



# PAVE

## California's Provider Management Module

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# PAVE Overview

- 18,000 users
- 12,000 applications submitted
- Average Star Rating of 4.29 out of 5 Stars
- Average processing time reduced by 70%
- Overall deficiency rate of 31% (80% with Paper)

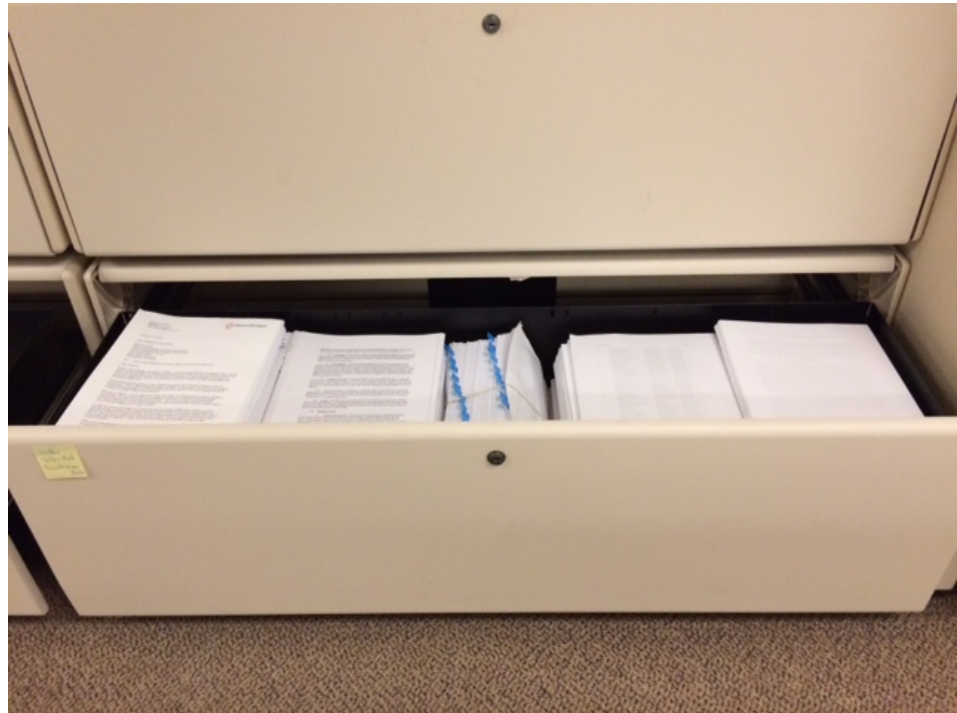
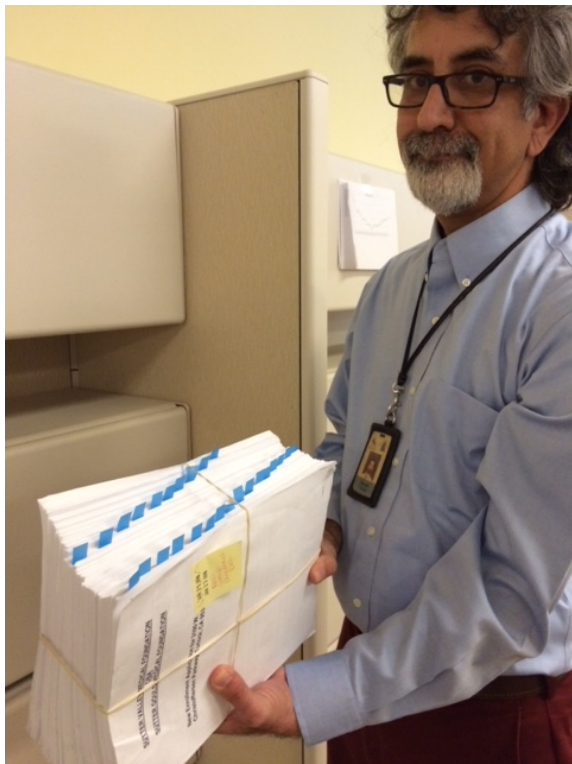


# Pre-PAVE Facts

- Significant effort required
- Incomplete submissions
- Unknown application status
- Difficult to oversee
- No live support
- Limited visibility of enrollment data
- Deficiency rate of 80%



# REALITY!





# Tribal Health and PAVE

- Create and submit applications for Medi-Cal enrollment
- View existing enrollment information
- Add service location(s) to an existing account
- Change the service address on an existing account
- Update other existing enrollment information
  - Phone Number, Board Member(s), etc.



# PAVE Key Features

- Intuitive pre-application questionnaire
- Account data visibility
- Streamlined communication
- Dedicated Help Desk
- Embedded help features:
  - Lucy Text
  - In-Context Tutorials
  - Status Bubbles
  - Percentage Complete



# Intuitive Pre-Application Questionnaire

The screenshot displays a web browser window with the URL <https://uat3-pave.dhcs.ca.gov/ProviderPortal/applications.do?ntsh&h>. The page header includes the CA.GOV logo, the text "PAVE PORTAL", and the DHCS logo. A navigation bar shows "My Home", "Applications" (highlighted), "Accounts", "My Tools", and "Help".

The main content area features a progress indicator with five steps: "Start Application" (active), "Business Structure", "NPI", "Provider Type", "Language", and "Last step". Below the progress bar is a questionnaire titled "Affiliation".

**Start Application**

Nice to see you again, John Doe!  
Please answer this simple questionnaire to help me to determine the correct type of application for you.  
If you need help with any of these options, you can watch the [Questionnaire In-context tutorial](#).  
Let's get started!

- 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
- I need to report **Supplemental changes**

If you want help with any of these options, select the [Questionnaire In-context tutorial](#).

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

[← Previous](#) [Continue →](#)

PAVE Provider Portal  
Version: 4.14.0.0 Build: #279  
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# Guided Application Package

The screenshot shows a web browser window displaying the PAVE Portal. The browser's address bar shows the URL: <https://uat3-pave.dhcs.ca.gov/ProviderPortal/applications.do?nth=he>. The page title is "PAVE Provider Portal - Appli...". The browser's address bar also shows several open tabs: "HP Application Lifecycle...", "PAVE", "DHCS Web Contributor", "UEJobs", "ECOS", "SharePoint Home", "Home - PAVE Agile Board", "CA ADA", "US ADA", "PAVE UAT Portal", "PAVE UAT Enrollment", and "JIRA".

The PAVE Portal header includes the "CA.GOV" logo, the "PAVE PORTAL" title, the DHCS logo, and a user profile for "John Doe, MD". The main navigation bar shows a progress indicator with four steps: "Business Profile" (active), "TIN/EIN & Business License", "Business Permits", and "Summary".

The left sidebar contains a "Content" menu with the following items: "Getting Started", "Profile Information", "Business Information", "Business Profile" (selected), "Contact Person", "Addresses", "Place of Business", "Insurance", "Practice Information", "Disclosure Information", "Rendering Provider Affiliations", "Claim Payment", "Signature", and "Submit Application".

The main content area displays the "Business Profile" form. A callout box says: "Now, John Doe, please give me some basic information about your business." The form includes the following fields and options:

- The legal name is the same as my Individual name
- Legal name:** John Doe MD ✓
- Business name:**  Same as legal name
- Business name:** John Doe MD ✓
- Entity type:** Sole Proprietor
- Business phone number:** (916) 319-1324 ✓
- Telephone number extension:** [Empty field]
- Does your business use a registered Fictitious Business Name/Permit?**  Yes  No

A blue callout box indicates a required document: "Document Required: Fictitious Business Name Statement document is required".

Navigation buttons include "Previous" and "Continue".

At the bottom of the page, the text reads: "PAVE Provider Portal Version: 4.14.0.3 Build: #279".





# Application Status

My Home Applications Accounts My Tools Help

My Applications

Once you have completed the enrollment process, you will be able to modify your Medicaid Account. Listed below are the provider applications you have or are currently enrolling in Medi-Cal.

New Application

Application ID	Status	Name	Type	NPI	Application	Complete	Last Update	Owner	Actions
185U752Q	In Progress	John Doe	Physician/Surgeon	1357986420	Individual Billing	4%	05/10/2018	John Doe	[Icons]

Need technical support? 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, 8:00 am - 6:00 pm Pacific time, excluding state holidays.

PAVE Provider Portal  
Version: 4.140.3 Build: #279  
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# Account Review

**Provider Name:** **Contact Name:** No Data **Last Update Date:** 12/02/2015  
**Provider Type:** Physician/Surgeon Group **Account Status:** 1 - Active **Service Address:**  
**Account Type:** Group Billing

**Content** Expand All

- Business Information
- Business Profile**
- Contact Person
- Delegated Officials
- Addresses
- Place of Business
- Insurance

**Practice Information**

**Disclosure Information**

**Rendering Provider Affiliations**

**Claim Payment**

**Other Options** Collapse All

- Other Options

### Business Profile

Business Profile Update

Legal name: ABC Medical Group, Inc

Business name: ABC Medical Group, Inc

Entity type:

Business phone number: (916) 123-4567

Telephone number extension:

EIN/Licenses

Provider Federal Tax Identification Number (TIN) or Employer Identification Number (EIN): 12-345\*\*\*\*\*

Business license number:



# Have a PAVE Question?

- The PAVE Help Desk is available to assist!
  - Phone number: (866) 252-1949
  - Availability: Monday – Friday, 8:00 AM – 6:00 PM PST
  - Not available during State holidays
- Weekly Q&A Webinars on Thursdays at 12:00 PM PST
  - Ask Digital Harbor questions directly
- Weekly Onsite Provider Labs on Tuesdays from 1:00 PM – 3:00 PM PST
  - Get in-person PAVE support from PED



# Tribal Health Beta Testers

- We are currently testing PAVE Release 3.0
- We need Beta testers for Tribal Health Services
- One week participation at your own pace
  - Create a User and Business Profile
  - Submit an application
  - Provide feedback to PED and Digital Harbor
- Sign-up sheet passed around



# Thank You!



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