



Fee-For-Service Enrollment for Diabetes Prevention Program using the PAVE System

Provider Enrollment Division

January 19, 2022



Topics Covered

1

Getting set up in the PAVE enrollment system: PAVE User, PAVE Profile

2

PAVE Questionnaire to Start a DPP Application

3

Relevant Medi-Cal Enrollment Requirements

4

Applicable Federal DPP Requirements

5

DHCS Application Review

6

Additional Resources



Getting Set Up in PAVE for First Time Users





Access PAVE

← → ↻ pave.dhcs.ca.gov/ssso/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

E-mail address

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

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

PAVE Portal SSD Version: 5.0.0.0 - Build Number 226
© Copyright 2021 Digital Harbor Inc. All rights reserved.



PAVE User Sign-Up Process

➤ To begin, click on “Sign Up.”

A screenshot of the PAVE Portal website. The top navigation bar is dark blue and contains the following elements from left to right: the CA.GOV logo, the text "PAVE PORTAL", the DHCS logo, and a menu with "Bulletins", "Contact Us", "Sign Up", and "Login". The "Sign Up" link is highlighted with a red square, and a large red arrow points down to it. Below the navigation bar is a white content area with a light blue border. It features a circular profile picture of a woman, a "Welcome to PAVE!" message, and instructions to login or sign up. Below this is a "Log in to your profile" section with a "Username" label, an "E-mail address" input field, and a "Next" button. At the bottom of this section, there is a link that says "Don't have a User Profile? Sign Up", which is highlighted with a red arrow pointing left.



PAVE User Sign-Up Process

- Complete the required information and click “NEXT”

A screenshot of a web browser showing the 'Sign Up' page for the PAVE Portal. The browser address bar shows 'pave.dhcs.ca.gov/sso/register.do'. The page title is 'Sign Up'. The form contains several input fields: 'First name' (Sandy), 'Last name' (Lee), 'Username' (sandy.1.lee@protonmail.com), 'Password' (masked with dots), and 'Confirm' (masked with dots). Below these fields is a text box for a phone number with instructions: '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.' An example is provided: '(999) 888-7777'. There is also a 'Recovery email address' field with 'sandy.1.lee@protonmail.com'. At the bottom, there is a reCAPTCHA 'I'm not a robot' checkbox and a 'NEXT' button. A red arrow points to the 'NEXT' button.



PAVE User Sign-Up Process

- You will be prompted to select how you wish to receive the 6-digit verification code. After selecting the preferred option, select “Next”

CA.GOV PAVE PORTAL DHCS

Bulletins Contact Us Sign Up Login

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.

- Send text message to my phone number
- Call my phone number
- Send to my recovery email address

BACK NEXT

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: 5.0.0.0 - Build Number:226
© Copyright 2021 Digital Harbor Inc. All rights reserved.



PAVE User 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 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 following 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 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 a question mark icon and contact information for the PAVE Help Desk. The footer contains 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

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

A screenshot of a web browser showing the PAVE Portal registration success page. The browser's address bar displays '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 box with a circular profile picture icon, the text 'You did it!', a large checkmark icon, the word 'Success', and the instruction 'Select Login to continue'. A blue 'LOGIN' button is positioned at the bottom right of this box, with a red arrow pointing to it. Below the success message is a 'Need Help?' section with a question mark icon and 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 User Sign Up Process

- Now enter your email and your password and click “LOGIN”

CA.GOV PAVE PORTAL DHCS

Bulletins Contact Us Sign Up Login

Hi Sandy
sandy.t.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.

PAVE Portal SSO Version: 5.0.0.0 - Build Number:226
© Copyright 2021 Digital Harbor Inc. All rights reserved.



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.



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 organization and click "Create my PAVE Profile"



PAVE Profile

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", the DHCS logo, and user information including "My Business ABC" and "Sandy". Below the header, a navigation bar contains "My Messages", "Applications", "Accounts", "My Tools", "Help", and "What's New!". The "Applications", "Accounts", and "My Tools" buttons are highlighted with red boxes. A red arrow points to the "What's New!" link. Below the navigation bar, a light blue area contains a welcome message in a speech bubble: "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." Below the message is a 3D isometric illustration of a city with five buildings: "MY TOOLS", "MY APPLICATIONS", "MY ACCOUNTS", "LEARNING CENTER", and "MESSAGE CENTER". The "LEARNING CENTER" and "MESSAGE CENTER" buildings are highlighted with red boxes. A cartoon woman's head is shown in a thought bubble on the left side of the illustration.



Starting a DPP 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 a DPP application.



First Questionnaire Page

Progress bar: Start Application (active), 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 →](#)



Second Questionnaire Page

Your Business Structure – Read Lucy!

Progress bar: Start Application, **Business Structure**, NPI, Provider Type, Language, Last step

Let's create your application. In this section choose the option that best describes the structure of your business. Are you a sole proprietor? If so, you will select it below and you must obtain and use a Type 1 (individual) NPI or your application will be denied outright. If your business is organized as a legal entity such as a corporation, an LLC or a General or Limited Partnership, then you will select "Other entity" below and you must obtain and use a Type 2 (Organizational) NPI or your application will be denied outright. Please note, if you are the sole owner of your business, and it is organized as a legal entity such as a corporation, LLC or partnership, do not select "Sole Proprietor" below. Later in the application you can explain the sole ownership of your business entity.

COVID-19 Special Announcement

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 →

Select "Other Entity" if your business is a corporation, LLC or partnership.



Correct NPI Type depends on your Business Structure

Type 2 NPI

Business entities such as a corporations, LLCs, and Partnerships must use a Type 2 NPI, even if you are the only owner of the entity.

Type 1 NPI

Sole Proprietors must use a Type 1 NPI. A sole proprietorship is a business owned and operated by one person and the business and the person are one and the same for income tax reporting.



Third Questionnaire Page

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 →



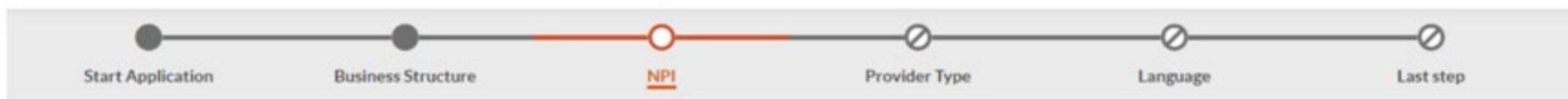
← Previous

Continue →



Fourth Questionnaire Page

PAVE Verifies NPI with NPPES



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)

National Provider Identifier (NPI)

Type

Business name INC

Taxonomy code(s)

NPPES address (registered)

Is this the correct information?

Yes No



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.



Fifth Questionnaire Page

Select Provider Type - DPP

Progress bar: Start Application (red dot), Business Structure (grey dot), NPI (grey dot), **Provider Type** (orange dot), Language (grey dot), Last step (grey dot).

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

Diabetes Prevention Program



i If you can not find the provider type in this list, please 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 supported by PAVE Portal. To see a complete list of provider types by business structure, click [here](#)

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

[← Previous](#) [Continue →](#)



Sixth Questionnaire Page

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 →](#)



Seventh Questionnaire Page

Summary Page – Double Check!

Progress bar: 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
Diabetes Prevention Program

Language

[← Previous](#) [Continue →](#)



Medi-Cal Requirements

The Medi-Cal Program requirements are woven into the application process.

The next four slides show:

- Fingerprint Requirement
- Who is authorized to sign Medi-Cal apps
- List of required documents to attach
- Medi-Cal Established Place of Business



Fingerprint Requirement

WHAT: DPP applicants are designated as a high categorical risk by the federal Center for Medicare and Medicaid Services and as such, are required to submit fingerprints.

WHO: Any person with a five-percent or greater direct or indirect ownership interest must submit fingerprints for State and Federal criminal background checks.

HOW: To obtain the required fingerprints, present a prefilled Department of Justice Request for Live Scan Service (BCIA 8016) form to a Live Scan operator and pay all applicable fees.

When submitting the DPP application, include a legible copy of the date stamped BCIA 8016 form along with verification that all fees have been paid. Verification of payment can be either a “PAID” stamp from the Live Scan operator or a receipt of payment.

FOR MORE INFORMATION for Individuals who are located **out of state**, please copy and paste the following URL into your computer browser window: [PED Fingerprinting and Criminal Background Check CJIS9004 \(ca.gov\)](#)



Who Can Sign Applications

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

- 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.”
- Signatures cannot be delegated



Some Required Documents

This slide lists documents that you may need to attach to the DPP application. Depending upon your specific business model, you may have additional required documents.

- Articles of Incorporation (only for corporations)
- State-Issued Identification
- Verification of TIN/EIN with one of these accepted documents: IRS Form 8109-C, Form 941, Letter 147-C, or Form SS-4 (Confirmation Notification)
- Lease agreement (if leasing service/admin location)
- Proof of Comprehensive (General) Liability Insurance
- Business License /Tax Certificate (if required by local government)
- Fictitious Business Name Statement from your city/county (if using a fictitious name)
- Valid, current, CDC Pending or Preliminary Recognition letter, or a current valid copy of the Certificate of Full CDC Recognition
- Workers' Compensation Insurance, as applicable



Medi-Cal “Established Place of Business” Requirements

Your Administrative Address...

- ✓ Is Open and Conducting Business at time of application submission
- ✓ Is In a building either owned or leased by the applicant
- ✓ Has permanently posted business hours
- ✓ Has permanently attached signage with the business’ name
- ✓ Has administrative and fiscal foundation to survive with adequate inventory and staff for the volume of business
- ✓ Has all State and local business permits and licenses to conduct business
- ✓ Has necessary equipment, office supplies and facilities to carry out business, including storage and retrieval of documentation required by the Medi-Cal Program
- ✓ Obtains and maintains General Liability Insurance coverage and has Worker’s Compensation Insurance as required by state law



Federal Rules for DPP

- ✓ Must have at least one Administrative location and must report all Admin locations
- ✓ Admin Location cannot be a personal or home address
- ✓ DPP must have either pending, preliminary, or full recognition as a DPP through the CDC
- ✓ Peer coaches must have NPI and meet Federal Standards to participate
- ✓ Beginning 1/1/2022 application fee is no longer required – *click on an exemption in PAVE if it requires you to fill out this form while completing your application.*



Online Resources



The Medi-Cal requirements and Background on Diabetes Prevention Programs are published on the DHCS website:
<https://www.dhcs.ca.gov/services/medi-cal/Pages/Diabetes-Prevention-Program.aspx>



More Online Resources

- Medi-Cal Enrollment requirements specific for Diabetes Prevention Programs are also published on the DHCS website:

<https://www.dhcs.ca.gov/provgovpart/Pages/DiabetesPreventionProgram.aspx>



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 180 days, but 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 resubmit your application to PED within 60 days.
- If you don't resubmit timely, or correct all items, the application will be denied.



Common Deficiencies

- Lack Business License
- Live Scan Forms missing
- Lease Agreements – expired leases, virtual office leases missing terms and dates; missing signatures.



The Enrollment Process

Onsite Inspections

- Your application will be referred for an onsite inspection by staff from the DHCS Audits and Investigations Division.
- You will be notified through PAVE when the application is referred.
- You will be contacted by the onsite staff who may ask for additional documents to verify information in the application.



The Enrollment Process Post-Onsite

- The onsite staff send a report to PED.
- Depending on the findings of the onsite, PED will either:
 1. Approve your application
 2. Deny your application
 3. Return your application to you for additional information or corrections.

Corrections must be made within 60 days and application resubmitted to PED to avoid denial of the application.



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 your questions to the PAVE Help Desk at 1(866) 252-1949.
- For Medi-Cal enrollment questions, you can send an email inquiry by going to DHCS.CA.GOV, click Providers and Partners, then Provider Enrollment Division and then scroll down and click “Inquiry Form” or call 1(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>