

### Welcome to the PAVE Newsletter

Provider Enrollment will prepare this brief update on a regular basis to share helpful, at-a-glance information with PAVE users. If there is content you would like to see included, please let us know.

November 2017 was the one year anniversary of PAVE. Over the last 14 months we have seen outstanding results:

- Over **13,000** registered PAVE users
- More than **7,000** applications submitted in PAVE
- A **60% decrease** in the number of days to process an application in PAVE versus paper
- A **decrease in applications returned to providers** from 80% with paper to 32% with PAVE

Thank you for your support of PAVE and Provider Enrollment Division.

### PAVE User Spotlight

*Each newsletter will highlight one of the providers using PAVE. To be our next featured provider, email us at [PAVE@dhcs.ca.gov](mailto:PAVE@dhcs.ca.gov).*

Vituity (formerly CEP America) has used PAVE from the start. To help their transition from paper, they have participated in all of the opportunities to engage with PAVE, including our PAVE 2.0 Open House, provider testing, weekly Q&A webinars, drop-in labs, the PAVE Help Desk, and they have provided PED with valuable feedback through surveys and emails. Thank you Vituity (formerly CEP America)!

### Features, Fixes & Facts

*Check this section to read about some of the recent or planned fixes and enhancements, and clarification on common questions.*

- **Fact:** Rendering-S providers affiliating to a group do not receive approval letters. They are already approved as providers, the affiliation is just the process for linking them to the group.
- **Fix:** New users were experiencing sign-up issues related to the Captcha feature. This issue was resolved. If you experience issues with sign up, please contact the Help Desk at 1-866-252-1949.

### Upcoming Events

Event	Date
PAVE Open House	Spring 2018
Provider Beta Testing	Spring 2018
PAVE Release 3.0	Summer 2018

### PAVE Pro Tips

*Which email address should you use to create a provider user profile?*

Some large groups have reported they direct providers to use their personal email to create the PAVE user profile. This allows the provider to continue to receive notifications about their PAVE account as they affiliate and disaffiliate with different groups.