

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 Medi-Cal Fee-For-Service providers to enroll and manage their Medi-Cal accounts. Please watch this brief overview of the [PAVE Portal](#).

2. How is PAVE being rolled out?

PAVE will be implemented in a series of releases. Release 1.0 was internal to DHCS and implemented in 2015. Release 2.0 (November 18, 2016) and 3.0 incrementally allow provider types that enroll through PED to complete their enrollments through PAVE. Additional releases will add Medi-Cal providers who enroll through other DHCS programs, as well as Medi-Cal providers enrolled by other departments.

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

The list of provider types included in each PAVE release can be found [here](#).

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

PAVE

Frequently Asked Questions

- Revalidation applications (if requested by DHCS)

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. When will special programs be integrated in PAVE?

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 (after Release 3.0). Get updates on the PAVE [webpage](#), or by registering for the PAVE [mailing list](#).

7. Is this system for Medi-Cal providers only?

Yes. PAVE is intended for use by Medi-Cal Fee-For-Service providers. PAVE will eventually 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.

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

No. Currently PAVE is only designed to enroll Medi-Cal Fee-For-Service providers.

9. Will PAVE completely replace the paper application?

PAVE will eventually replace the paper application process, although paper applications will still be accepted for a period of time. 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.

PAVE

Frequently Asked Questions

10. 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.

11. 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 be processed in date order received. Providers should not submit the same request using PAVE.

12. How do I get started with PAVE?

This brief [video](#) will help you get started. You can also access 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 [here](#).

PAVE Functionality

13. 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](#) guide.

PAVE

Frequently Asked Questions

14. 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. You can also view a brief video on [User Administration](#).

15. 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. Those providers are currently scheduled for release 3.0.

16. 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 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

PAVE

Frequently Asked Questions

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. Watch the video on [sharing](#) applications, or signatures for [group providers](#), [individual providers](#), or [rendering providers](#) to learn more.

17. 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. Watch the video on [sharing](#) applications to learn more.

18. 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.

19. 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.

PAVE

Frequently Asked Questions

20. 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. A brief video is available to help you learn more about [messaging through PAVE](#).

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

Business Profiles are set up based on NPI. When you create your Business Profile, you will be prompted to enter your primary NPI.

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.

22. 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.

23. 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, watch a video on [Group Billing Providers](#) or [Affiliated Rendering Providers](#).

PAVE

Frequently Asked Questions

24. 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.

PAVE Training/Help Functionality

25. What help features are available in PAVE?

PAVE has been specifically designed for ease of use, and includes embedded tutorials and help functionality. You may contact Provider Enrollment through the PAVE portal messaging feature or utilize any of the other help features described [here](#).

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

PAVE is designed to be intuitive and guide you through the application process. Instructions on the steps required to submit an application are available for all provider types. You can watch a brief video to help with submitting an application:

[Individual Allied Provider](#)

[Incorporated Individual Allied](#)

[Individual Physician/Surgeon](#)

[Incorporated Individual Physician/Surgeon](#)

[New Rendering Provider](#)

[Rendering-S Affiliation Form](#)

27. 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.

28. What is the size limit for attachments?

Each attachment is limited to 5MB. However, there is no limit to the number of attachments that can be added to an application.

PAVE

Frequently Asked Questions

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

PAVE stores the application and 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 choose 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 that have been stored in the Document Library are available for viewing only from the subsection in which it has been stored.

30. 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.

31. 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.

32. 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, nor have been instructed by DHCS to revalidate or participate in continued enrollment, there is no need to access PAVE.

33. 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.

PAVE

Frequently Asked Questions

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

NPIs are only required from persons or entities eligible to obtain them. Practitioners who are not required to have an NPI number will still be able to use PAVE.

35. 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.

PAVE Enrollment Improvements

36. Have enrollment rules changed for PAVE?

Requirements to enroll as a Medi-Cal provider remain the same. All enrollment rules specific to PAVE are clarified in published Regulatory Provider Bulletins, which can be found on the Provider Enrollment Division [webpage](#) under Statutes & Regulations.

37. 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.

38. 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,

PAVE

Frequently Asked Questions

suggest addresses and zip codes, which will help, reduce the amount of data entry required and minimize data entry errors.

39. 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.

40. 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.

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

Yes. Each application is assigned a unique number, which can be tracked separately in PAVE.

42. 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. PAVE does not provide attestation letters, they must be uploaded. Templates to assist you can be found [here](#) (pages 4 - 6).

43. Can PAVE be used for Disenrollment?

Yes. Providers are able to request deactivation from the Medi-Cal fee-for-service program through PAVE.

PAVE

Frequently Asked Questions

44. 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 create a delegated official, 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](#).

Revalidations

45. Can PAVE be used to Revalidate?

Yes. PAVE is available to “supported” providers to respond to PED-initiated requests for revalidation. Please watch the linked videos to learn more about [Account](#), [Individual](#) or [Group](#) revalidation.

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

No. PAVE is a separate system from PECOS. When PED instructs you to begin revalidation, your Medicare revalidation cannot be used to satisfy this requirement.