Throughout the year, the Department of Health Care Services (DHCS) Provider Enrollment Division (PED) has engaged providers in various forums and stakeholder meetings to acquaint them with the Provider Application Verification for Enrollment (PAVE) system. PAVE is an automated provider application process. Below are answers to commonly asked questions that providers have asked DHCS about PAVE.

Who can help test PAVE

Question 1: What kind of background do testers need and when is testing scheduled?

Answer 1: There are no specific skills required for participation as a tester. We are looking for a diverse group of testers with varying computer proficiency across all provider types and from a variety of geographic locations. Testers will access a computer or laptop at their business location. Testers will be asked to provide timely, well-reasoned feedback. The testing timeframe has not been determined; however PED will provide sufficient notice to providers who volunteer to assist with testing to allow for proper planning.

If you are interested in participating as a tester please contact the PED at DHCSPEDPAVE@dhcs.ca.gov .

When will PAVE be implemented

Question 2: How will PAVE be implemented?

Answer 2: PAVE will be implemented in Releases. Release 1.0 was internal to DHCS and involved the monitoring of providers. This Release was successfully launched in February 2015. Release 2.0 and Release 3.0 consist of provider types that enroll directly with PED. Additional releases will add Medi-Cal providers who enroll through other DHCS programs, as well as Medi-Cal providers enrolled by other departments.

Question 3: What provider types can start enrolling into PAVE in Release 2.0 and 3.0?

Answer 3: Release 2.0 will include acupuncturists, audiologists, chiropractors, dispensing opticians, nurse anesthetists, certified nurse midwifes, nurse practitioners, licensed nurse midwifes, opticians, occupational therapists, physical therapists, physicians and surgeons, physician assistants, physical therapists, podiatrists, psychologists, respiratory care practitioners and speech pathologists.

Release 3.0 will include blood banks, clinical laboratories, drug Medi-Cal providers, durable medical equipment, hearing aid dispensers, licensed clinical social workers, licensed marriage and family therapists, Medicare crossover (cost sharing-only) ordering/referring/prescribing only providers, orthotists, pharmacies, portable imagers, prosthetists, transporters, tribal health and out of state hospitals.

Question 4: Are there target dates for implementing PAVE? When can we expect to complete our first application?

Answer 4: Yes, the target date for PAVE Release 2.0 is the first half of 2016; future releases are expected to begin in the second half of 2016. Please visit the [PED PAVE website](#) regularly for updated information.

Question 5: When will special programs be integrated in PAVE?

Answer 5: Many of the other Medi-Cal programs such as California Children's Services (CCS), Family Planning, Access, Care, and Treatment (Family PACT) and Cancer Detection Program will be in future releases. A target date for this implementation has not been established.

Question 6: Is this system for Medi-Cal providers only?

Answer 6: Yes. PAVE is intended for use by California fee-for-service Medi-Cal providers only. PAVE will include other programs that are affiliated with Medi-Cal such as California Children's Services, the Cancer Detection Program, Mental Health, Denti-Cal and others. PAVE is not for use by other private or public insurers.

Question 7: Will PAVE be used by Medi-Cal Managed Care providers?

Answer 7: No.

How does PAVE work

Question 8: Will PAVE completely replace the paper application?

Answer 8: PAVE will eventually replace the paper application process, although currently paper applications will still be accepted. DHCS encourages providers to use PAVE to the greatest extent possible, as it will significantly improve the Medi-Cal enrollment experience and accelerate application approval.

Question 9: Is PAVE secure?

Answer 9: 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, providers will be able to control which of their users have access to sensitive information. Significant effort has gone into making PAVE safe and easy to use.

Question 10: What kind of instructions or training will be available for PAVE?

Answer 10: PAVE is designed to be intuitive and guide you through the application process. Instructions on the steps required to submit an application will be available for all provider types. In addition, there will be computer-based training developed to assist providers with completing the application.

Question 11: What help features are available?

Answer 11: PAVE has a "Hover Help" tool that provides contextual assistance and clarity to help answer questions on the application. "Hover Help" is a small text box that appears when your cursor "hovers" over the question being asked on the application. Additionally, there will be a Telephone Service Center equipped with staff trained to answer PAVE related questions.

Question 12: How will the application fee be paid?

Answer 12: PAVE will accept Electronic Funds Transfer as the method of payment.

Question 13: How will the PAVE Portal organization administrator process work?

Answer 13: All Medi-Cal providers who use PAVE must have a User ID and a PAVE Business Profile. Support staff will only need a User ID. Each user who wants access to PAVE must first self-register. Once credentials are created, a User ID is issued. The user can create a Business Profile or request to be invited to a Business Profile that is already established.

If the user chooses to create a Business Profile, this initial user will automatically become the organization administrator The organization administrator will have full control user privileges to manage the Business Profile, which includes inviting or accepting invitation requests, assigning user privileges to perform certain tasks and adding additional organization administrators.

Question 14: How do I sign the application if someone else has entered the information on my behalf?

Answer 14: 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 account, review and sign the application. People within the organization can communicate with one another without actually passing any paper.

Question 15: Can the application be signed by someone not located within our administrative office?

Answer 15: Yes, the required signer may log into PAVE and access their account from any computer, at any location, at any time. PAVE will allow the organization administrator to send a message to the signer notifying them that a document is ready for them to review and sign in PAVE.

Question 16: How will I know which fields are required?

Answer 16: 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.

Question 17: What if I need to provide uncommon or extra information?

Answer 17: 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.

Question 18: How will the Department communicate with providers about their applications?

Answer 18: PAVE will provide the ability to communicate directly with PED through the PAVE portal. An email will be sent to the provider to advise them that they have received a secure message to read. The provider can then log in to PAVE to access their messages

Question 19: 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?

Answer 19: Provider Enrollment requirements will not change 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.

Question 20: Will there be product demonstrations?

Answer 20: Yes, demonstrations will be available for all provider types before they are integrated into PAVE. The initial PAVE release will include physicians and Allied healthcare providers; other provider types will be added soon thereafter. For more information, please see the [PAVE implementation schedule](#).

Question 21: Are providers required to upload a copy of their Social Security card?

Answer 21: No, a copy of their Social Security card is not required. Only the Social Security number is required.

Question 22: Are there specific system requirements to use PAVE?

Answer 22: PAVE is a web application accessible from Internet Explorer, Chrome, Firefox and Safari using versions issued in 2013 or later. PAVE will allow the user to attach documents to the application stored on the applicant's Resource Library. Most file types are accepted.

Question 23: How will data be stored and accessed, and will the data be available for future use?

Answer 23: PAVE stores the application and the documents uploaded to the application in a Resource Library that is accessible to the individual or organization that owns the account. When documents are uploaded, the applicant is given an opportunity to choose to have the document placed into the Resource Library for future use. Each attachment stored in the Resource Library will be available for viewing by the applicant that owns the enrollment record.

Question 24: What is size limit for attachments?

Answer 24: Each attachment is limited to 5MB. There is no limit to the number of attachments that can be added to an application.

Question 25: I am not currently participating in Medi-Cal. Can I use PAVE to apply for enrollment?

Answer 25: Yes, PAVE is available for both existing Medi-Cal providers and new applicants.

Question 26: Can providers treat Medi-Cal patients while waiting for their application to be approved?

Answer 26: Applicants who are not enrolled in Medi-Cal that provide services to program beneficiaries do so at their own risk for nonpayment. However, if a provider is currently enrolled and is submitting an application for a new address, additional address or change of ownership, there is a provision that allows the provider to bill a new location or change of ownership using an existing account. Both accounts will be in provisional status until a final determination on the new application is completed.

Question 27: What if I don't have an NPI number?

Answer 27: NPIs are only required from persons or entities that are eligible to obtain them. Practitioners that don't have an NPI number will still be able to use PAVE. This feature is currently scheduled for Release 3.0.

Question 28: If I cannot complete the application at one time, will I have to start over?

Answer 28: No. You can save your work and it will be securely stored in PAVE until you are ready to complete the application.

What does PAVE do to make the application process easier

Question 29: How will enrollment rules be changed for PAVE?

Answer 29: Requirements to enroll as a Medi-Cal provider will remain the same. All enrollment rules specific to PAVE will be clarified in Regulatory Provider Bulletins scheduled to be published on the DHCS website 30 days before the changes are implemented.

Question 30: Are the application questions in PAVE the same as those in today's paper applications?

Answer 30: Yes, to a certain extent. The questions in PAVE have been simplified or slightly rephrased for clarity. To the greatest extent possible, PAVE will only present the questions that pertain to the provider type and type of application or update being requested. This will reduce the effort needed to complete or update an application and provide applicants a much easier enrollment experience.

Question 31: Will PAVE reduce the amount of time it takes to complete an application?

Answer 31: Yes. PAVE is expected to significantly reduce 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 will provide drop down lists with pre-determined responses, suggest addresses and zip codes which will help reduce the amount of data entry required.

Question 32: Do you know what the approximate application processing time will be?

Answer 32: Although processing time is presently unknown, it is expected to be significantly shorter than today's paper application process. PAVE will also automate the screening and enrollment business processes, which is expected to expedite the application processing time. Applications are condensed where possible, and the enrollment 'experience' is tailored to the provider type and type of enrollment requested. As a result, DHCS anticipates that application processing timelines will be significantly shortened.

Question 33: Will we be able to track the status of our application?

Answer 33: Yes. Each application will be assigned a unique number to be tracked separately in PAVE.

Question 34: Will providers be able to edit information that PAVE has auto filled?

Answer 34: Yes. Providers can change information in fields that PAVE fills automatically.

Question 35: Are the Facility-Based provider and Preferred provider attestation letters available within PAVE?

Answer 35: Yes, the templates for the Facility-Based provider attestation letters are available in PAVE. There is no cover letter template for applicants requesting consideration as a Preferred provider, but there will be a sample available in the help information associated with that field.

Question 36: Is there a possibility for Disenrollment?

Answer 36: Yes. Providers will be able to request deactivation from the Medi-Cal fee-for-service program through PAVE.

Question 37: Can a billing service help providers fill out applications?

Answer 37: Yes. Each applicant is fully responsibility for the content of the application data submitted in their application. PAVE provides a tool that providers can use to delegate authority to others to allow them to enter information into the form. The applicant is required to review the information and sign under penalty of perjury that all information provided is accurate and true.

Question 38: Will there be an extension number field where phone numbers are entered? Will PAVE auto-populate the four digit ZIP code extension?

Answer 38: Yes. PAVE will have an extension number field where phone numbers are entered.   PAVE will auto populate the last four digits of the ZIP Code.

Question 39: How does PAVE relate to PECOS?

Answer 39: PAVE is a separate system from PECOS. PAVE will be used for Medi-Cal provider enrollment and PECOS is for enrollment in the Federal Medicare program.

Where can I find more information about PAVE?

For more information, please visit the PED PAVE website or subscribe to the PAVE mailing list.