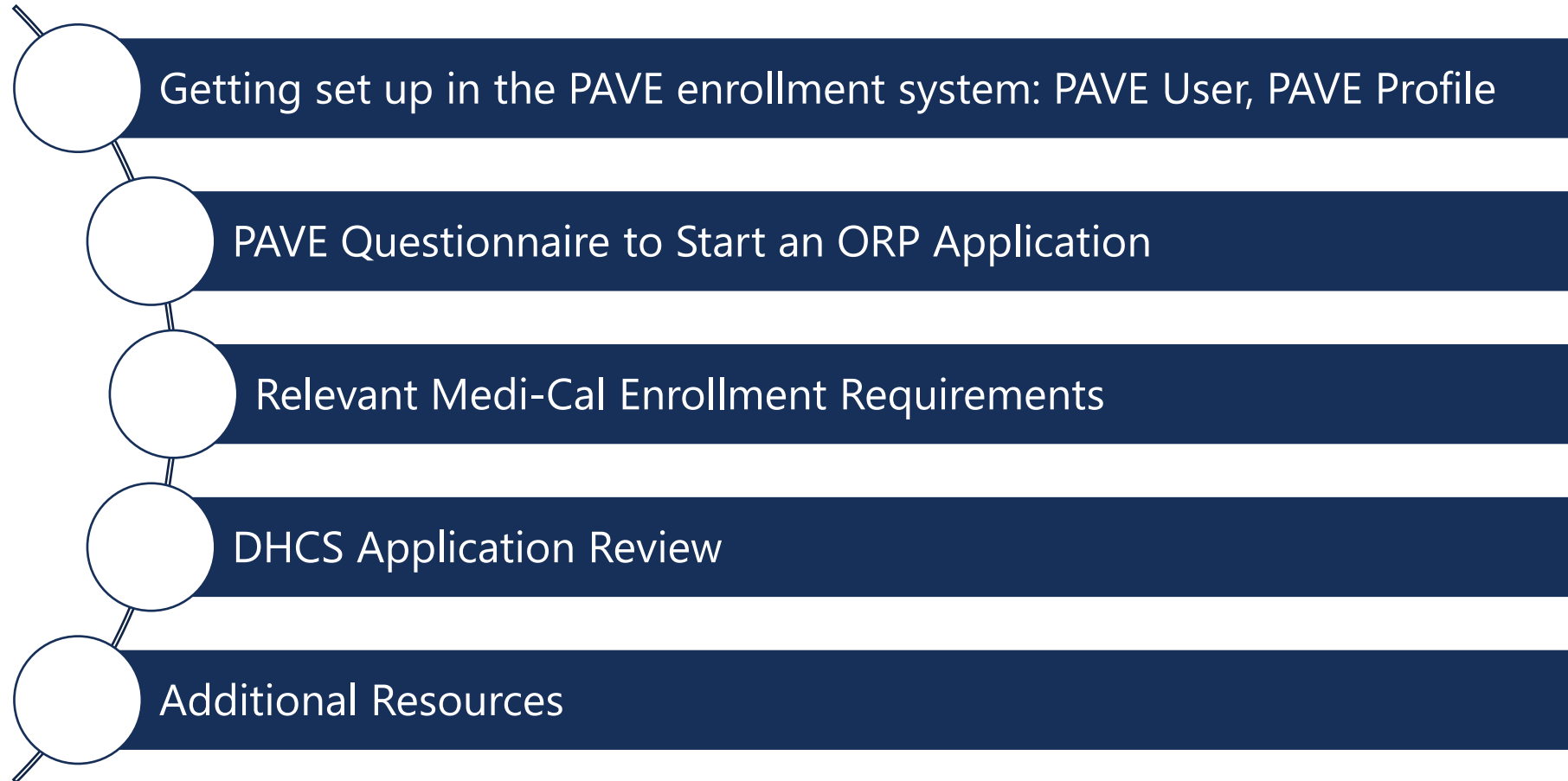


Ordering, Referring, Prescribing (ORP) Enrollment

Provider Enrollment Division
February 2026

Topics Covered



Getting Set Up in PAVE for First Time Users



Access PAVE

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

☆

CA.GOV

PAVE PORTAL


HCS

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.](#)

reCAPTCHA

[Privacy](#) - [Terms](#)

Login

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

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

?

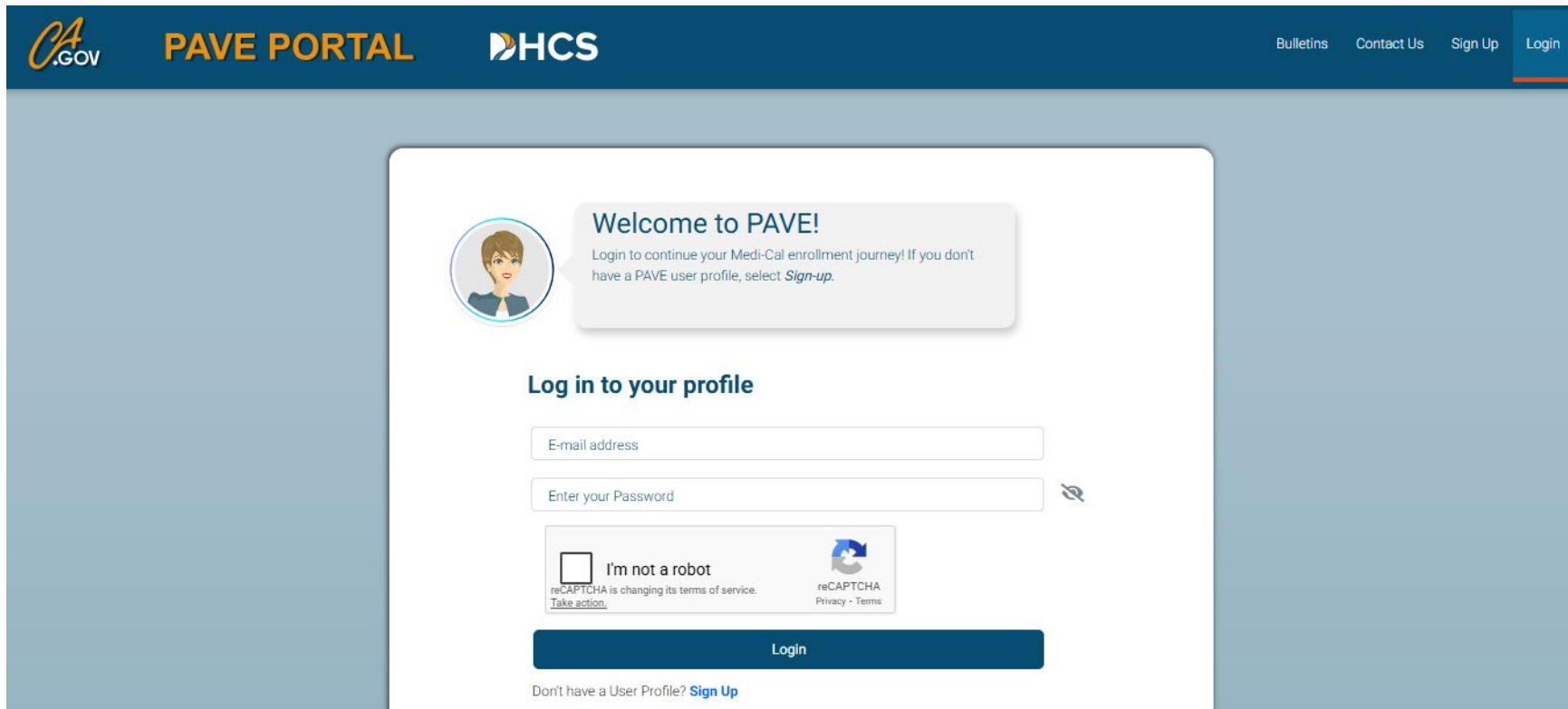
Need Help?

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

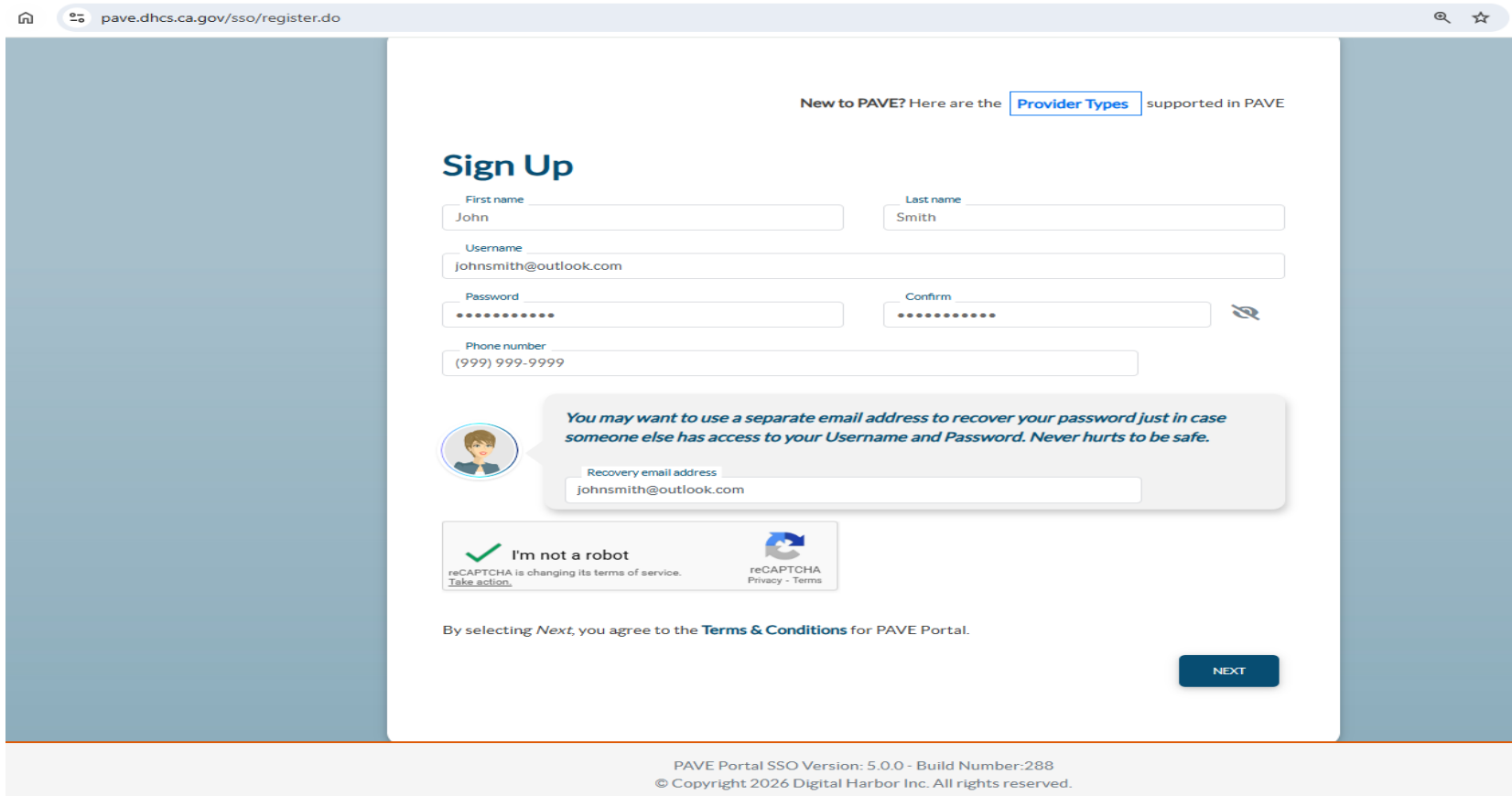
» To begin, click on “Sign Up.”



The screenshot shows the PAVE Portal login interface. At the top, there is a dark blue header with the CA.GOV logo, the text "PAVE PORTAL", the HCS logo, and navigation links for "Bulletins", "Contact Us", "Sign Up", and "Login". The "Login" link is highlighted with a red underline. Below the header, a white card contains a welcome message: "Welcome to PAVE!" followed by the text "Login to continue your Medi-Cal enrollment journey! If you don't have a PAVE user profile, select [Sign-up](#)." To the left of this message is a circular profile picture placeholder. Below the welcome message, the heading "Log in to your profile" is followed by two input fields: "E-mail address" and "Enter your Password". To the right of the password field is a small eye icon for toggling visibility. Below the input fields is a reCAPTCHA section with the text "I'm not a robot" and "reCAPTCHA is changing its terms of service. [Take action](#)." To the right of this is the reCAPTCHA logo and links for "Privacy" and "Terms". At the bottom of the card is a dark blue "Login" button. Below the button, there is a link: "Don't have a User Profile? [Sign Up](#)".

PAVE User Sign-Up Process

» Complete the required information and click “NEXT.”



The screenshot shows the PAVE User Sign-Up process. The browser address bar displays `pave.dhcs.ca.gov/sso/register.do`. The page header includes a link to [Provider Types](#) with the text "New to PAVE? Here are the supported in PAVE". The main heading is "Sign Up". The form fields are as follows:

- First name: John
- Last name: Smith
- Username: johnsmith@outlook.com
- Password: [masked]
- Confirm: [masked]
- Phone number: (999) 999-9999

A message box states: "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." Below this, the "Recovery email address" field contains johnsmith@outlook.com.

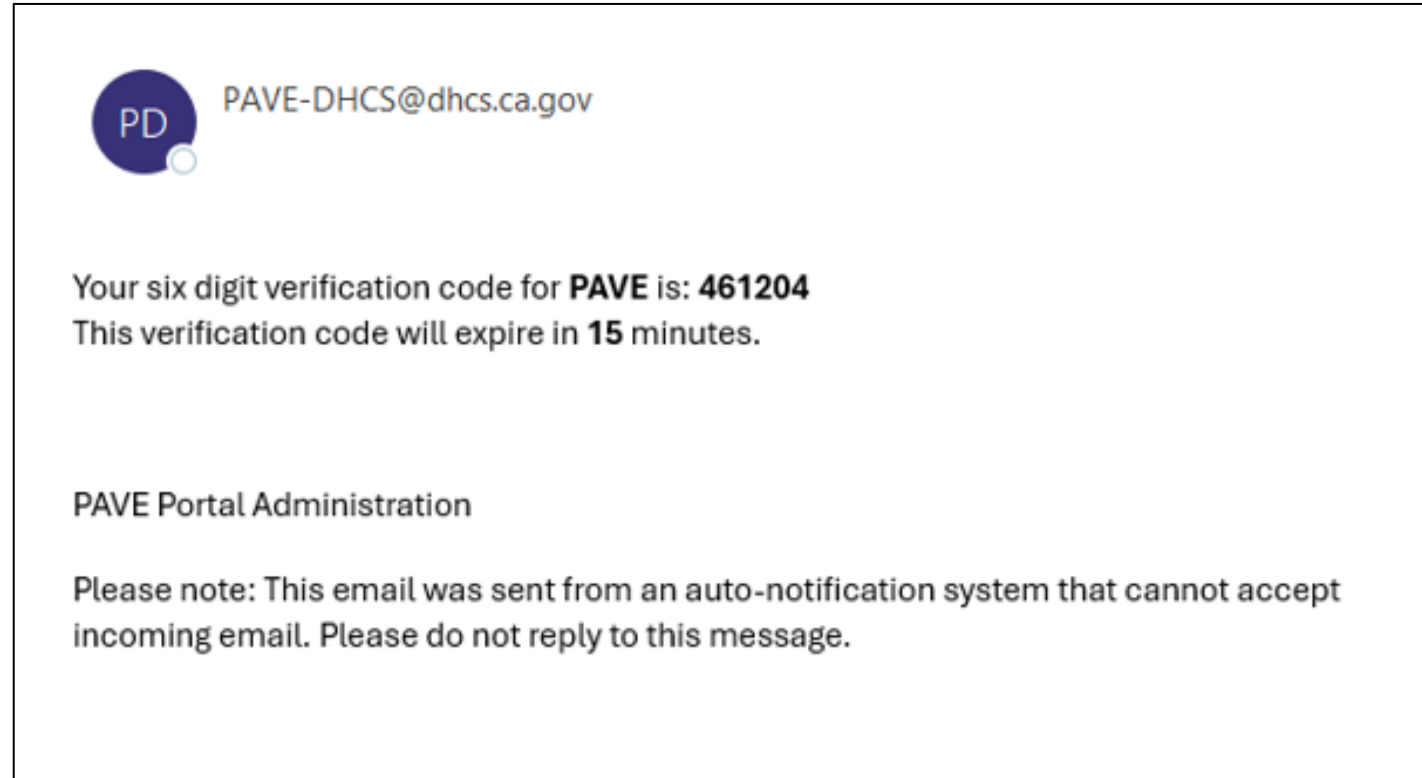
The reCAPTCHA section includes a green checkmark and the text "I'm not a robot". A note indicates "reCAPTCHA is changing its terms of service. [Take action.](#)". A link for "reCAPTCHA Privacy - Terms" is also present.

At the bottom, a disclaimer reads: "By selecting Next, you agree to the [Terms & Conditions](#) for PAVE Portal." A blue "NEXT" button is located at the bottom right.

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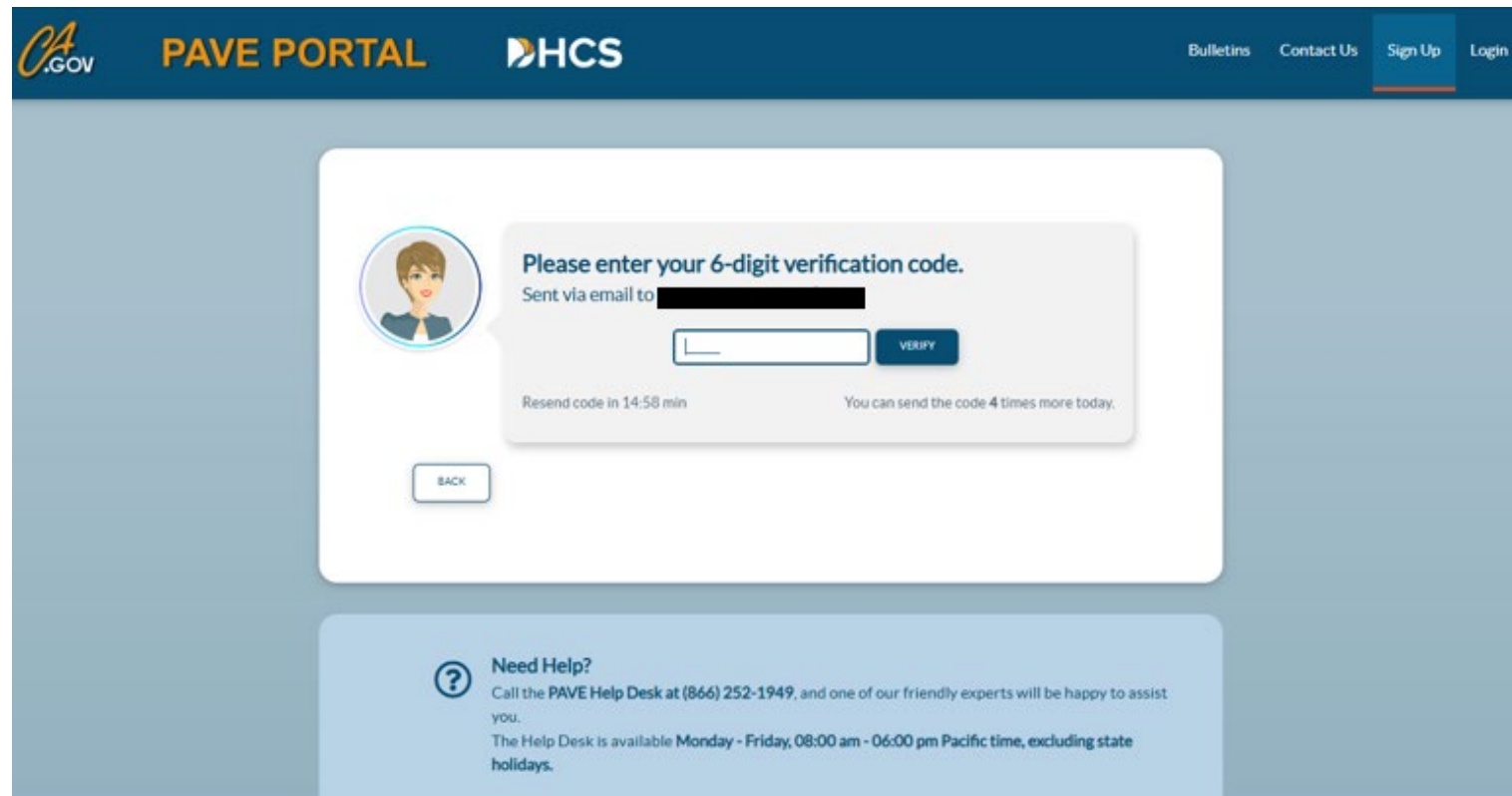
PAVE User Sign-Up Process

- » 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.”



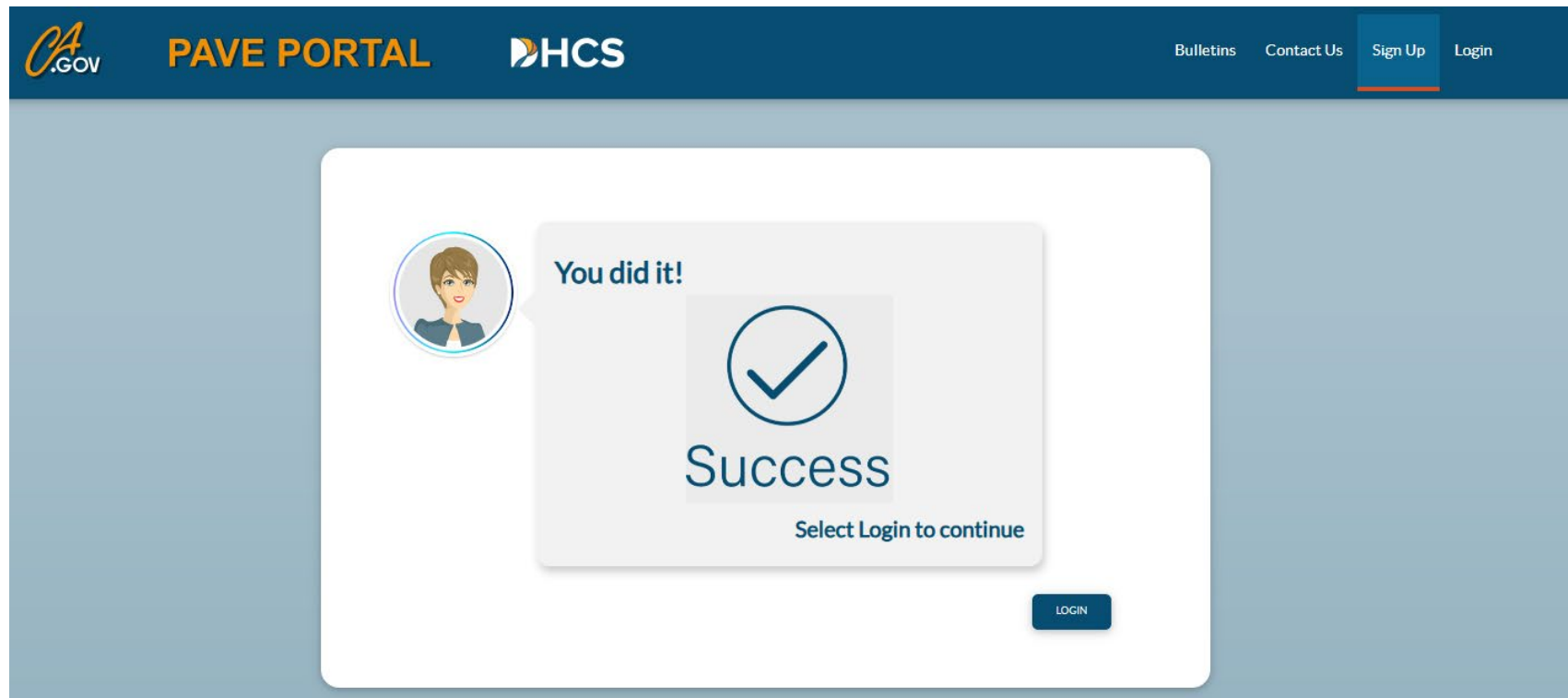
The screenshot shows the PAVE Portal interface. At the top, there is a dark blue header with the CA.GOV logo, the text "PAVE PORTAL", and the HCS logo. To the right of the header are links for "Bulletins", "Contact Us", "Sign Up" (which is highlighted with a red underline), and "Login".

The main content area is a light blue box. Inside, there is a white rounded rectangle containing a verification form. On the left of the form is a circular profile picture of a woman. To the right of the picture, the text reads: "Please enter your 6-digit verification code." Below this, it says "Sent via email to" followed by a blacked-out email address. There is a text input field for the verification code and a blue "VERIFY" button. Below the input field, it says "Resend code in 14:58 min" and "You can send the code 4 times more today." At the bottom left of the white box is a "BACK" button.

Below the white box, there is a light blue section with a question mark icon and the text "Need Help?". It says: "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."

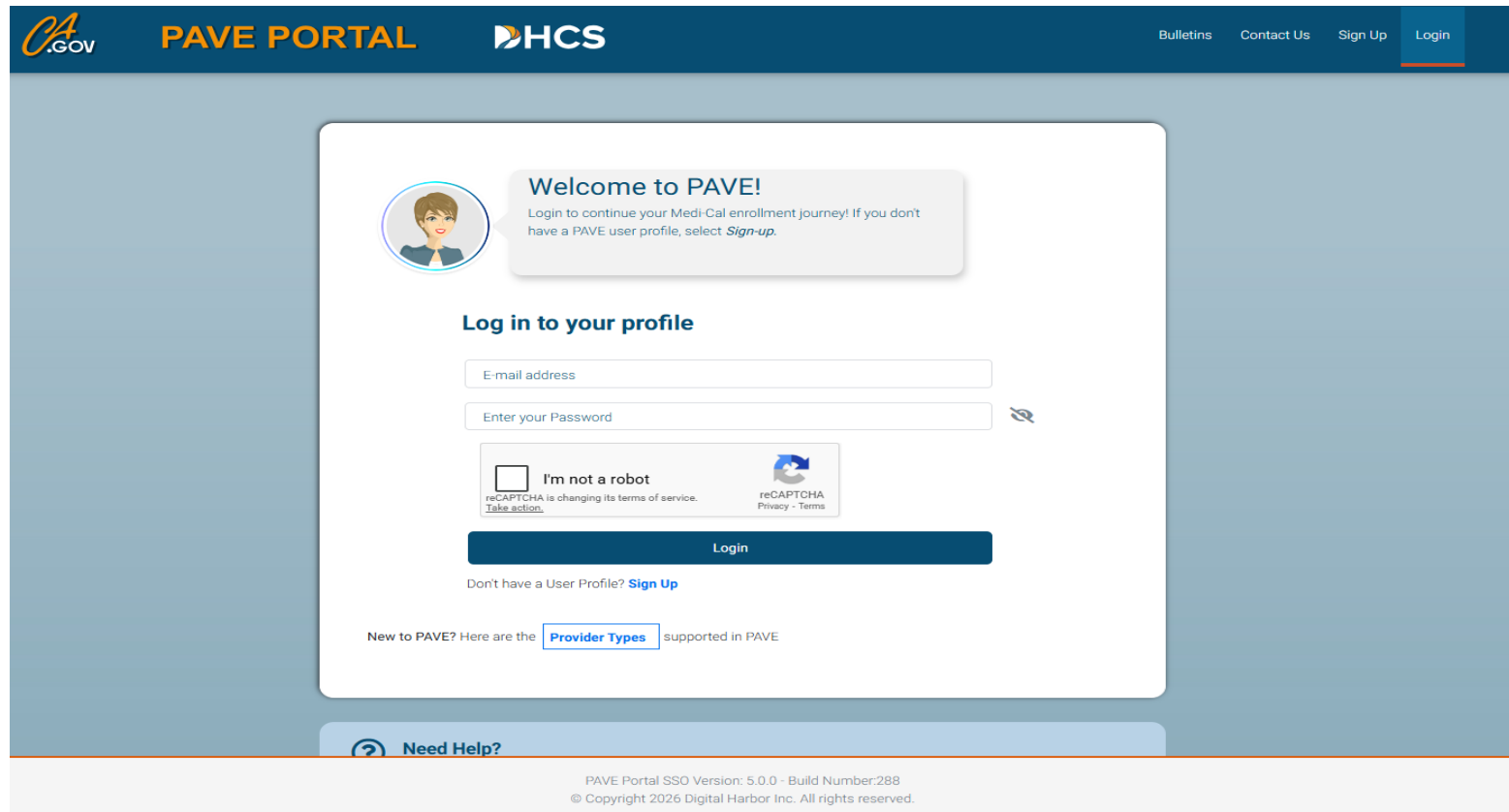
PAVE User Sign-Up Process

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



PAVE User Sign-Up Process

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



The screenshot shows the PAVE Portal login interface. At the top, there is a dark blue header with the CA.GOV logo, the text "PAVE PORTAL", and the HCS logo. To the right of the header are links for "Bulletins", "Contact Us", "Sign Up", and "Login". The main content area is a light blue box with a white background. It features a "Welcome to PAVE!" message with a user profile icon and a login prompt. Below this is a "Log in to your profile" section with input fields for "E-mail address" and "Enter your Password". A reCAPTCHA "I'm not a robot" checkbox is present, along with a "Login" button. At the bottom of the login section, there is a link for "Sign Up" for users who don't have a profile. A footer section includes a "Need Help?" link and version information: "PAVE Portal SSO Version: 5.0.0 - Build Number:288" and "© Copyright 2026 Digital Harbor Inc. All rights reserved."

CA.GOV PAVE PORTAL HCS

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.](#)

reCAPTCHA
Privacy - Terms

Login

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

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

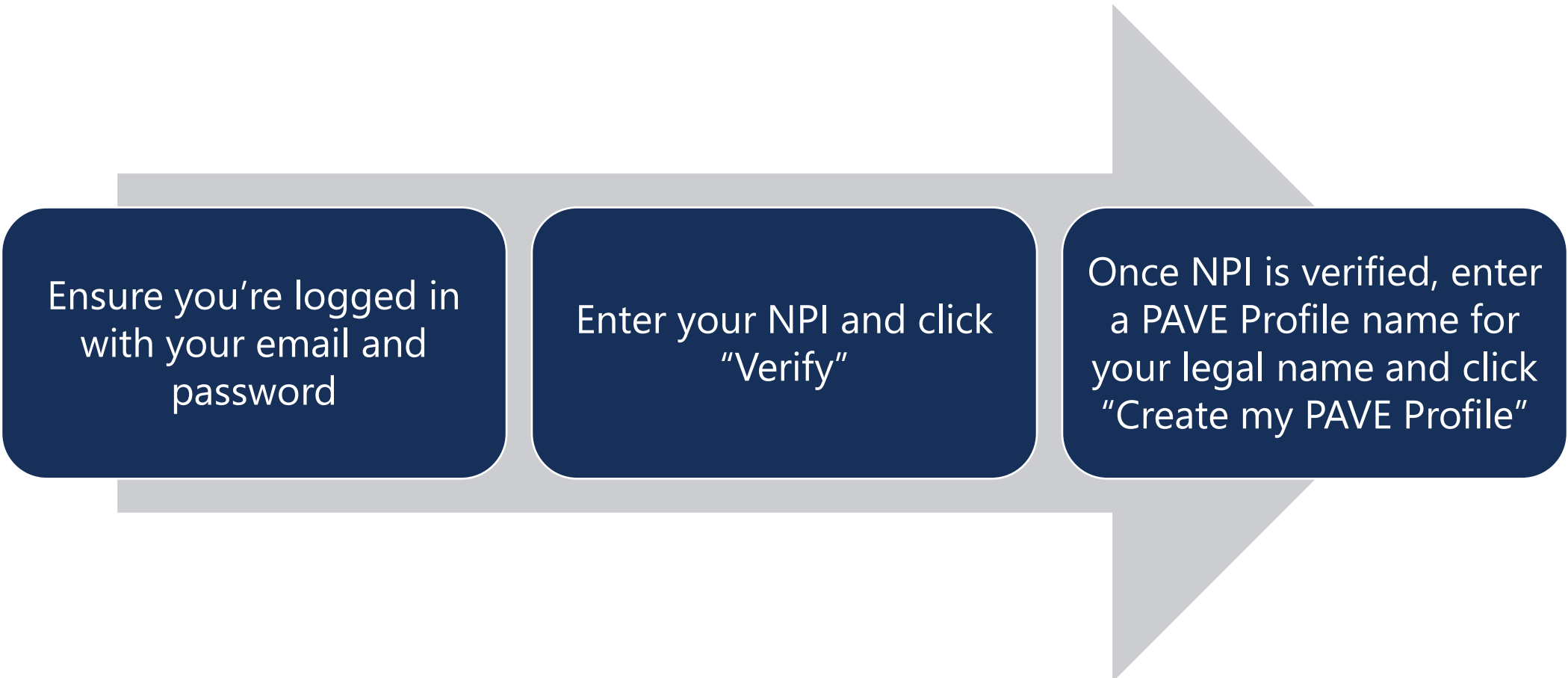
Need Help?

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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

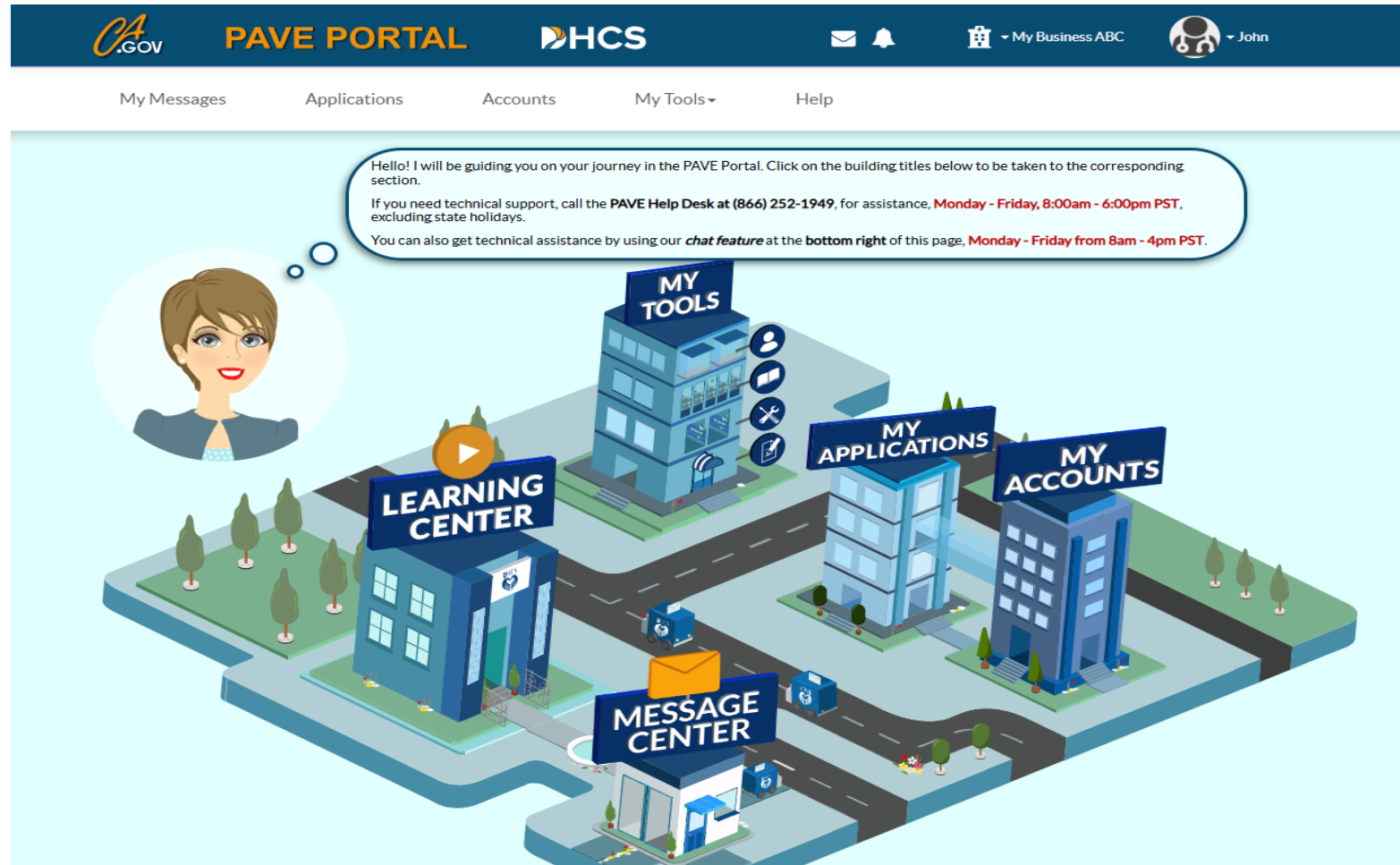


Ensure you're logged in
with your email and
password

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




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 screenshot shows a web interface for the "First Questionnaire Page". At the top, a progress bar indicates the current step is "Start Application", followed by "Business Structure", "NPI", "Provider Type", "Language", and "Last step". Below the progress bar, there is a blue callout box with a person icon and the text: "The following questionnaire will help determine the correct type of application for you. Hovering over the options will provide additional help!". The main content area contains several radio button options:

- ☐ 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

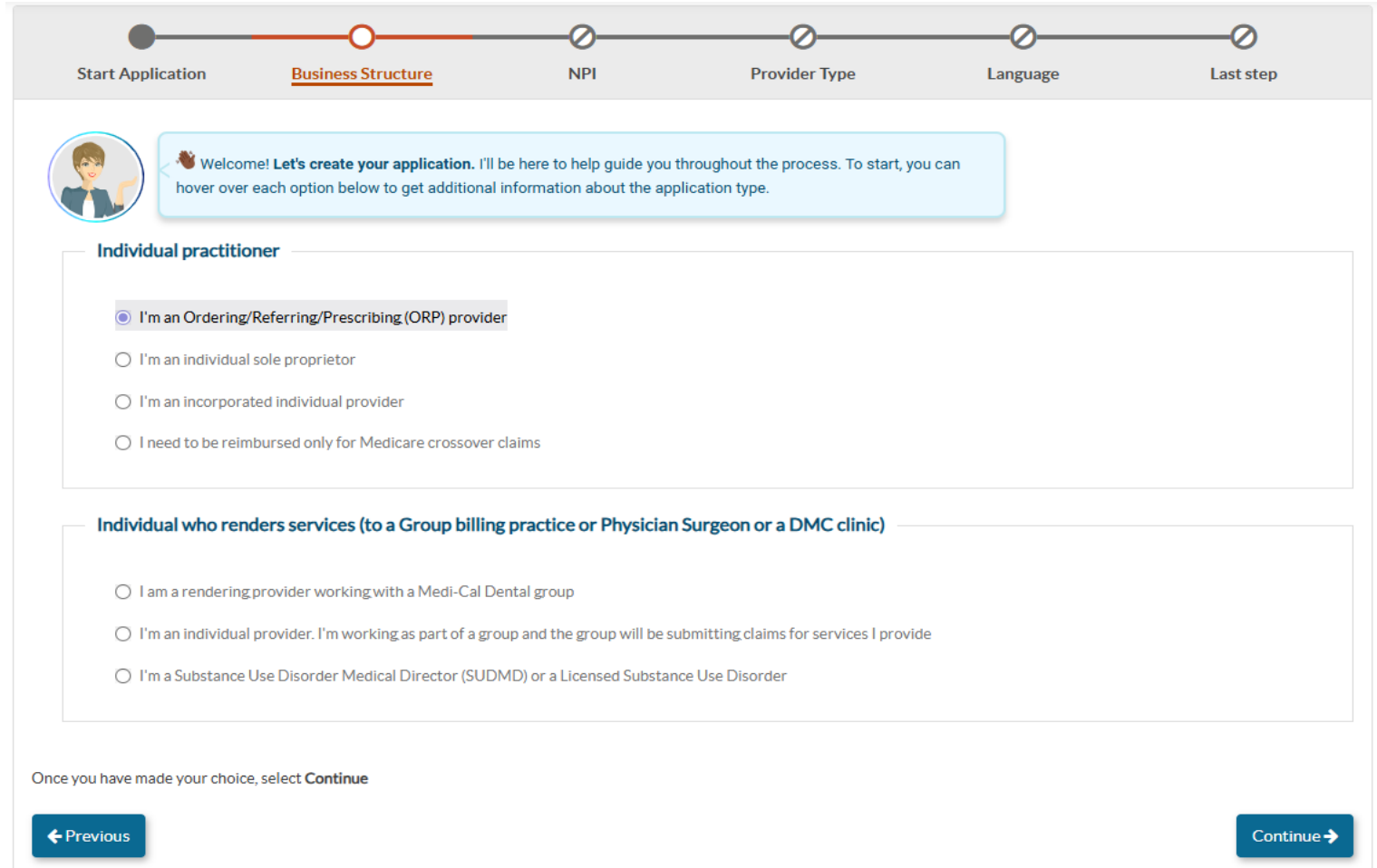
Below these options, a question asks "What type of provider are you?". There are three radio button options with icons:

- ☒ I'm an individual provider
- ☐ I'm a group of individual providers
- ☐ I'm a healthcare business

At the bottom, there is a radio button option: ☐ I need to report Supplemental changes. Below this, a note says: "If you want help with any of these options, select the in-context tutorial video icons for assistance." followed by a video icon. Another note says: "Once you have made your choice, select Continue". At the very bottom, there are two buttons: "← Previous" and "Continue →".

Second Questionnaire Page

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



The screenshot displays a web-based questionnaire interface. At the top, a progress bar shows six steps: 'Start Application', 'Business Structure' (highlighted in red), 'NPI', 'Provider Type', 'Language', and 'Last step'. Below the progress bar, a light blue callout box with a cartoon character icon contains the text: '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.' The main content area is divided into two sections. The first section, titled 'Individual practitioner', contains four radio button options: 'I'm an Ordering/Referring/Prescribing (ORP) provider' (which is selected), 'I'm an individual sole proprietor', 'I'm an incorporated individual provider', and 'I need to be reimbursed only for Medicare crossover claims'. The second section, titled 'Individual who renders services (to a Group billing practice or Physician Surgeon or a DMC clinic)', contains three radio button options: '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', and 'I'm a Substance Use Disorder Medical Director (SUDMD) or a Licensed Substance Use Disorder'. At the bottom of the form, a message states 'Once you have made your choice, select Continue'. There are two buttons at the bottom: '← Previous' on the left and 'Continue →' on the right.

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

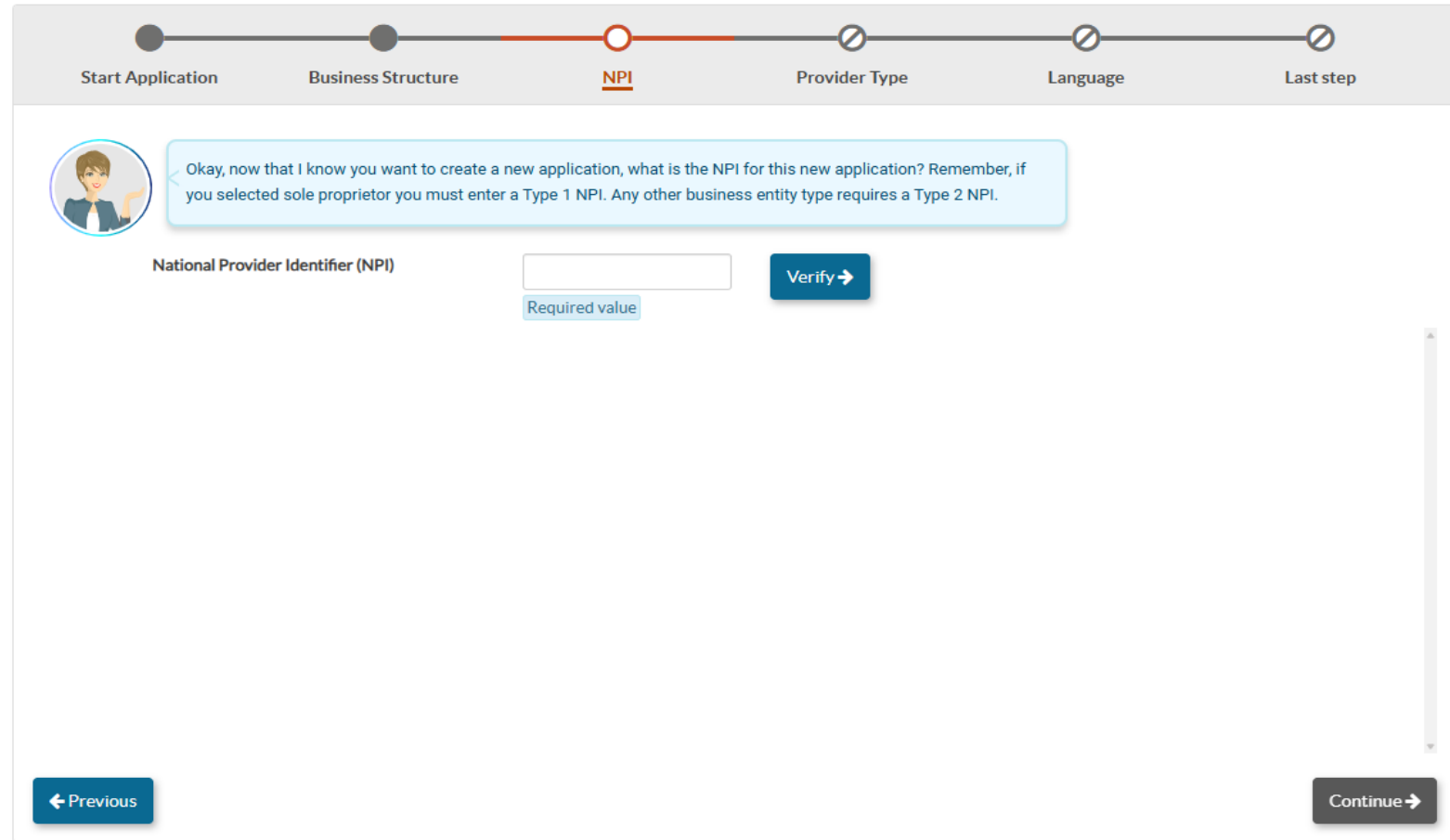
Once you have made your choice, select **Continue**

← Previous Continue →

Third Questionnaire Page

NPI

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



The screenshot displays a web-based questionnaire interface. At the top, a horizontal progress bar indicates the current step is 'NPI', which is highlighted with an orange circle and line. The other steps are 'Start Application', 'Business Structure', 'Provider Type', 'Language', and 'Last step', each marked with a grey circle and line. Below the progress bar, a light blue speech bubble contains a cartoon character and 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 the speech bubble, the label 'National Provider Identifier (NPI)' is followed by a text input field. A small blue box below the input field says 'Required value'. To the right of the input field is a blue button labeled 'Verify →'. At the bottom left, there is a blue button labeled '← Previous'. At the bottom right, there is a grey button labeled '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 a multi-step questionnaire interface. At the top, a progress bar indicates the current step is 'NPI', with previous steps 'Start Application' and 'Business Structure' completed, and subsequent steps 'Provider Type', 'Language', and 'Last step' pending. The main content area features a blue callout box with a person icon and 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, the 'National Provider Identifier (NPI)' field is highlighted with a red border and contains a masked value. A 'Verify' button is to the right of this field. Other fields include 'Type' (set to '1-Individual'), 'Business name', 'Taxonomy code(s)', and 'NPPES address (registered)', all with masked values. A confirmation section asks 'Is this the correct information?' with 'Yes' and 'No' radio buttons. A 'Required value' label is present below the confirmation options. At the bottom, there are 'Previous' and 'Continue' buttons.

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

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.

National Provider Identifier (NPI) [Redacted]

National Provider Identifier (NPI) [Redacted]

Type 1-Individual

Business name [Redacted]

Taxonomy code(s) [Redacted]

NPPES address (registered) [Redacted]

Is this the correct information?

☐ Yes ☐ No

Required value

Once you have made your choice, select Continue

Previous Continue

Fourth Questionnaire Page

Select Provider Type

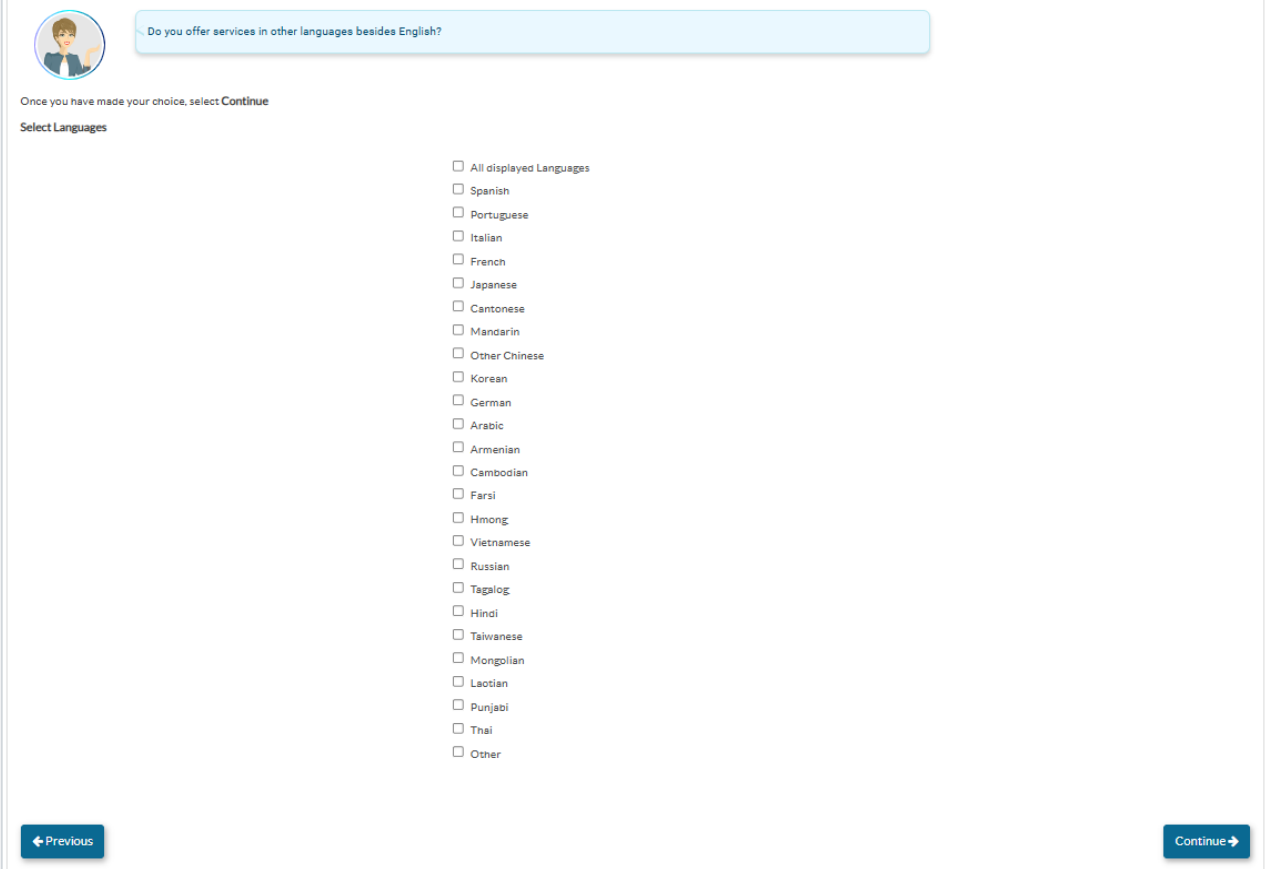
- » Select your provider type from the drop-down list. If your provider type is listed, you must select that provider type. If your provider type is not listed, ensure that you are eligible to enroll as an ORP and then select other and type in your provider type.

The screenshot shows a web-based questionnaire interface. At the top, a progress bar indicates six steps: 'Start Application', 'Business Structure', 'NPI', 'Provider Type' (highlighted with a red circle), 'Language', and 'Last step'. Below the progress bar, a light blue instruction box contains a female user icon and the text: 'Now, select your **provider type** from the drop-down below, then select **Continue** to move on.' Below this is a drop-down menu with the placeholder text '[Select a Provider Type]'. The menu is open, showing a list of provider types: 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), and Licensed Midwife. To the right of the drop-down, there is a text block that reads: '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. If you are looking for provider types by business structure, click [here](#)'. At the bottom right of the form, there is a blue 'Continue' button with a right-pointing arrow.

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

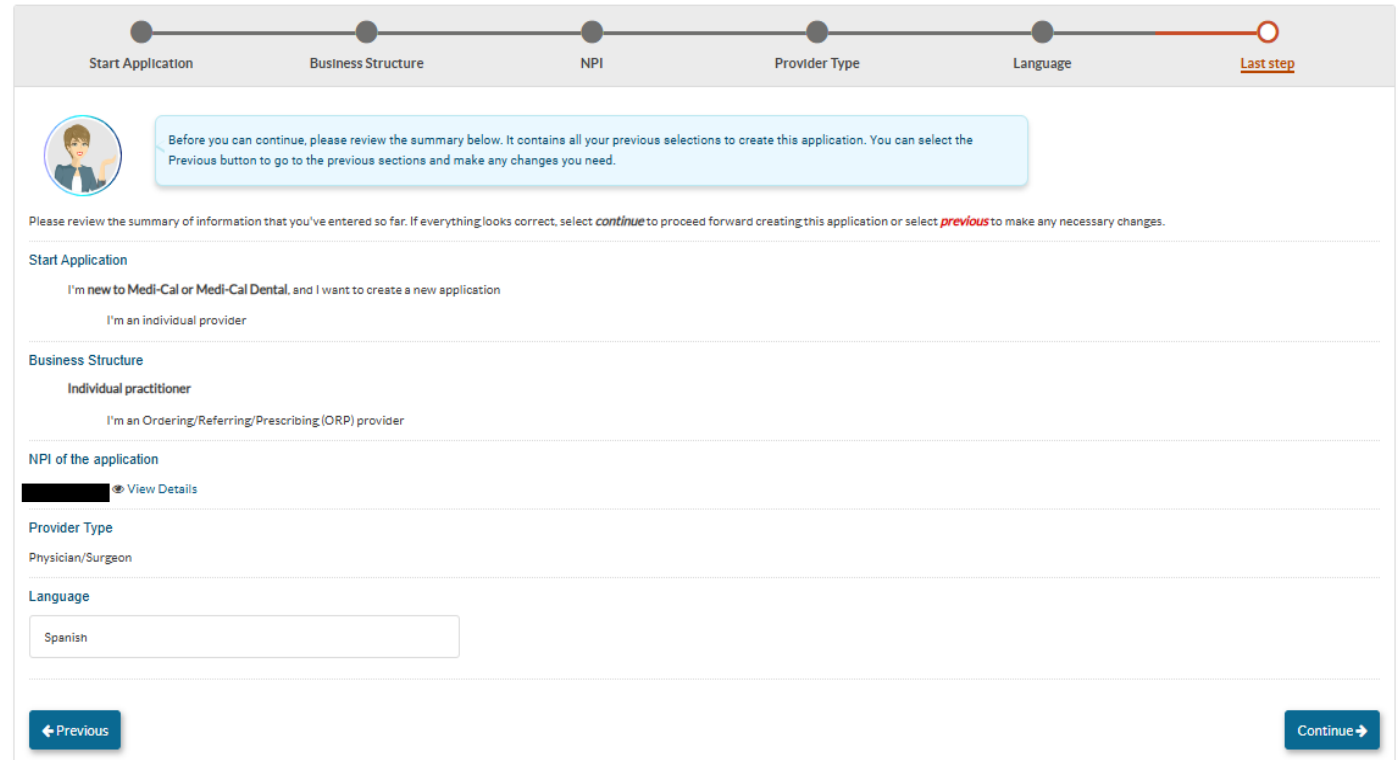
← Previous

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 displays the 'Summary Page' of a six-step questionnaire. At the top, a progress bar shows the following steps: 'Start Application', 'Business Structure', 'NPI', 'Provider Type', 'Language', and 'Last step' (which is highlighted with an orange circle and underline). Below the progress bar, a light blue callout box with a person icon contains the text: '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.' Below this, a message states: '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 is organized into sections: 'Start Application' (with options 'I'm new to Medi-Cal or Medi-Cal Dental, and I want to create a new application' and 'I'm an individual provider'), 'Business Structure' (with options 'Individual practitioner' and 'I'm an Ordering/Referring/Prescribing (ORP) provider'), 'NPI of the application' (with a redacted NPI number and a 'View Details' link), 'Provider Type' (with the selection 'Physician/Surgeon'), and 'Language' (with the selection 'Spanish'). At the bottom, there are two buttons: 'Previous' on the left and 'Continue' on the right.

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

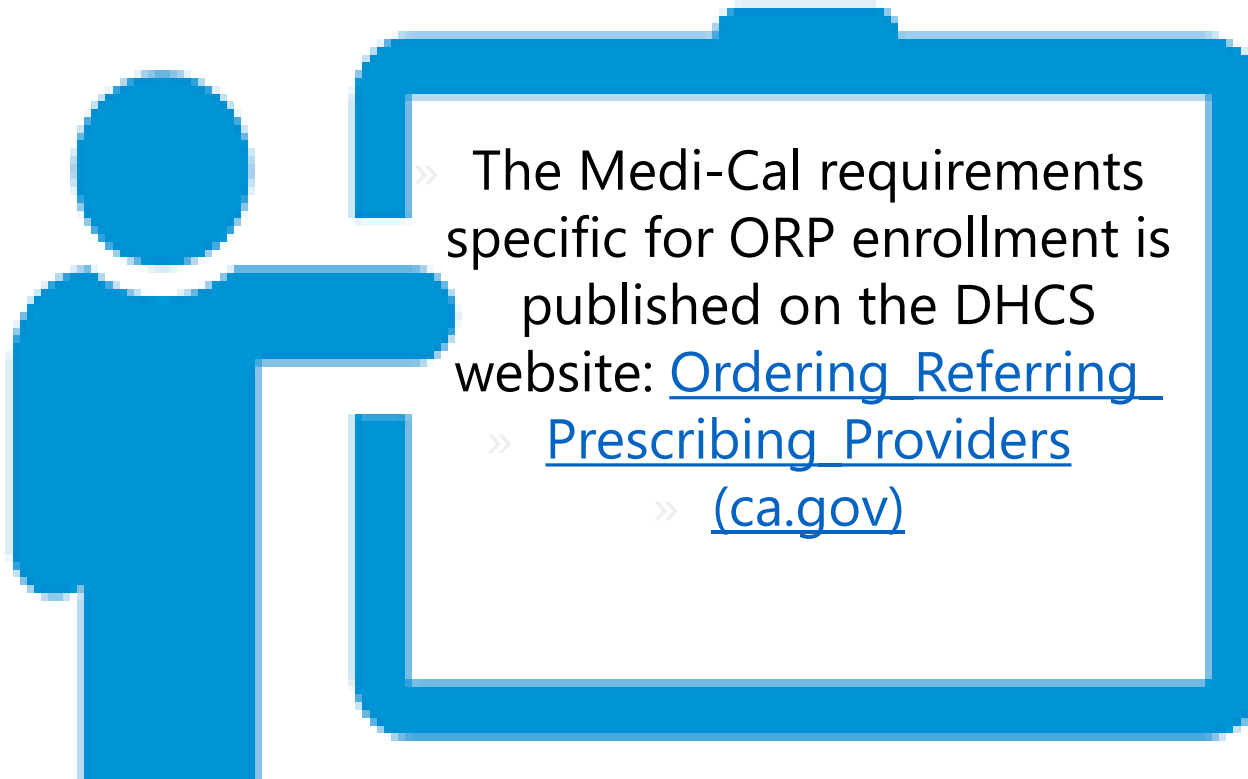
» CCR, Title 22, Section 51000.30(a)(2)(B)

- 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



- » The Medi-Cal requirements specific for ORP enrollment is published on the DHCS website: [Ordering Referring Prescribing Providers \(ca.gov\)](#)

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>