



Understanding PAVE User and PAVE Profiles, Application and Account Queues and User Roles



Who Can Use PAVE?

- New providers who want to enroll in Medi-Cal Fee-for-Service
- Currently enrolled Fee-for-Service providers who need to update their enrollment
- For enrolled Fee-for-Service providers who have received a continued enrollment notice from Provider Enrollment Division



Provider Types Available in PAVE


- Ambulatory Surgical Clinics (physician owned)
- Audiologists
- Blood Banks
- Certified Acupuncturists
- Certified Mastectomy Fitters
- Certified Nurse Anesthetists
- Certified Nurse Midwives
- Certified Nurse Practitioners
- Chiropractors
- Clinical Laboratories
- Crossover-Only Providers
- Diabetes Prevention Program
- Dispensing Opticians
- Drug Medi-Cal Clinics
- Durable Medical Equipment
- Exempt from Licensure Clinics
- Hearing Aid Dispensers
- Licensed Clinical Social Workers
- Licensed Marriage and Family Therapists
- Licensed Midwives
- Licensed Professional Clinical Counselor
- Licensed Substance Use Disorder
- Medical Transportation
- Non-Medical Transportation
- Nurse Practitioners
- Occupational Therapists
- Ocularists
- Optometrists
- Orthotist
- Out of State Hospitals
- Pharmacies
- Physical Therapists
- Physician Assistants
- Physicians / Surgeons
- Podiatrists
- Portable Imaging Providers
- Prosthetist
- Psychologists
- Respiratory Care Practitioners
- Speech- Language Pathologists
- Substance Use Disorder Medical Directors
- Tribal Health Services




Accessing PAVE

<https://pave.dhcs.ca.gov>

← → ↻ 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

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

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 Sign Up Process

- To begin the sign up process click on “Sign Up.” This starts the process of creating the user profile.

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

Username

E-mail address

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



PAVE Sign Up Process

- Complete the required information and click “NEXT”

← → ↻ 🔒 pave.dhcs.ca.gov/sso/register.do 🔍 ☆

Sign Up

First name Last name

Username

Password Confirm

Enter your phone number. I prefer that you use your personal cell number so I can send you a text message just in case you forget your password. Don't worry, I will safeguard this number and will not give it out to anyone.

Example: include area code, (999) 888-7777

Phone number

Recovery email address

I'm not a robot reCAPTCHA
Privacy - Terms

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

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PAVE 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”

A screenshot of the PAVE Portal registration page. The browser address bar shows 'pave.dhcs.ca.gov/sso/register.do#'. The page header includes the CA.GOV logo, '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 avatar icon and a message: '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 the message 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 'BACK' and 'NEXT' buttons. A red arrow points to the 'NEXT' button. A footer section contains a 'Need Help?' link and contact information for the PAVE Help Desk. The bottom of the page shows the version and copyright information: 'PAVE Portal SSO Version: 5.0.0.0 - Build Number:226 © Copyright 2021 Digital Harbor Inc. All rights reserved.'

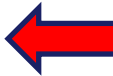


PAVE Sign Up Process

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

On Wednesday, August 25th, 2021 at 11:58 AM, <PAVE-DHCS@dhcs.ca.gov> wrote:

Your six digit verification code for PAVE is: 963803



This verification code will expire in 15 minutes.

PAVE Portal Administration

Please note: This email was sent from an auto-notification system that cannot accept incoming email. Please do not reply to this message.



PAVE 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, '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 a message: 'Please enter your 6-digit verification code. Sent via email to Sandy.1.lee@protonmail.com'. Below this is a 'Verification Code' input field and a note: 'This code will expire in 15 minutes and can be sent up to 5 times per day.' At the bottom of the card are three buttons: 'BACK', 'CALL INSTEAD', and 'VERIFY'. A red arrow points to the 'VERIFY' button. Below the card is a 'Need Help?' section with contact information for the PAVE Help Desk. The footer contains version and copyright information: 'PAVE Portal SSO Version: 5.0.0.0 - Build Number:226 © Copyright 2021 Digital Harbor Inc. All rights reserved.'



PAVE Sign Up Process

- PAVE will confirm successful verification, then click “LOGIN”

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, 'PAVE PORTAL', the DHCS logo, and navigation links for 'Bulletins', 'Contact Us', 'Sign Up', and 'Login'. The main content area displays a success message: 'You did it!' with a checkmark icon and the word 'Success'. Below the message is a 'Select Login to continue' prompt and a 'LOGIN' button, which is highlighted with a red arrow. At the bottom, there is a 'Need Help?' section with contact information for the PAVE Help Desk. The footer contains version and copyright information: 'PAVE Portal SSO Version: 5.0.0.0 - Build Number:226 © Copyright 2021 Digital Harbor Inc. All rights reserved.'




PAVE Sign Up Process

- Enter email and your password and click “Login”

← → ↻ pave.dhcs.ca.gov/sso/login.do 🔍 ☆

CA.GOV **PAVE PORTAL** **DHCS** [Bulletins](#) [Contact Us](#) [Sign Up](#) [Login](#)



Hi Sandy
e sandy.1.lee@protonmail.com

Enter your Password

[Forgot Password?](#) [Back](#) [Login](#)

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.**

UNAUTHORIZED ACCESS TO ANY STATE OF CALIFORNIA COMPUTING SYSTEM CONTAINING US GOVERNMENT OR STATE OF CALIFORNIA INFORMATION IS A CRIMINAL OFFENSE.

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PAVE Profiles

- What is a PAVE profile?
 - A PAVE profile is used to manage the applicant's applications, accounts, and users
 - A PAVE profile can be shared among several different users
 - A PAVE profile is set at the Tax ID or Social Security Number level not by NPI
 - An organization who has multiple NPIs for different locations, but has the same TIN would have only one PAVE profile
 - A biller or credentialer who is managing multiple provider accounts would have one user login, but multiple PAVE profiles, one for each client



PAVE Sign Up Process

- Enter the NPI and click “Verify”

CA.GOV PAVE PORTAL DHCS

Create your PAVE Profile

A PAVE Profile is a workspace for groups or individual providers where applications and accounts are created.

Verify

I don't have an NPI number

Not sure which NPI number to use? [View the PAVE Profile Setup Guide](#)

PAVE Provider Portal
Version: 4.18.0.0 Build: #1580
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PAVE Sign Up Process

- To join an existing profile, select “Request to join as a guest”

← → ↻ pave.dhcs.ca.gov/ProviderPortal/startup.do?nth=he 📄 🔑 ☆

CA.GOV **PAVE PORTAL** 📧 🔔 👤 Sandy

Create your PAVE Profile

A PAVE Profile is a workspace for groups or individual providers where applications and accounts are created.

NPI Number
 Verify

NPI 1999999990 associated with PAVE Profile.
Smith RL GRP HLTH belongs to this PAVE Profile

What would you like to do?

Do you want to join this profile? Send a Request to Admin **Jane Smith**

Request to join as a guest



PAVE Sign Up Process

- This page also provides options for alternative situations in the image below

← → ↻ pave.dhcs.ca.gov/ProviderPortal/startup.do?nth=he 📄 🔑 ☆

CA.GOV **PAVE PORTAL** DHCS Sandy

Do you think that you should be a part of this PAVE Profile? If so, select **Send a Request to the Call Center**.

[Send a Request to our Call Center](#)

Use the **Change of Ownership** option below if you had **bought a healthcare business** and you are continue using the same NPI **1679710610** as the old owner, and you do not have access to any previous information related to Medi-Cal enrollment for this NPI.

The new PAVE Profile will be created **without an NPI** until you **create/complete/submit a Change of Ownership application**, if this application is approve, the NPI will become part of this PAVE Profile.

[Change of Ownership](#)

I don't have an NPI number

Not sure which NPI number to use? [View the PAVE Profile Setup Guide](#)



PAVE Sign Up Process

- Enter your PAVE profile name and click “Create my PAVE Profile”

← → ↻ 🔒 pave.dhcs.ca.gov/ProviderPortal/startup.do?nth=he

CA.GOV PAVE PORTAL DHCS Sandy

Create your PAVE Profile

NPI Number

Thank you! It looks like your organization is new to PAVE. Enter the PAVE Profile name that represents your organization, *Create PAVE Profile*

PAVE Profile Name

I don't have an NPI number

Not sure which NPI number to use? [View the PAVE Profile Setup Guide](#)



PAVE Sign Up Process

- Upon sign in, updates to the PAVE Portal will appear under “What’s new on PAVE Portal?”

The screenshot shows a web browser window with the URL pave.dhcs.ca.gov/ProviderPortal/welcomePage.do?prid=120213&justCreated=1&nth=he. On the left, a dark blue sidebar titled "What's new on PAVE Portal?" lists several items with share and download icons:

- > Drag and Drop
- Document Library
- Reapply Application
- PAVE Profile
- PAVE Profile Creation
- Document Upload
- Checklist

The main content area features a white box titled "Drag and drop to upload documents" with a close button (X) in the top right. Below the title, it states: "This improves the user experience of uploading documents in Portal applications." There is a form field for "Professional License/Certificate number" with a "Required value" label. Below this is a "Professional License or Certificate" section with a dashed border containing a "Drag and drop here or browse" instruction, a "50MB Maximum" limit, and a "Document Library" button. A blue callout box at the bottom right says: "Drag and drop You can now drag and drop to upload documents."



PAVE Sign Up Process

- You now have access to create applications, update accounts, manage roles and PAVE profiles, view tutorials and message the Provider Enrollment Division (PED)

The screenshot displays the PAVE Portal interface. At the top, the navigation bar includes the CA.GOV logo, the text "PAVE PORTAL", the DHCS logo, and user information for "Sandy" with a profile icon. Below the navigation bar, a row of menu items is shown: "My Messages", "Applications", "Accounts", "My Tools", "Help", and "What's New!". The "Applications", "Accounts", and "My Tools" items are highlighted with red boxes. A red arrow points from the "What's New!" area down to a 3D city map below. The map features several buildings representing different sections: "MY TOOLS", "MY APPLICATIONS", "MY ACCOUNTS", "LEARNING CENTER", and "MESSAGE CENTER". The "LEARNING CENTER" and "MESSAGE CENTER" buildings are also highlighted with red boxes. A thought bubble above the map contains the following 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."



PAVE User Profiles

- What is a user profile in PAVE?
 - A user profile is created during the sign up process and is each individual's unique login information including username and password that is used to access PAVE.
- How can you determine which user is logged into PAVE?
 - After signing up, PAVE will display the user who is logged in at the top right hand corner of the PAVE menu bar





User Profile versus PAVE Profile



USER PROFILE

User Name: Janet Johnson
User Login: janet@yemail.com
User Password: xxxxxxxxxxxx



PAVE PROFILE

Janet is the office manager at My Business ABC Inc. The organization has multiple locations. Janet manages the organization's enrollment accounts under one PAVE profile.



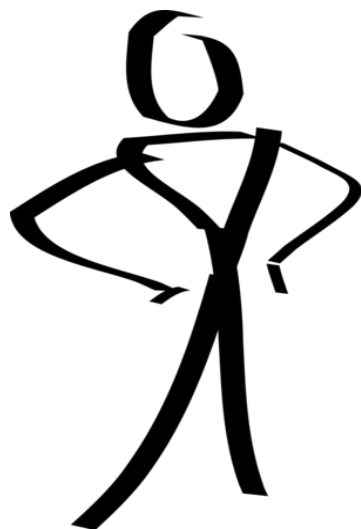


User Profile versus PAVE Profile



USER PROFILE

User Name: Bill Smith
User Login: bill@web.com
User Password: xxxxxxxxxxx



PAVE PROFILE

Bill is a credentialer and has multiple clients. Bill set up each client under a different PAVE profile. A PAVE profile is similar to a filing cabinet.





PAVE Profiles

- How can you determine which PAVE profile you are accessing?
 - The PAVE profile is displayed next to the user profile at the top right hand corner of the menu bar
- Adding new PAVE profiles:
 - Users can add or change to a different PAVE profile by clicking the down arrow button.
 - To add a new PAVE profile click on “create PAVE profile” and follow the earlier instructions





Adding more PAVE profiles

The screenshot displays the PAVE Portal interface. At the top, there is a navigation bar with the CA.GOV logo, the text "PAVE PORTAL", the DHCS logo, and user information for "My Business ABC" and "Sandy". Below the navigation bar, there are menu items: "My Messages", "Applications", "Accounts", "My Tools", "Help", and "What's". The main content area features a 3D isometric illustration of a city with buildings labeled "LEARNING CENTER", "MY TOOLS", "MESSAGE CENTER", and "MY APPLICATION". A speech bubble from a woman's avatar provides a welcome message and contact information for the PAVE Help Desk. A dropdown menu is open over the "MY APPLICATION" building, listing options: "PAVE profile search", "My Business ABC", "My Business ABC", "Auto-populate Application", "Create PAVE profile", "Find a PAVE profile", and "See all my PAVE profiles". A red box highlights the "Create PAVE profile" option, and a red arrow points to it from the right. Another red arrow points to the "My Business ABC" dropdown in the top navigation bar.



Adding more PAVE profiles


pave.dhcs.ca.gov/ProviderPortal/createBusinessProfile.do?nth=he&prId=120213

CA.GOV PAVE PORTAL DHCS My Business ABC Sandy

My Messages Applications Accounts My Tools Help What's New!

Create your PAVE Profile

A PAVE Profile is a workspace for groups or individual providers where applications and accounts are created.

 NPI Number **Verify**

I don't have an NPI number

Not sure which NPI number to use? [View the PAVE Profile Setup Guide](#)



Adding more PAVE profiles

Browser address bar: pave.dhcs.ca.gov/ProviderPortal/createBusinessProfile.do?nth=he&prId=120213

Navigation bar: CA.GOV | PAVE PORTAL | DHCS | [Messages] | [Notifications] | My Business ABC | Sandy

Menu items: My Messages | Applications | Accounts | My Tools | Help | What's New!

1888888889

Create your PAVE Profile

NPI Number

Thank you! It looks like your organization is new to PAVE. Enter the PAVE Profile name that represents your organization, *Create PAVE Profile*

PAVE Profile Name

I don't have an NPI number



Adding more PAVE profiles

The screenshot displays the PAVE Portal interface. At the top, there is a navigation bar with the CA.GOV logo, the text "PAVE PORTAL", the DHCS logo, and user information for "ABC Medical Inc" and "Sandy". Below the navigation bar are menu items: "My Messages", "Applications", "Accounts", "My Tools", "Help", and "What's".

The main content area features a 3D isometric illustration of a city with buildings labeled "LEARNING CENTER", "MY TOOLS", and "MY APPLICATION". A speech bubble from a woman's avatar contains the following text:

Hello! I will be guiding you on your journey in the PAVE Portal. Click on the building titles below to see more information.

If you need technical support, call the PAVE Help Desk at (866) 252-1949, for assistance, Monday through Friday, 9am to 5pm PST, excluding state holidays.

You can also get technical assistance by using our *chat feature* at the bottom right of this page.

A search dropdown menu is open, showing the following options:

- PAVE profile search
- ABC Medical Inc
- My Business ABC
- ABC Medical Inc
- Auto-populate Application
- Create PAVE profile
- Find a PAVE profile
- See all my PAVE profiles

At the bottom right of the page, there is a chat icon and an upward arrow icon.



User Roles

Guest Role:

- Manage his/her own email messages in PAVE
- Can only view and manage shared applications

Staff Role:

- View all applications in the PAVE profile
- View all accounts in the PAVE profile
- Can invite a different user to become a PAVE profile guest



User Roles

User Role:

- Make changes to his/her own applications
- Make changes to his/her own accounts
- Submit his/her own applications
- Manage shared applications
- Manage his/her own email messages in PAVE

Supervisor Role:

- View all applications in the PAVE profile
- View and make changes to all accounts in the PAVE profile
- Be able to view the messages in the PAVE profile
- Can invite a different user to become a PAVE profile guest



User Roles

Authorized Signer Role:

- View all applications in the PAVE profile
- View all accounts in the PAVE profile
- Able to e-sign the application (must be an authorized signer)
- View sensitive documents that are part of the PAVE profile
- Manage his/her own email messages in PAVE

Manager Role:

- View all applications in the PAVE profile
- Submit new applications
- View and make changes to all accounts in the PAVE profile
- Able to e-sign the application (must be an authorized signer)
- View sensitive documents that are part of the PAVE profile
- Be able to view the messages in the PAVE profile
- Can invite a different user to become a PAVE profile guest



User Roles

Administrator Role:

- View all applications in the PAVE profile
- Submit new applications
- View and make changes to all accounts in the PAVE profile
- Able to e-sign the application (must be an authorized signer)
- View sensitive documents that are part of the PAVE profile
- Be able to view the messages in the PAVE profile
- Manage the PAVE Profile
- Manage the Document Library
- Can invite a different user to become a PAVE profile guest
- Can manage all user privileges
- Can change the application's owner



User Roles

The screenshot displays the PAVE PORTAL interface. At the top, the navigation bar includes the CA.GOV logo, the text "PAVE PORTAL", the DHCS logo, and user information for "ABC Medical Inc" and "Sandy". Below the navigation bar, a menu bar contains "My Messages", "Applications", "Accounts", "My Tools", "Help", and "What's New!". The "My Tools" dropdown menu is open, listing several options: "Document Library", "User Administration", "Auto-Populate Application", "PAVE Profile Settings", and "Owners/Partners Information". The "User Administration" option is highlighted with a red box. The main content area features a light blue background with a cartoon illustration of a woman's face in a thought bubble, a 3D isometric cityscape with buildings labeled "LEARNING CENTER", "MY APPLICATIONS", and "MY ACCOUNTS", and a "MESSAGE CENTER" sign. A speech bubble contains text: "Hello! I will be guiding you on your job section. If you need technical support, call the support line at 1-800-950-8882, excluding state holidays. You can also get technical assistance through our online chat service. For more information, visit our website at www.dhcs.ca.gov. For technical assistance, Monday - Friday, 8:00am - 6:00pm PST, call 1-800-950-8882. For general assistance, Monday - Friday from 8am - 4pm PST." A red box highlights the "My Tools" menu item and the "User Administration" option.



User Roles

CA.GOV PAVE PORTAL DHCS

My Messages Applications Accounts **My Tools** Help What's New!

User Administration

Do you want to invite others to your PAVE profile? If so, select **Invite Users**.
Do you want to change a member's privileges? If so, select the pencil icon and follow the prompts.

Invite User

Name	Privilege Type	Status	Action
Sandy Lee	Administrator	Active	

PAVE Provider Portal
Version: 4.18.0.0 Build: #1580
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Application Queue

- A PAVE profile is similar to a drawer of a filing cabinet. Within each PAVE profile (drawer) is the enrollment applications and accounts for an entity or provider.
- The PAVE Application queue allows the user to:
 - Start new applications
 - View the status of current applications
 - In Progress, Submitted, Returned to Provider, Approved, Denied, Withdrawn or Approved





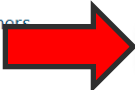
Application Queue

CA.GOV PAVE PORTAL DHCS

My Messages **Applications** Accounts My Tools Help What's New!

My Applications

Listed below are the provider **applications** you are currently working on. Once enrolled, you can modify your **Medi-Cal accounts** at any time.

Owners/Partners information  **New Application**

Total Apps 1 In Progress 1 Return to Provider 0 Resubmitted 0 Approved 0 Denied 0

> Applications Dashboard

- Filter by 1888888889 - Please select a filter - Search

Provider Name	Provider Type	NPI	Application	Status	Complete	Last Update	Owner	App ID
	Chiropractor	1888888889	Group Billing	In Progress	0%	08/26/2021	Sandy Lee	218G1NIH

Edit New Message Share Delete Track Print Change Owner



Account Queue

- The PAVE Account queue allows users to:
 - View the status of approved enrollment accounts
 - Make certain updates to their enrollment records
 - Groups and rendering providers can remove affiliations (disaffiliate)
 - Disenroll from Medi-Cal Fee-for-Service



Account Queue

The screenshot shows the PAVE Portal interface. At the top, there is a dark blue navigation bar with the CA.GOV logo, the text "PAVE PORTAL", the DHCS logo, and user information for "ABC Medical Inc" and "Sandy". Below this is a secondary navigation bar with links for "My Messages", "Applications", "Accounts" (highlighted with a red box), "My Tools", "Help", and "What's New!". The main content area features a "Accounts" section with a grid icon. A message bubble with a woman icon states: "Listed below are your active Medi-Cal accounts. Please **contact a Medi-Cal representative** if you have questions." Below this is a dashboard for "ABC Medical Inc: Accounts Dashboard" with a collapse arrow. The dashboard contains two donut charts: "Total Medi-Cal Accounts: 0" and "Total Affiliations: 0". The "Total Medi-Cal Accounts" chart has a legend with "Current: 0" (blue), "Temporarily Suspended: 0" (orange), and "Revalidation Information" (teal). The "Revalidation Information" section has "Revalidation Started: 0" (teal) and "Revalidation Scheduled: 0" (cyan). The "Total Affiliations" chart has a legend with "Current: 0" (blue).



Account Queue

CA.GOV PAVE PORTAL DHCS ABC Medical Inc Sandy

ABC Medical Inc: Accounts Dashboard

Total Medi-Cal Accounts: 1

- Current: 1
- Temporarily Suspended: 0

Total Affiliations: 1

- Current: 1

Revalidation Information

- Revalidated: 0
- Revalidation Scheduled: 0

ABC Medical Inc: Accounts Dashboard

Add Affiliation

- Filter by - - Please select a filter - mm/dd/yyyy Search

Provider Name	Provider Type	Service Address	NPI	Account Type	Status	Begin Date	Last Update	Account ID	Actions
ABC Medical Inc	Physician/Surgeon	500 University Ave, 125, Sacramento - CA, 95825-6504	1861049777	Individual Billing	1 - Active	09/21/2020	09/23/2020	100098075	...

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. [Printing Page](#)



PAVE ON!