

Provider Update

This update contains pertinent information about changes that will impact the Johns Hopkins HealthCare provider network.

Priority Partners to Deny Claims to Providers Not Enrolled in ePREP

As communicated previously back in April, Priority Partners will not reimburse claims payments to individual providers, provider groups and facilities unregistered in ePREP, Maryland's provider enrollment portal. **This is now effective.** Please be aware that the claims denial only applies to providers not yet enrolled in ePREP; if you and your group are registered, claims will be processed as usual.

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) every 5 years. Providers are responsible for updating their professional license information prior to license expiration in the ePREP portal.

NOTE: Active enrollment applies to providers (individuals and provider groups). Both the provider and their group must be enrolled in ePREP.

- MDH's implementation of ePREP went into effect January 1, 2020.
- Priority Partners began validating billing and rendering NPI against a weekly file from MDH on this date.
- If billing or rendering NPI is not found on the most recent file or does not have an active status, the claim will deny with specific denial reason. The claim will deny until the provider corrects the issue in ePREP.
 - Explanation of payment will reflect the reason for claim denial specific to ePREP:
"Claim has been denied due to failure to obtain/maintain an active status with the Maryland Medicaid ePrep Program. Please verify your status at <https://eprep.health.maryland.gov/> and resubmit your claim."
 - Providers can resubmit claims for adjudication within timely filing deadlines (180 days from date of service) once their status has been updated. Please submit a new claim once the provider has been enrolled, not a corrected claim. A payment dispute is not necessary.

For additional information and to complete your application, please visit health.maryland.gov/ePREP or call 844-4MD-PROV.

NOTE: Providers contracted with multiple MCOs only need to enroll one time with the state's ePREP system.

Please contact the JHHC Provider Relations department at 1-888-895-4998 with any questions or concerns