Contra Costa Mental Health Plan

STEP BY STEP ENROLLMENT GUIDE

PROVIDER APPLICATION AND VALIDATION
FOR ENROLLMENT (PAVE)
(Revised 3/17/21)

This guide provides step by step directions on how to enroll in the two new enrollment requirements from the Department of Health Care Services (DHCS) that must be met by all medication prescribers and most licensed practitioners within the Contra Costa County Department of Mental Health system of care. All Specialty Mental Health Services (SMHS) practitioners within specific licensed disciplines must enroll in the DHCS Provider Application and Validation for Enrollment (PAVE) portal. In addition, once enrolled in PAVE, medication prescribers must register in the Medi-Cal Rx Provider Web Portal.

Provider Application and Validation for Enrollment (PAVE)

The Federal Cures Act (42 CFR 438.602(b)) requires states to screen, enroll and periodically re-validate all network providers of managed care organizations, including County Mental Health Plans. To meet this requirement, DHCS is requiring all County Mental Health Plans to utilize PAVE, a web-based application designed to simplify and accelerate enrollment processes, to enroll practitioners. Practitioners should utilize the portal to complete and submit applications, report changes to existing enrollments, and respond to DHCS initiated requests for continued enrollment or revalidation.

The following eligible practitioners **must** enroll into the PAVE System prior to **April 1, 2021**:
- ✓ Licensed clinical social workers
- ✓ Licensed Marriage and Family Therapists
- ✓ Licensed Professional Clinical Counselors
- ✓ Licensed Psychologists
- ✓ Nurse Practitioners
- ✓ Medical Doctors and Osteopaths (DO)

Any discipline not listed above does not need to enroll in PAVE. This includes but is not limited to Psychiatric Technicians, Clinical Nurse Specialists, and Registered Nurses. Students and trainees do not need to enroll in the PAVE System.

PAVE Enrollment Process

All eligible practitioners must enroll themselves into the PAVE system through the DHCS PAVE Portal (https://pave.dhcs.ca.gov/sso/login.do). Practitioners should have available a copy of their current driver's license or state-issued identification card and a copy of their current professional license, as both documents must be uploaded and attached to the application. Directions for enrollment in PAVE can be found on **Attachment A**.

For more guidance on the registration process, please contact the PAVE Technical Support Help Desk at 1-866-252-1949.

Provider Application and Validation for Enrollment (PAVE) Registration Process

Required for Nurse Practitioners, Licensed Clinical Social Workers, Licensed Marriage and Family Therapists, Licensed Professional Clinical Counselors, Physicians (MD and DO), Psychologists and Registered Pharmacists

The PAVE portal is the Department of Health Care Services (DHCS) web-based application designed to simplify and accelerate enrollment processes. Providers can utilize the portal to:

- Complete and submit applications
- Report changes to existing enrollments
- Respond to Provider Enrollment Division (PED) initiated requests for continued enrollment or revalidation

PAVE features secure login, document uploading, electronic signature, application progress tracking, intuitive guidance, social collaboration and much more.

DHCS's initial review period for applications is 90 days for physicians and 180 days for non-physicians, although DHCS has stated applications are often reviewed much sooner than these timeframes.

For additional detailed registration instructions, view the PAVE 101 Training Slides at https://www.dhcs.ca.gov/provgovpart/Pages/PAVE-101-Training-Slides.aspx or access the PAVE Training Videos and other tutorials at https://www.dhcs.ca.gov/provgovpart/Pages/PAVE.aspx

It is important that you follow these directions step by step in order for successful enrollment. There is a chat box within the PAVE website (lower right hand corner, blue conversation box) that you can use to ask questions as they come up in the site.

INSTRUCTIONS:

Step 1. Go to the PAVE Portal online enrollment system: https://pave.dhcs.ca.gov/sso/login.do and create a User ID and profile. Use your full legal name. You will need to enter your NPI number. You can look up your NPI number at https://npiregistry.cms.hhs.gov/. You will be prompted to enter a Business Profile Name. Enter your legal name as your Business Profile Name.
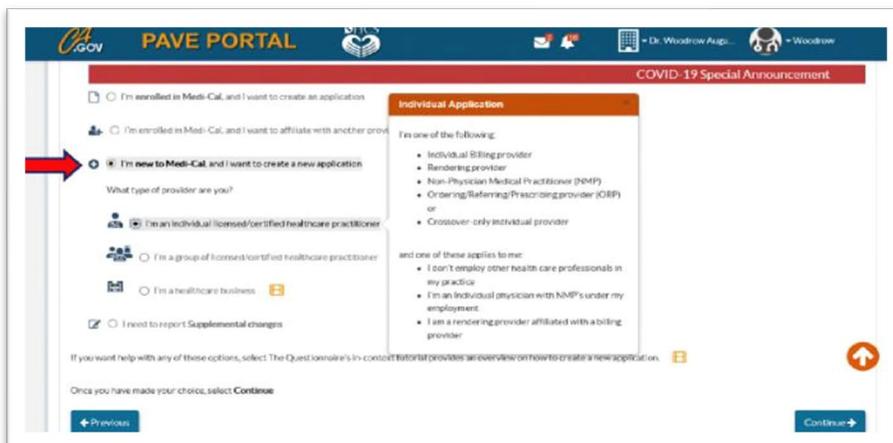
Step 2. Once your User Profile has been created, your PAVE Portal will look like the image below. Click on "Applications."

Step 3. Within the PAVE Application Page, select "New Application."
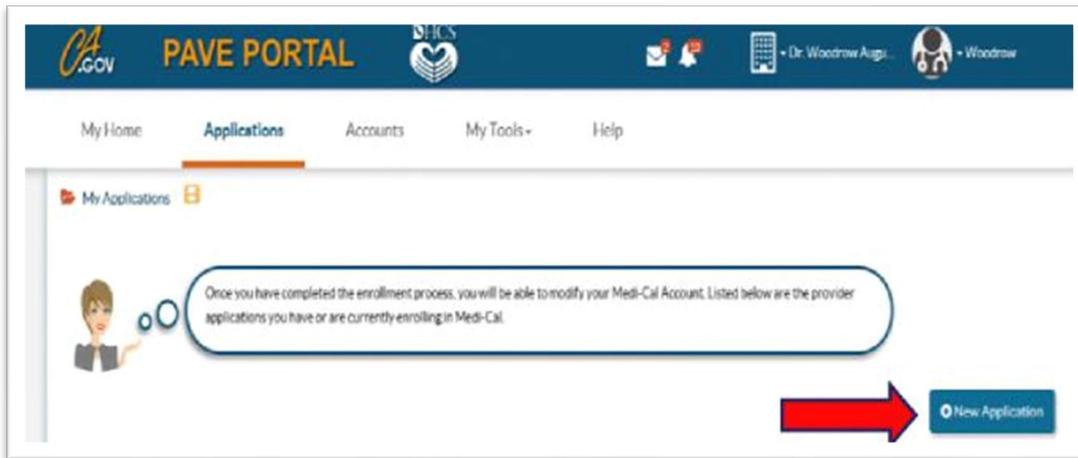
Step 4. Within the application, select the option "I'm new to Medi-Cal and I want to create a new application."

Step 5. Next, select "I'm an individual licensed/certified healthcare practitioner" from the drop down and then click on "Continue"

Step 6a. Under "Other type of provider," select "I'm an Ordering/Referring/Prescribing (ORP) provider" and then click on "Continue."

Step 6b. You will be asked to verify information on your NPI. Once verified, click on "Continue."

Step 7. Select your provider type from the drop-down and click on "Continue."

Step 8. Select any languages you use as a provider. Then click on "Continue."

Step 9. A summary of your application will be displayed for you to preview. If any changes need to be made, click on "Previous." If no changes are needed, click on "Continue."

Step 10. Within the Ordering Referring, Prescribing Application (ORP) Application, enter the following required information in the Profile Information Section:

1. Your legal name
2. Your professional title
3. Your date of birth and gender
4. Your residential address (This cannot be a P.O. Box. You will be required to enter a 9-digit zip/postal code)
5. Your social security number
6. Your driver's license number or state-issued identification card number (*a copy must be attached to the application*)

Step 11. Within the ORP Application, enter the following information in the Business Information Section:

1. List ALL Addresses of the practices and/or clinics where you provide services to Medi-Cal beneficiaries (including the Provider site name and 9-digit zip/postal code)
2. Mailing address where you wish to receive correspondence
3. Your Professional License/Certificate Number (*a copy of the document must be attached to the application*)

Step 12. Attestation. Within the ORP Application Disclosure Information Section, complete information regarding ownership in other healthcare entities, past/current program participation, adverse actions, license history, and fines/debts.

*Failure to disclose this information is a cause for denial of the application

Step 13. Sign the application by attesting to the accuracy of the information in the application and e-sign the application using your email address. Make sure the following documents are uploaded and attached:

1. A color copy of the provider's driver's license or state-issued identification card front and back
2. A copy of the provider's current professional license, pocket license is fine

Document	Form/SubForm/Section	Mandatory	Attached	Actions
Driver's License	Profile Information/Individual Profile/Identification	Yes	✗	➕☁
Professional License or Certificate	Practice Information/Prof. Licenses/ Certificates & Lab Services	Yes	✗	➕☁

Step 14a: If your application is incomplete, the PED will return your application for corrections. Providers will be notified via email to log into PAVE to fix any deficiencies in the application. Resubmission of the application must be done within 60 days. If the application is not submitted within 60 days, the application will be denied and your will need to start a new application.

Step 14b: If your application is approved, you will be notified via email to log into PAVE to receive your Approval Letter.

Step 14c: If your application is denied, you will be notified via email to log into PAVE to receive your Denial Letter with Appeal Rights.