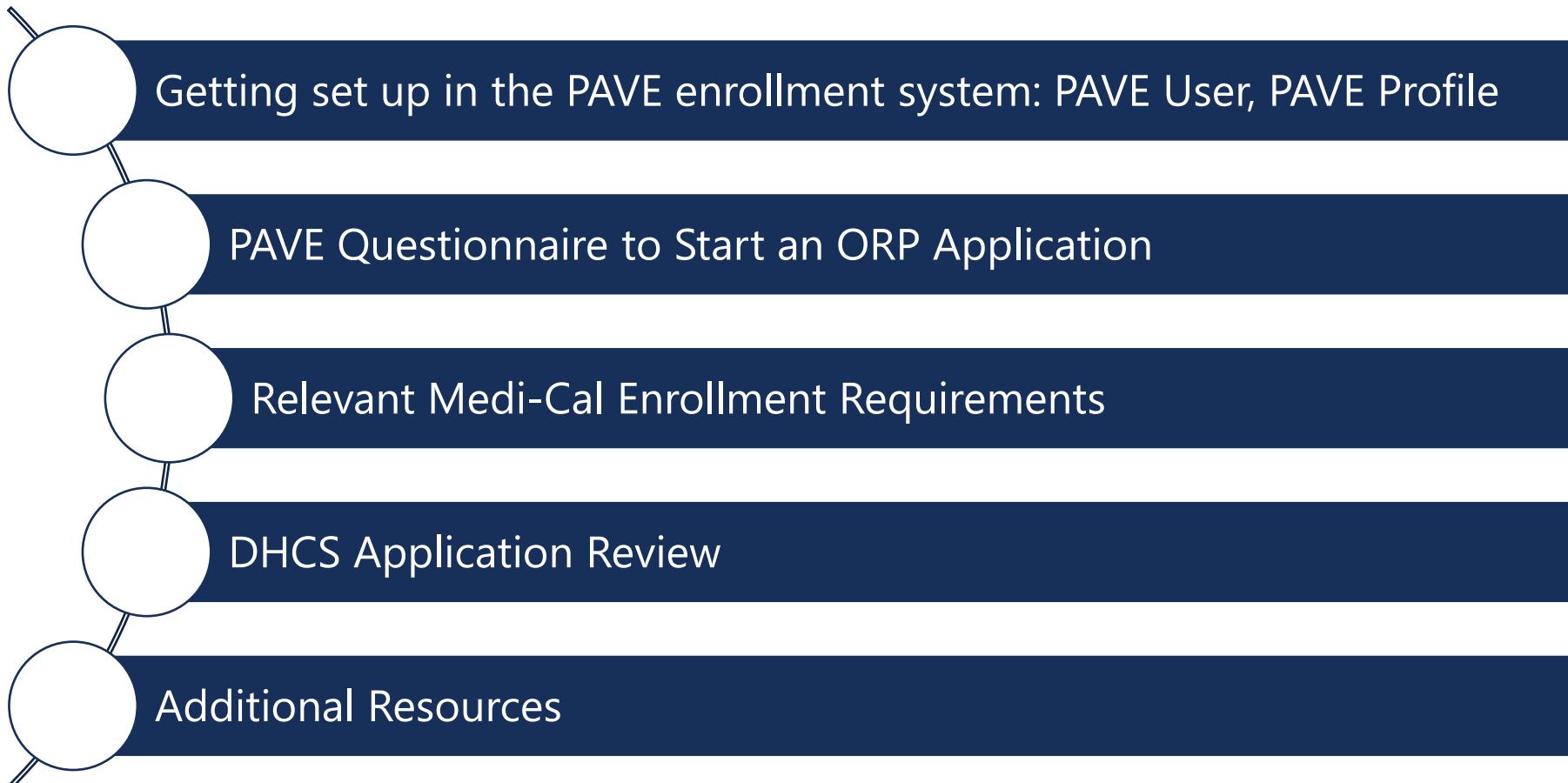


Ordering, Referring, Prescribing (ORP) Enrollment

Provider Enrollment Division

February 2026

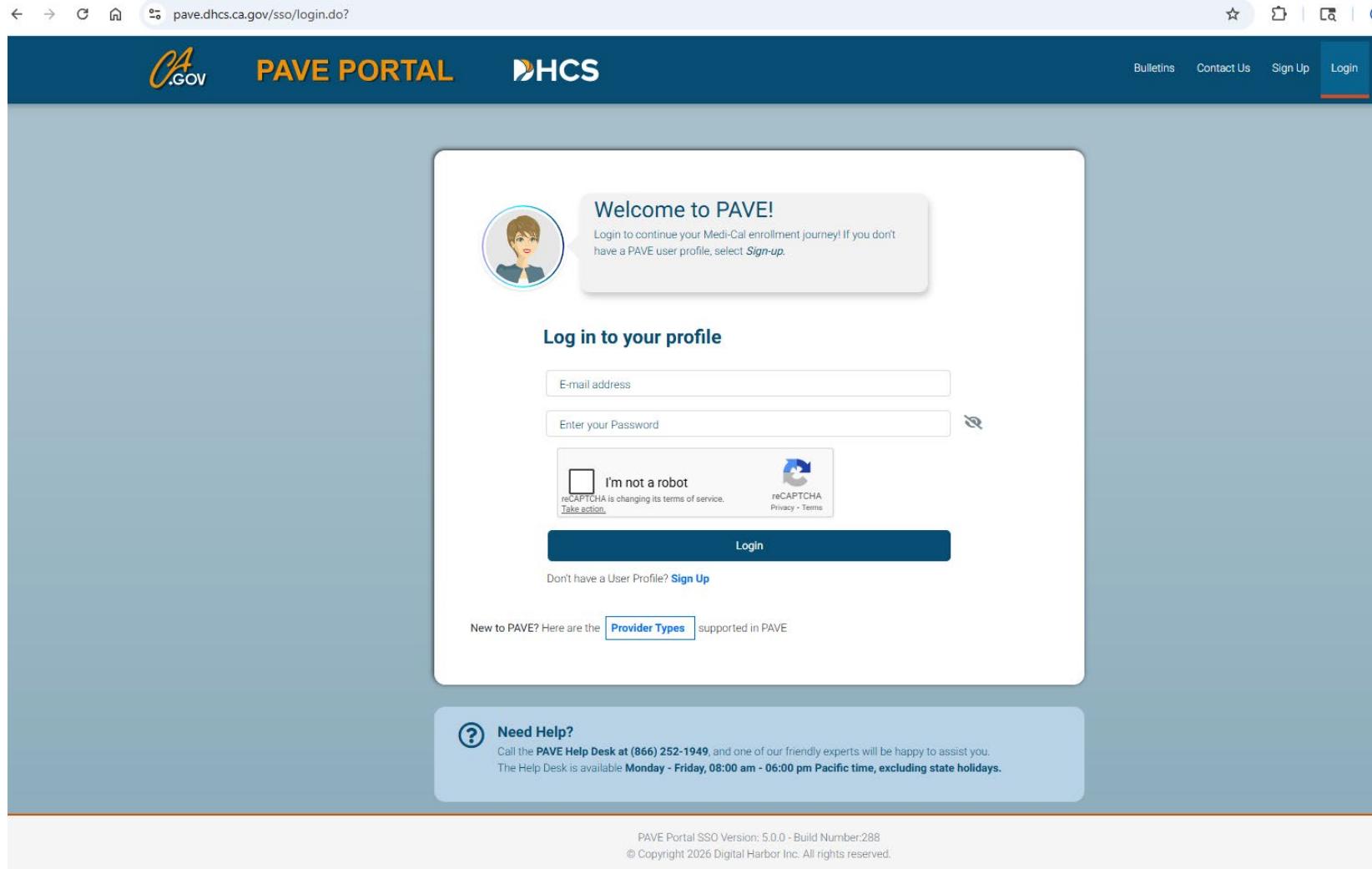
Topics Covered



Getting Set Up in PAVE for First Time Users



Access PAVE



The screenshot shows the login page of the PAVE Portal. The page has a teal header with the California (.GOV) logo, the PAVE PORTAL logo, and the DHCS logo. The header also includes links for Bulletins, Contact Us, Sign Up, and Login. The main content area has a light blue background. It features a circular profile picture placeholder with a woman's face. A box contains the text "Welcome to PAVE!" and a message about continuing the Medi-Cal enrollment journey, with a "Sign-up" link. Below this is a "Log in to your profile" section with fields for "E-mail address" and "Enter your Password". There is a "reCAPTCHA" checkbox labeled "I'm not a robot" with a "reCAPTCHA is changing its terms of service. Take action." link, and a "Privacy - Terms" link. A large blue "Login" button is at the bottom of the form. Below the form, a link says "Don't have a User Profile? [Sign Up](#)". A note at the bottom says "New to PAVE? Here are the [Provider Types](#) supported in PAVE". A "Need Help?" section at the bottom left provides contact information for the PAVE Help Desk. The footer contains the PAVE Portal SSO Version information and a copyright notice for Digital Harbor Inc. The page is displayed in a web browser with standard navigation icons.

pave.dhcs.ca.gov/sso/login.do?

CA.GOV **PAVE PORTAL** **DHCS**

Bulletins Contact Us Sign Up **Login**

Welcome to PAVE!

Login to continue your Medi-Cal enrollment journey! If you don't have a PAVE user profile, select [Sign-up](#).

Log in to your profile

E-mail address

Enter your Password

I'm not a robot

reCAPTCHA is changing its terms of service. [Take action.](#)

Privacy - Terms

Login

Don't have a User Profile? [Sign Up](#)

New to PAVE? Here are the [Provider Types](#) supported in PAVE

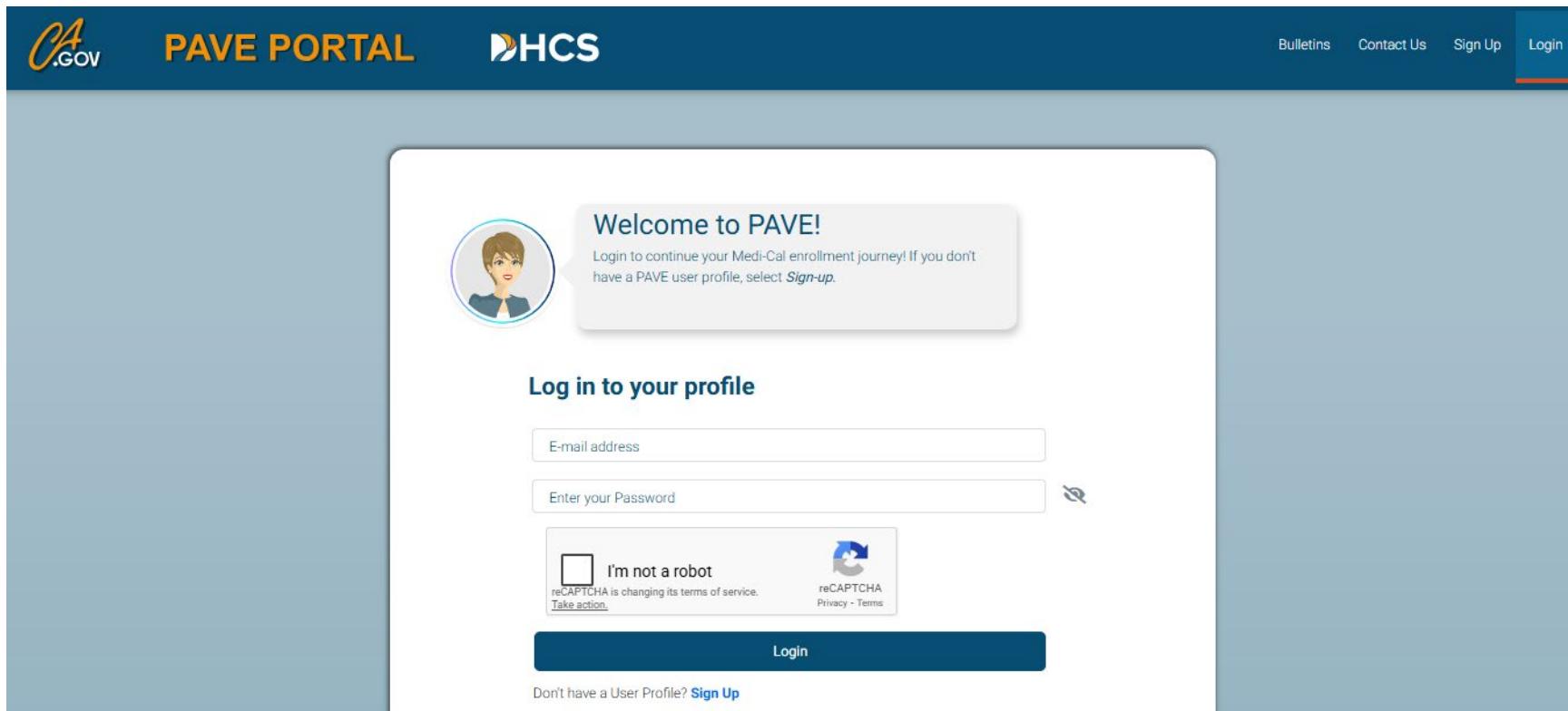
Need Help?

Call the **PAVE Help Desk at (866) 252-1949**, and one of our friendly experts will be happy to assist you. The Help Desk is available **Monday - Friday, 08:00 am - 06:00 pm Pacific time, excluding state holidays**.

PAVE Portal SSO Version: 5.0.0 - Build Number:288
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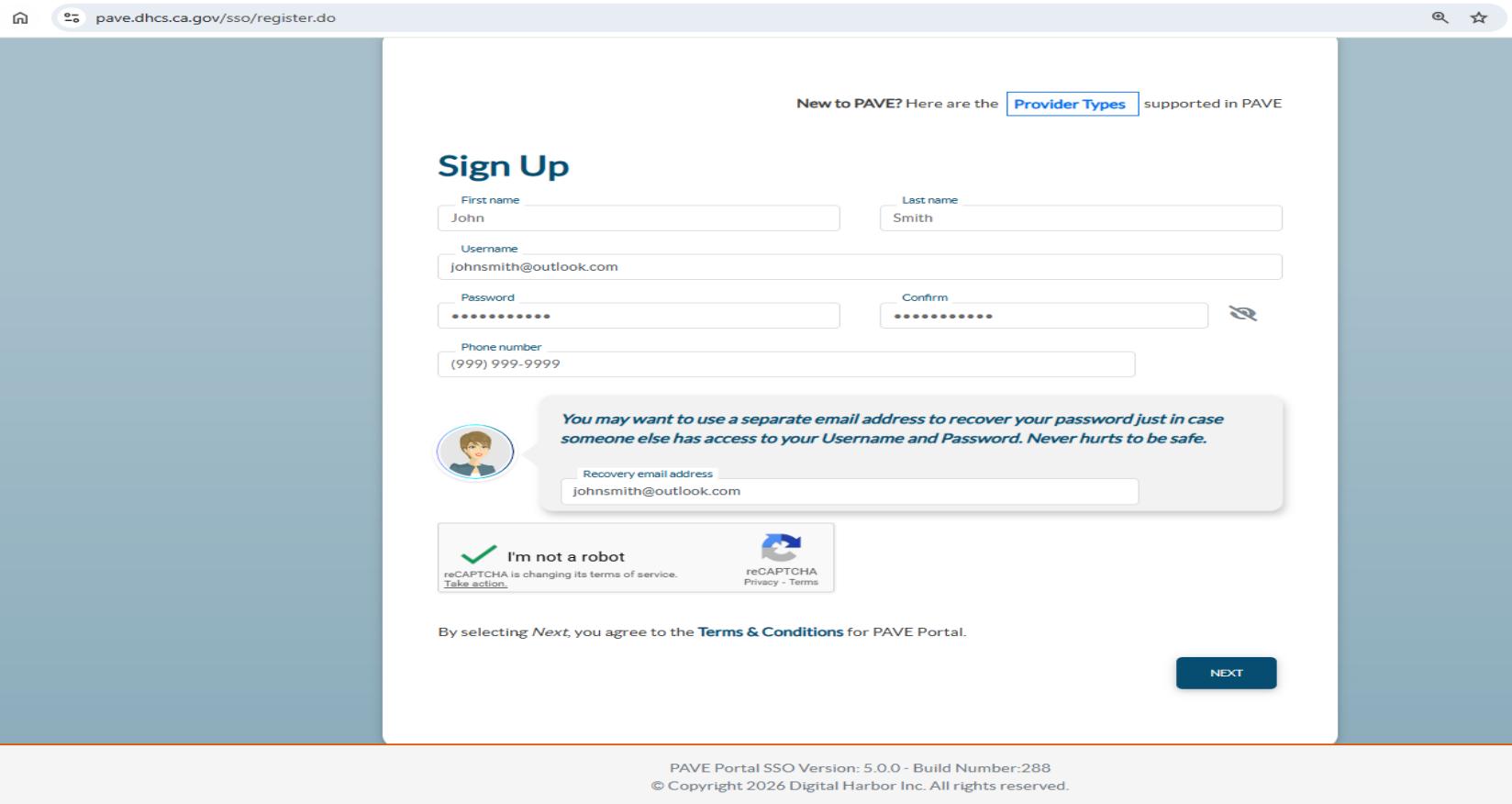
PAVE User Sign-Up Process

» To begin, click on “Sign Up.”



PAVE User Sign-Up Process

» Complete the required information and click “NEXT.”



The screenshot shows a web browser window with the URL pave.dhcs.ca.gov/sso/register.do. The page is titled "Sign Up". It displays fields for First name (John), Last name (Smith), Username (johnsmith@outlook.com), Password, Confirm, and Phone number ((999) 999-9999). A note suggests using a separate email for password recovery. A reCAPTCHA box is present, and a "NEXT" button is at the bottom. The page footer includes the PAVE Portal SSO version and copyright information.

New to PAVE? Here are the [Provider Types](#) supported in PAVE

Sign Up

First name Last name

Username

Password Confirm [Eye icon](#)

Phone number

You may want to use a separate email address to recover your password just in case someone else has access to your Username and Password. Never hurts to be safe.

Recovery email address

I'm not a robot reCAPTCHA is changing its terms of service. [Take action.](#) [reCAPTCHA Privacy - Terms](#)

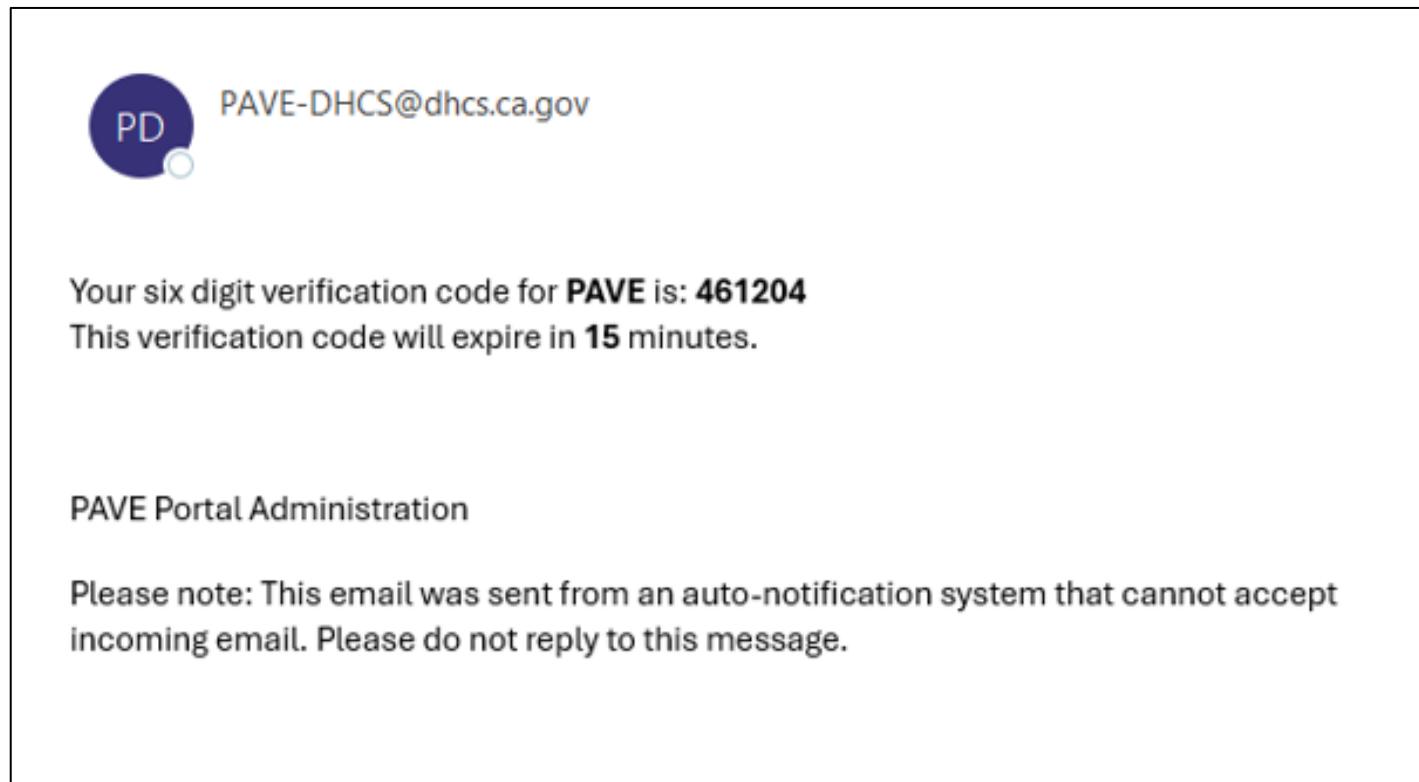
By selecting *Next*, you agree to the [Terms & Conditions](#) for PAVE Portal.

NEXT

PAVE Portal SSO Version: 5.0.0 - Build Number:288
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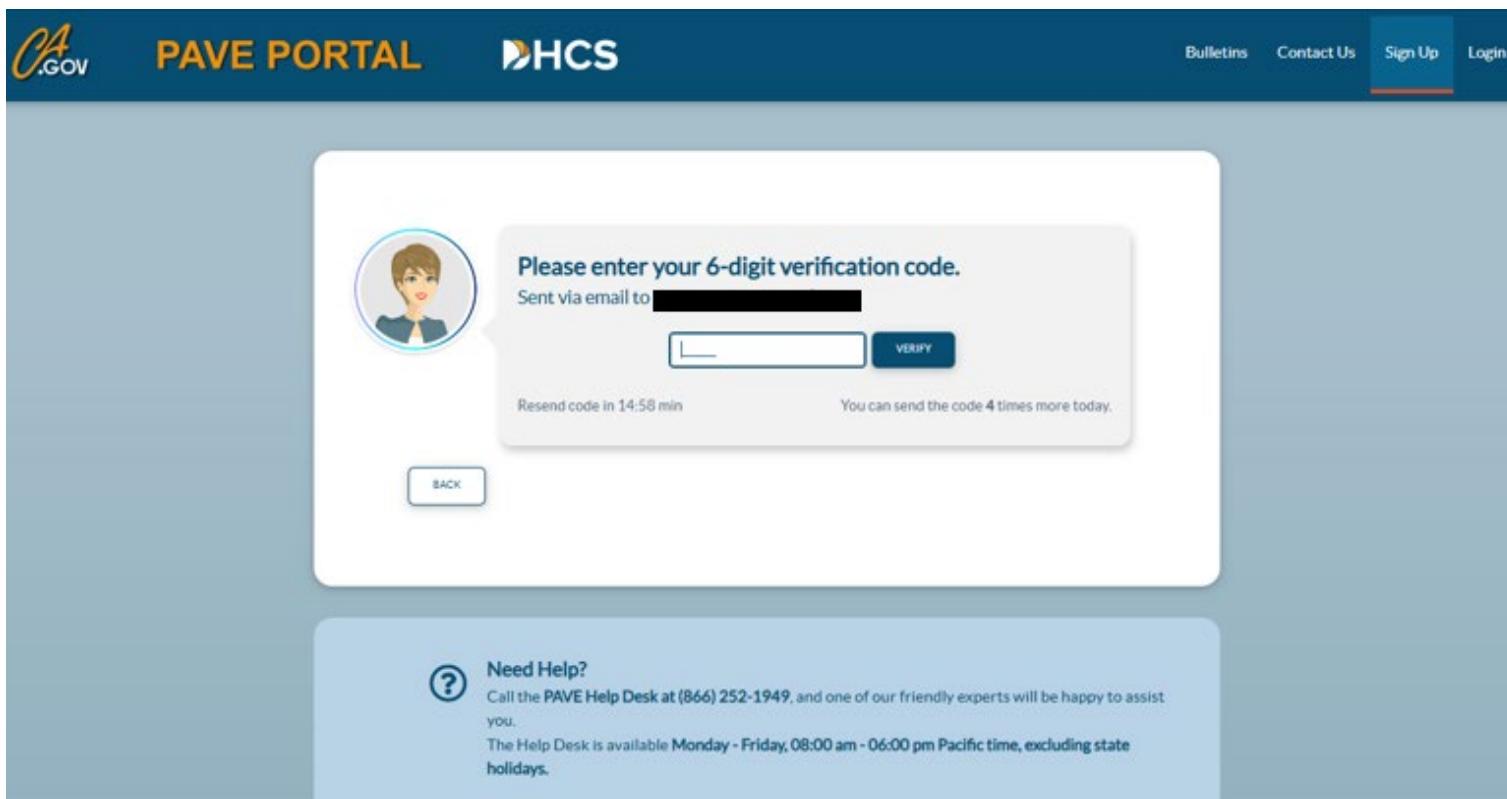
PAVE User Sign-Up Process

- » You will be sent a 6-digit verification code valid for 15 minutes via email.



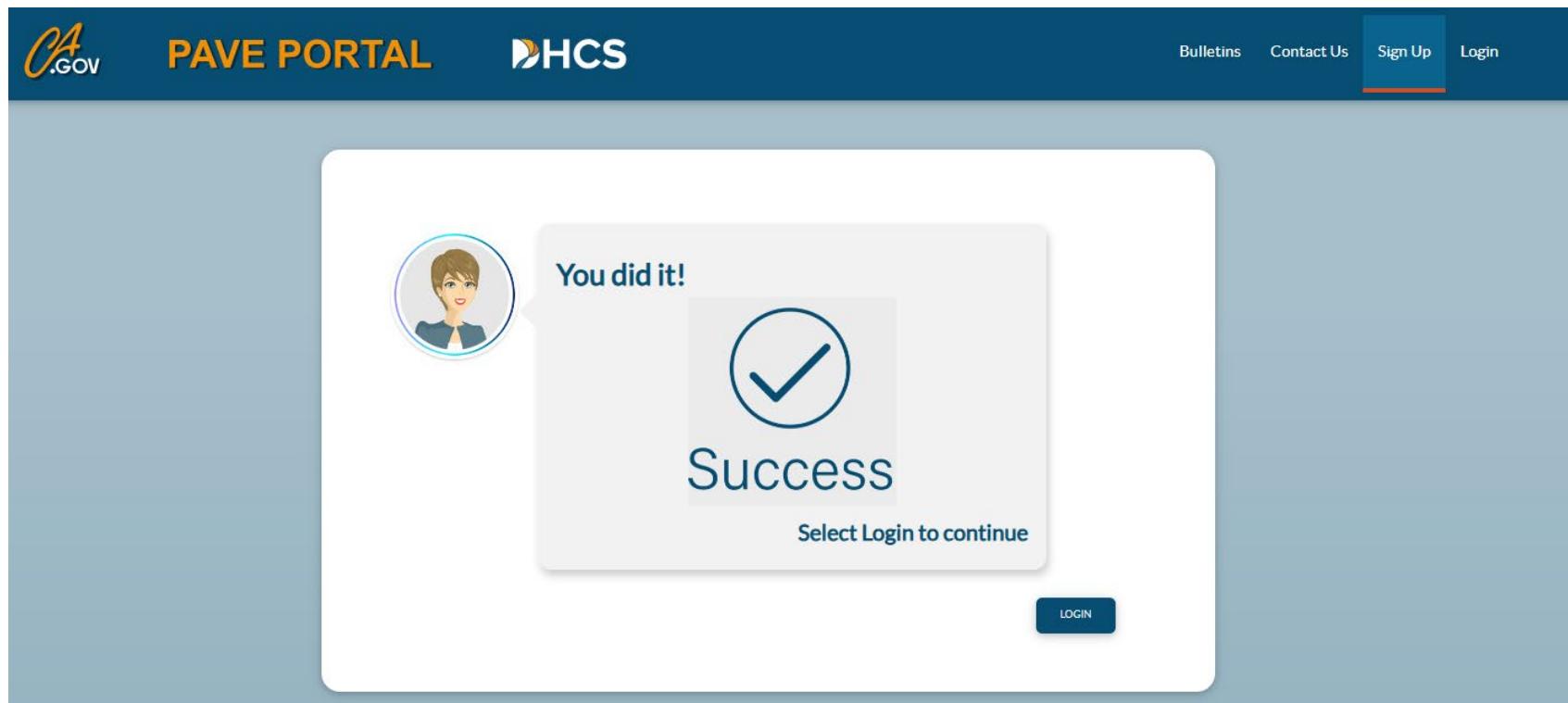
PAVE User Sign-Up Process

- » Enter the six-digit verification code and click “VERIFY.”



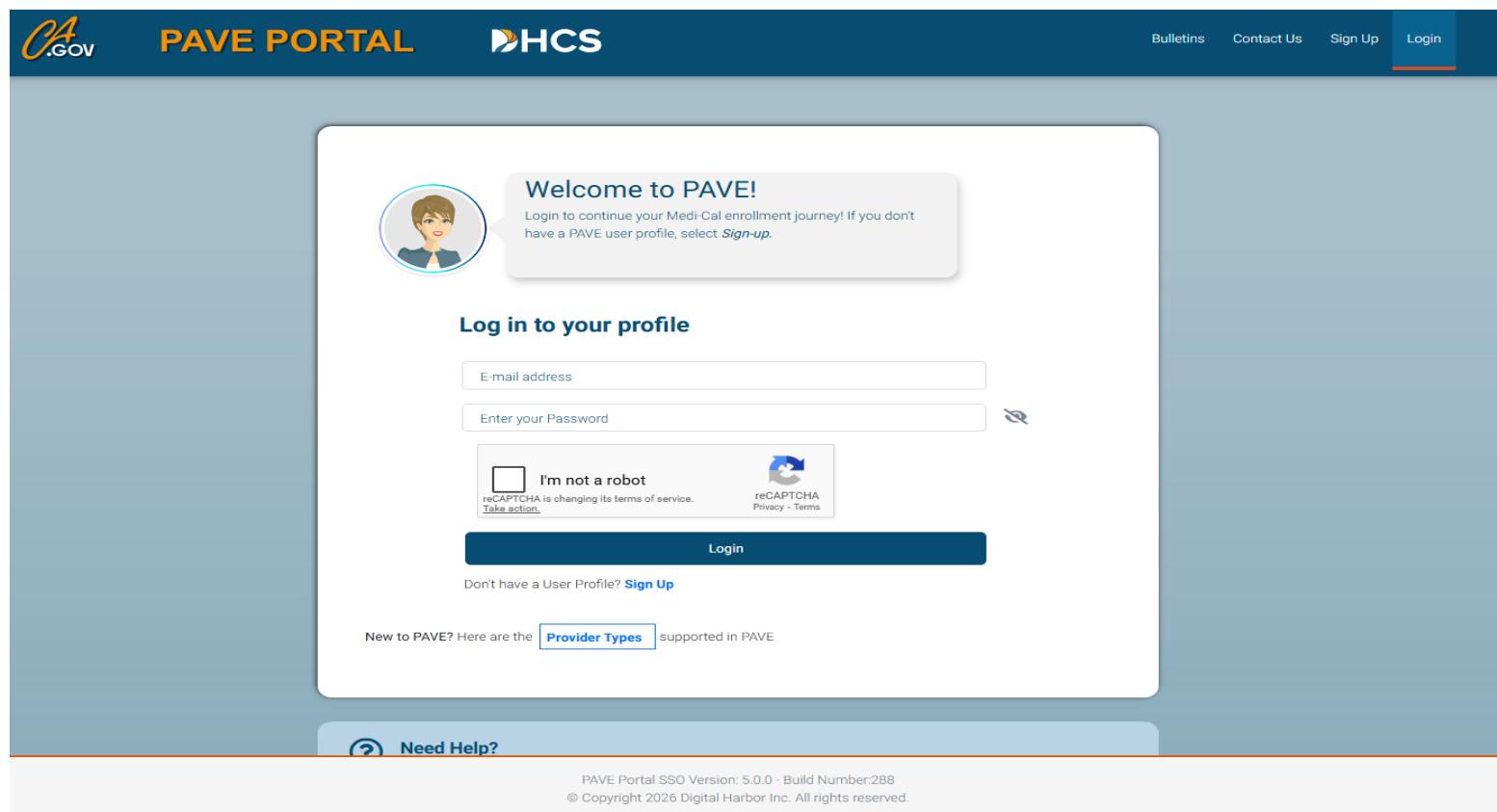
PAVE User Sign-Up Process

» Once PAVE confirms successful verification, click “LOGIN.”



PAVE User Sign-Up Process

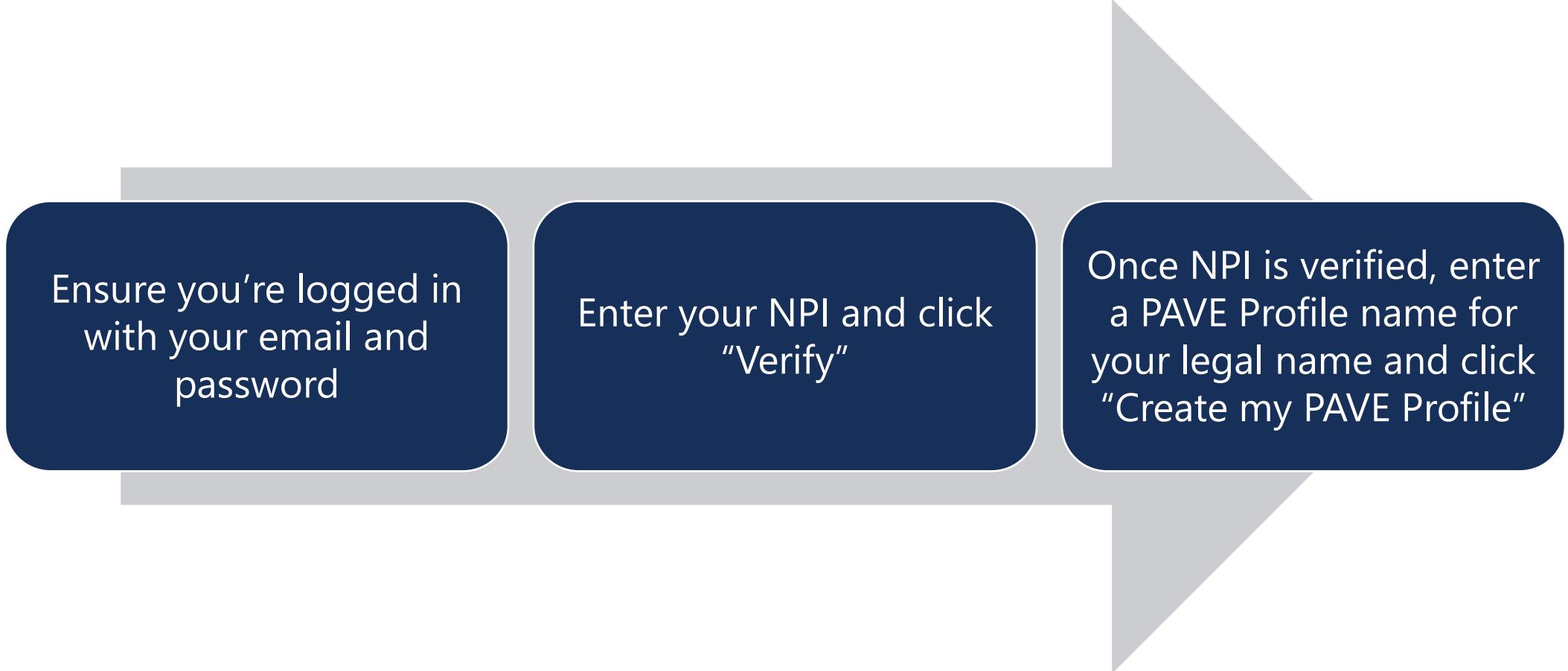
» Now enter your email and your password and click “LOGIN.”



PAVE Sign Up

- » Now that you are set up as a PAVE user, you will create your PAVE profile which is a workspace where groups or individual providers create applications and manage accounts.
- » A different profile should only be created if there is a different social security number or tax identification number from an existing account.

PAVE Profile Set Up

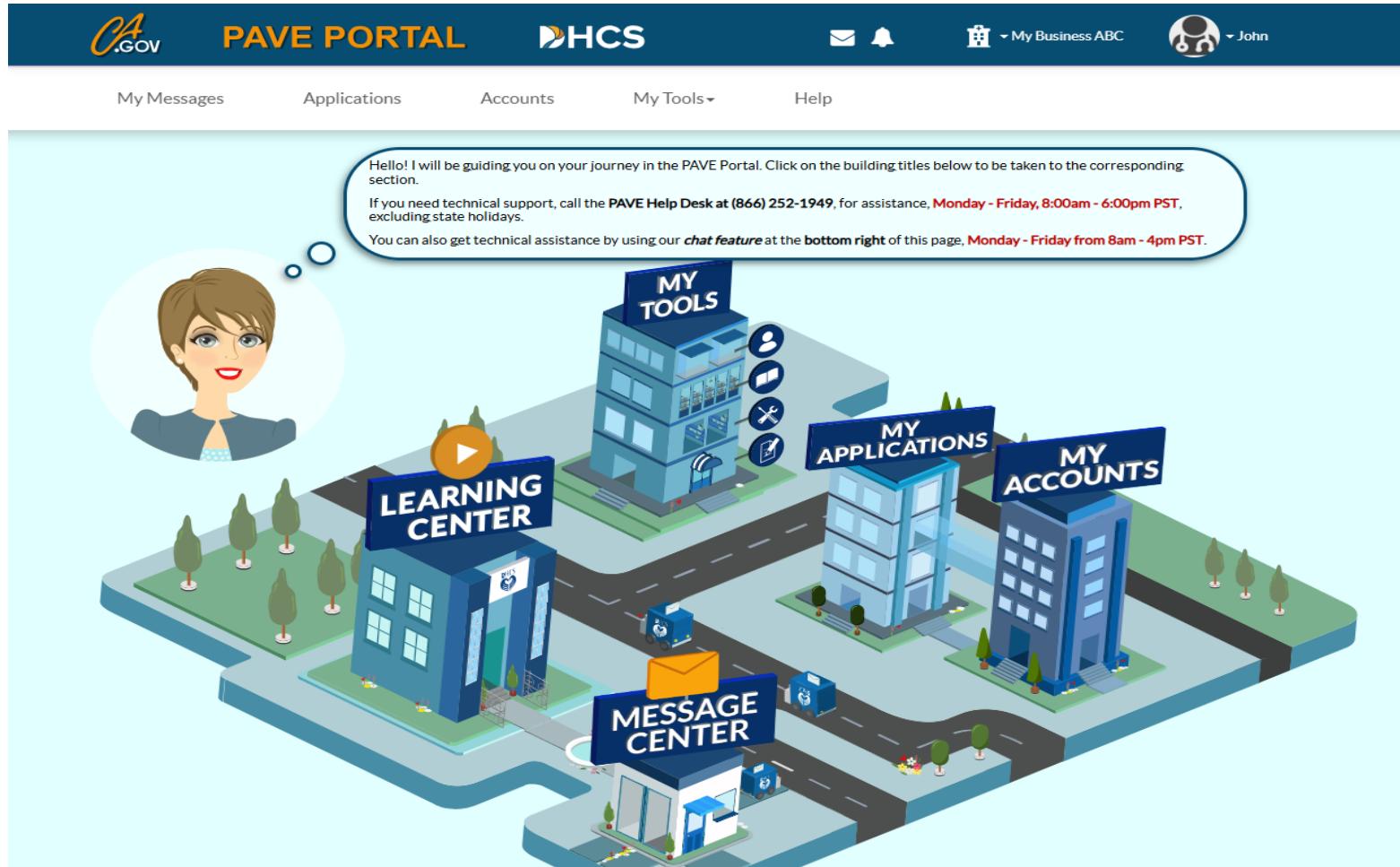


Ensure you're logged in with your email and password

Enter your NPI and click "Verify"

Once NPI is verified, enter a PAVE Profile name for your legal name and click "Create my PAVE Profile"

PAVE Profile



The image shows the homepage of the PAVE Portal. At the top, there is a dark blue header bar with the following elements from left to right: the California state logo (.CA.GOV), the text "PAVE PORTAL" in orange, the DHCS logo, a message icon, a bell icon, a "My Business ABC" dropdown menu, and a user profile icon for "John". Below the header, there is a navigation bar with links: "My Messages", "Applications", "Accounts", "My Tools", and "Help". The main content area features a 3D isometric illustration of a city block. On the block, there are several blue buildings with labels: "MY TOOLS" (with a person icon), "MY APPLICATIONS" (with a gear icon), "MY ACCOUNTS" (with a key icon), and "MESSAGE CENTER" (with an envelope icon). To the left of these buildings is a "LEARNING CENTER" building with a play button icon on top. A thought bubble above the buildings contains the text: "Hello! I will be guiding you on your journey in the PAVE Portal. Click on the building titles below to be taken to the corresponding section. If you need technical support, call the PAVE Help Desk at (866) 252-1949, for assistance, Monday - Friday, 8:00am - 6:00pm PST, excluding state holidays. You can also get technical assistance by using our *chat feature* at the bottom right of this page, Monday - Friday from 8am - 4pm PST." The background of the main content area is a light blue gradient.

Starting an ORP Application

In your PAVE profile, click on “Applications”, then “+New Application.”

Complete the questionnaire to start the correct application.

The following slides will guide you through the questionnaire to start an ORP application.

First Questionnaire Page

- » Select the radio button, “I’m new to Medi-Cal and I want to create a new application.” From the sub-menu, select “I’m an individual provider.”

The following questionnaire will help determine the correct type of application for you. Hovering over the options will provide additional help!

I'm enrolled in Medi-Cal or Medi-Cal Dental, and I want to create an application

I'm enrolled in Medi-Cal or Medi-Cal Dental, and I want to affiliate with another provider

I'm new to Medi-Cal or Medi-Cal Dental, and I want to create a new application

What type of provider are you?

I'm an individual provider 

I'm a group of individual providers 

I'm a healthcare business 

I need to report Supplemental changes 

If you want help with any of these options, select the in-context tutorial video icons for assistance. 

Once you have made your choice, select **Continue**

[← Previous](#) [Continue →](#)

Second Questionnaire Page

- » Select the radio button, "I'm an Ordering/Referring/Prescribing (ORP) provider.

Start Application **Business Structure** NPI Provider Type Language Last step

Welcome! Let's create your application. I'll be here to help guide you throughout the process. To start, you can hover over each option below to get additional information about the application type.

Individual practitioner

I'm an Ordering/Referring/Prescribing (ORP) provider

I'm an individual sole proprietor

I'm an incorporated individual provider

I need to be reimbursed only for Medicare crossover claims

Individual who renders services (to a Group billing practice or Physician Surgeon or a DMC clinic)

I am a rendering provider working with a Medi-Cal Dental group

I'm an individual provider. I'm working as part of a group and the group will be submitting claims for services I provide

I'm a Substance Use Disorder Medical Director (SUDMD) or a Licensed Substance Use Disorder

Once you have made your choice, select **Continue**

← Previous **Continue →**

Third Questionnaire Page

NPI

- » Enter your type 1 NPI and click the “verify” button.

The screenshot shows a horizontal progress bar with six steps: Start Application, Business Structure, NPI (highlighted in red), Provider Type, Language, and Last step. The NPI step is currently active. Below the progress bar, there is a circular icon of a person with a speech bubble. A callout box contains the text: "Okay, now that I know you want to create a new application, what is the NPI for this new application? Remember, if you selected sole proprietor you must enter a Type 1 NPI. Any other business entity type requires a Type 2 NPI." Below this, there is a text input field labeled "National Provider Identifier (NPI)" with a placeholder "Required value" and a "Verify" button with a right-pointing arrow. At the bottom of the screen are "Previous" and "Continue" buttons.

Start Application

Business Structure

NPI

Provider Type

Language

Last step

National Provider Identifier (NPI)

Required value

Verify →

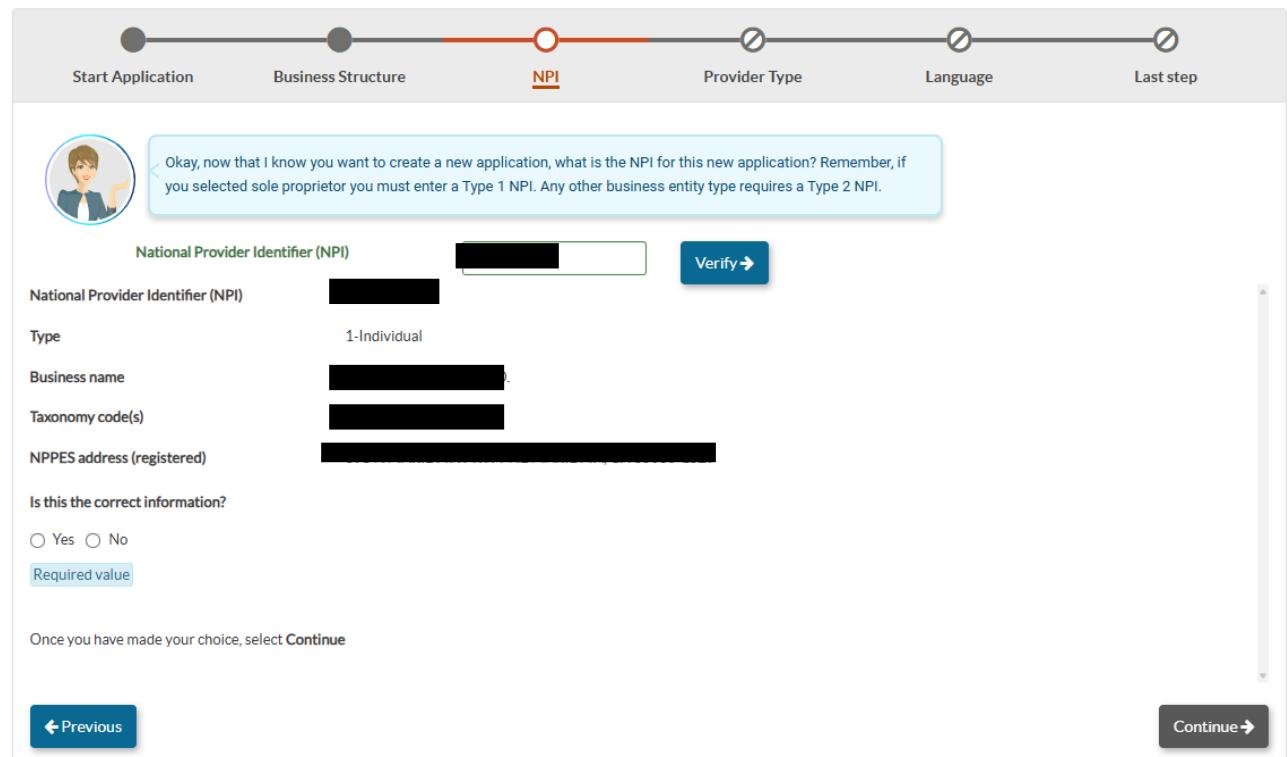
← Previous

Continue →

Third Questionnaire Page

PAVE Verifies NPI with NPPES

- » Check that the information displayed belongs to you before continuing. If you make an error keying in your NPI, you can re-enter the NPI and click “verify.” Once confirmed, click “yes” and then “continue.”



The screenshot shows the PAVE application process at the 'NPI' step. The progress bar at the top has six steps: 'Start Application', 'Business Structure', 'NPI' (which is highlighted in red), 'Provider Type', 'Language', and 'Last step'. The 'NPI' step contains the following information:

- A placeholder for the 'National Provider Identifier (NPI)' with a redacted value.
- A 'Verify' button to the right of the NPI field.
- Information about the NPI type: '1-Individual'.
- Redacted fields for 'Business name' and 'Taxonomy code(s)'.
- A section for 'NPPES address (registered)' with a redacted value.
- A question 'Is this the correct information?' with 'Yes' and 'No' radio buttons. The 'Yes' button is selected and highlighted in blue.
- A note below the radio buttons: 'Required value'.
- Text at the bottom: 'Once you have made your choice, select Continue'.
- Navigation buttons: 'Previous' and 'Continue'.

Fourth Questionnaire Page

Select Provider Type

- » Select your provider type from the drop-down list. If your provider type is listed, you must select that provider type. If your provider type is not listed, ensure that you are eligible to enroll as an ORP and then select other and type in your provider type.

Now, select your provider type from the drop-down below, then select Continue to move on.

[Select a Provider Type]

- Audiologist
- Certified Acupuncturist
- Certified Nurse Anesthetist
- Certified Nurse Midwife
- Certified Nurse Practitioner
- Chiropractor
- Dentist - General or Specialist
- Doula Individual
- Hearing Aid Dispenser
- Licensed Clinical Social Workers (LCSW)-Individual
- Licensed Marriage Family Therapist (LMFT)
- Licensed Midwife

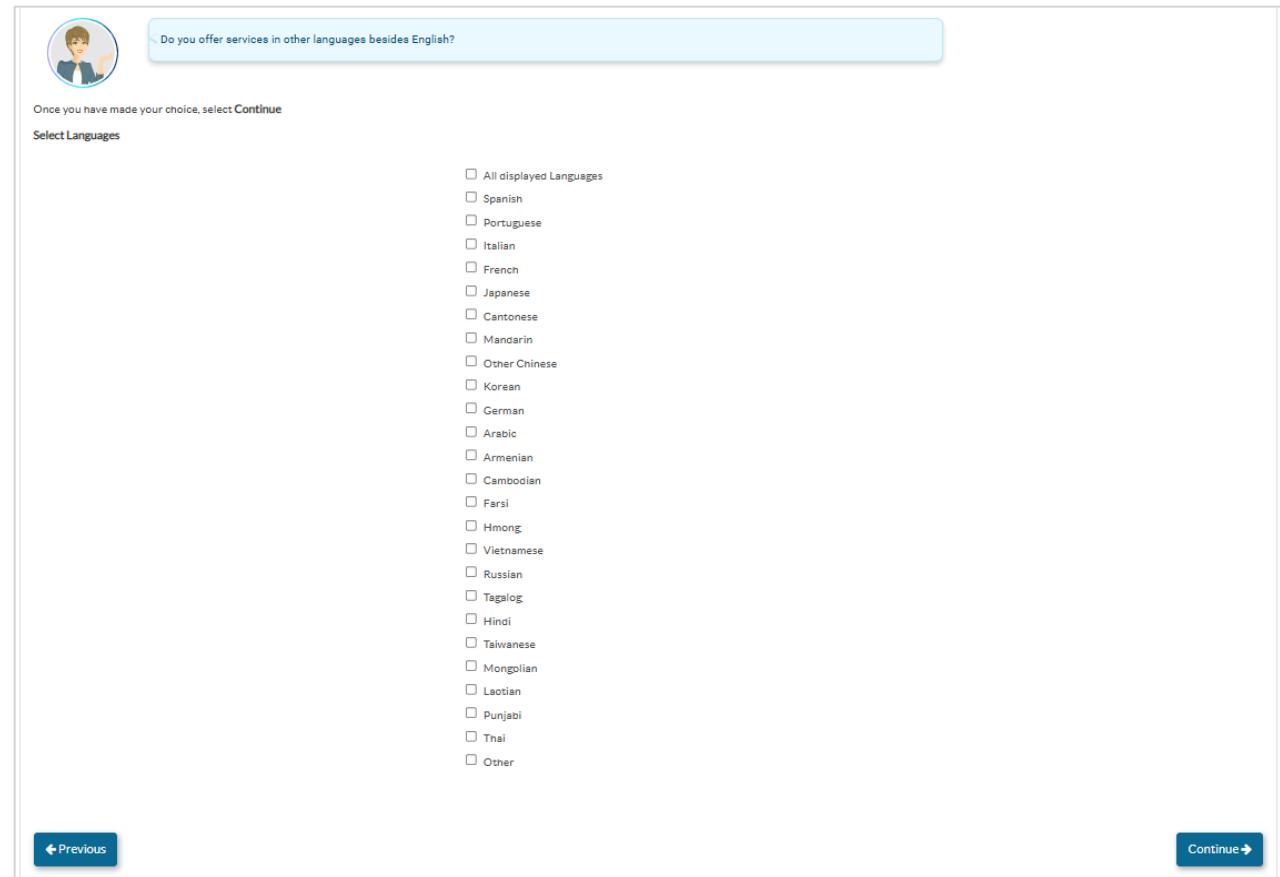
Review the business structure page to make sure you have selected the correct option. It could also be that the provider type you are looking for is not listed. You can search for provider types by business structure, click [here](#).

Continue →

Fifth Questionnaire Page

Languages Offered

- » Select any additional languages offered at your service location besides English and click “continue.”



Do you offer services in other languages besides English?

Once you have made your choice, select Continue

Select Languages

- All displayed Languages
- Spanish
- Portuguese
- Italian
- French
- Japanese
- Cantonese
- Mandarin
- Other Chinese
- Korean
- German
- Arabic
- Armenian
- Cambodian
- Farsi
- Hmong
- Vietnamese
- Russian
- Tagalog
- Hindi
- Taiwanese
- Mongolian
- Laotian
- Punjabi
- Thai
- Other

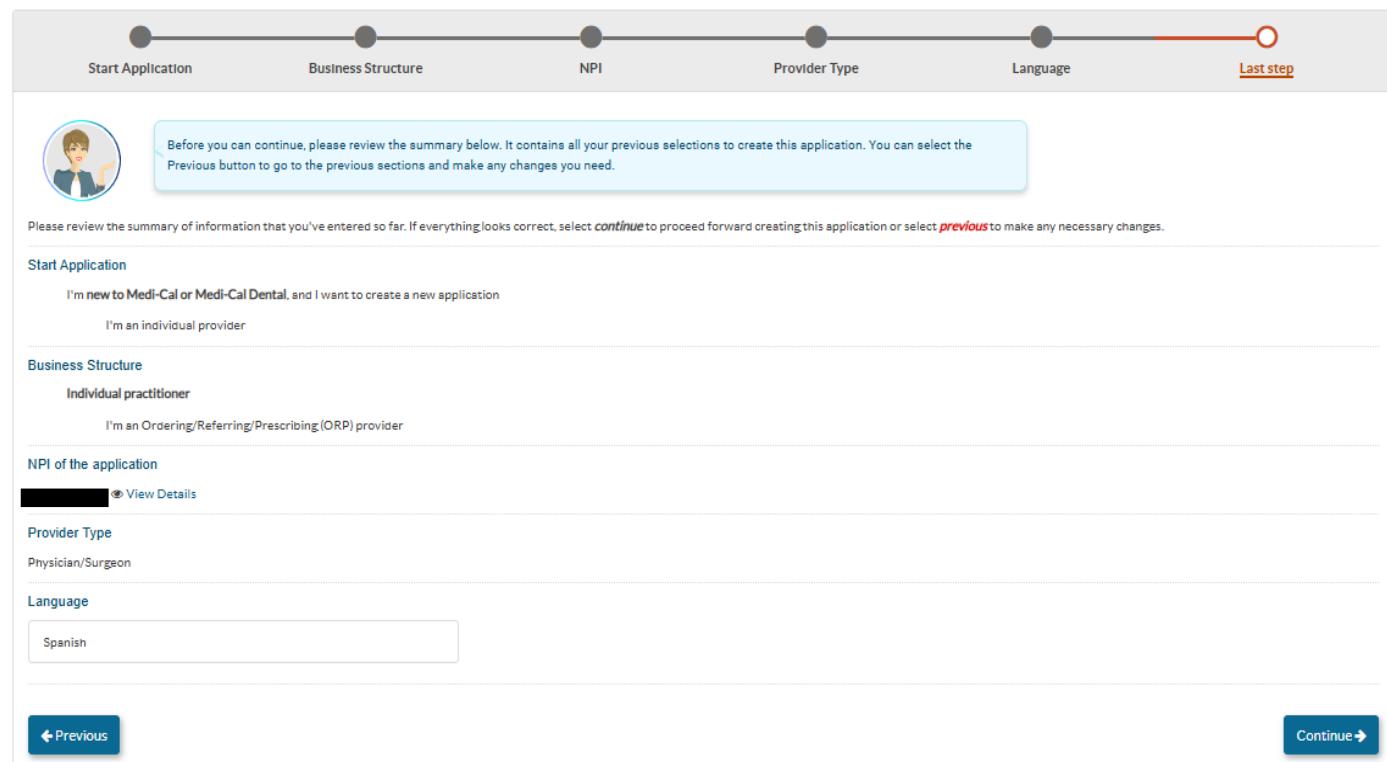
← Previous

Continue →

Sixth Questionnaire Page

Summary Page

- » Review the summary page to ensure that all items selected in the questionnaire are correct. If any updates are needed, click “previous.” If the summary page is correct select “continue” to generate the application.



The screenshot shows a summary page for an application. At the top, a horizontal progress bar has five steps: "Start Application", "Business Structure", "NPI", "Provider Type", "Language", and "Last step". The "Last step" button is highlighted with a red border. Below the progress bar, there is a circular icon of a person pointing to the right, followed by a message: "Before you can continue, please review the summary below. It contains all your previous selections to create this application. You can select the Previous button to go to the previous sections and make any changes you need." A larger message below it says: "Please review the summary of information that you've entered so far. If everything looks correct, select **continue** to proceed forward creating this application or select **previous** to make any necessary changes." The summary information is organized into sections: "Start Application" (I'm new to Medi-Cal or Medi-Cal Dental, and I want to create a new application; I'm an individual provider), "Business Structure" (Individual practitioner; I'm an Ordering/Referring/Prescribing (ORP) provider), "NPI of the application" (redacted; View Details), "Provider Type" (Physician/Surgeon), and "Language" (Spanish). At the bottom are "Previous" and "Continue" buttons.

Medi-Cal Requirements

- » The Medi-Cal Program requirements are woven into the application process.
- » **The next two slides show:**
 - Who is authorized to sign the Medi-Cal application
 - List of required documents to attach

Who Can Sign Applications

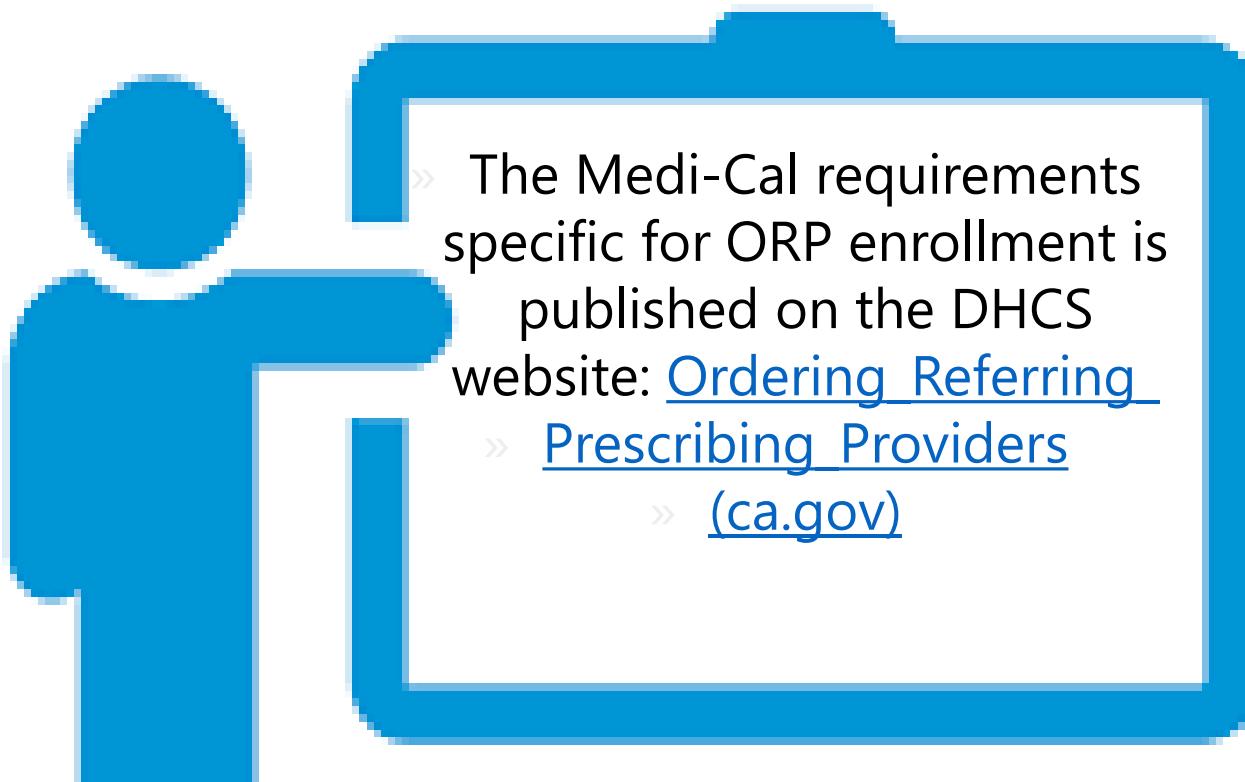
» CCR, Title 22, Section 51000.30(a)(2)(B)

- Other persons may assist with preparing the application, but the provider themselves must access PAVE with their own unique username and password to complete the electronic signature. Providers cannot authorize another person to sign on their behalf.
- Applications shall... "Be signed under penalty of perjury by an individual who is the sole proprietor, partner, corporate officer, or by an official representative of a governmental entity or non-profit organization, who has the authority to legally bind the applicant seeking enrollment, or the provider seeking continued enrollment, or the provider seeking enrollment at a new, additional, or change in location, as a Medi-Cal provider."

Some Required Documents

- » This slide lists documents that you may need to attach to the ORP application. There may be additional required documents.
 - ❑ Valid state-issued identification
 - ❑ Copy of pocket license or wall certificate for professional license
 - ❑ If designated as high risk, Livescan receipt

Online Resources



Enrollment Process Initial Review

1. Complete your application in the PAVE portal



2. Submit your application



3. DHCS reviews in 'date order received'.



4. The legal allowance for the initial review period is 90 days for physicians and 180 days for all other provider types. However, DHCS strives to complete initial reviews much sooner.

The Enrollment Process

Correcting Deficiencies

- » If your application is incomplete, PED will return it to you for corrections.
- » You will be notified via email to log into the PAVE system to fix the noted deficiencies in your application.
- » You need to go into the application and make the corrections and then resubmit your application to PED within 60 days.

Common Deficiencies

- » Attaching unreadable or incorrect documents
- » Expired documents

The Enrollment Process

Approval, Referral or Denial

- » When the review is completed, you will be notified via email to log into the PAVE system. Click on the "my messages" tab to view any letters and/or messages.
- » If your application is approved your message in PAVE will include an attached approval letter. Additionally, your enrollment record can be found in PAVE by clicking on the "accounts" tab.
- » If your application is denied your message in PAVE will include an attached letter with the denial reason(s) and your appeal rights.
- » If your application needs additional information or corrections, you will receive details on what is missing or incorrect.

Additional Resources

- » For technical assistance with the PAVE system, please direct questions to the PAVE Help Desk at 1.866.252.1949.
- » For Medi-Cal enrollment questions, please submit a message from PAVE or submit your question using the [PED online automated inquiry form](#).
- » For additional help in PAVE, click on the link below to take you to the PAVE homepage where you can access Provider Training videos and other tutorials.
- » <https://www.dhcs.ca.gov/provgovpart/Pages/PAVE.aspx>