

Introduction to PAVE for Dental Providers

Questions & Answers

#	Question	Answer
1.	Does the PAVE enrollment portal apply to Dental providers as well?	Yes. Dental providers can access the PAVE Portal as of October 31, 2022. Once dental providers have access to PAVE, paper applications will no longer be accepted.
2.	I may be due for revalidation for reenrollment, do I submit a paper application now or do I wait until I am notified by DHCS?	Please do not submit a paper application if you have not received notice by DHCS to revalidate. DHCS will notify providers when they must revalidate their enrollment.
3.	Once PAVE is available for Dental providers, who should I call if I need technical assistance with the application?	Providers can call the PAVE Help Desk at 1(866) 252-1949 for technical questions. PAVE also has a “chat” feature within the system for technical questions.
4.	Does the application process still take six (6) months? What is the turnaround time?	By law, DHCS has 180 days to take a statutory action on an application. These actions include approve, deny, refer for comprehensive review, or return deficient with a letter explaining what needs to be corrected. However, with the addition of PAVE, submitted applications should have reduced processing times.
5.	Is it a requirement to have a minimum of two (2) providers linked to a group?	Yes. A group provider must have a minimum of two rendering providers affiliated with the group.
6.	If an entity is currently enrolled and does not need to update any of its enrollment information, do we still need to create a user profile on October 31st?	No. Providers only need to access PAVE when they need to enroll or update their current enrollment information.
7.	Can a group have one login for all their rendering providers?	Each provider must create a separate user profile to access PAVE. An administrator can create an application on behalf of a rendering provider, but the rendering provider must still log into PAVE to validate that the application is correct and then e-sign the application. It is recommended that the rendering provider use a personal email address.

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8.	Can a provider use the same email address more than once to register a User Profile?	A provider must use a single email address to create a profile. They cannot use the same email to create additional profiles. Each profile is linked to a single email.
9.	Our company has a credentialing department. Can the credentialing department submit a provider application on behalf of a provider?	For most applications, the credentialing department cannot submit on behalf of the provider; the provider would need to verify, sign and submit.
10.	Will this apply to TYKE applications or only provider enrollment?	PAVE only applies to provider enrollment. TYKE is a caries risk assessment training available on the California Dental Association website.
11.	Is there a mechanism for a provider who has lost or forgotten their password to recover it or to create a new login?	Providers can reset a password. If a provider has any issue resetting their password, they should contact the PAVE Help Desk at 1(866) 252-1949.
12.	Will PAVE process requests for EFT/ERA enrollment?	<p>Providers can sign up for EFT when they submit their application in PAVE. There is an EFT question in the application package. If a provider does not set up EFT in the application, they can do so after their application is approved and they are enrolled in Medi-Cal.</p> <p>Note: The approval process for EFT occurs after the provider is enrolled in Medi-Cal Dental. This process includes ensuring that the associated bank participates in EFT and that the routing and account numbers are correct.</p>
13.	Can an administrator submit applications for different entities?	Yes. However, each entity will have its own PAVE profile where applications are created and submitted. The administrator can access multiple PAVE profiles through their user profile.
14.	Is there a Medi-Cal revalidation list that includes due dates?	No. DHCS will notify providers when they are required to revalidate their enrollment.

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15.	If an administrator already has access to a Medi-Cal PAVE Profile, do we have to create one for Dental providers?	Yes, a separate PAVE profile is required for dental providers.
16.	Should an FQHC clinic set up a business profile in PAVE if it is already a Medi-Cal provider?	FQHCs do not report enrollment information via PAVE. Medi-Cal enrollment actions for licensed FQHCs should be reported to the California Department of Public Health (CDPH) Licensing and Certification (L&C) .
17.	Is this process only for a new location?	PAVE is for new providers, enrolled providers that need to update enrollment information, and providers who need to revalidate their enrollment information.
18.	How can we view the facility data of those already enrolled?	Providers can view enrollment information in the provider's account.
19.	Will an owner signature always be required with the application to add a rendering provider to a current office already enrolled?	Yes, the owner or other authorized signer must sign the application in addition to the rendering provider. In order to sign a PAVE application you must be legally authorized to sign the application. This would include 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. For group applications, an approved Medi-Cal Delegated Official, can sign the group section of the affiliation section only. The rendering provider is required to sign their own application.
20.	We are a specialty dental office. We accept both Managed Care and FFS for orthodontics. Do I need to fill out separate applications for both types of coverage?	PAVE is only used for FFS enrollment. Providers should only submit an application through PAVE to enroll a FFS location.

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21.	Will each rendering provider added to PAVE require the practitioner to complete the rest of the application?	The PAVE application can be completed by an administrator, biller or other provider representative in addition the provider. However, the provider must access PAVE to sign the application. An administrator cannot sign an application on behalf of a provider. Additionally, for group applications, an approved Medi-Cal Delegated Official, can sign the group section of the affiliation section only. The rendering provider is required to sign their own application.
22.	Regarding the business license section of the PAVE application, not all locations are based off location if that location is in an incorporated or unincorporated area. If that is the case, what should be done?	If a provider does not have a business license because they are located in an unincorporated area, they can select the option in the application indicating they do not have a business license and write an explanation as to why (i.e. located in unincorporated area).
23.	If I applied four years ago, is my application in PAVE?	No, paper applications are not in PAVE. However, some enrollment information from paper applications are available in the provider's account. For more information about accessing your provider account, please go to: How to Access Your Enrollment Account in PAVE and Create PAVE Applications if you are actively enrolled in Medi-Cal Fee-for-Service
24.	If our group is already enrolled with Medi-Cal, will we need to complete a group application for PAVE?	No, the group does not need to submit a new application for an already enrolled location. The group would only need to submit a new group application to report a change to existing information or revalidate their enrollment.
25.	When we setup a PAVE Profile, can we have several different business locations linked to it?	Yes, a provider can have all locations available in a single PAVE Profile as long as the tax identification number is the same. For more information about PAVE profiles, please go to: Understanding PAVE User and PAVE Profiles, Application and Account Queues and User Roles

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26.	Will all groups have to enroll the existing locations?	Providers must submit an application for each location they want to be enrolled in Medi-Cal unless those providers are already enrolled in Medi-Cal. In which case a new application would not be necessary.
27.	What if I need to report a change in ownership?	An application reporting a change in ownership can be submitted through PAVE.
28.	Do we have to create a PAVE account for an authorized member to enroll or for the practice first?	A group can initially enroll at the same time as their rendering providers. If the group is already enrolled, they can also affiliate with other rendering providers.
29.	Where can we find Demo 1?	Demo 1, Introduction to PAVE for Dental Providers , is located on the following webpage under "provider resources:" Provider Application and Validation for Enrollment Webpage
30.	Can a large group with many locations report a change of ownership in PAVE?	Yes. PAVE is setup for the enrollment of both large groups with multiple locations and individual providers with a single location.
31.	My group has multiple locations. Will I be able to see all our offices in PAVE despite that they have different tax ID numbers and NPI Type?	Yes, however you will need to set up different PAVE profiles if the tax identification numbers are different. Each PAVE profile would have the locations for that specific tax identification number regardless of whether the NPI is the same or different. For more information about PAVE profiles, please go to: Understanding PAVE User and PAVE Profiles, Application and Account Queues and User Roles
32.	Will we still be receiving a letter of approved rendering providers?	Yes, if the rendering provider is new. If the rendering provider is already enrolled and is only affiliating to an additional location, you will receive a message in PAVE stating the review is

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		complete and you can view all affiliated locations in the provider's account.
33.	We have multiple locations that are already enrolled with Medi-Cal Dental. Do we have to upload all the documents submitted in previous applications again?	You only need to submit documents when you are submitting an application that requires additional documentation. For more information about accessing your provider account, please go to: How to Access Your Enrollment Account in PAVE and Create PAVE Applications if you are actively enrolled in Medi-Cal Fee-for-Service
34.	Once the application is approved, can we see the effective date on the portal? Or will we receive the Welcome Letter in the mail?	Yes, the effective enrollment date will be noted in your welcome letter and you will see the effective enrollment date in the provider's account.
35.	When will DHCS stop accepting paper applications?	Dental providers may access the PAVE Portal beginning on October 31, 2022. As outlined in the regulatory provider bulletin titled, " Updated Requirements and Procedures for the Enrollment of Medi-Cal Dental Providers ," DHCS will no longer accept paper applications from dental providers as of October 31, 2022.
36.	Do we have to do a new rendering application for providers who are already enrolled with Medi-Cal or Medi-Cal Dental if our location is already enrolled?	Rendering providers must affiliate to every location where they render services. If the rendering provider is only affiliated to one location, but works at multiple locations, they would need to affiliate to each location by submitting an application in PAVE.
37.	How do I get access to posted webinars?	Demo 1, Introduction to PAVE for Dental Providers , is located on the following webpage under "provider resources:" Provider Application and Validation for Enrollment Webpage Demo 2, Basic Functions in PAVE for Dental Providers , is also located on the following webpage under "provider resources:"

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		Provider Application and Validation for Enrollment Webpage
38.	Where can we verify if a provider is enrolled in Medi-Cal? I've had providers say they are not enrolled but are.	You may access the California Health and Human Services Open Data Portal for more information about the enrollment status of fee-for-service dental providers .
39.	We are an FQHC, and Medi-Cal Dental informed us that we would need to enroll the dentist via PAVE and no longer use paper applications. You mentioned FQHCs are not set up in PAVE. How do we enroll dentist that render services at an FQHC?	Individual dentists can enroll as Ordering, Referring, and Prescribing (ORP) providers if they only render services at an FQHC. For more information about submitting an ORP application in PAVE, please go to: Ordering, Referring, Prescribing (ORP) Enrollment PowerPoint presentation .