'.

Please note:

- **Providers are required to revalidate their enrollment with Maryland Medicaid every five (5) years.**
- Account administrators will receive an initial and final notice for revalidation sent 45 days apart. Providers have 90 days from the initial notice to submit a revalidation application.
- If a provider fails to revalidate, their enrollment will be suspended, and they will not be able to request authorizations or submit claims.
- To avoid suspension, providers must check ePREP routinely (recommend quarterly or monthly) and also ensure the account administrator email address is up to date.

Important Note: Revalidation notices are sent only through a provider's ePREP account. Such notices are **not** sent via email or certified mail. Since only the account administrator on file would receive the email notifying the provider that there are messages that require action in ePrep, it is critical that providers maintain an **updated email address of the account administrator on file**. Account administrators are also advised to check their spam folder if they are not receiving emails from ePREP. Providers should check ePREP at least once a month to ensure that critical notices are not missed.

- Instructions on how to submit a Revalidation application in ePREP can be found [here](#). Provider type specific addenda can be found [here](#).
- Questions regarding the ePREP portal should be directed to the ePREP Helpline at 1-844-463-7768.
- Questions regarding the required documentation for a Revalidation application can be sent to mdh.bhenrollment@maryland.gov.

Thank you,

Optum Maryland Team