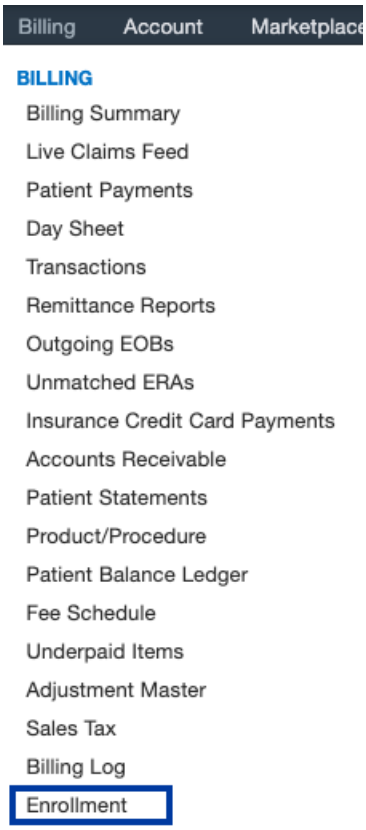
ePS - Reinitiating an enrollment request

07/24/2024 11:12 pm EDT

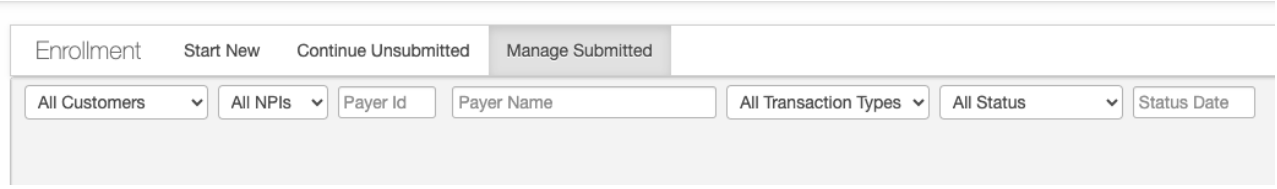
If an enrollment request submitted to eProvider Solutions is returned for additional information or denied, you now have the option to update/correct the information and reinitiate the request, instead of submitting a brand-new request.

In order to reinitiate the request, follow the steps below:

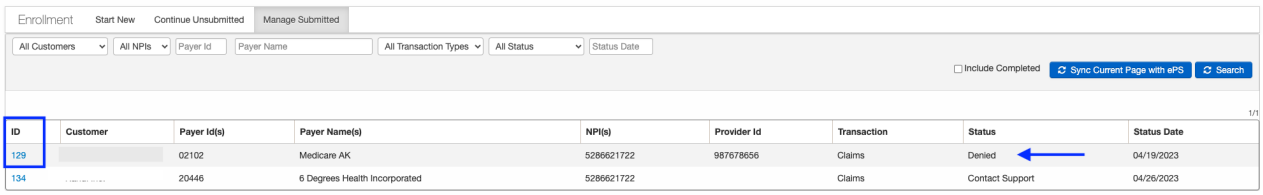
- Navigate to **Billing > Enrollment**

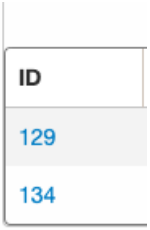


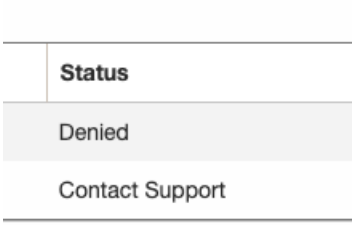
- Select the **Manage Submitted** tab



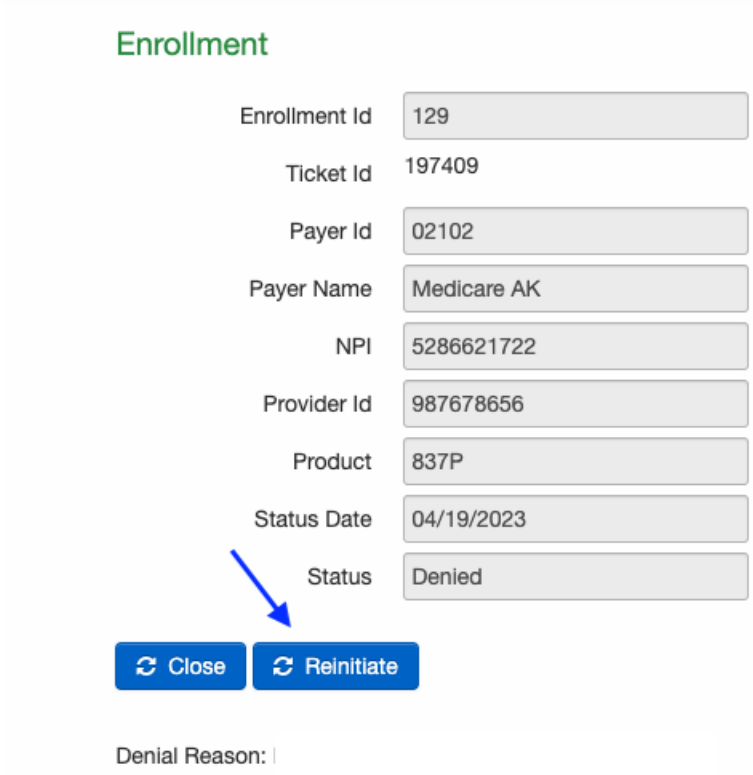
- Identify the enrollment that has been denied and needs to be initiated by reviewing the status column on the right side.







- Once identified, click on the corresponding blue ID number on the left of the same row.
- The next screen will show you the details for that enrollment. It will also list the denial reason at the bottom. Correct/Add any necessary information and click on **Reinitiate**.



- This will resend the enrollment request to ePS and alert them that this is a resubmission of a previous request rather than a brand-new one.

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