

# Enrollment for Community-Based Organizations and Local Health Jurisdictions using PAVE

# **Fee-for-Service Medi-Cal Enrollment**

Enrollment as a Fee-for-Service (FFS) Medi-Cal provider is completed by submitting an enrollment application to the Provider Enrollment Division (PED) using the PAVE online enrollment system. This process is detailed on the following slides.

# Managed Care Plan Contracting

- » Contracting with a Managed Care Plan (MCP) is a separate process from the FFS enrollment completed using PAVE and must be completed separately with each plan.
- » MCPs may require providers to complete the enrollment process using PAVE prior to contracting or may have an equivalent process to be completed outside of PAVE.
- » For more information on requirements and on available plans in each county, please visit these pages, [APL 22-013](#) and [Providers – Managed Care Plan Transition](#).

# Topics Covered

1. Getting Set Up in the PAVE Enrollment System
2. PAVE Questionnaire to Start a Community-Based Organization (CBO) or Local Health Jurisdiction (LHJ) Application
3. Relevant Medi-Cal Enrollment Requirements
4. Department of Health Care Services (DHCS) Application Review
5. Additional Resources


# Getting Set Up in PAVE for First Time Users


» PAVE 101 Training Slides:

<https://www.dhcs.ca.gov/provgovpart/Pages/PAVE-101-Training-Slides.aspx>

# Access PAVE

← → 🔄 pave.dhcs.ca.gov/sso/login.do? ☆

**CA.GOV** **PAVE PORTAL**  [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**

**Username**

**Email address**

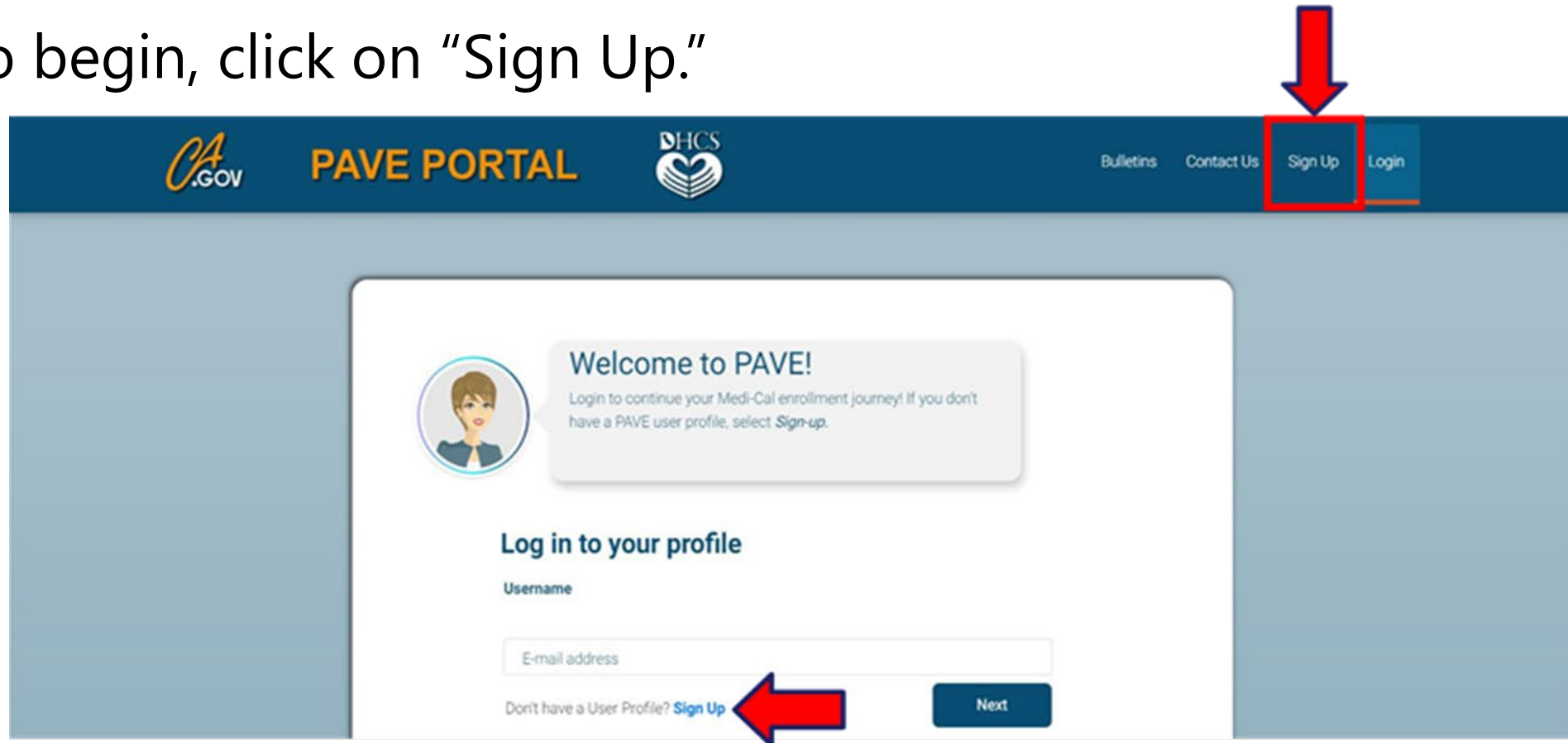
Don't have a User Profile? [Sign Up](#) Next

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

PAVE Portal SSO Version: 5.0.0.0 - Build Number:226  
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# PAVE User Sign-Up Process

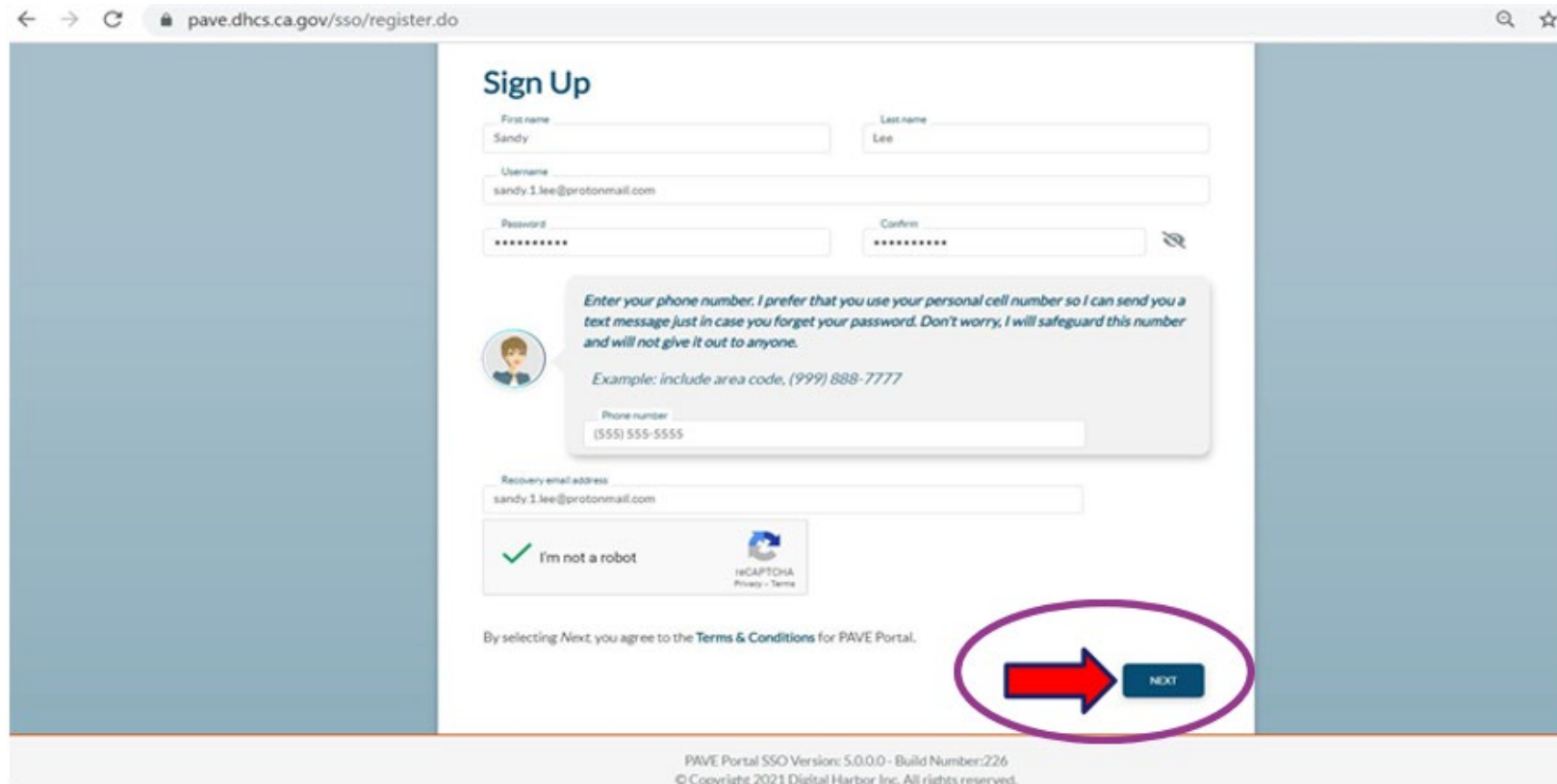
» To begin, click on "Sign Up."



The screenshot displays the PAVE Portal interface. At the top, a dark blue navigation bar contains the CA.GOV logo, the text "PAVE PORTAL", the DHCS logo, and links for "Bulletins", "Contact Us", "Sign Up", and "Login". The "Sign Up" link is highlighted with a red box and a red arrow pointing down to it. Below the navigation bar, a white central panel features a "Welcome to PAVE!" message with a user profile icon and instructions to login or sign up. Underneath, there is a "Log in to your profile" section with input fields for "Username" and "E-mail address", and a "Next" button. At the bottom left of this panel, a "Sign Up" link is highlighted with a red arrow pointing to it.

# 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 title is "Sign Up". The form contains the following fields:

- First name: Sandy
- Last name: Lee
- Username: sandy.1.lee@protonmail.com
- Password: [masked]
- Confirm: [masked]
- Phone number: (555) 555-5555
- Recovery email address: sandy.1.lee@protonmail.com

Below the phone number field, there is a green checkmark icon and the text "I'm not a robot". To the right of this is a reCAPTCHA logo with links for "Privacy" and "Terms".

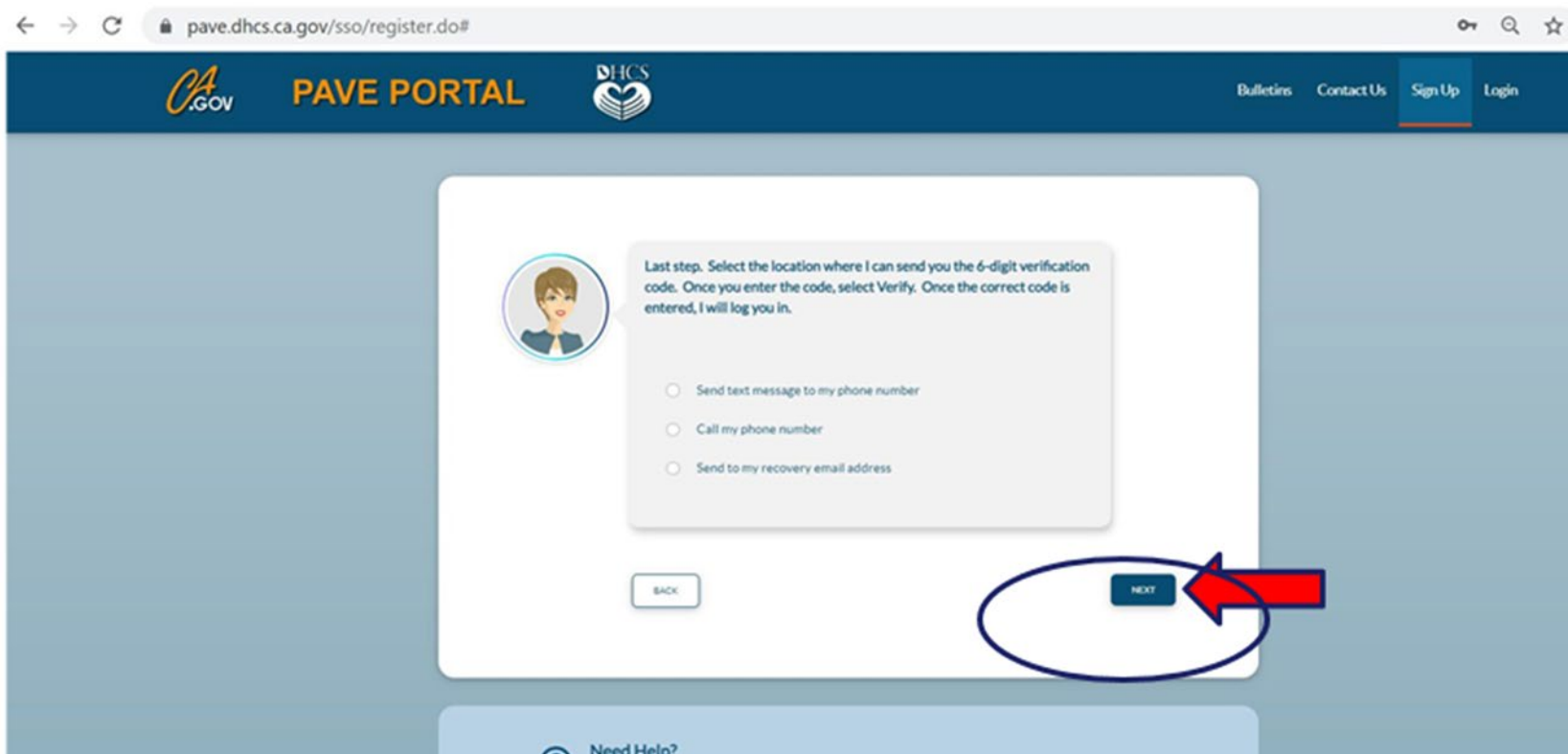
At the bottom of the form, there is a line of text: "By selecting Next, you agree to the [Terms & Conditions](#) for PAVE Portal." Below this text is a blue button labeled "NEXT", which is circled in purple with a red arrow pointing to it.

At the bottom of the page, there is a footer with the text: "PAVE Portal SSO Version: 5.0.0.0 - Build Number:226 © Copyright 2021 Digital Harbor Inc. All rights reserved."



# PAVE User Sign-Up Process

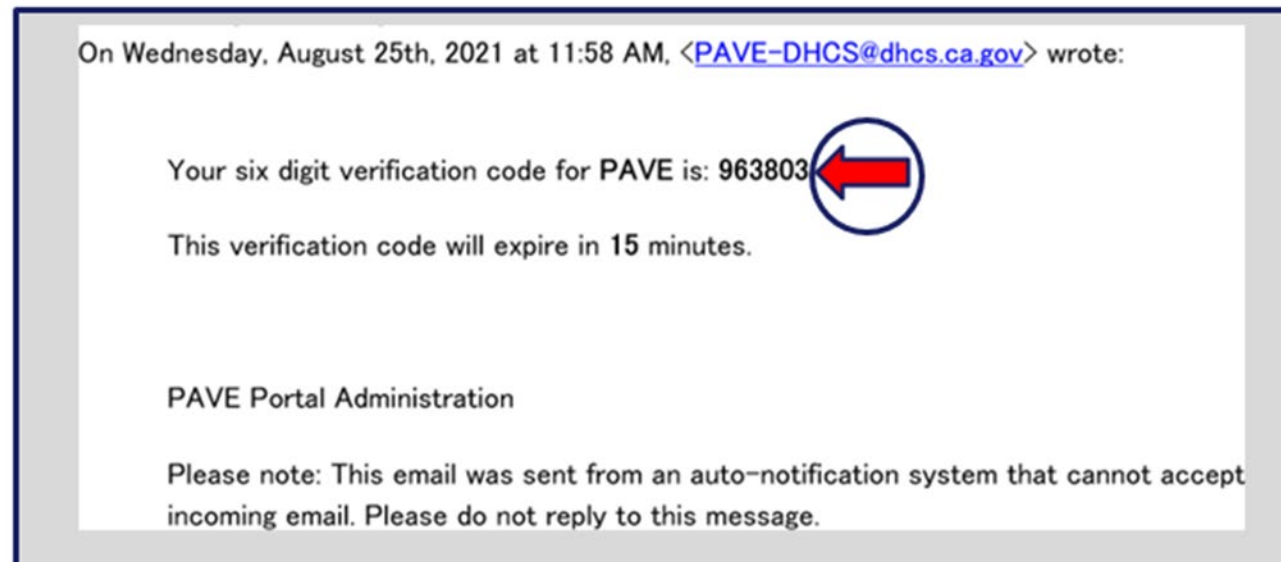
- » You will be prompted to select how you wish to receive the six-digit verification code, after selecting the preferred option click "NEXT."



The screenshot shows a web browser window with the URL `pave.dhcs.ca.gov/sso/register.do#`. The page header includes the `CA.GOV` logo, the text `PAVE PORTAL`, the `DHCS` logo, and navigation links for `Bulletins`, `Contact Us`, `Sign Up`, and `Login`. The main content area features a white card with a female user avatar on the left. To the right of the avatar is a text box containing the instruction: "Last step. Select the location where I can send you the 6-digit verification code. Once you enter the code, select Verify. Once the correct code is entered, I will log you in." Below this text are three radio button options: "Send text message to my phone number", "Call my phone number", and "Send to my recovery email address". At the bottom of the card are two buttons: "BACK" on the left and "NEXT" on the right. A red arrow points to the "NEXT" button, which is also circled in blue. At the bottom of the page, there is a "Need Help?" link.

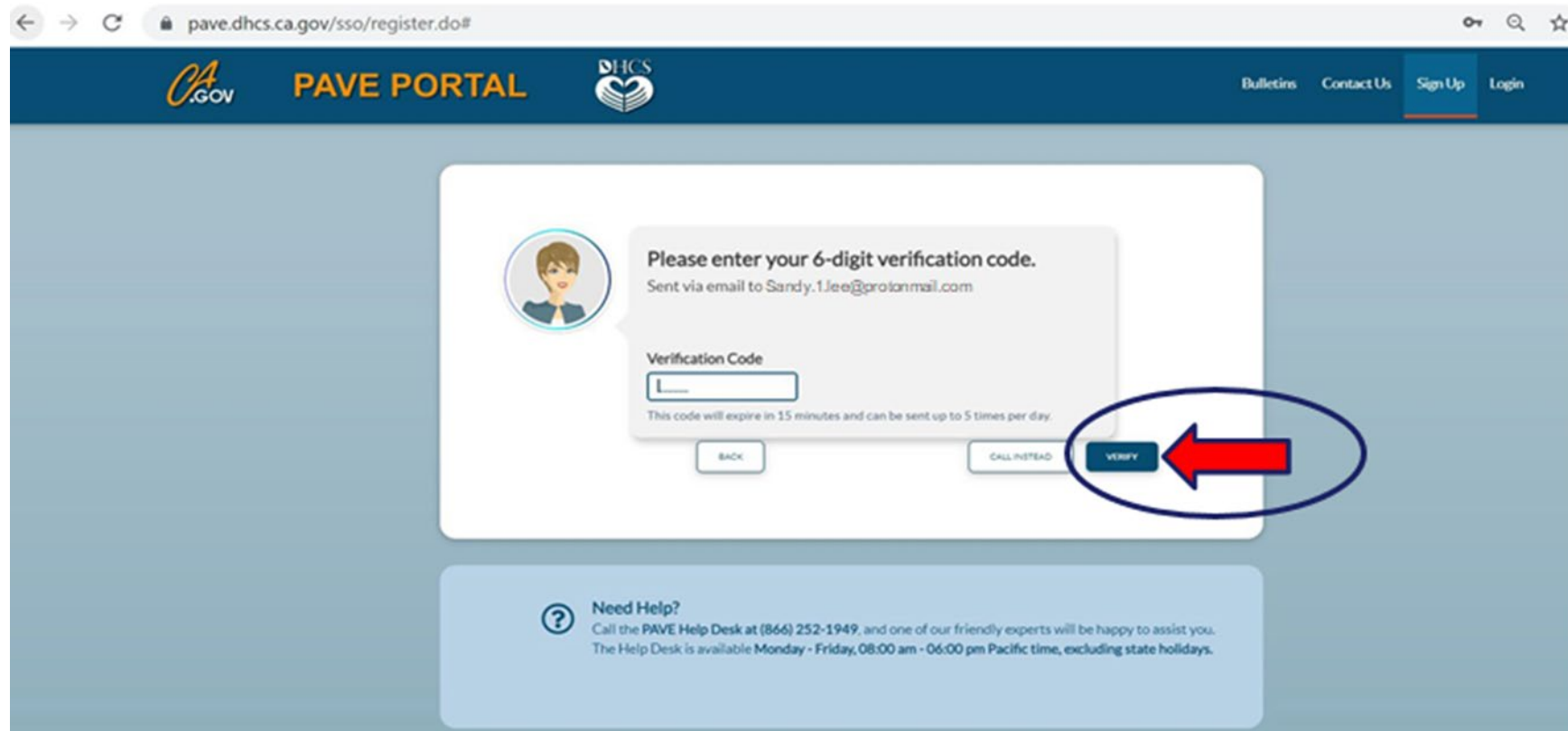
# PAVE User Sign Up Process

- » Each of the three options provides a verification code **valid for only 15 minutes.**



# PAVE User Sign-Up Process

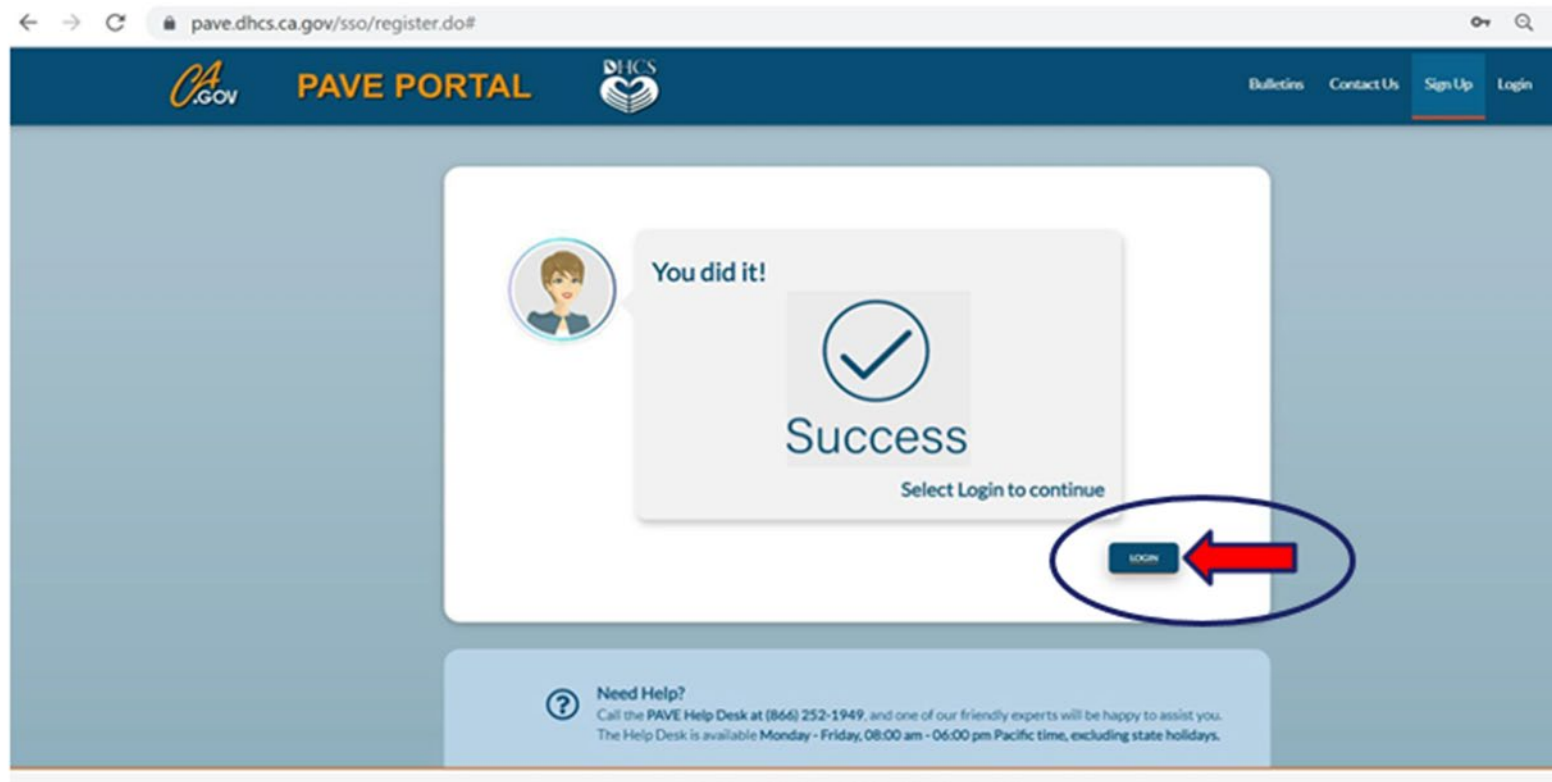
» Enter the six-digit verification code and click "VERIFY."



The screenshot shows a web browser window with the URL `pave.dhcs.ca.gov/sso/register.do#`. The page header includes the CA.GOV logo, the text "PAVE PORTAL", the DHCS logo, and navigation links for "Bulletins", "Contact Us", "Sign Up", and "Login". The main content area features a white card with a user profile icon and the text: "Please enter your 6-digit verification code. Sent via email to Sandy.1.lee@protonmail.com". Below this is a "Verification Code" input field. At the bottom of the card are three buttons: "BACK", "CALL INSTEAD", and "VERIFY". The "VERIFY" button is circled in blue, and a red arrow points to it from the right. Below the card is a "Need Help?" section with a question mark icon and contact information for the PAVE Help Desk.

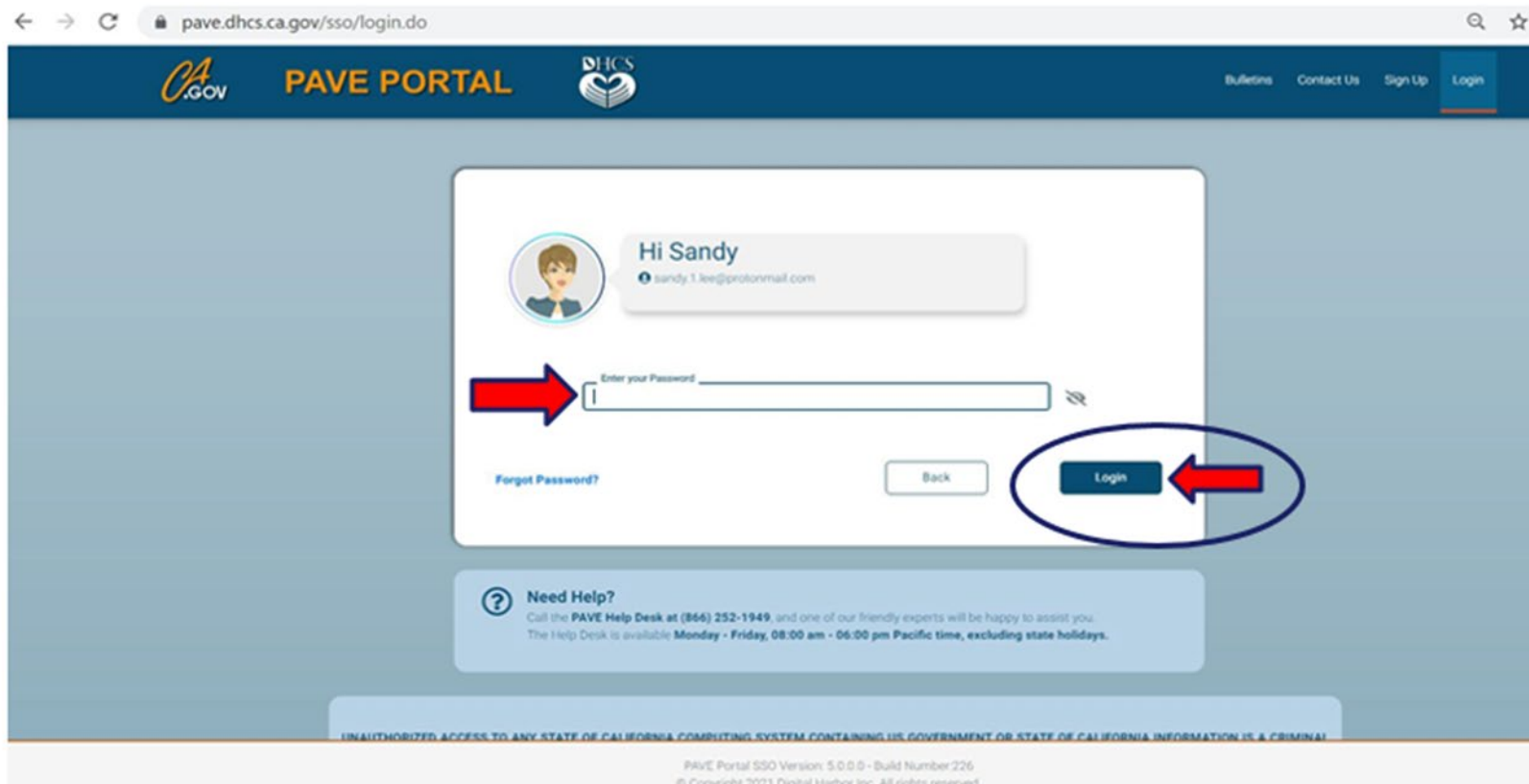
# PAVE User Sign Up Process

» 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 page. The browser address bar displays `pave.dhcs.ca.gov/ssso/login.do`. The page header includes the CA.GOV logo, the text "PAVE PORTAL", the DHCS logo, and navigation links for "Bulletin", "Contact Us", "Sign Up", and "Login".

The main content area features a user profile card for "Hi Sandy" with the email address `sandy.1.lee@protonmail.com`. Below the profile is a login form with a password input field labeled "Enter your Password". A red arrow points to this field. To the right of the password field is a "Login" button, which is circled in blue and has a red arrow pointing to it. There are also "Forgot Password?" and "Back" links.

Below the login form is a "Need Help?" section with contact information for the PAVE Help Desk. At the bottom of the page, there is a disclaimer: "UNAUTHORIZED ACCESS TO ANY STATE OF CALIFORNIA COMPUTING SYSTEM CONTAINING US GOVERNMENT OR STATE OF CALIFORNIA INFORMATION IS A CRIMINAL OFFENSE." and footer text: "PAVE Portal SSO Version: 5.0.0.0 - Build Number 226 © Copyright 2021 Digital Harbor Inc. All rights reserved."

# PAVE Sign Up

- » Each person that needs access to the application must complete the sign-up process and each person must use their own unique username and password when accessing PAVE.
  - For example, if two people will be working together to create the application and a third person is the authorized signer, each person will create their own username and password. All three users will be able to access the same application.
- » Once the first user is set up, they can create the PAVE profile for the organization. This profile is a workspace where multiple individuals can work together to create or sign applications.

# PAVE Profile Set Up

- » Make sure that you are logged in with your own username and password.
- » Enter the National Provider Identifier (NPI) for the organization and click "Verify."
- » Once the NPI is verified, you will enter the PAVE profile name that represents your organization and click "Create my PAVE Profile."

# PAVE Profile






# Starting a CBO or LHJ Application

- » In your PAVE profile, click on "Applications", then "+ New Application."
- » You will complete a questionnaire to start the correct application.
- » The following slides are a guide for how to move through the questionnaire to start a new CBO or LHJ application.

# First Questionnaire Page

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

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

**COVID-19 Special Announcement**

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

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

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

What type of provider are you?

I'm an individual licensed/certified healthcare practitioner

I'm a group of licensed/certified healthcare practitioners

I'm a healthcare business

I need to report Supplemental changes

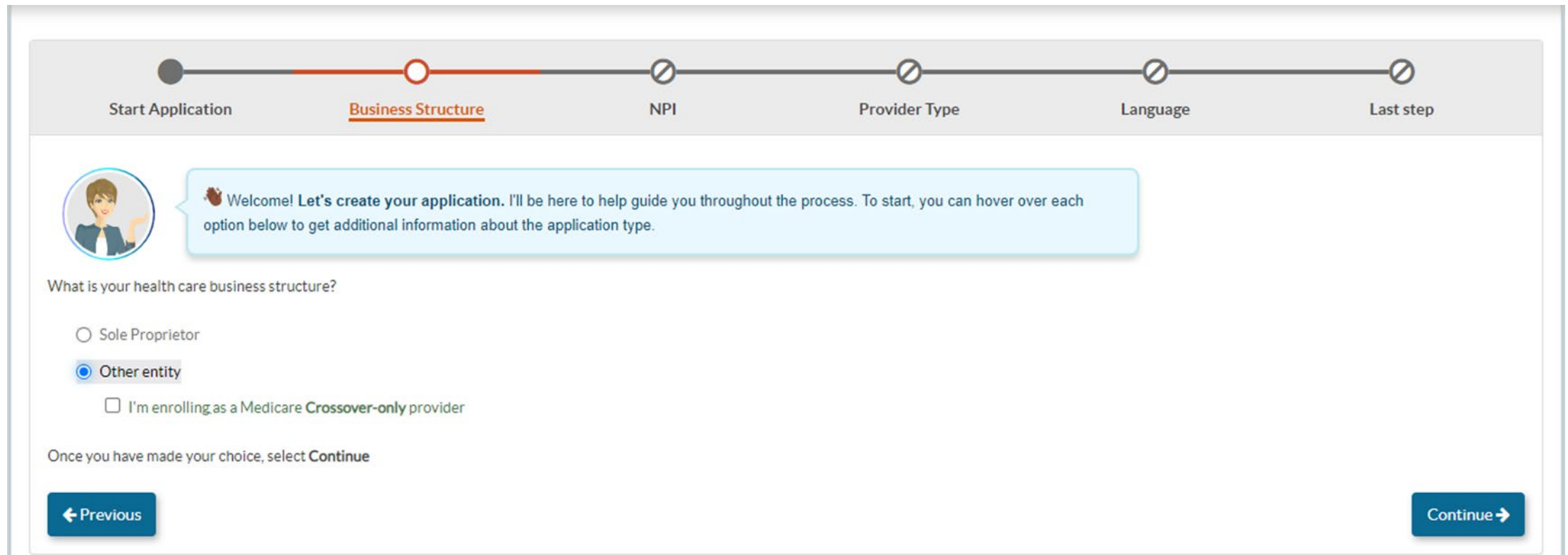
If you want help with any of these options, select the in-context tutorial video icons for assistance.

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

[← Previous](#) [Continue →](#)


# Your Business Structure

» Select "Other entity" and click "Continue."



The screenshot shows a multi-step process bar at the top with six steps: Start Application, Business Structure, NPI, Provider Type, Language, and Last step. The 'Business Structure' step is highlighted with a red circle and underline. Below the bar is a light blue callout box with a female avatar icon and 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 question is "What is your health care business structure?". There are three radio button options: "Sole Proprietor", "Other entity" (which is selected), and "I'm enrolling as a Medicare Crossover-only provider". At the bottom, there are two buttons: "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.

What is your health care business structure?

Sole Proprietor

Other entity

I'm enrolling as a Medicare Crossover-only provider

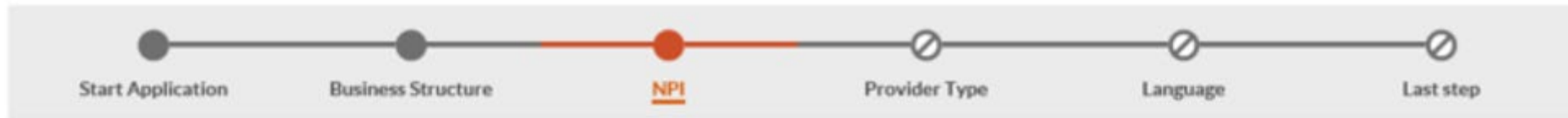
Once you have made your choice, select Continue

[← Previous](#) [Continue →](#)

# Correct NPI Type Depends on Your Business Structure

- » Be sure that your organization has obtained a Type 2 NPI.
  - **Counties and non-profit corporations must obtain Type 2 NPIs.**
  - **Type 1 NPIs** are used by sole proprietor businesses and are not appropriate for this type of enrollment.

# Enter Your NPI and Click Verify



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.

I don't have an NPI, and I'd like to continue with the application process.

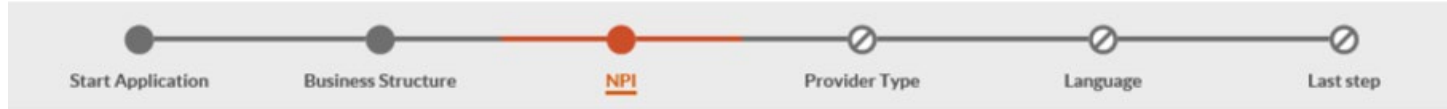
National Provider Identifier (NPI)

1123456789

Verify →



# Confirm Your Information



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.

I don't have an NPI, and I'd like to continue with the application process.

National Provider Identifier (NPI)	<input type="text" value="1123456789"/>	<input type="button" value="Verify →"/>
National Provider Identifier (NPI)	<input type="text" value="1123456789"/>	
Type	<input type="text" value="2-Organization"/>	
Business name	<input type="text" value="LLC"/>	
Taxonomy code(s)	<input type="text" value="347E00000X"/>	
NPPES address (registered)	<input type="text"/>	



Check that this information belongs to your business before continuing. If you make an error keying in your NPI, you can click “Previous” and re-enter it on the page before.

Is this the correct information?

Yes  No

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

# Select Provider Type – CBO or LHJ


The screenshot shows a web browser window with the URL `uat3-pave.dhcs.ca.gov/ProviderPortal/applications.do?nth=he&prid=20386`. The page header includes the CA .GOV logo, PAVE PORTAL, and HCS. The user is logged in as 'David'. The navigation menu shows 'My Messages', 'Applications' (active), 'Accounts', 'My Tools', 'Help', and 'What's New!'. A progress bar at the top of the application form indicates the current step: 'Provider Type'.

A message bubble says: "Now, select your provider type from the drop-down below, then select Continue to move on." Below this is a dropdown menu with the following options:

- [Select a Provider Type]
- [Select a Provider Type]
- Ambulatory Surgical Clinic (physician-owned)
- Blood Bank
- Clinical Laboratory
- Community-Based Organization (CBO)
- Diabetes Prevention Program
- Drug Medi-Cal Clinic
- Durable Medical Equipment
- Exempt from Licensure Clinic
- Exempt from Licensure County Clinics not Associated with Hospital
- Local Health Jurisdiction (LHJ)
- Medical Transportation
- Out of State Hospital
- Pharmacy
- Portable Imaging Provider
- Tribal Health Services
- University Dental Provider

A 'Continue' button is visible at the bottom right of the form area. At the bottom of the page, there is a footer with the text: "PAVE Provider Portal Version: 4.30.0 Build: #2128 © Copyright 2024 Digital Harbor Inc. All rights reserved." and a yellow banner at the very bottom that says "Please disable pop-up blocker in your browser".

# Select Languages Offered



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
- Other

[← Previous](#) [Continue →](#)



# Summary Page – Double Check!

Start Application   Business Structure   NPI   Provider Type   Language   Last step

 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.

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.

**Start Application**  
I'm new to Medi-Cal, and I want to create a new application  
I'm a healthcare business

**Business Structure**  
Other entity

**NPI of the application**  
1123456789 [View Details](#)

**Provider Type**  
Pharmacy

**Language**

[← Previous](#) [Continue →](#)

# Medi-Cal Enrollment Requirements

- » The next sections of the application will prompt you to provide the required information and documents for Medi-Cal enrollment.
- » The next few slides show some of these requirements. For complete information, please view the provider bulletin linked here, [Community-Based Organizations and Local Health Jurisdictions Enrollment](#).

# Administrative Location

- » The CBO or LHJ must have at least one administrative location in California. This is defined as the physical location associated with the CBO or LHJ operations.
  - This location may not be a private residence and may not be a P.O. Box.
  - Services may be provided at this location or may solely be provided in community settings.
  - The administrative address reported in the application will appear in public provider directories and in the [California Health and Human Services Open Data Portal](#).

# Administrative Location

- » General Liability Insurance – proof of general liability insurance in the applicant's name and covering the reported administrative location and operations must be attached to the application.
- » If the organization is required to have workers' compensation insurance, a copy of the current policy in the applicant's name is also required.
- » The administrative location must have permanently posted signage that includes the business name of the CBO or LHJ and the hours of operation.
- » Most cities require businesses, including those operated as a non-profit, to obtain a business license. If your city requires a business license, then a copy of the license for the reported administrative location must be submitted with your application. Please contact your city directly for requirements.

# CBOs and LHJs Offering Community Health Worker Services

CBO and LHJ applicants must attest that all of their community health workers (CHWs), for whom they will bill either DHCS or an MCP contracted with DHCS for the delivery of CHW services provided to members enrolled in Medi-Cal, meet the qualifications listed in the [State Plan for CHW](#). Additionally, the CBO and LHJ applicants must attest that they understand that DHCS may audit the CBO or LHJ to verify CHW qualifications and services provided and that the CBO or LHJ must supply documentation upon request of DHCS. This attestation does not supersede any of DHCS' authority to audit or request records from the provider pursuant to state and federal law and the provider agreement.

# CBOs and LHJs Offering Asthma Preventive Services

CBO and LHJ applicants must attest that all unlicensed asthma preventive (AP) service providers, for whom they will bill either DHCS or an MCP contracted with DHCS for the delivery of AP services provided to members enrolled in Medi-Cal, meet the qualifications listed in the [State Plan for AP Services](#). Additionally, the CBO and LHJ applicants must attest that they understand that DHCS may audit unlicensed AP service provider qualifications and AP services provided and that the CBO or LHJ must supply documentation upon request of DHCS. This attestation does not supersede any of DHCS' authority to audit or request records from the provider pursuant to state and federal law and the provider agreement.

# Disclosure Requirements

- » Counties and Non-profit organizations are **not** exempt from disclosure requirements.
- » Counties must report persons with day-to-day control over the services being provided. This includes all directors and all persons who meet the definition of an agent or a managing employee.
- » Non-profit organizations must report all persons who meet the definition of agent or managing employee. All officers and all board members must also be reported, including volunteer board members and officers.
- » All disclosed persons must provide all required information.

# Disclosure Requirements

- » Title 22, CCR, Section 51000. Agent. “Agent” means a person who has been delegated the authority to obligate or act on behalf of an applicant or provider.
- » Title 22, CCR, Section 51000.12. Managing Employee. “Managing employee” means a general manager, business manager, administrator, director, or other individual who exercises operational or managerial control over, or who directly or indirectly conducts the day-to-day operation of an applicant or provider.



# Who Can Sign Applications?

- » CCR, Title 22, Section 51000.30(a)(2)(B)
  - Applications shall... **“Be signed...by an official representative of a governmental entity or non-profit organization, who has the authority to legally bind the applicant...”**
  - The person signing the application must be reported in the Disclosure section. Signatures cannot be delegated.

# The Enrollment Process

## Initial Review

- » Complete your application in the PAVE portal.
- » Submit your application.
- » DHCS reviews in order of date received.
- » The legal allowance for the initial review period is 180 days, but DHCS strives to complete initial reviews in a timely manner.

# 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 Denial Reasons

## » Wrong NPI Type or Number

- Counties and non-profit corporations submit application with Type 1 NPI OR submit application with the incorrect NPI number instead of the correct Type 2 NPI number.

## » Failure to Fix All Deficiencies

- Expired supporting documents.
- Not providing required documentation.
- Application is not signed by an authorized person.

# The Enrollment Process

## Approval and Denial

- » If your application is approved, you will be notified via email to log into the PAVE system to receive your approval letter.
- » If your application is denied, you will be notified via email to log into the PAVE system to receive your denial letter with appeal rights.

# Additional Resources

- » For technical assistance with the PAVE system, please direct questions to the PAVE Help Desk at (866) 252-1949.
- » For Medi-Cal enrollment questions, you can send an email inquiry by following this link [Provider Enrollment Division](#) and then click on “Inquiry Form” under the Provider Resources section, or call (916) 323-1945.
- » 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>.