

DHCS PAVE Provider Enrollment

BACKGROUND: California's Department of Health Care Services (DHCS) issued [All Plan Letter 17-019](#), on November 14 2017, requiring all Managed Care Plan (MCP) Network Providers to enroll in California's FFS Medi-Cal Program.

POLICY: The Department of Healthcare Services (DHCS) has mandated this process in [All Plan Letter 17-019](#). As part of the new enrollment process, all providers contracted with, or planning to be contracted with, Contra Costa Health Plan (CCHP) are **required** to enroll with DHCS.

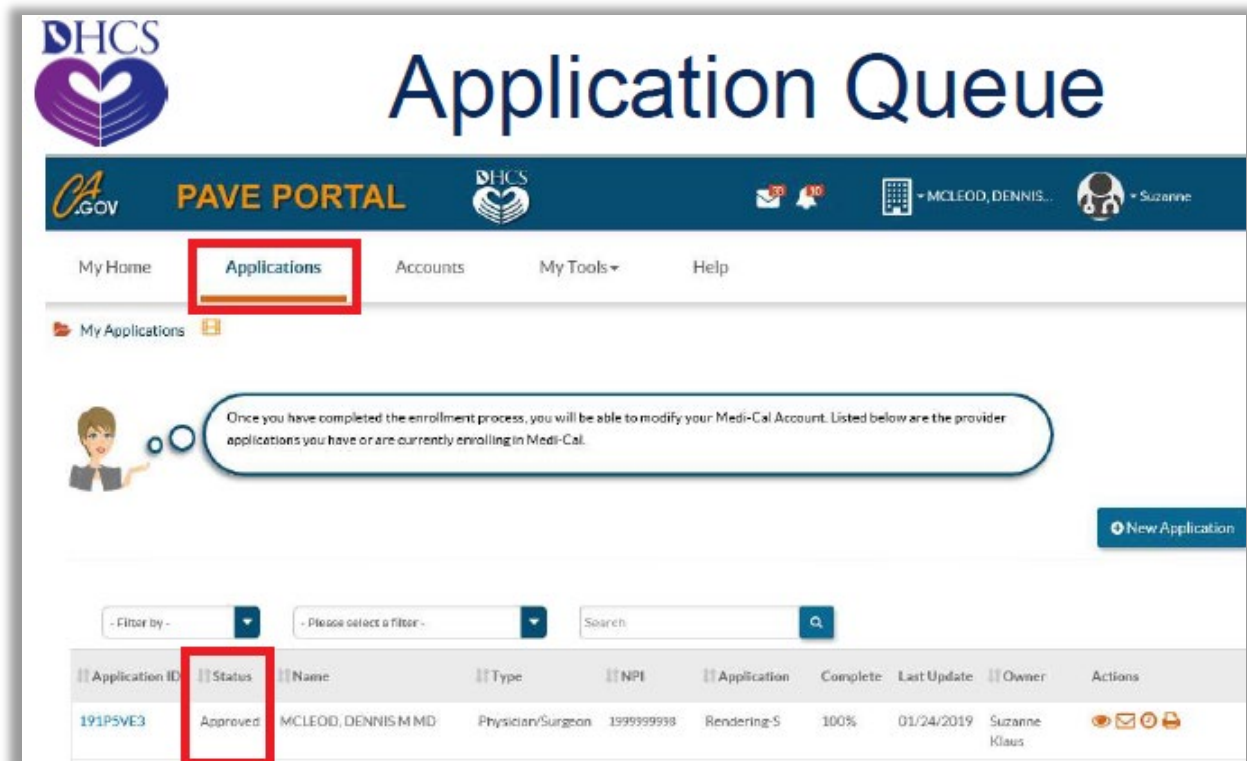
ENROLLMENT PROCESS: Applicants to the Contra Costa Health Plan (CCHP) who have not been enrollment verified by CCHP are required to apply for DHCS FFS enrollment utilizing their online PAVE application system. ***This enrollment process should coincide with the submission of their Network Provider Application to CCHP.***

- Applicants will email verification (a screenshot or copy of PAVE portal message) that they have submitted their application:

The screenshot displays the DHCS PAVE Portal interface. At the top, the DHCS logo and 'Application Queue' title are visible. The navigation bar includes 'PAVE PORTAL' and 'Applications' (highlighted with a red box). Below the navigation bar, there is a message box stating: 'Once you have completed the enrollment process, you will be able to modify your Medi-Cal Account. Listed below are the provider applications you have or are currently enrolling in Medi-Cal.' A 'New Application' button is located on the right. Below the message box, there is a filter section with a dropdown menu set to '- Filter by -' and a search bar. The main content is a table of applications:

Application ID	Status	Name	Type	NPI	Application	Complete	Last Update	Owner	Actions
1927U53B	In Progress	SF Medical Group Inc	Audiologist	1222222229	Group Billing	5%	12/13/2019	Sandy STENZEL	[Icons]

- Applicants will also email verification (a screenshot or copy of PAVE portal message) that they have been successfully enrolled:



- Applicants can participate in the network up to 180 days while their PAVE application is being processed.
- Failure to complete enrollment within 180 days may result in the Provider being terminated from the CCHP Network.

ENROLLMENT OPTIONS:

1. *Individual Sole Proprietor, Incorporated Individual, Allied Rendering Provider*

- If a provider enrolls through DHCS as an Individual Sole Proprietor, an Incorporated Individual, or an Allied Rendering Provider, they can bill the state directly for services rendered to Medi-Cal FFS clients as well as bill CCHP for services rendered to CCHP Medi-Cal clients.
- This application is much more labor intensive and time consuming than the ORP option and requires uploading several documents.***

2. *ORP (Ordering/Rendering/Prescribing) Provider*

- If a provider enrolls through DHCS as an ORP (Ordering/Rendering/Prescribing) Provider, the provider may not bill the state directly for services rendered to Medi-Cal FFS and must bill CCHP for services rendered to CCHP Medi-Cal clients.
- This application takes about 1 – 1.5 hours to complete and requires uploading only 2 documents*** (Professional License & State Issued ID or Driver's License).



Starting a New Individual Application

CA GOV PAVE PORTAL DHCS - ABC Medical Inc. - Sandy

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 using a Type 1 NPI? or is your business an entity that uses a Type 2 NPI? Once you select an option, select continue to go to the next page.

Individual billing practitioner

- I'm an Individual Sole Proprietor
- I'm an Incorporated Individual

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

- I'm an Allied Rendering provider, a Physician/Surgeon Rendering provider, or NMP
- I'm a Substance Use Disorder Medical Director (SUDMD) or a Licensed Substance Use Disorder

Other type of provider

- I'm an Croering/Referring/Prescribing (ORP) provider
- I'm a Medicare Crossover-Only Individual

Once you have made your choice, select Continue

[← Previous](#) [Continue →](#)

When you are ready to begin your application, please navigate to the [PAVE PORTAL](#) and click on:



A step by step enrollment guideline can be found [here](#). If you have any enrollment questions, please contact DHCS at one of the resources below:

In Addition to the Message Center within PAVE Portal, the Following Resources are Available

Provider Enrollment Directory

- Clarification of Enrollment Requirements
 - Explanation of Application Denial
 - Medi-Cal Provider Enrollment Process
 - Revalidation/Re-enrollment
 - Status of Paper Application
- Drug Medi-Cal Related Issues
 - Clarification of Drug Medi-Cal Enrollment Requirements
 - Drug Medi-Cal Certification/Re-certification
 - Drug Medi-Cal Application Status
- PAVE Technical Issues
 - PAVE Internet Browser Compatibility
 - PAVE Log-on
 - System Navigation/Functionality
 - Uploading/Accessing Documents
- Claims/Claim Denials
 - Electronic Billing
 - Enrollment Status of a Provider
 - Out of State Provider Enrollment
 - Recipient Eligibility
 - Treatment Authorization Request (TAR)



PED Message Center

1 (916) 323 1945

PEDCorr@dhcs.ca.gov

DMC Message Center

1 (916) 323 1945

Select Option 6

DHCSDMCRecert@dhcs.ca.gov

PAVE Technical Support

1 (866) 252 1949

**Medi Cal
Telephone Service Center**

1 (800) 541 5555

within California

1 (916) 636 1200

outside California

Revision 09132017

Thank You.