PAPER-BASED APPLICATION PROCESS FOR MEDI-CAL PROVIDER ENROLLMENT WHEN ONLINE SYSTEM IS UNAVAILABLE

Pursuant to Welfare and Institutions (W&I) Code section 14043.75(b), the Department of Health Care Services (DHCS) is updating the requirements for Medi-Cal provider enrollment application submission methods. These requirements implement and make specific W&I Code sections 14043.15, 14043.25, 14043.26, 14043.27, 14043.28, 14043.29 and 14043.38, and as such have the full force and effect of law.

Effective April 1, 2026, if the online Medi-Cal enrollment application system experiences a system-wide outage or service disruption, providers must submit all enrollment applications, enrollment updates, and supplemental additions or changes to enrollment using paper forms as directed by DHCS. During such outages, these paper forms will serve as the official and legally required method for completing the Medi-Cal provider application process.

This bulletin supplements all previously issued bulletins that require exclusive use of the online Medi-Cal enrollment application system. DHCS will continue to mandate electronic submission through the online system as the standard process. However, in the event of a system-wide outage or service disruption, providers are required to submit all enrollment applications, enrollment updates, including changes of business address, changes of ownership, revalidations, and supplemental additions or changes to enrollment information as described in California Code of Regulations, title 22, section 51000.40 using the designated paper-based process outlined herein.

Procedures for Paper-Based Application Process for Medi-Cal Provider Enrollment When Online Medi-Cal System Is Unavailable

If the online Medi-Cal enrollment application system experiences a system-wide outage or service disruption warranting the use of paper forms for the enrollment processes detailed herein, DHCS will publish an informational bulletin directing providers to use paper application forms. Please refer to the information below on how to access and submit paper-based application forms in the event that DHCS publishes an

informational bulletin implementing this bulletin. The paper form application process will remain in effect until DHCS rescinds the informational bulletin that triggered the implementation of this bulletin.

How to Access the Required Forms

Providers may access the required forms for their provider type by selecting "Provider Enrollment" from the drop-down menu on the Medi-Cal Provider Enrollment Forms webpage.

Applicants are required to complete the appropriate DHCS forms for their provider type and any applicable required supporting documents.

How to Submit the Required Forms

Providers are required to complete all the required fields, including signatures, and submit the forms following the instructions provided on the DHCS paper form. The informational bulletin implementing this bulletin will specify the required submission method(s), which may include traditional mail and/or electronic options, such as email or other secure digital submission methods, as specified by DHCS.