

Enrollment for Community-Based Organizations, Local Health Jurisdictions, and County Children and Families Commission 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 Provider Application and Validation for Enrollment (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 an 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

E-mail address

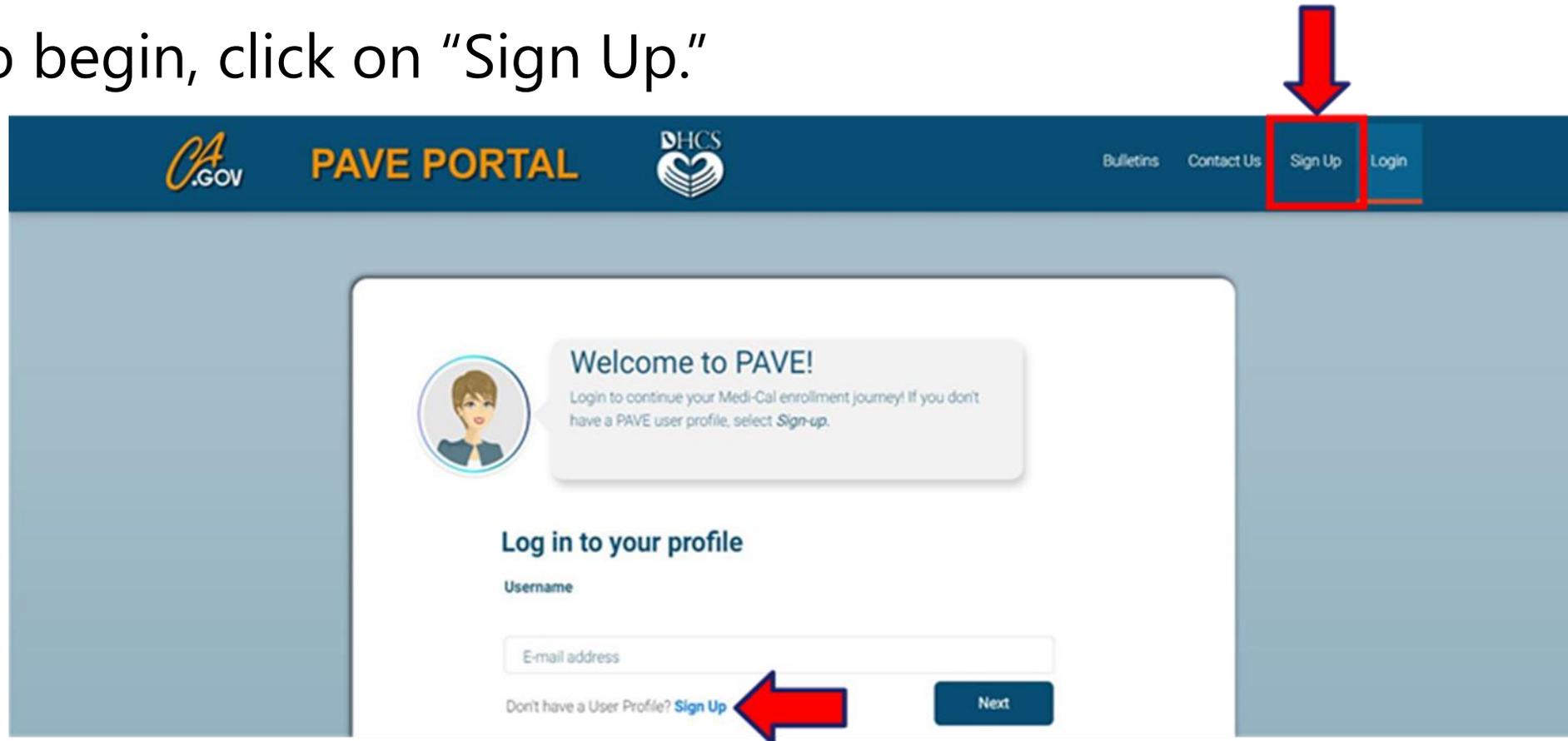
Don't have a User Profile? [Sign Up](#) Next

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

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

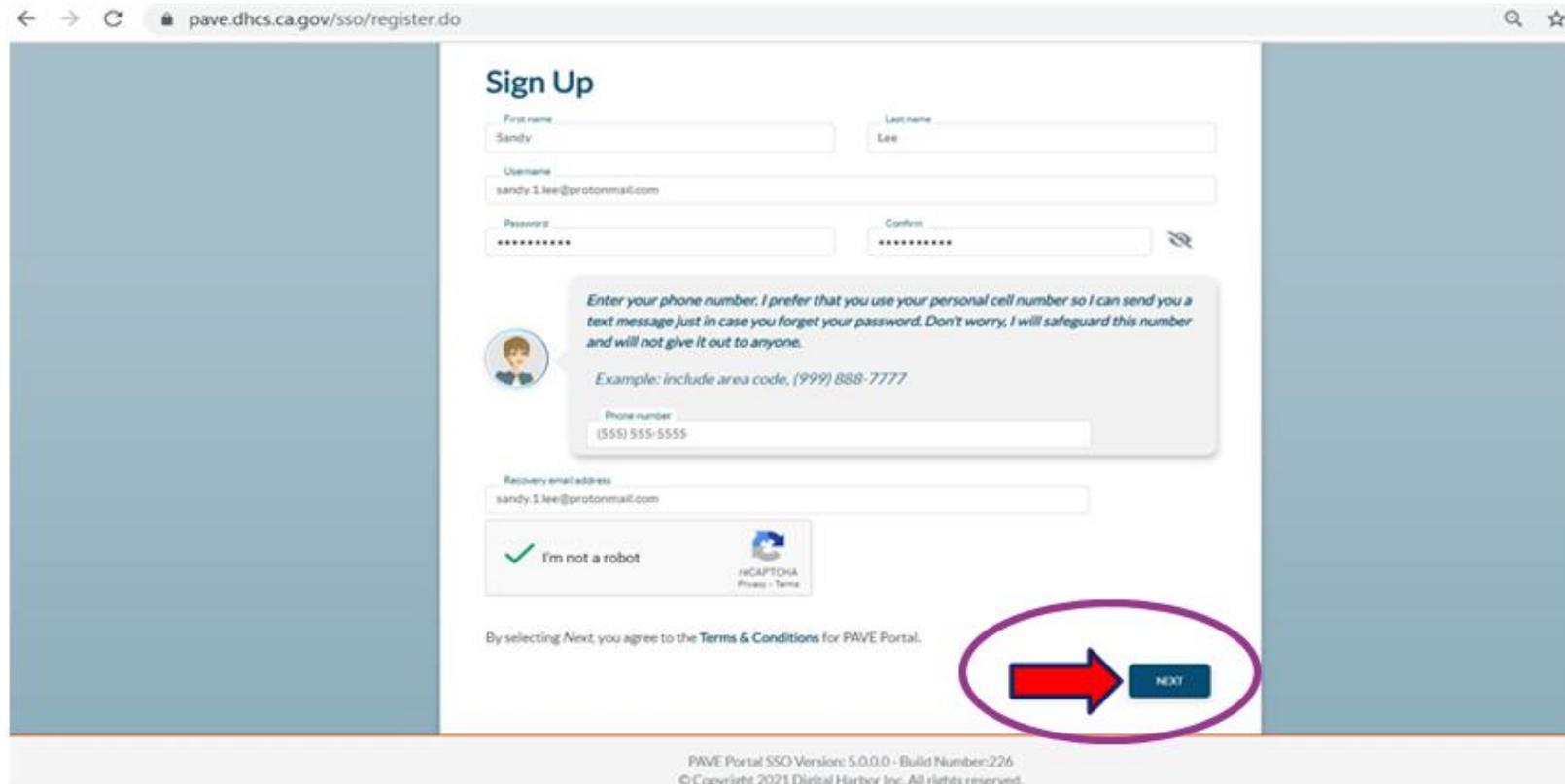
» To begin, click on "Sign Up."



The screenshot shows the PAVE Portal homepage. 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 four links: "Bulletins", "Contact Us", "Sign Up", and "Login". The "Sign Up" link in the top bar is highlighted with a red square, and a large red arrow points down to it. The main content area is white and features a "Welcome to PAVE!" message with a user profile icon and a text box that says "Login to continue your Medi-Cal enrollment journey! If you don't have a PAVE user profile, select [Sign-up](#)." Below this is a "Log in to your profile" section with a "Username" label and an "Email address" input field. At the bottom left of this section, there is a link that says "Don't have a User Profile? [Sign Up](#)", which is highlighted with a red arrow. To the right of this link is a dark blue "Next" button.

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:
- Last name:
- Username:
- Password:
- Confirm:
- Phone number:
- Recovery email address:

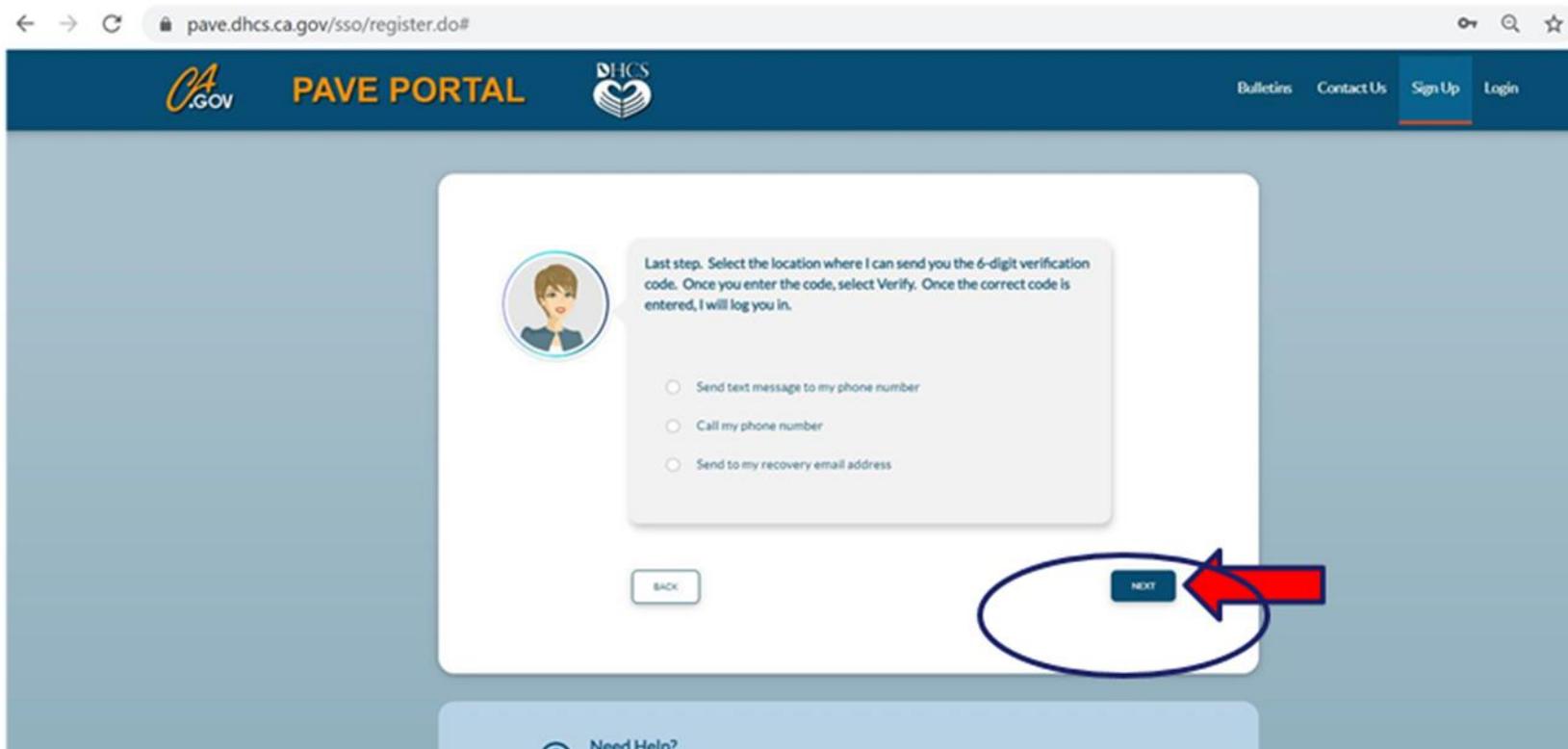
Below the phone number field, there is a green checkmark icon and the text "I'm not a robot". To the right of this is a reCAPTCHA logo and the text "reCAPTCHA Privacy Terms".

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

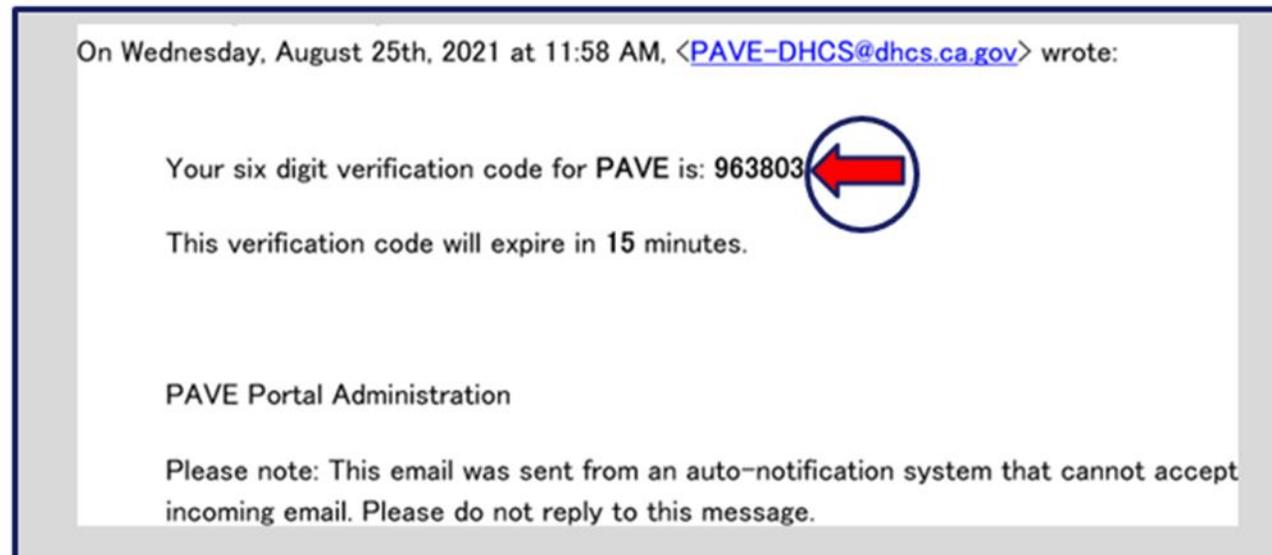
- » You will be prompted to select how you wish to receive the six-digit verification code, after selecting the preferred option click "NEXT."



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 user profile 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, which is also circled in blue.

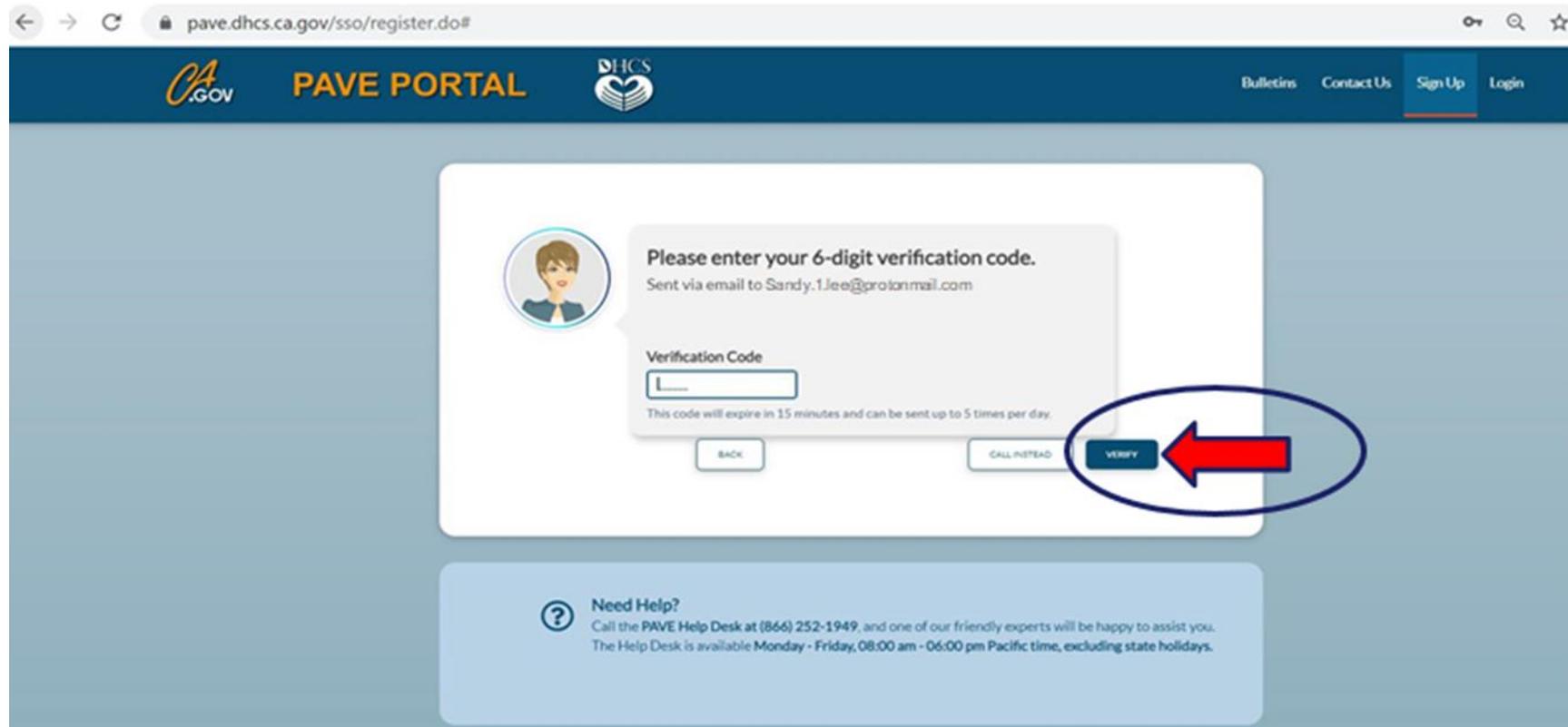
PAVE User Sign Up Process

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



PAVE User Sign-Up Process

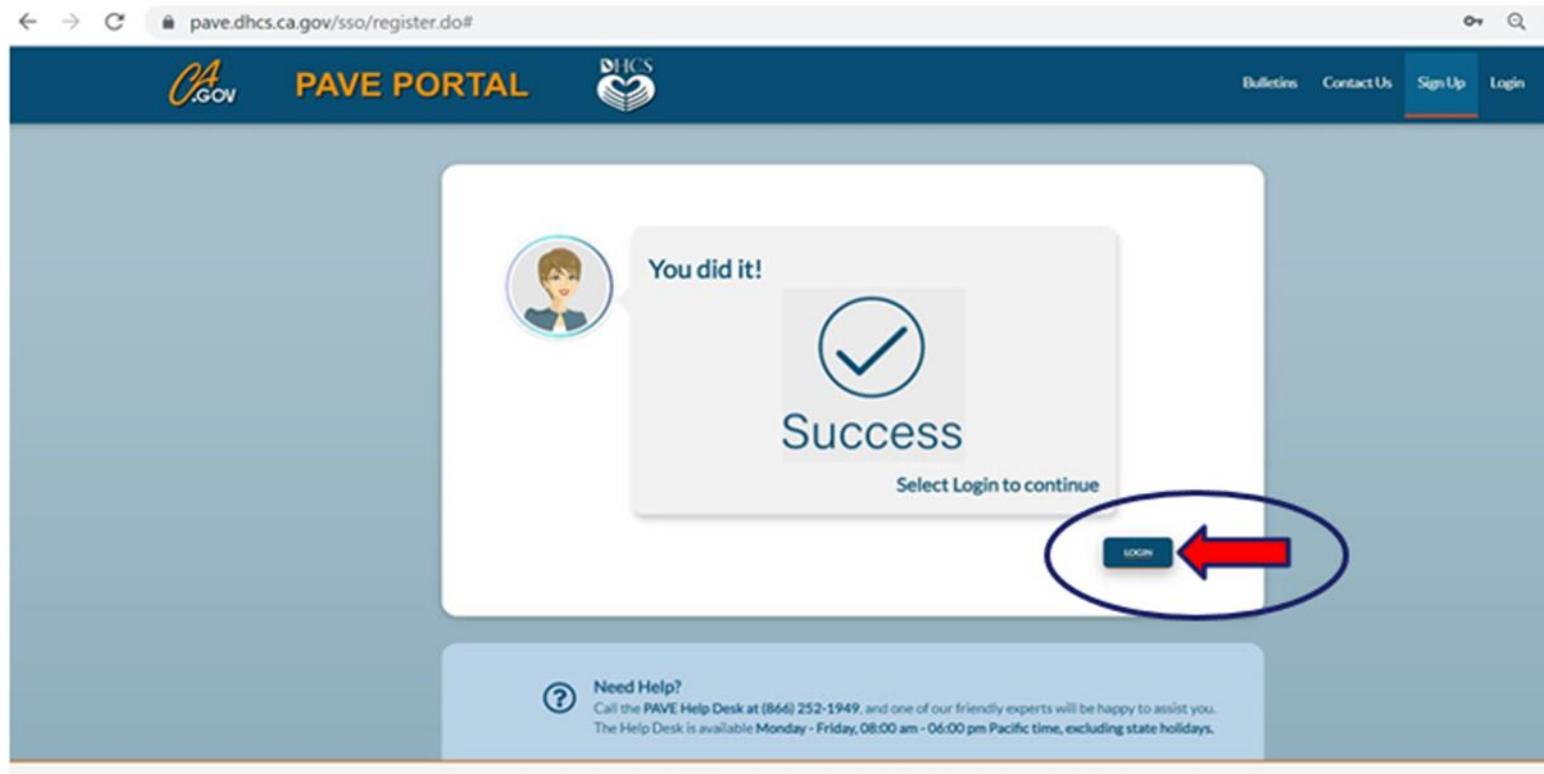
» Enter the six-digit verification code and click "VERIFY."



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 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. 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 the text: "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."

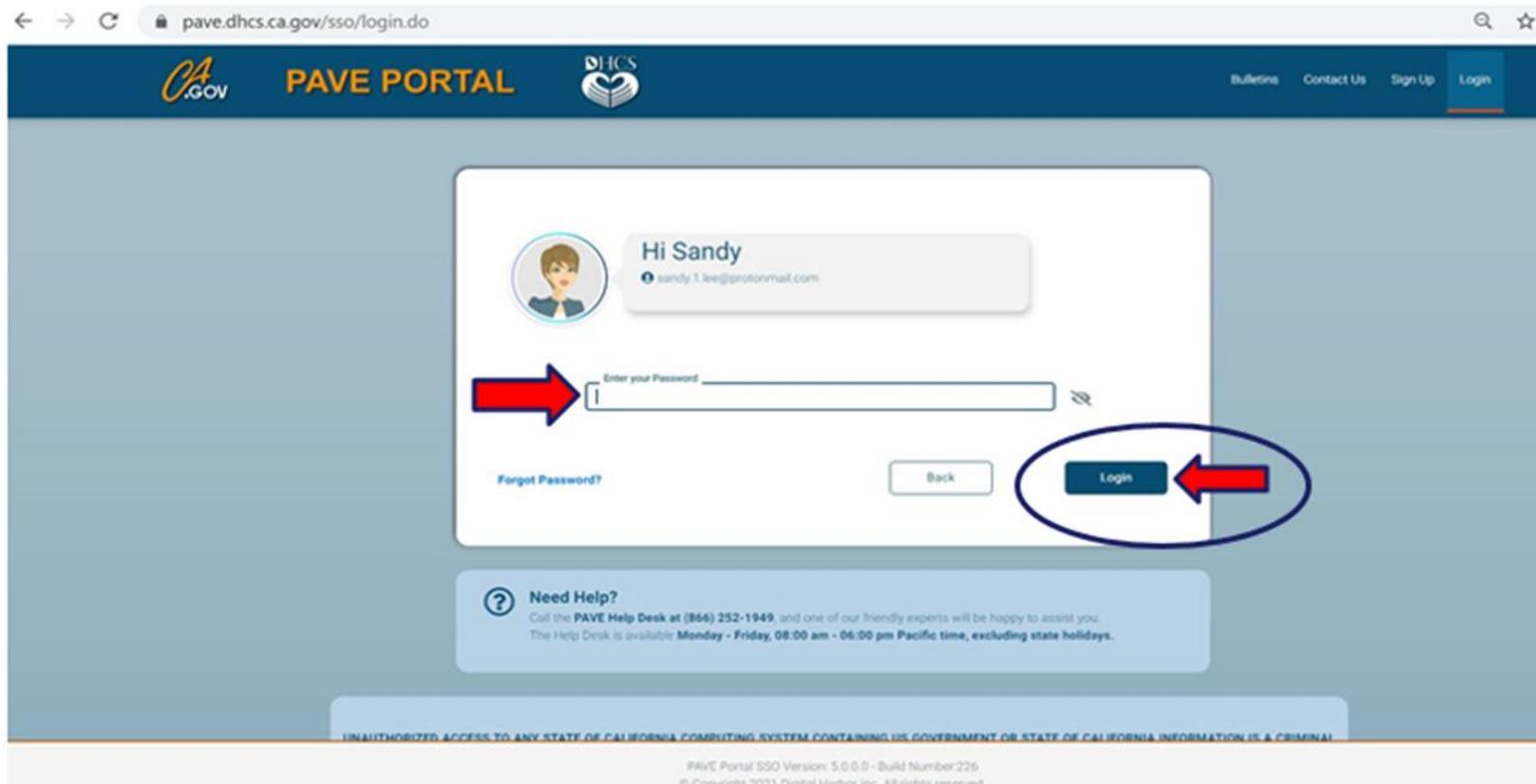
PAVE User Sign Up Process

» 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 `sandy.1.lee@protonmail.com`. Below the profile is a password input field labeled "Enter your Password" with a red arrow pointing to it. 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" buttons. A "Need Help?" section provides contact information for the PAVE Help Desk. At the bottom, there is a footer with a security warning and version information.

CA.GOV PAVE PORTAL DHCS Bulletin Contact Us Sign Up Login

Hi Sandy
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 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 an 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 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

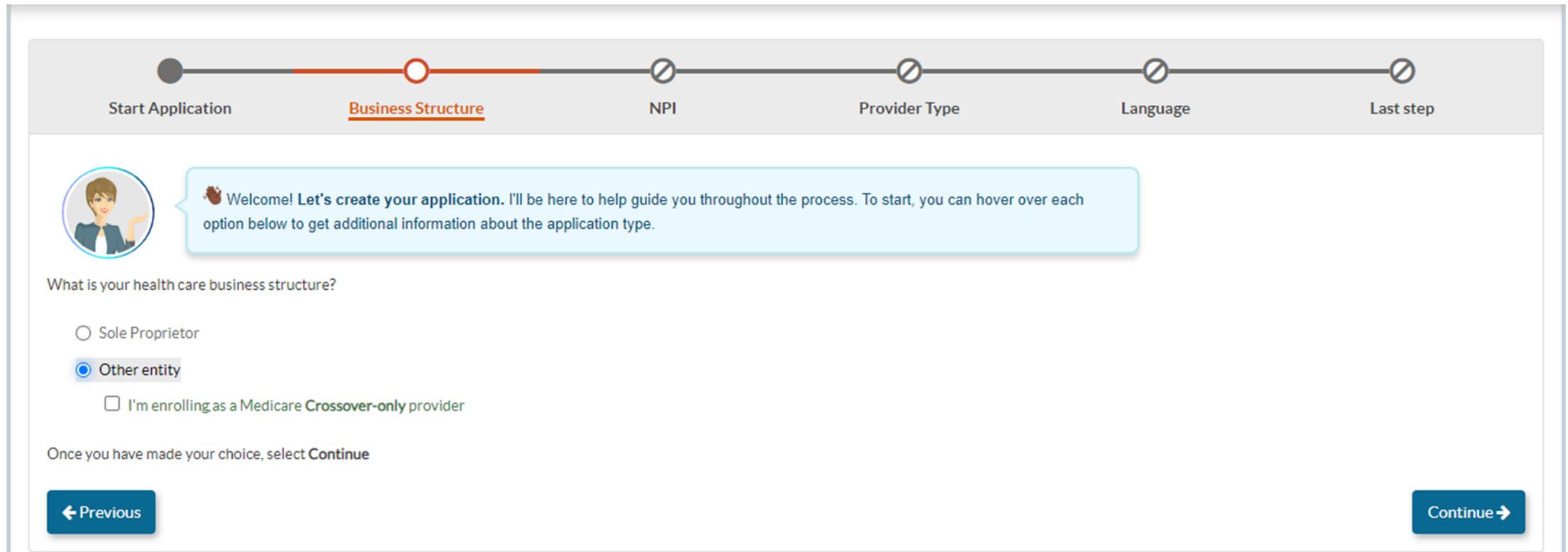
If you want help with any of these options, select the in-context tutorial video icons for assistance.

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 for creating an application. At the top, a progress bar indicates the current step is "Business Structure", which is highlighted with a red circle and underline. The other steps are "Start Application", "NPI", "Provider Type", "Language", and "Last step", each marked with a grey circle and slash. Below the progress bar, a light blue speech bubble contains a welcome message from a female avatar: "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". Below the options, a note says "Once you have made your choice, select Continue". 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

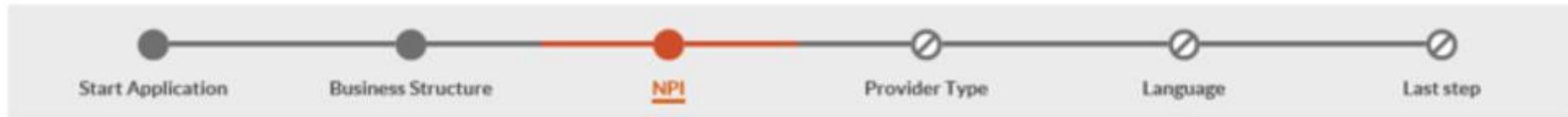
Once you have made your choice, select Continue

[← 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.

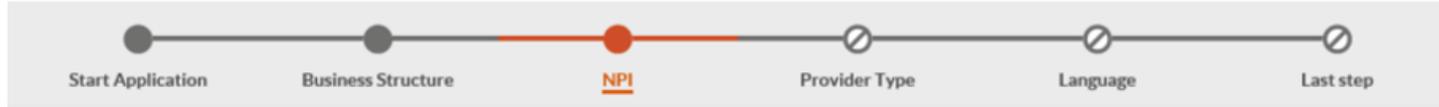
National Provider Identifier (NPI)

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)	1123456789	Verify →
National Provider Identifier (NPI)	1123456789	
Type	2-Organization	
Business name	[Redacted] LLC	
Taxonomy code(s)	347E00000X	
NPPES address (registered)	[Redacted]	



Is this the correct information?

Yes No

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

← Previous

Continue →

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.

Select Provider Type – CBO or LHJ

- » County children and families commission providers may select LHJ from the dropdown menu.

The screenshot displays the PAVE Provider Portal interface. At the top, the browser address bar shows the URL: `uat3-pave.dhcs.ca.gov/ProviderPortal/applications.do?nth=he&prid=20386`. The page header includes the PAVE PORTAL and DHCS logos, along with user information for 'David'. The main navigation bar features 'My Messages', 'Applications' (highlighted), 'Accounts', 'My Tools', 'Help', and 'What's New!'. A progress indicator at the top of the application form shows steps: Start Application, Business Structure, NPI, **Provider Type** (current step), Language, and Last step. A message bubble states: 'Now, select your provider type from the drop-down below, then select Continue to move on.' Below this is a dropdown menu titled '[Select a Provider Type]' with the following options: Ambulatory Surgical Clinic (physician-owned), Blood Bank, Clinical Laboratory, Community-Based Organization (CBO), Diabetes Prevention Program, Drug/Medical 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, and University Dental Provider. A 'Continue' button is located to the right of the dropdown. At the bottom of the page, there is a footer with version information: '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 reads '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

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 titled, [“Updated Medi-Cal Enrollment Requirements and Procedures for Community-Based Organizations, Local Health Jurisdictions and County Children and Families Commissions.”](#)

Entity Type

- » If enrolling as a CBO, the organization must be organized as a non-profit corporation and must also be a 501(c)(3) entity, or, must be a non-profit corporation that is a sponsored entity that has a 501(c)(3) designation. Other entity types do not qualify for this enrollment.

Administrative Location

- » CBOs, LHJs, and county children and families commissions must have at least one administrative location in California, which must be reported on their application.
- » For this provider bulletin, an “administrative location” is defined as the physical location associated with the provider’s operations, which can include where services are dispatched or based.
- » DHCS recognizes that the actual services may occur at administrative locations, but may also occur solely in community settings, which do not have to be separately enrolled.
 - For this provider bulletin, a “community setting” is defined as a location where persons employed by or contracted with the provider furnish services outside of their administrative locations.

Administrative Location

- » The administrative location reported on the application must not be a private residence, virtual office or mailbox and may not be reported using a post office box.
- » The administrative address reported in the application will appear in public provider directories and in the [California Health and Human Services Open Data Portal](#).
- » Applicants who lease their administrative location must provide a signed lease agreement.
 - For CBOs, a written verification may be provided from the space owner that the space is being donated for the purposes of operating a CBO at no cost.

Administrative Location

- » General Liability Insurance – proof of general liability insurance in the provider’s name and covering the reported administrative location 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 provider and the hours of operation.
- » Most cities require businesses, including nonprofit corporations, 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. This requirement generally applies to non-profit organizations and organizations operated by volunteers. Please contact your city/county directly for specific requirements.

CBOs, LHJs and County Children and Families Commissions Offering Community Health Worker Services

CBOs, LHJs and county children and families commissions 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 Medi-Cal members meet the qualifications listed in the [State Plan for CHWs](#). Additionally, the applicants must attest that they understand that DHCS may audit CHW qualifications and services provided and that the CBOs, LHJs and county children and families commissions must supply documentation upon DHCS' request. 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, LHJs and county children and families commissions must report the name of each individual providing CHW services in the application.

CBOs, LHJs, and County Children and Families Commissions Offering Asthma Preventive Services

CBOs, LHJs and county children and families commissions 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 Medi-Cal members meet the qualifications listed in the [State Plan for AP Services](#). Additionally, the applicants must attest they understand that DHCS may audit unlicensed AP service provider qualifications and AP services provided and that the CBOs, LHJs and county children and families commissions must supply documentation upon DHCS' request. 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, LHJs and county children and families commissions must report the name of each individual providing AP services in the application.

CBO Applicants Providing Justice-Involved Services through CHWs

Effective November 25, 2024, CBO applicants and currently enrolled CBO providers submitting a supplemental application to add Justice-Involved (JI) services to their enrollment must attest that all of their CHWs, for whom they will bill either DHCS or an MCP contracted with DHCS for the delivery of JI services provided to Medi-Cal members, meet the qualifications listed in the [State Plan for CHWs](#). Additionally, the CBO applicant must attest that they understand that DHCS may audit the CBO to verify CHW qualifications and services provided, and that the CBO must supply documentation upon DHCS' request. 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. CBO applicants must report the name of each individual providing JI services in the application.

CBO Applicants Providing Justice-Involved Services through Other Healthcare Providers

Effective November 25, 2024, CBO applicants and currently enrolled CBO providers submitting a supplemental application to add JI services to their enrollment must report all licensed individuals that will render care management services and attest that any unlicensed individual rendering care management services will work under the supervision of a licensed behavioral health provider as allowed by state law. CBO applicants must report the NPI, professional license number (if applicable) and Social Security Number or Individual Taxpayer Identification Number (ITIN) of the licensed or unlicensed individual for whom they will bill either DHCS or an MCP contracted with DHCS for the delivery of JI services provided to Medi-Cal members. Additionally, the CBO applicant must attest that they understand that DHCS may audit the CBO to verify provider qualifications and services provided, and that the CBO must supply documentation upon DHCS' request. 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. CBO applicants must report the name of each individual providing JI services in the application.

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. This includes part-time or volunteer board members and officers.
- » All disclosed persons must provide all required information including personal residence address, social security number, and date of birth.

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 **and provide a copy of their driver’s license or state-issued identification card.** 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

- » Failing to report at least one individual offering either CHW, AP, or JI services on the application.
- » Failure to report ALL board members and ALL managing employees.
- » The entity requesting to enroll is not organized as a non-profit organization.

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>.