CareFirst Community Health Plan Maryland

Enroll in Maryland Department of Health's (MDH) Maryland Provider Registration and Information Management Enterprise (MPRIME) Portal

Enroll in MPRIME or Check your Status Today!

To enroll in MPRIME or check the status of prior enrollment, please go to: https://health.maryland.gov/mmcp/provider/Pages/mprime.aspx.

- **Resources:** Instructions and Training
- **For help with MPRIME**, call the Maryland MPRIME Hotline (1-844-463-7768
  Monday through Friday from 9:00 a.m. to 5:00 p.m.
  (Closed on state holidays)

To receive payment for services rendered to Maryland Medicaid recipients, the Maryland Department of Health (MDH) requires all providers to maintain an active enrollment status in MPRIME. MPRIME serves as a comprehensive platform for provider enrollment, re-enrollment, revalidation, information updates, and demographic changes. Maintaining active enrollment minimizes the likelihood of claim denials.

MPRIME Best Practices to Avoid Claim Denials:

1. Confirm your status is active in MPRIME.
2. Include only registered NPIs and provider types on claims.
3. Ensure that both the rendering provider NPI and the billing NPI submitted on the claim have active enrollment status on the date of service.
4. Consistently update MPRIME when changes to your service locations, telephone numbers, panel status, and medical license expiration date (prior to expiration) occur.
5. If an incorrect NPI was submitted, resubmit the claim with the correct active NPI within the timely filing guidelines (180 days from the date of service).
6. If your NPI is incorrectly shown as inactive, contact the Maryland MPRIME Hotline directly to update your account. Then resubmit the claims once your NPI shows as active within the timely filing guidelines (180 days from the date of service).

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