PAVE Frequently Asked Questions

The Department of Health Care Services (DHCS) Provider Enrollment Division (PED) has engaged providers in various forums and stakeholder meetings to acquaint them with our automated provider enrollment application, the Provider Application and Validation for Enrollment (PAVE) system. Below are answers to commonly asked questions that providers have asked DHCS about PAVE. Many of the answers include links to resource documents or videos.

PAVE

1. **What is PAVE?**

   The Provider Application and Validation for Enrollment (PAVE) system is an interactive, web-based solution for the provider types who enroll with Medi-Cal through PED and manage their Medi-Cal accounts securely online. Brief videos titled Portal in Review and Getting Started provide an overview of the PAVE portal and show users where to begin. View helpful videos in PAVE wherever you see the film reel icon.

2. **How is PAVE being rolled out?**

   PAVE was implemented a in a series of releases. Release 1.0 was internal to DHCS and implemented in 2015. Release 2.0 was implemented November 18, 2016 and allowed for the enrollment of 80% of providers enrolled by PED. Release 3.0 was implemented September 3, 2018 and allowed for the enrollment of the remaining 20% of providers enrolled by PED.

3. **What provider types can start enrolling in PAVE in Releases 2.0 and 3.0?**

   A complete list of provider types supported in PAVE can be found on the PAVE Implementation by Provider Type resource document.

4. **What types of applications can be submitted in PAVE?**

   - New applications for individual billing providers
   - Group billing providers and rendering providers
   - Supplemental applications for enrolled providers
   - New location applications
   - Affiliation applications for rendering providers
   - Change of Ownership applications
   - Change of Address applications
   - Revalidation applications (if requested by DHCS)

PAVE Frequently Asked Questions

5. **How can I get information about PAVE?**

   You can find information on the PAVE webpage, or by registering for the PAVE mailing list. Updates will include training and webinar announcements, training material, frequently asked questions and more.

6. **Is this system for Medi-Cal providers only?**

   Yes. PAVE is intended for use by Medi-Cal providers who currently enroll through PED.

7. **Can Medi-Cal Managed Care providers apply in PAVE?**

   Managed Care Providers cannot utilize the PAVE Portal to enroll in the Managed Care Network at this time.

   However, Managed Care Providers may opt to enroll in the Medi-Cal Fee-For-Service (FFS) program via the PAVE Portal to meet the requirements listed in APL 17-019.

8. **Will PAVE completely replace the paper application?**

   With limited exception, PED will no longer accept paper applications from most providers as of March 5, 2019. See Medi-Cal Enrollment Requirements and Procedures for Applicants and Providers Currently Eligible to Use the Provider Application and Validation for Enrollment (PAVE) Medi-Cal Provider e-Form Application (e-Form) for more information

9. **If I submitted a paper application and it was returned deficient, can I resubmit that application in PAVE?**

   No. You must continue to use the same medium (PAVE or paper) throughout your application's lifecycle. For example, if you submitted a paper application and it was returned deficient, you should resubmit your remediated paper application to ensure the original submission and resubmission remain linked preserving the earliest effective date. However, when you next need to report an enrollment change, we encourage you to use PAVE if it is available for your provider type.

10. **I have submitted a paper application and am waiting for PED to complete their review. Should I also submit the same request in PAVE?**

    No. Paper applications that are currently with PED will continue to be processed in the date they were received. Providers should not submit the same request using PAVE.

PAVE Frequently Asked Questions

11. How do I get started with PAVE?

You can review a step-by-step guide to help you set up a PAVE User Profile, a Medi-Cal Business Profile and add users to your Business Profile in this PAVE Press. Within PAVE there is a brief video titled Getting Started. View helpful videos in PAVE wherever you see the film reel icon.

PAVE Functionality

12. Is PAVE secure?

DHCS and its partners have placed security at the forefront of PAVE's development. The information security structure currently in place ensures that information is only available to those authorized to see it. PAVE immediately masks Personally Identifiable Information (PII) such as birth dates and social security numbers. Additionally, users (organizational administrators) control who can access information using role assignment. Significant effort has gone into making PAVE safe and easy to use. Please find a guide to roles and privileges on page 2 of the Setting Up PAVE Profiles document.

13. How does the PAVE Administrator role work?

All Medi-Cal providers who use PAVE must have a User Profile and a PAVE Business Profile. Support staff only need a User profile. Each user must first register as a PAVE User. Once credentials are created, a User Profile is issued. The user can create a Business Profile or request to be invited to a Business Profile that is already established. Users can also access multiple Business Profiles. There is no restriction on the number of Business Profiles one user can access, and Business Profiles can be created in any order. There is also no restriction on the number of users with access to a Business Profile. Step-by-step instructions for setting up a User Profile, Business Profile and assigning roles can be found in the guide to Setting Up PAVE Profiles.

If the user chooses to create a Business Profile, this initial user will automatically become the Administrator.

The Administrator has full control and privileges to manage the Business Profile, which includes inviting or accepting invitation requests, assigning user privileges to perform certain tasks and adding additional Administrators. Please reference the guide to roles and privileges on page 2 of the Setting Up PAVE Profiles guide for more information. Within PAVE there is a brief video on User Administration. View helpful videos in PAVE wherever you see the film reel icon.

PAVE Frequently Asked Questions

14. How will the application fee be paid?

PAVE will accept Electronic Funds Transfer as the method of payment for application fees from those providers who are subject to the fee.

15. Who can e-sign an application in PAVE? Can a credentialer e-sign on behalf of the provider?

Providers must sign their own applications. Administrators or credentialers cannot sign on behalf of the group or the individual provider. Only an individual who is the sole proprietor, partner, corporate officer, or an official representative of a governmental entity or non-profit organization has the authority to legally bind the provider application.

New or enrolled provider groups may grant signing authority to an employee other than the authorized officials by completing the Delegated Officials form in PAVE or a DHCS 5263 form on paper. Forms to add or remove a Delegated Official must be signed by an authorized official of the group. At this time, Delegated Officials may only sign Affiliation and Disaffiliation forms in PAVE or the DHCS 4029 paper form; all other forms and applications must be signed by the provider themselves or an authorized signer as defined above. Read more about the Delegated Official role in the provider bulletin. Access a step-by-step guide on how to add a Delegated Official to new providers, add a delegated official to existing providers, and remove a Delegated Official.

Administrators or credentialers can complete the information in the application, and then send it to the authorized signer to e-sign. PAVE allows the administrator to send a message to the signer notifying them that a document is ready for them to review and e-sign in PAVE.

Access a step-by-step guide for administrators and credentialers to invite an authorized signer to e-sign their application, and a guide to assist an authorized signer with e-signing an application. Brief videos on sharing applications, and signatures for group providers, individual providers, or rendering providers are available within PAVE. View helpful videos in PAVE wherever you see the film reel icon.

16. How do I sign an application if someone else has entered the information on my behalf?

PAVE will allow internal sharing to route the application for signature. When the person who entered the information shares the application with the person required to sign, the application remains secure within PAVE. The person signing will log in to PAVE, access their application, review and sign. Within PAVE there is a video on sharing applications. View helpful videos in PAVE wherever you see the film reel icon.

PAVE Frequently Asked Questions

17. How will I know which fields are required?

PAVE provides guided intelligence, eliminating uncertainty. In addition, there is an option to view a complete list of all required documents and track which documents have already been uploaded to the application. PAVE identifies required fields that have not been completed and requires completion prior to the application being submitted.

18. What if I need to provide uncommon or extra information?

PAVE allows applicants to leave comments with explanations regarding their attachments or reasons for their absence. Uncommon information will not prevent applicants from proceeding with the rest of their application.

19. How will PED communicate with providers about their applications submitted in PAVE?

PAVE provides the ability to communicate directly with PED through the PAVE Portal. An email is sent to the provider and contact person's email address associated with the application. It states that they have received a message in PAVE. The provider can then log into PAVE to access their messages.

20. Are PAVE Business Profiles created based on TIN or NPI?

Business Profiles should be setup by TIN, but NPIs are useful for two reasons:

- PAVE pulls existing Medi-Cal account information, if available, into your Business Profile based from your NPI.
- PAVE verifies that the NPIs associated with your Business Profile are not being used by any other Business Profile.

If your organization also manages Medi-Cal accounts with different NPIs, you can enter additional NPIs by selecting "Business Profile Settings" under the "My Tools" menu. Under the Secondary NPIs section, click "+ Add NPI" and enter any additional NPIs that are associated with your Business Profile.

PAVE Frequently Asked Questions

21. How will PAVE account for using an existing NPI to bill for a new location with a new NPI number that has not been approved yet?

Provider Enrollment requirements have not changed with regard to the ability to use an existing NPI to bill for a new location while the application for the new location is under review. Providers may choose to use an existing NPI and both the new and the existing NPI will be placed in provisional status for the duration of the review.

22. Do Group Billing Providers and Affiliated Rendering Providers need separate Business Profiles?

Yes, the Group should have a Business Profile, and each Rendering Provider should have their own Business Profile. Both Groups and Rendering Providers can grant access to their Business Profiles as needed, but there should be separate profiles to maintain desired security of each provider's information, as well as to allow for disaffiliation as needed. This way, Rendering Providers can affiliate and disaffiliate from Groups based on where they provide services. Affiliation applications must be signed by both the Group and the Rendering Provider. To learn more, review the videos on Group Billing Providers or Affiliated Rendering Providers. View helpful videos in PAVE wherever you see the film reel icon.

23. Which email address should an Affiliated Rendering Provider who practices at multiple groups use to setup their User Profile?

Affiliated Rendering Providers should use a personal or third-party email address to allow them to affiliate and disaffiliate with groups as needed, without impacting their ability to receive emails should they leave a group.

24. How do I protect my organization's sensitive information?

You can protect your organizations information by giving your users appropriate levels of access to your Business Profile. As an Administrator, when you invite a new user to your Business Profile or edit existing users, you can assign different privileges with different access to sensitive information.

25. Is there a limit to the number of Administrators I can invite to my Business Profile?

No. You can designate as many Administrators as you like, and you are encouraged to have more than one.
Keep in mind that anyone with Administrator privileges can view, edit, and delete sensitive information, so use discretion when choosing Administrators for your Business Profile.

PAVE Frequently Asked Questions

26. What's the difference between a User Profile (PAVE Login) and a Business Profile?

Anyone wanting to access PAVE Portal will create their own User Profile (PAVE login). , A Business Profile can be shared among several different users and contains the applications, accounts and users related to an Individual or Entity.

A **User Profile** (PAVE Login) is for providers, managing employees, officers, directors, agents, office staff, credentialers, managers, etc.

A **Business Profile** is used to manage provider applications, accounts, and users associated with an organization.

27. What is the difference between an application and account?

The account contains all enrollment information that is stored and maintained for providers who are actively enrolled in Medi-Cal. An application is the means whereby providers enroll and re-enroll in Medi-Cal.

28. How can I tell who is logged into PAVE?

You can always tell which User is logged into PAVE by looking at the top right portion of your browser page while logged into PAVE. Next to the Business Profile name (building icon), you will see your name. To see additional details for your User Profile, click on your name and select User Profile Settings.



29. How can I tell which Business Profile is currently being used?

You can always tell which Business Profile you are using by looking at the top of your screen next to your name. There's a building icon and then the Business Profile name right next to it. You can select the name to switch to any of your other Business Profiles without having to log out.



30. Will my existing Medi-Cal information transfer to PAVE?

Yes. When you enter an NPI in PAVE, the system will bring up any information linked with it from existing records. The account linking process usually occurs when the Business Profile is created. The user will be prompted to enter their Medi-Cal PIN, or answer a series of identifying questions, or

proofing questions, to verify the identity of the individual or entity for which the user is attempting to link accounts.

31. If some of my existing Medi-Cal accounts are missing after setting up my Business Profile, how do I retrieve them?

Go to the Accounts tab in the PAVE Portal, and click the blue Link Account(s) button in the top right corner. This process will guide you to linking other existing Medi-Cal Accounts to your Business Profile.

32. How can I update my information?

If your information is outdated or inaccurate, you can easily update it in PAVE by creating and submitting a Supplemental Changes Form, which can be initiated by doing one of the following:

- In the Accounts tab, click on the Update Account icon for the account you wish to update. Select which information needs to be changed, then click Apply Changes.
- Go to the Applications tab, and click New Application. Then, select "**I need to make changes to my Medi-Cal account"** in the initial questionnaire.

33. How do I set-up Business Profiles for Groups?

A Group Business Profile must include at least one Type 2 NPI for the Group. Additional Type 2 NPIs associated with the Group should also be added as Secondary NPIs on the Business Profile Settings page. NPIs included in the Group Business Profile should all have the same TaxIDs. It is also strongly recommended that you designate at least two users with the Administrator role within the Business Profile. Although there is no limit to the number of Administrators, bear in mind that you want to limit this number for security purposes, as Administrators have access to sensitive data and documents.

34. How do I set-up Business Profiles for Rendering Providers?

Each Rendering Provider must have their own Business Profile, with the exception of Rendering Providers who are also Incorporated Individuals (see below). The Rendering Business Profile will contain the Type 1 NPI for the Rendering Provider. It is strongly recommended that the Rendering Provider have the Administrator role within their Business Profile. They may opt to add another user with the Administrator role; however, in order to maintain and have complete control of the Business Profile over the long term, the Rendering Provider should also be an Administrator.

PAVE Frequently Asked Questions

35. How do I set-up Business Profiles for Incorporated Individual Providers?

The Business Profile for an Incorporated Individual is slightly different from the other in that it includes the Incorporated Individual Providers Type 1 and Type 2 NPIs. The first NPI added to the Business Profile (Primary NPI) should be the NPI for which the provider already has an active Medi-Cal account. The other NPI would then become the secondary NPI. If the Provider is new to Medi-Cal, then either NPI may be used as the Primary. If the Provider has an account for both NPIs, it is recommended that the Type 2 NPI be used as the Primary NPI. As the primary physician associated with this Business Profile will require a login to PAVE, this individual should also have the Administrator Role within the Business Profile. In this case, a separate Business Profile is not required for the primary physician in their role as a Rendering provider to the entity.

PAVE Training/Help Functionality

36. What help features are available in PAVE?

PAVE has been specifically designed for ease of use, and includes embedded In-Context Tutorial videos found in PAVE applications, as well as hover-help functionality. Providers also have the ability to contact Provider Enrollment through the PAVE Portal messaging feature or utilize any of the other help features described in the PAVE Support Resources document. Additionally, the PAVE Help Desk number can be accessed from within PAVE.

37. Aside from in-product help, will DHCS provide other types of training or support?

The PAVE webpage found on the DHCS website also has resources and additional information posted for providers to reference when in PAVE, found at http://www.dhcs.ca.gov/provgovpart/Pages/PAVE.aspx

38. Are there specific system requirements to use PAVE?

PAVE is a web application accessible from the latest versions of Internet Explorer, Chrome, Firefox and Safari.

39. What is the size limit for attachments?

Each attachment is limited to 50MB. However, there is no limit to the number of attachments that can be added to an application.

PAVE Frequently Asked Questions

40. How is data stored and accessed, and will the data be available for future use?

PAVE stores all current and past applications in the Applications tab for future reference. Additionally, PAVE stores the documents uploaded to the application in a secure Document Library that is accessible to the individual or organization that owns the Account.

When documents are uploaded, the applicant is given an opportunity to have the document placed into the Resource Library for future use. Documents can also be marked as sensitive, limiting who can access them. Each attachment stored in the Resource Library will be available for viewing by the applicant that owns the enrollment record. Please note, documents stored in the Document Library are available for viewing only from the subsection in which the document is stored.

In addition to data found on Applications and the Document Library, providers can access all existing enrollment information found in the PAVE Portal's Account tab.

41. How do I update an application that has already been submitted to PED for review?

Once an application has been submitted in PAVE, it is no longer available for updates while it is with PED. You will only have access to an already submitted application if PED sends the application back with deficiencies, at which time the you can update information. If you need to make changes, you can send a message to PED through PAVE and reference the application number.

42. I am not currently participating in Medi-Cal. Can I use PAVE to apply for enrollment?

Yes. PAVE is available to both existing Medi-Cal providers and new applicants.

43. I am currently an enrolled provider, do I need to register for PAVE?

If you are an enrolled provider and have no enrollment changes to report, and have not been instructed by DHCS to revalidate or participate in continued enrollment, there is no need to access PAVE.

44. Is my current enrollment information available in PAVE?

Yes. Limited enrollment information is populated into PAVE, based on DHCS' current records. At any time, you may access your enrollment data and validate the information in the PAVE "Accounts" tab.

PAVE Frequently Asked Questions

45. What if I don't have an NPI number?

All medical professionals and medical entities who wish to enroll in the Medi-Cal program to provide services to Medi-Cal beneficiaries are required to obtain and have an active NPI. Additionally, a Business Profile cannot be created without a valid NPI. However, PAVE does not require users to have an NPI to create a User Profile.

46. If I cannot complete the application at one sitting, will I have to start over?

No. You can stop and save your work at any time. Your application will be securely stored in PAVE until you are ready to resume completion.

47. How do I affiliate a Rendering provider with my Group?

In the Accounts tab, find the group account where the Rendering provider will perform services, and click the "Add Affiliation" icon to start one of the following applications:

- If the Rendering has an existing Medi-Cal account, a Rendering-S (simplified) application will be created, requiring counter signatures from both parties.
- If the Rendering is new to Medi-Cal, then a new Rendering application will be created.

For both cases:

- When you have completed the application, click "Send to Rendering".
- A notification will be sent to the Rendering provider, directing them to set up their PAVE Portal User Profile and create their own Business Profile (if they haven't done so already) before they sign the application.

48. How do I affiliate with a Group if I'm a Rendering provider?

In the Applications tab, click the New Application icon. From the New Application Questionnaire, select option 2 – "I would like to affiliate with another Medi-Cal provider, and I have an active Medi-Cal account, I have submitted my application, or I have an application in progress." – to start the affiliation process. Next, select option 2 again – "I am an Individual Billing Provider, Rendering Provider, or NMP, and I want to affiliate with an Individual Physician, Group Practice, or Clinic" – and click Continue. From this point forward, follow the prompts and enter the required information to create the Rendering application.

After completing the required information, click "Send to Group", and a notification will be sent to the Group Administrator directing them to complete, sign and submit the application.

PAVE Frequently Asked Questions

49. Who needs to be a part of the Group Business Profile

Anyone who will be administering the Business Profile, signing applications on behalf of the group (with the legal authority to sign on behalf of the group entity), or signing a Rendering provider application on behalf of the group (Delegated Officials) should be a part of the Group Business Profile. Please note that Rendering providers should not be part of the Group Business Profile. Rendering providers should have their own Business Profile.

50. How do I invite users to join my organization's Business Profile?

Log into PAVE Portal, and hover over the **My Tools** tab (found on the homepage) > **User Administration** > **Invite User**.

Only PAVE Portal Administrators can invite users to a Business Profile and manage their user privileges.

51. I submitted my application in PAVE and received a request for additional information. What do I do?

When PED sends an application back to the provider requesting corrections, a Deficiency Letter will be attached to the message specifying which information needs to be updated and in which section of your application it is located. You have 60 days to make changes and resubmit the application to PED in PAVE. We strongly encourage providers to review the deficiency letter to understand what information needs to be updated before proceeding to make any corrections and resubmit.

52. How do I open an attachment and view the attached approval/denial letter?

Attachments can be viewed and managed from the Message Center found on the My Home tab. While viewing a message, the user will notice a link that read, "Attached Files." Next to the link, a circle with a number will appear indicating the number of attached files. If there are no files attached to the message, there will be a zero (0) displayed. By hovering the mouse over the "Attached Files" link, the list of attached files will be displayed. From the displayed list of files, the user will hover over and click on the attachment they wish to review. These attachments are PDF files and will open in the default application for viewing PDF files on the user's computer. Users have the option to Save the attached file to their local file system or keep the message to refer to the attachment at a later time.

PAVE Frequently Asked Questions

PAVE Enrollment Improvements

53. Have enrollment rules changed for PAVE?

Requirements to enroll as a Medi-Cal provider remain the same. However, all enrollment rules specific to PAVE are clarified in published Regulatory Provider Bulletins, which can be found on the PED webpage under Statutes & Regulations.

54. Are the application questions in PAVE the same as those in paper applications?

Yes, to a certain extent. The questions in PAVE have been simplified or slightly rephrased for clarity. To the greatest extent possible, PAVE presents only the questions that pertain to the provider type and type of application or update being requested. This reduces the effort needed to complete or update an application and provides applicants a much easier enrollment experience.

55. Does PAVE reduce the amount of time it takes to complete an application?

Yes. PAVE significantly reduces the time and effort required to complete an application. Efficiency is gained by entering information into an automated application, and having that information stored in the application for future use. In addition, PAVE uses guided intelligence to ensure an accurate and complete application is submitted every time. PAVE allows you to reuse information that has previously been entered into the application. For example, PAVE provides drop down lists with pre-determined responses, suggests addresses and zip codes, which will help reduce the amount of data entry required and minimize data entry errors.

56. Does PAVE assist with addressing formats, including the 4-digit ZIP Code extension?

Yes. PAVE accesses the U.S. Postal Service to auto-populate addresses, including the last four digits of the ZIP Code. However, the U.S. Postal Service does not always have updated and accurate information, so providers should always verify that the address populated on the application is correct.

57. Can providers edit information that PAVE has auto-filled?

Yes. Providers can change information in fields that PAVE auto-fills, with the exception of Rendering S applications that exclusively affiliate Rendering Providers to Groups.

PAVE Frequently Asked Questions

58. Can providers track the status of their applications in PAVE?

Yes. Each application is assigned a unique Application ID number, which can be tracked in the "Applications" queue.

59. Are the Facility Based and Clinic Based Provider attestation letters available within PAVE?

Within PAVE, there are questions to help you determine if you qualify for this type of enrollment; however, PAVE does not provide attestation letter templates, they must be uploaded as separate documents. Attestation templates are available on pages 5 – 7 of the "Updated Requirements and Procedures for Enrollment as a 'Facility-Based Provider' " bulletin to assist you.

60. Can PAVE be used for Disenrollment?

Yes. Providers are able to request deactivation through PAVE.

61. Can a billing service help providers fill out applications?

Yes. Each applicant is fully responsible for the content of the application data submitted in their application. However, PAVE provides a tool that providers can use to delegate authority to others to allow them to enter information into the form. A provider can assign themselves to an Authorized Signer role in PAVE. This role is for those who only want to sign the application and not complete other tasks or receive notifications associated with the Business Profile. Providers can also assign a Delegated Official role, which grants signing authority to someone else. Access a step-by-step guide on how to add a Delegated Official to new providers, add a Delegated Official to existing providers, and remove a Delegated Official.

62. Can PAVE be used to Revalidate?

Yes. Supported provider types can use PAVE to respond to PED-initiated requests for revalidation. PAVE contains videos to learn more about Account, Individual or Group revalidation. View helpful videos in PAVE wherever you see the film reel icon.

PAVE Frequently Asked Questions

63. If I have revalidated my enrollment information in PECOS (the Federal Medicare programs enrollment system), has this information been shared with PAVE?

No, Revalidating with Medicare does not suffiently meets the Revalidation requirements for Medi-Cal Enrollment.