

# Frequently Asked Questions

## 1 Where can I find more information about PAVE?

PAVE information can be found on the Provider Enrollment Division web page accessed from either the Department website ([www.dhcs.ca.gov](http://www.dhcs.ca.gov)) or the Medi-Cal website ([www.Medi-Cal.ca.gov](http://www.Medi-Cal.ca.gov)). You can also receive PAVE stakeholder and project status information via the PAVE Interested Party's distribution list. If interested in receiving PAVE updates via email, please forward that interest to the PAVE email box at [DHCSPEDPAVE@dhcs.ca.gov](mailto:DHCSPEDPAVE@dhcs.ca.gov).

## 2 Will PAVE replace PED paper applications?

While we strongly encourage PAVE use for all the advantages it has to offer, we realize some may be unable or unwilling to utilize this automation. As such, PED will continue to make available until further notice, links from our website to the existing paper forms.

## 3 Can others assist in the preparation of the application?

Yes, we realize the provider may designate another to assist in the completion of the application. However all parties involved will need to create a PAVE profile and only the applicant (for a sole proprietor) or a designee with legal authority to bind the applicant (e.g., CEO of a corporation) can actually sign the application.

Note: the applicant signs under penalty of perjury that the information contained therein is accurate and true. The applicant will be held accountable for the information provided and therefore; if delegating, verify that the information is correct prior to submission.

## 4 It takes too long to complete an application, how can PAVE help?

We anticipate that PAVE will significantly reduce PED processing times. PAVE will help in these ways:

- 1) You will be guided through the process ensuring you answer questions relevant to your provider type and request. Additional help tools will be available to assist if you require more information.
- 2) Embedded form edits alleviate things like missed required fields or 7 digit Social Security Numbers providing 'cleaner' application submissions.
- 3) Enhanced communication – while some correspondence may continue through the postal service, most interaction will be accomplished through the PAVE web portal (email) - which is exponentially quicker.
- 4) Automation allows efficiencies to be gained for not only the providers, but for PED and its processes as well.

## 5 Can I check the status of my application?

Yes, from your profile, you will be able to view your applications and ascertain current status.