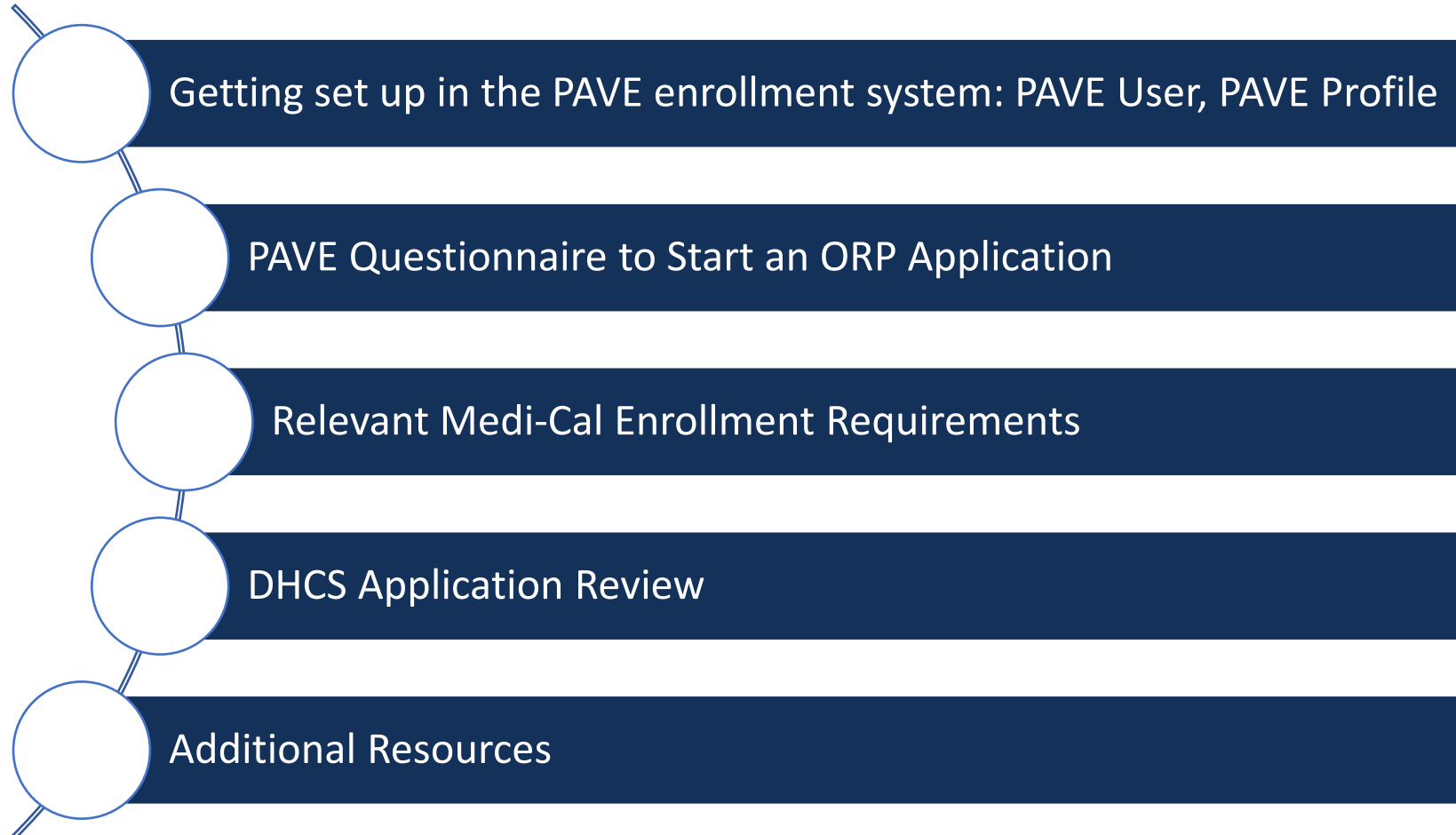


Ordering, Referring, Prescribing (ORP) Enrollment

Provider Enrollment Division

December 2023

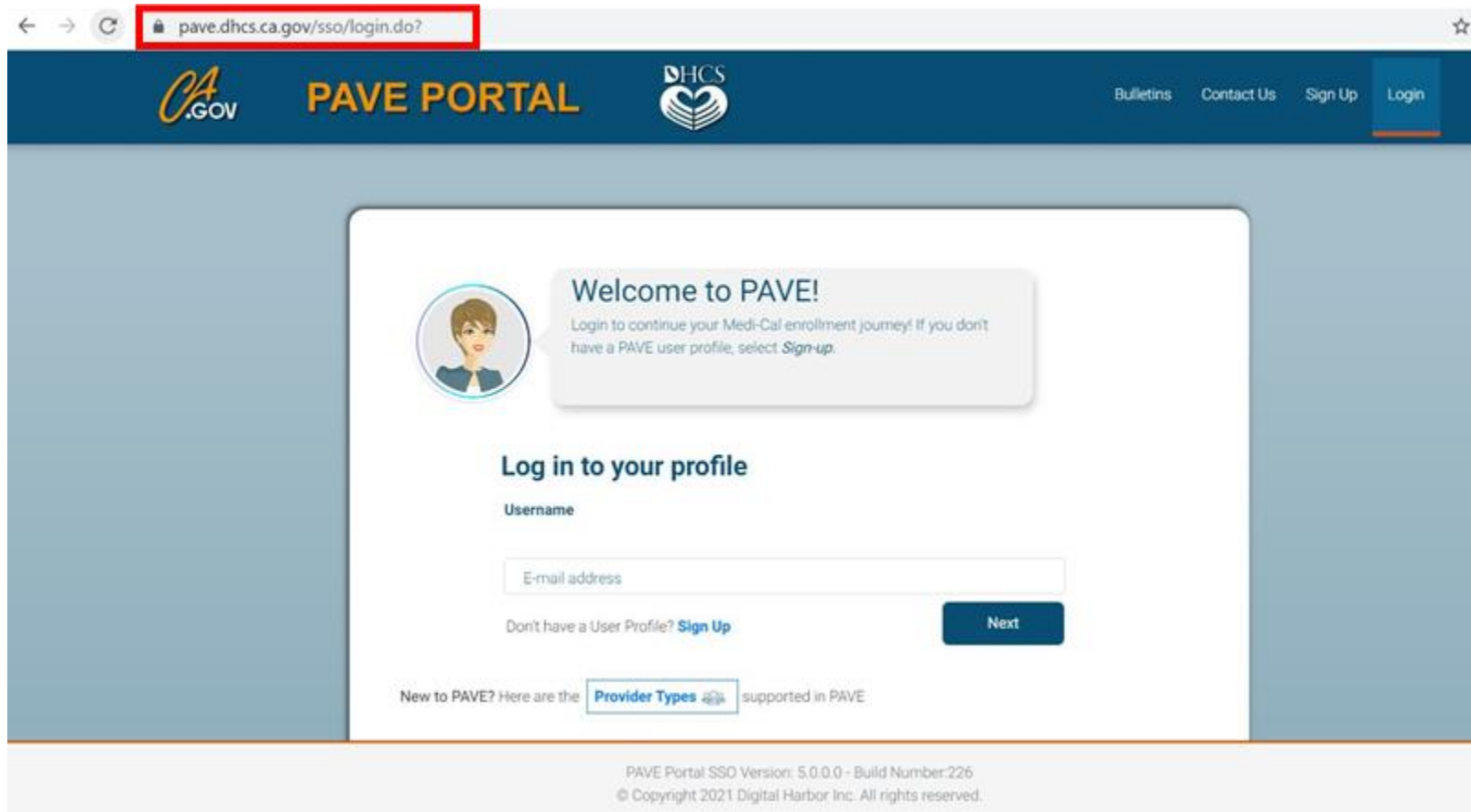
Topics Covered



Getting Set Up in PAVE for First Time Users



Access PAVE



The screenshot shows a web browser window with the address bar displaying `pave.dhcs.ca.gov/sso/login.do?`. The page header includes the **CA.GOV** logo, **PAVE PORTAL** text, the **DHCS** logo, and navigation links for **Bulletins**, **Contact Us**, **Sign Up**, and **Login**. The main content area features a welcome message with a user icon, a login form with fields for **Username** and **E-mail address**, and a **Next** button. A **Sign Up** link is also present. At the bottom, there is a footer with version information: **PAVE Portal SSO Version: 5.0.0.0 - Build Number:226** and **© Copyright 2021 Digital Harbor Inc. All rights reserved.**

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

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

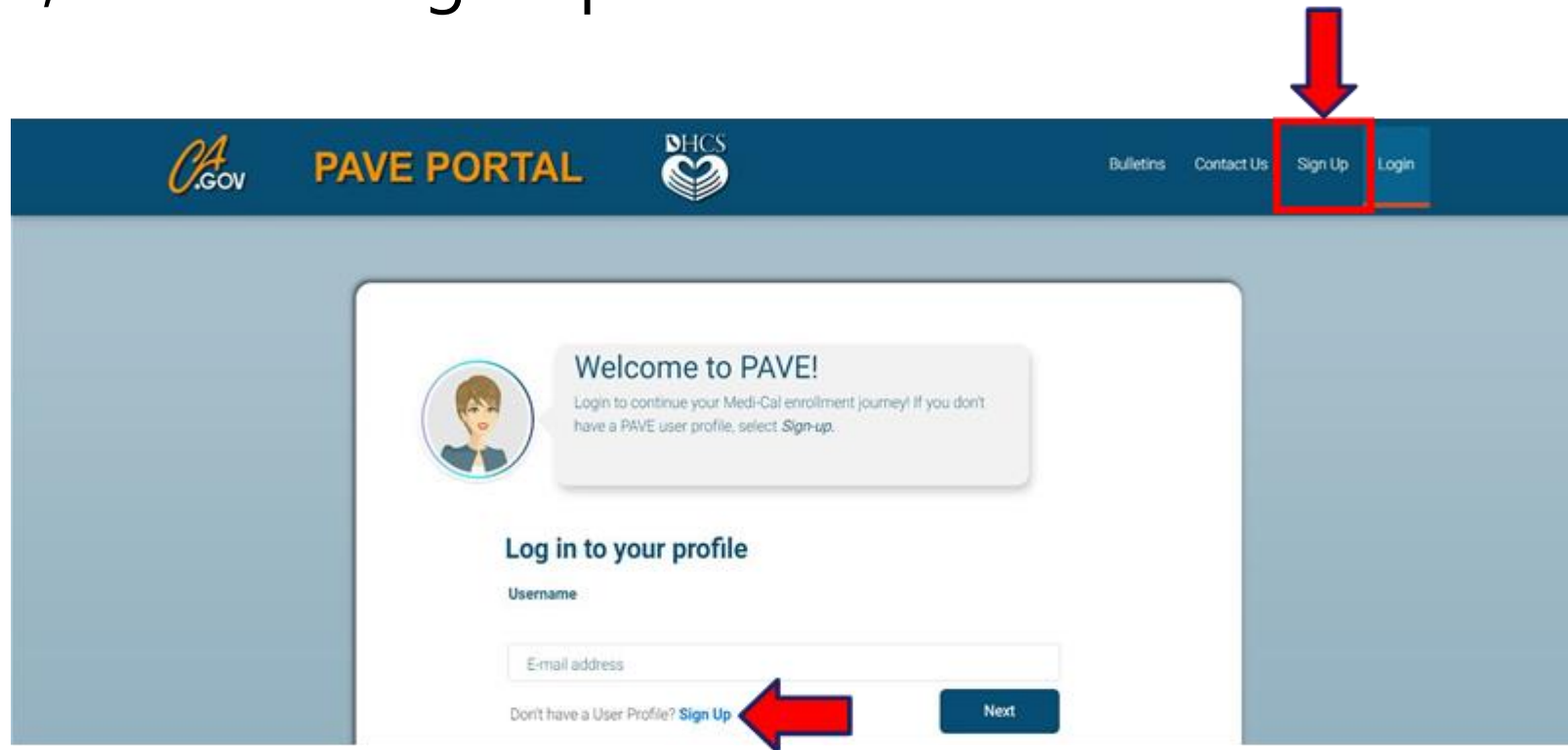
Don't have a User Profile? [Sign Up](#) **Next**

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

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PAVE User Sign-Up Process

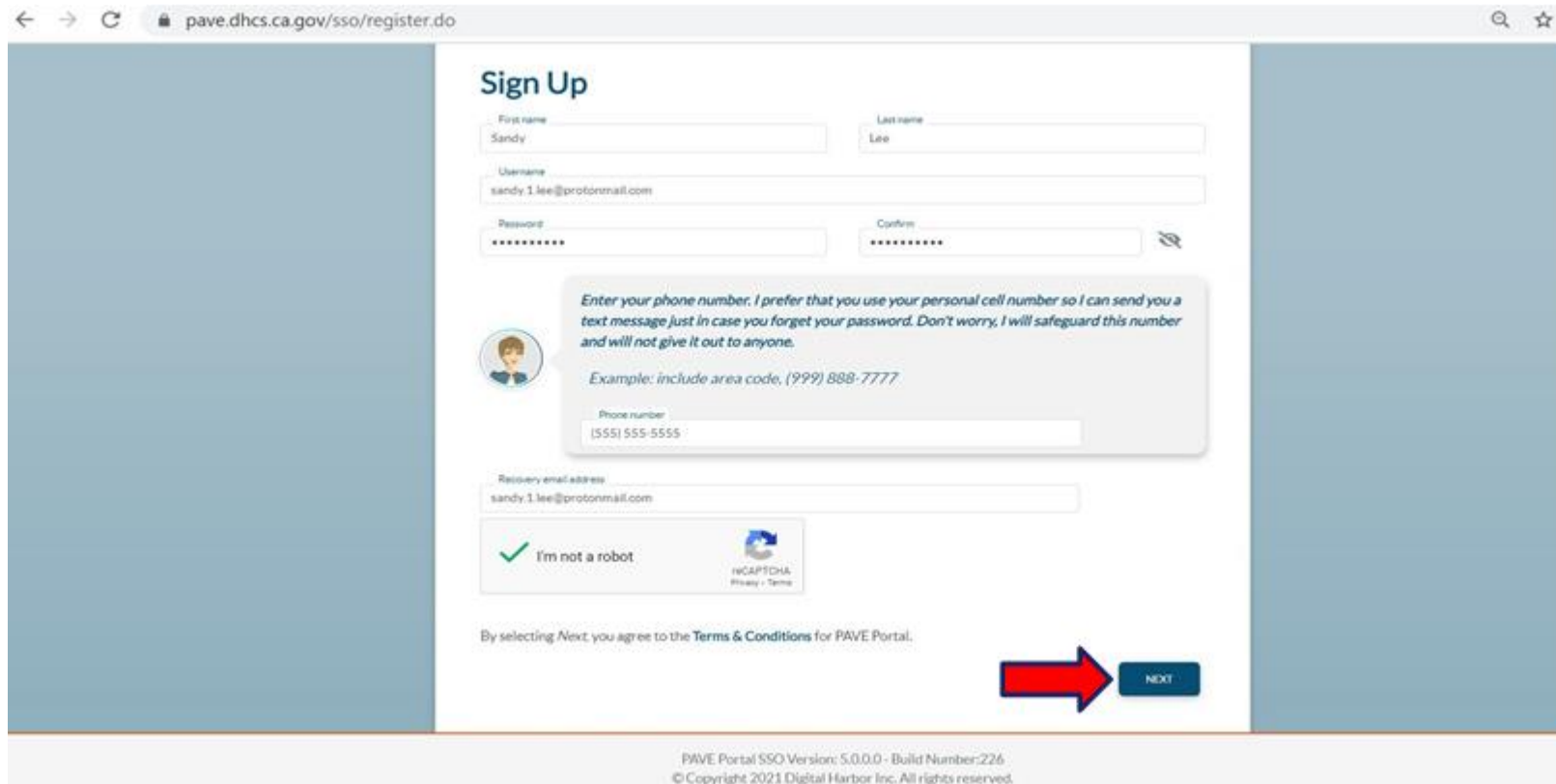
» To begin, click on "Sign Up."



The screenshot shows the PAVE Portal homepage. The top navigation bar is dark blue and contains the CA.GOV logo, the text "PAVE PORTAL", the DHCS logo, and links for "Bulletins", "Contact Us", "Sign Up", and "Login". A red arrow points to the "Sign Up" link in the top navigation bar. The main content area is light blue and contains a white box with a "Welcome to PAVE!" message, a "Log in to your profile" section with "Username" and "E-mail address" input fields, and a "Next" button. A red arrow points to the "Sign Up" link in the bottom left of the login form, which is preceded by the text "Don't have a User Profile?".

PAVE User Sign-Up Process

» Complete the required information and click “NEXT.”



The screenshot shows the PAVE User Sign-Up process. The browser address bar displays `pave.dhcs.ca.gov/sso/register.do`. The form is titled "Sign Up" and contains the following fields:

- First name: Sandy
- Last name: Lee
- Username: sandy.lee@protonmail.com
- Password: [masked]
- Confirm: [masked]
- Phone number: [masked]
- Recovery email address: sandy.lee@protonmail.com

A message box with a user icon states: "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".

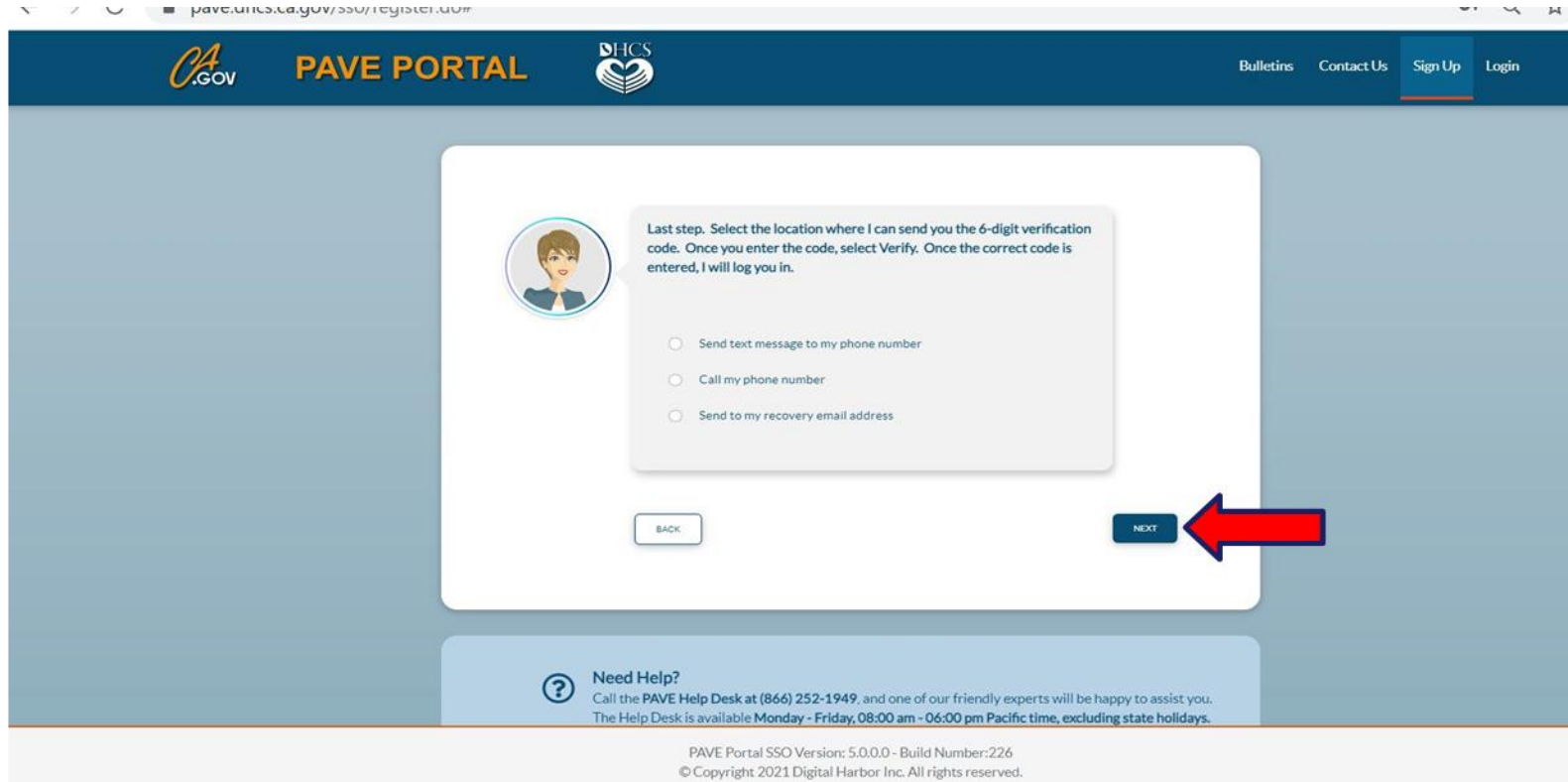
Below the phone number field is a checkbox labeled "I'm not a robot" with a green checkmark icon. To the right is a CAPTCHA image.

At the bottom, a text line reads: "By selecting Next you agree to the [Terms & Conditions](#) for PAVE Portal." A large red arrow points to the "NEXT" button.

Footer text: "PAVE Portal SSO Version: 5.0.0.0 - Build Number:226
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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."



The screenshot shows the PAVE Portal Sign-Up process. The header includes the CA.GOV logo, PAVE PORTAL, and the DHCS logo. Navigation links for Bulletins, Contact Us, Sign Up, and Login are present. The main content area features a white box with a user icon and instructions: "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 this, there 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 white box are "BACK" and "NEXT" buttons. A large red arrow points to the "NEXT" button. Below the white box is a "Need Help?" section with contact information for the PAVE Help Desk. The footer contains version and copyright information.

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.

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PAVE User Sign-Up Process

- » Each of the three options provides a verification code valid for 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



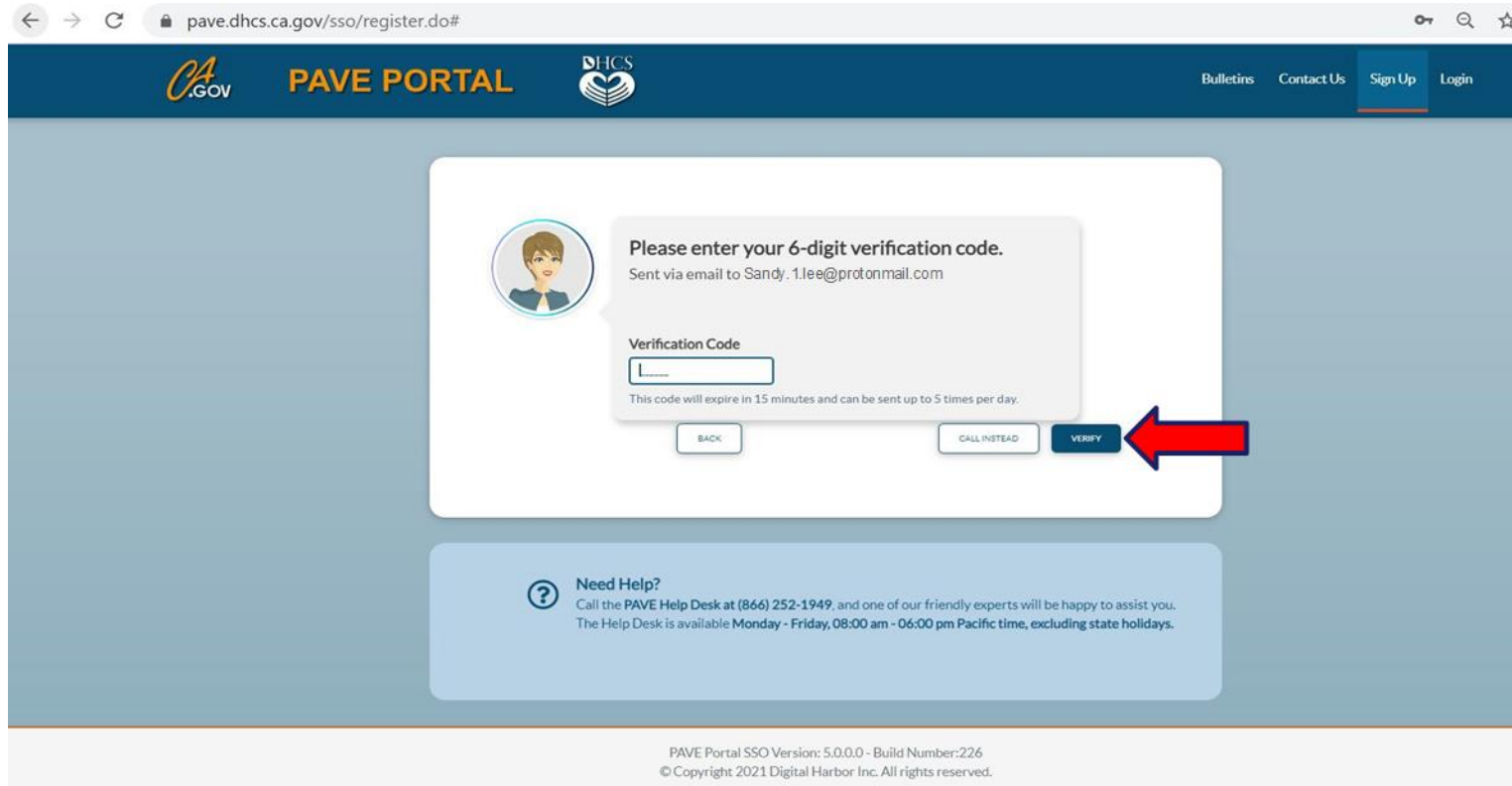
This verification code will expire in 15 minutes.

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.”

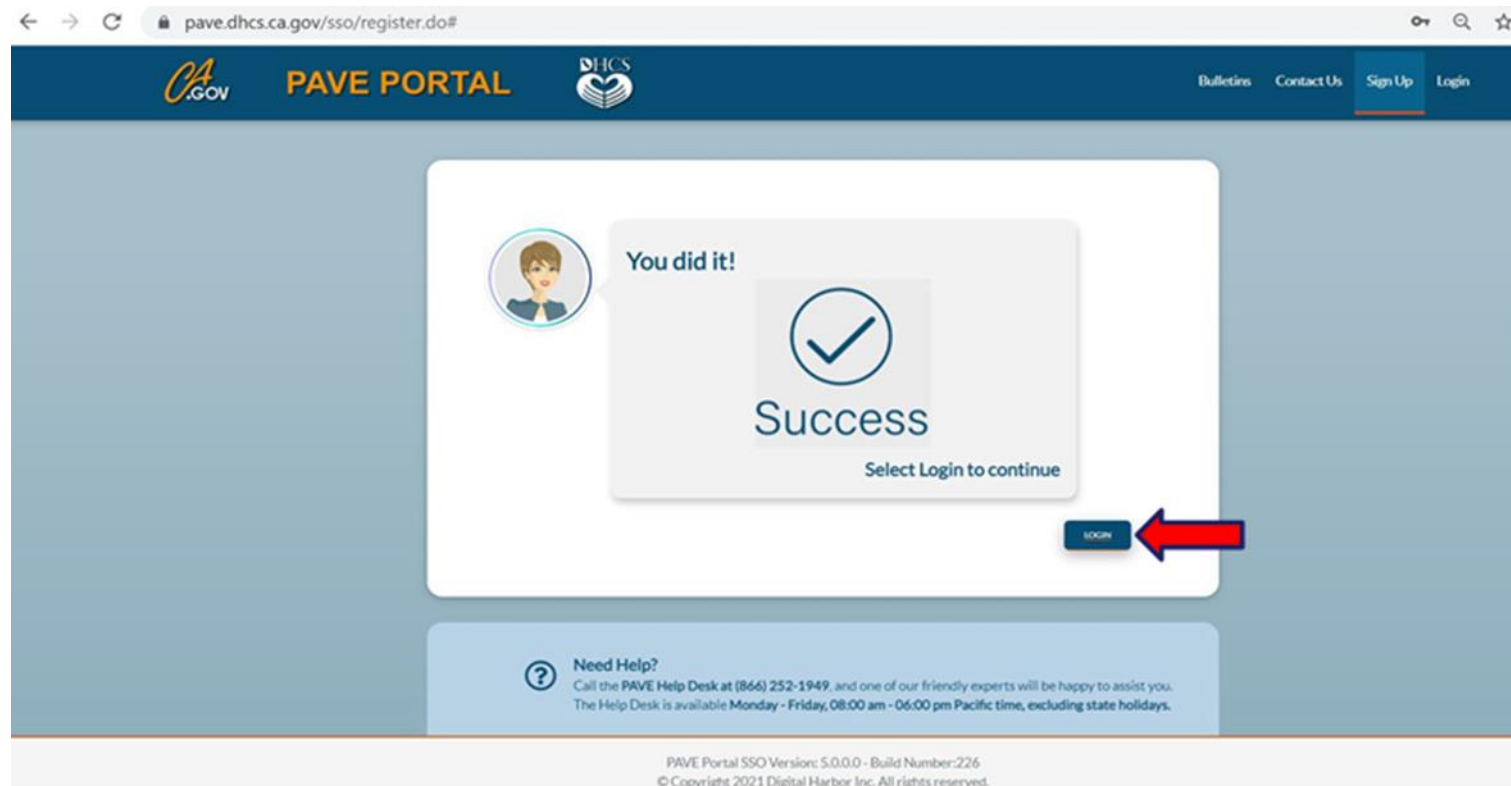


The screenshot shows a web browser window with the URL `pave.dhcs.ca.gov/sso/register.do#`. The page header includes the **CA.GOV** logo, **PAVE PORTAL**, and the **DHCS** logo. Navigation links for **Bulletins**, **Contact Us**, **Sign Up** (highlighted), and **Login** are present. The main content area features a white card with a user profile icon and the 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. A note states: "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 large 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.

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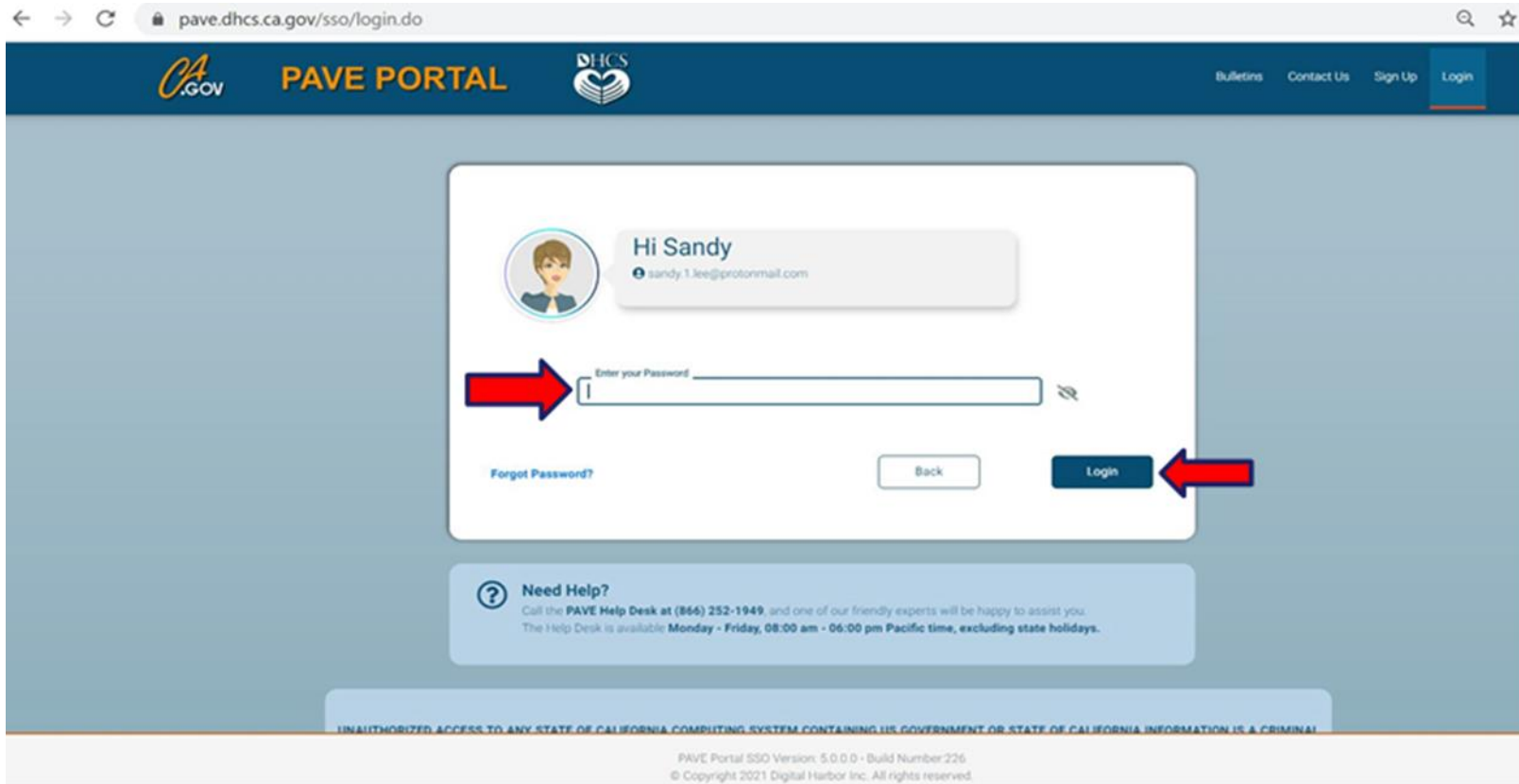
PAVE User Sign-Up Process

» 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/sso/login.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 user profile card for "Hi Sandy" with the email `sandy.1.lee@protonmail.com`. Below the profile is a login form with a password input field labeled "Enter your Password". A red arrow points to this field. To the left of the field is a "Forgot Password?" link. To the right are "Back" and "Login" buttons, with a red arrow pointing to the "Login" button. Below the login form is a "Need Help?" section with contact information for the PAVE Help Desk. At the bottom, a footer contains a disclaimer about unauthorized access to state computing systems and version information: "PAVE Portal SSO Version: 5.0.0.0 - Build Number:226" and "© 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.
- » A different profile should only be created if there is a different social security number or tax identification number from an existing account.

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 legal name and click
"Create my PAVE Profile"

PAVE Profile



Starting an ORP 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 an ORP application.

First Questionnaire Page

- » Select the radio button, "I'm new to Medi-Cal and I want to create a new application." From the sub-menu select, "I'm an individual provider."

The screenshot displays the 'First Questionnaire Page' for a Medi-Cal application. At the top, a progress bar shows six steps: 'Start Application' (active), 'Business Structure', 'NPI', 'Provider Type', 'Language', and 'Last step'. Below the progress bar, a light blue callout box with a person icon states: 'The following questionnaire will help determine the correct type of application for you. Hovering over the options will provide additional help!'. The main content area lists three primary options, each with a radio button and a document icon:

- ☐ I'm enrolled in Medi-Cal or Medi-Cal Dental, and I want to create an application
- ☐ I'm enrolled in Medi-Cal or Medi-Cal Dental, and I want to affiliate with another provider
- ☒ I'm new to Medi-Cal or Medi-Cal Dental, and I want to create a new application

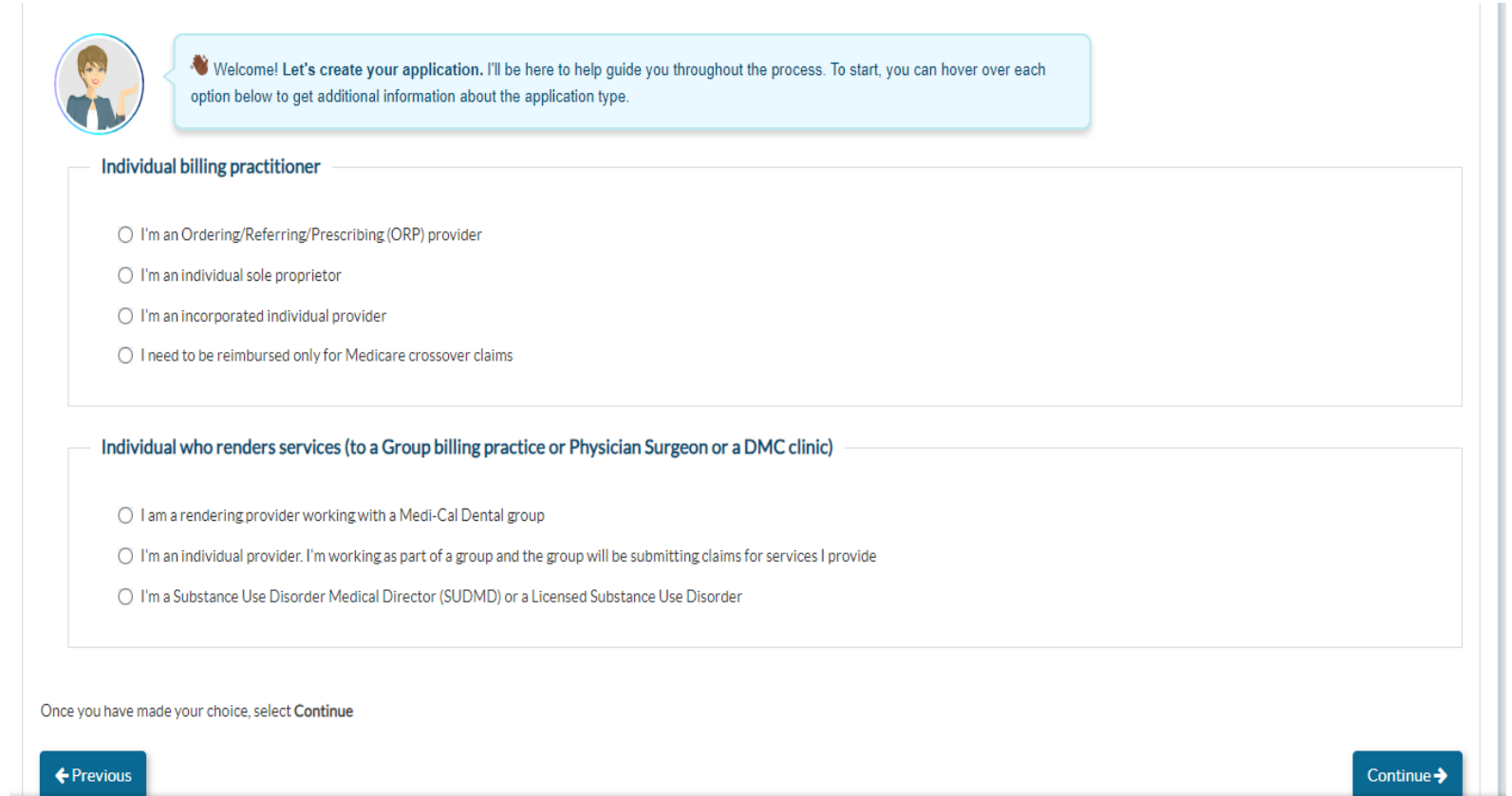
Below these options, the question 'What type of provider are you?' is asked. Three sub-options are listed, each with a radio button and a video icon:

- ☒ I'm an individual provider
- ☐ I'm a group of individual providers
- ☐ I'm a healthcare business

At the bottom of the list is an option with a document icon: ☐ I need to report Supplemental changes. A note below the options reads: 'If you want help with any of these options, select the in-context tutorial video icons for assistance.' At the very bottom, a message says 'Once you have made your choice, select Continue'. Navigation buttons are located at the bottom: a '← Previous' button on the left and a 'Continue →' button on the right.

Second Questionnaire Page

- » Select the radio button, "I'm an Ordering/Referring/Prescribing (ORP) provider."



The screenshot shows a web-based questionnaire interface. At the top left is a circular profile icon of a woman. To its right is a light blue speech bubble containing a welcome message. Below this, the page is divided into two main sections, each with a title and a list of radio button options. The first section is titled "Individual billing practitioner" and contains four options. The second section is titled "Individual who renders services (to a Group billing practice or Physician Surgeon or a DMC clinic)" and contains three options. At the bottom of the form, there is a line of text instructing the user to select "Continue" after making a choice. Two dark blue buttons are positioned at the bottom: "Previous" on the left and "Continue" on the right, both with arrows indicating navigation direction.

 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.

Individual billing practitioner

- ☐ I'm an Ordering/Referring/Prescribing (ORP) provider
- ☐ I'm an individual sole proprietor
- ☐ I'm an incorporated individual provider
- ☐ I need to be reimbursed only for Medicare crossover claims

Individual who renders services (to a Group billing practice or Physician Surgeon or a DMC clinic)

- ☐ I am a rendering provider working with a Medi-Cal Dental group
- ☐ I'm an individual provider. I'm working as part of a group and the group will be submitting claims for services I provide
- ☐ I'm a Substance Use Disorder Medical Director (SUDMD) or a Licensed Substance Use Disorder

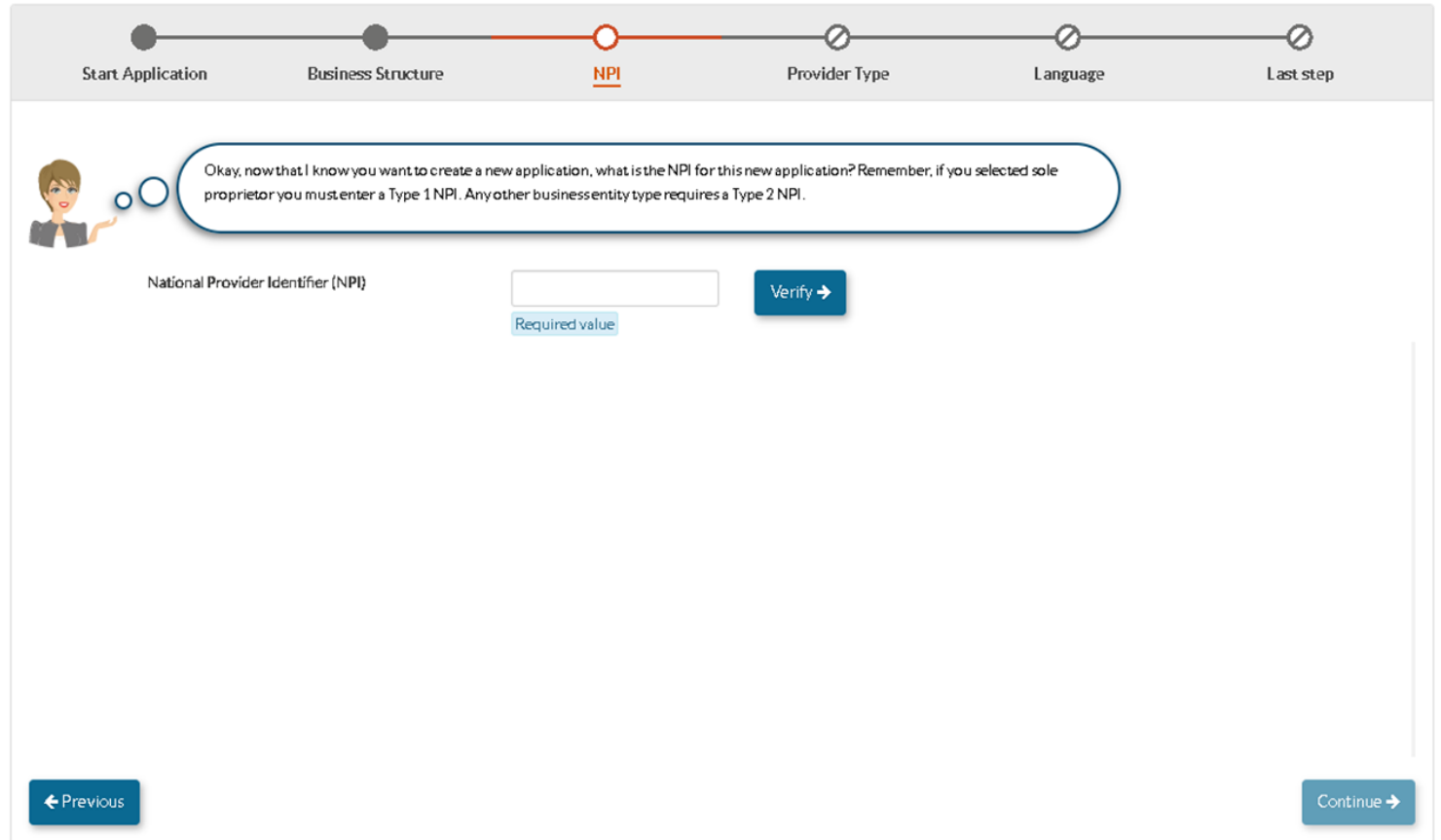
Once you have made your choice, select **Continue**

[< Previous](#) [Continue >](#)

Third Questionnaire Page

NPI

- » Enter your type 1 NPI and click the “verify” button.



The screenshot displays a web form titled "Third Questionnaire Page" with a focus on the "NPI" section. At the top, a horizontal progress bar indicates the sequence of steps: "Start Application", "Business Structure", "NPI" (highlighted with a red circle), "Provider Type", "Language", and "Last step". Below the progress bar, a cartoon character of a woman with brown hair is shown next to a speech bubble containing the text: "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." The main form area is labeled "National Provider Identifier (NPI)" and features a text input field. Below the input field, a blue label reads "Required value". To the right of the input field is a blue button labeled "Verify →". At the bottom left of the form is a blue button labeled "← Previous", and at the bottom right is a blue button labeled "Continue →".

Third Questionnaire Page

PAVE Verifies NPI with NPPES

- » Check that the information displayed belongs to you before continuing. If you make an error keying in your NPI, you can re-enter the NPI and click "verify." Once confirmed, click "yes" and then "continue."

The screenshot shows a web-based questionnaire for PAVE. At the top, a progress bar indicates the current step is 'NPI', with previous steps 'Start Application' and 'Business Structure' completed, and subsequent steps 'Provider Type', 'Language', and 'Last step' pending. The main content area features a cartoon character and a text box explaining the purpose of the NPI verification. Below this, there are input fields for 'National Provider Identifier (NPI)', 'Type' (set to '1-Individual'), 'Business name', 'Taxonomy code(s)', and 'NPPES address (registered)'. A 'Verify' button is positioned next to the NPI input field. Below the input fields, a section asks 'Is this the correct information?' with radio buttons for 'Yes' (selected) and 'No'. At the bottom, there are 'Previous' and 'Continue' buttons.

Start Application Business Structure **NPI** Provider Type Language Last step

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.

National Provider Identifier (NPI) [Input Field] **Verify**

National Provider Identifier (NPI) [Redacted]

Type 1-Individual

Business name [Redacted]

Taxonomy code(s) [Redacted]

NPPES address (registered) [Redacted]

Is this the correct information?

☒ Yes ☐ No

Once you have made your choice, select Continue

Previous **Continue**

Fourth Questionnaire Page

Select Provider Type

- » Select your provider type from the drop-down list. If your provider type is listed, you must select that provider type. If your provider type is not listed, ensure that you are eligible to enroll as an ORP and then select other and type in your provider type.

Start Application

Business Structure

NPI

Provider Type

Language

Last step



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

[Select a Provider Type]

[Select a Provider Type]

Audiologist

Certified Acupuncturist

Certified Nurse Anesthetist

Certified Nurse Midwife

Certified Nurse Practitioner

Chiropractor

Hearing Aid Dispenser

Licensed Clinical Social Workers (LCSW)-Individual

Licensed Marriage Family Therapist (LMFT)

Licensed Midwife

Licensed Professional Clinical Counselor Individual

Occupational Therapist

Ocularist and Dispensing optician

Optometrist

Orthotist

Physical Therapist

Physician/Surgeon

Podiatrist

Prosthetists/Mastectomy Fitters/O&P Combined

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 the Business structure, click [here](#)

Continue →

Fifth Questionnaire Page

Languages Offered

- » Select any additional languages offered at your service location besides English and click "continue."

Do you offer services in other languages besides English?

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

Select Languages

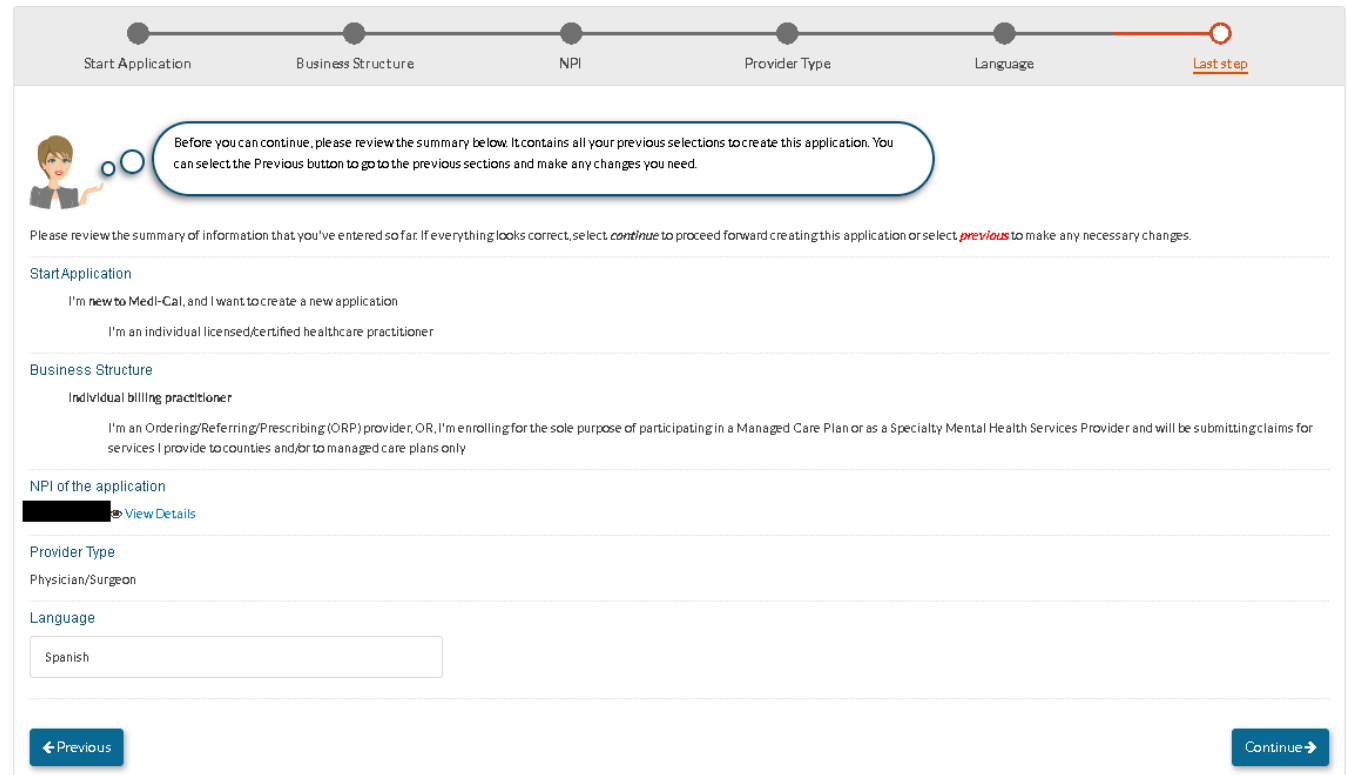
- ☐ All displayed Languages
- ☐ Spanish
- ☐ Portuguese
- ☐ Italian
- ☐ French
- ☐ Japanese
- ☐ Cantonese
- ☐ Mandarin
- ☐ Other Chinese
- ☐ Korean
- ☐ German
- ☐ Arabic
- ☐ Armenian
- ☐ Cambodian
- ☐ Farsi
- ☐ Hmong
- ☐ Vietnamese
- ☐ Russian
- ☐ Tagalog
- ☐ Hindi
- ☐ Other

[< Previous](#) [Continue >](#)

Sixth Questionnaire Page

Summary Page

- » Review the summary page to ensure that all items selected in the questionnaire are correct. If any updates are needed click "previous." If the summary page is correct select "continue" to generate the application.



The screenshot displays the 'Summary Page' of a six-step questionnaire. At the top, a progress bar shows the following steps: 'Start Application', 'Business Structure', 'NPI', 'Provider Type', 'Language', and 'Last step' (which is highlighted with an orange circle and underline). Below the progress bar, a message bubble with a cartoon character icon states: '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.' Below this, a text prompt reads: '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.' The summary is organized into sections: 'Start Application' (with options 'I'm new to Medi-Cal, and I want to create a new application' and 'I'm an individual licensed/certified healthcare practitioner'), 'Business Structure' (with options 'Individual billing practitioner' and 'I'm an Ordering/Referring/Prescribing (ORP) provider, OR, I'm enrolling for the sole purpose of participating in a Managed Care Plan or as a Specialty Mental Health Services Provider and will be submitting claims for services I provide to counties and/or to managed care plans only'), 'NPI of the application' (with a redacted NPI number and a 'View Details' link), 'Provider Type' (with the selection 'Physician/Surgeon'), and 'Language' (with the selection 'Spanish'). At the bottom, there are two buttons: 'Previous' on the left and 'Continue' on the right.

Medi-Cal Requirements

- » The Medi-Cal Program requirements are woven into the application process.
- » **The next two slides show:**
 - Who is authorized to sign the Medi-Cal application
 - List of required documents to attach

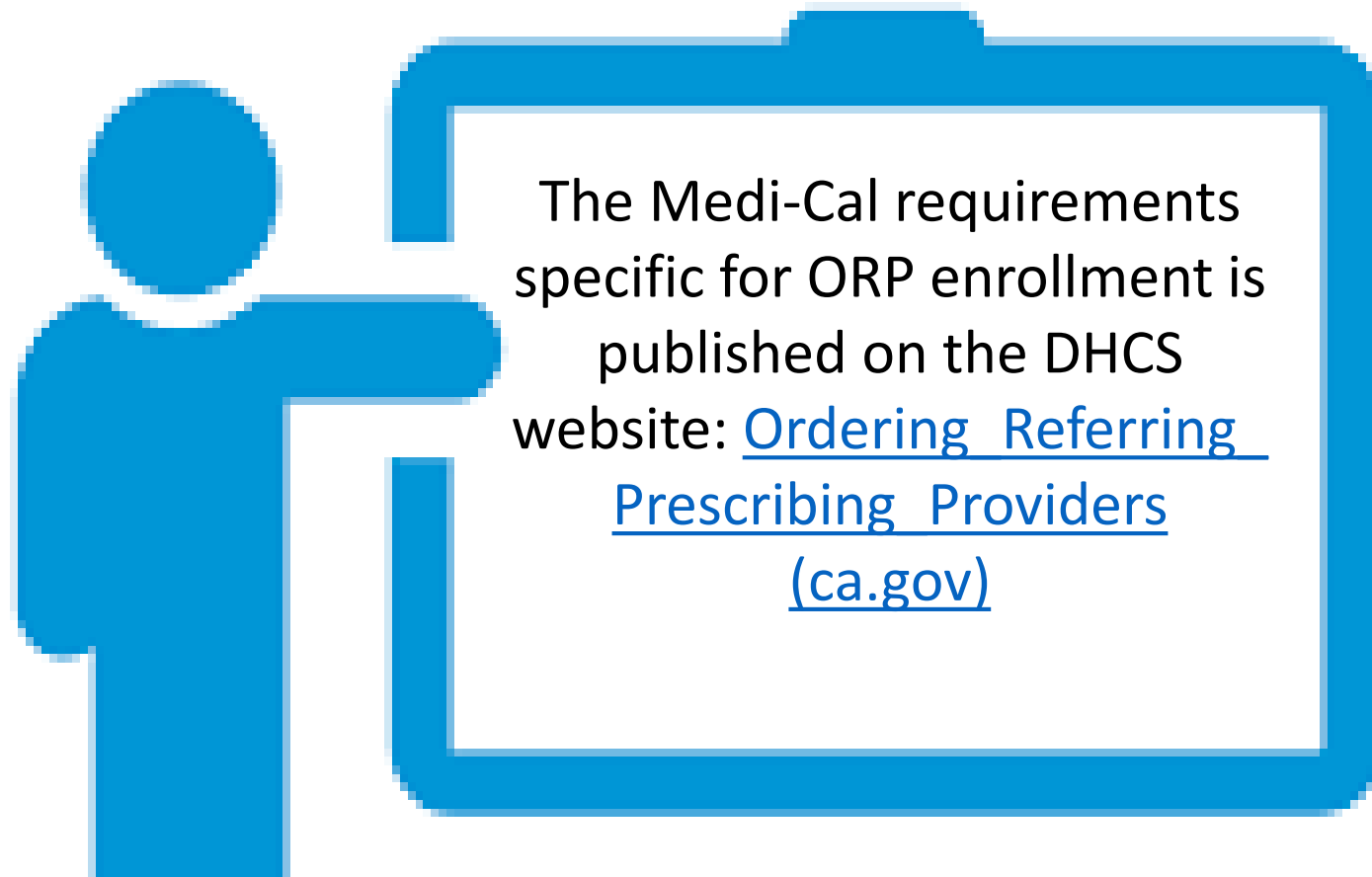
Who Can Sign Applications

- » CCR, Title 22, Section 51000.30(a)(2)(B)
 - Other persons may assist with preparing the application, but the provider themselves must access PAVE with their own unique username and password to complete the electronic signature. Providers cannot authorize another person to sign on their behalf.
 - 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."

Some Required Documents

- » This slide lists documents that you may need to attach to the ORP application. There may be additional required documents.
 - ☐ Valid state-issued identification
 - ☐ Copy of pocket license or wall certificate for professional license
 - ☐ If designated as high risk, Livescan receipt

Online Resources



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 90 days for physicians and 180 days for all other provider types. However, 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 then resubmit your application to PED within 60 days.

Common Deficiencies

- » Attaching unreadable or incorrect documents
- » Expired documents

The Enrollment Process

Approval, Referral or Denial

- » When the review is completed, you will be notified via email to log into the PAVE system. Click on the “my messages” tab to view any letters and/or messages.
- » If your application is approved your message in PAVE will include an attached approval letter. Additionally, your enrollment record can be found in PAVE by clicking on the “accounts” tab.
- » If your application is denied your message in PAVE will include an attached letter with the denial reason(s) and your appeal rights.
- » If your application needs additional information or corrections, you will receive details on what is missing or incorrect.

Additional Resources

- » For technical assistance with the PAVE system, please direct questions to the PAVE Help Desk at 1.866.252.1949.
- » For Medi-Cal enrollment questions, please submit a message from PAVE or email PAVE@dhcs.ca.gov.
- » 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>