The background of the slide is a purple-tinted image. On the left, there is a line graph with a vertical axis labeled from 3 to 15 in increments of 3. The graph shows a fluctuating line. On the right, there is a close-up of a stethoscope. The overall theme is medical and healthcare.

Ordering, Referring, Prescribing (ORP) Enrollment for Doula Providers

Provider Enrollment Division
December 2022

Topics Covered

- 1 Getting set up in the PAVE enrollment system: National Provider Identifier, PAVE User, PAVE Profile,
- 2 PAVE Questionnaire to Start an ORP Application
- 3 Relevant Medi-Cal Enrollment Requirements
- 4 DHCS Application Review
- 5 Additional Resources

National Provider Identifier (NPI)

- » Before getting started in PAVE ORP providers must obtain a **Type-1 NPI**
- » If you do not have an NPI, you can obtain one online by visiting the [NPPES website](#).

Getting Set Up in PAVE for First Time Users




Access PAVE

← → ↻ 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

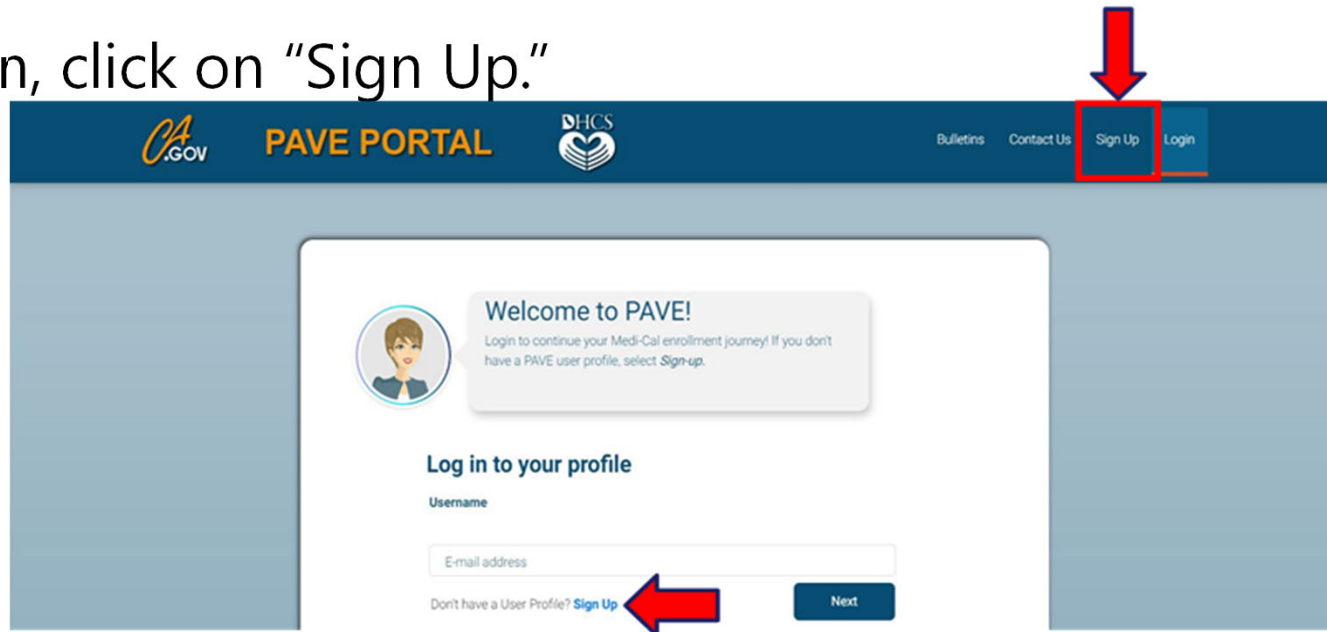
Don't have a User Profile? [Sign Up](#) **Next**

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

PAVE Portal SSO Version: 5.0.0.0 - Build Number:226
© Copyright 2021 Digital Harbor Inc. All rights reserved.

PAVE User Sign-Up Process

➤ To begin, click on "Sign Up."



PAVE User Sign-Up Process

- Complete the required information and click "NEXT."

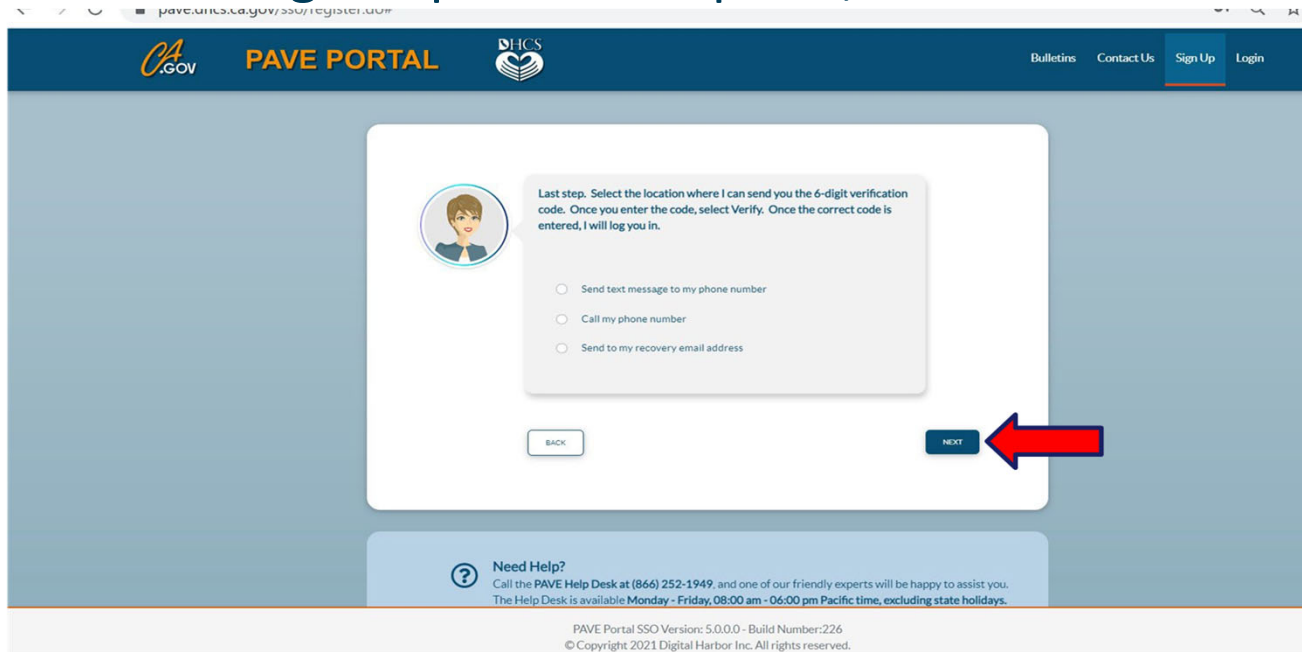
The screenshot shows a web browser window with the URL `pave.dhcs.ca.gov/sso/register.do`. The page title is "Sign Up". The form contains the following fields and elements:

- First name:** Input field with "Sandy" entered.
- Last name:** Input field with "Lee" entered.
- Username:** Input field with "sandy.1.lee@protonmail.com" entered.
- Password:** Input field with masked characters "*****".
- Confirm:** Input field with masked characters "*****" and a copy icon.
- Phone number:** A callout box with the text: "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." Below this is an example: "Example: include area code, (999) 888-7777" and an input field with "(555) 555-5555".
- Recovery email address:** Input field with "sandy.1.lee@protonmail.com" entered.
- Verification:** A checkbox labeled "I'm not a robot" with a green checkmark, and a reCAPTCHA logo with "Privacy - Terms" link.
- Disclaimer:** "By selecting Next, you agree to the [Terms & Conditions](#) for PAVE Portal."
- Next Button:** A blue button labeled "NEXT" with a red arrow pointing to it.

At the bottom of the page, the footer text reads: "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 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 DHCS logo. Navigation links for Bulletins, Contact Us, Sign Up, and Login are visible. 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. A "Need Help?" section at the bottom provides 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.

PAVE Portal SSO Version: 5.0.0.0 - Build Number:226
© Copyright 2021 Digital Harbor Inc. All rights reserved.

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



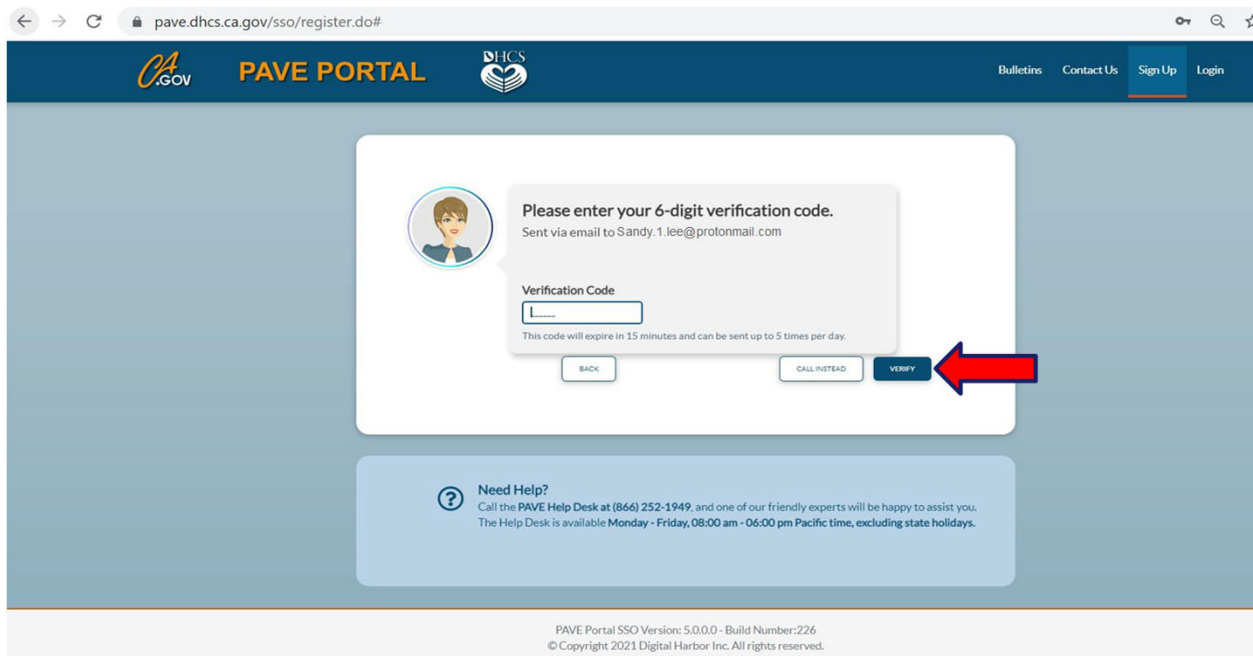
This verification code will expire in 15 minutes.

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."

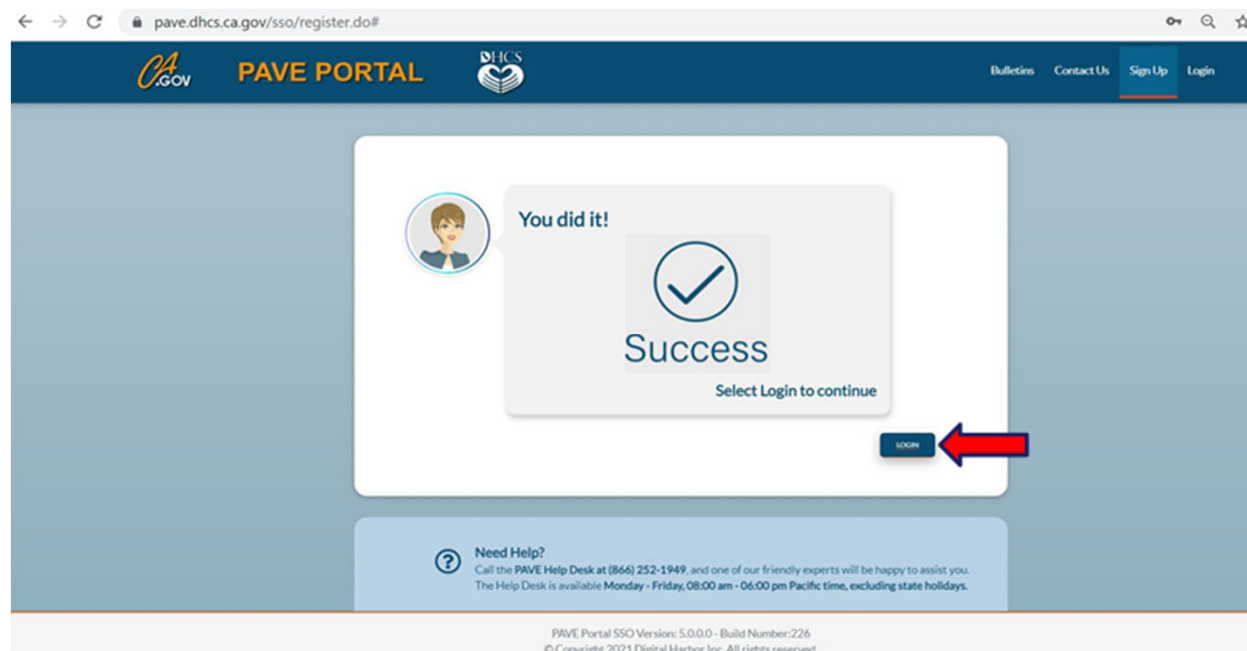


The screenshot shows a web browser window with the URL `pave.dhcs.ca.gov/sso/register.do#`. The page header includes the CA.GOV logo, "PAVE PORTAL", and the DHCS logo. Navigation links for "Bulletins", "Contact Us", "Sign Up", and "Login" are visible. The main content area features a white card with 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. At the bottom of the card are three buttons: "BACK", "CALL INSTEAD", and "VERIFY". A red arrow points to the "VERIFY" button. A "Need Help?" section is located below the card, providing contact information for the PAVE Help Desk. The footer contains version and copyright information.

02/24/2022

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."

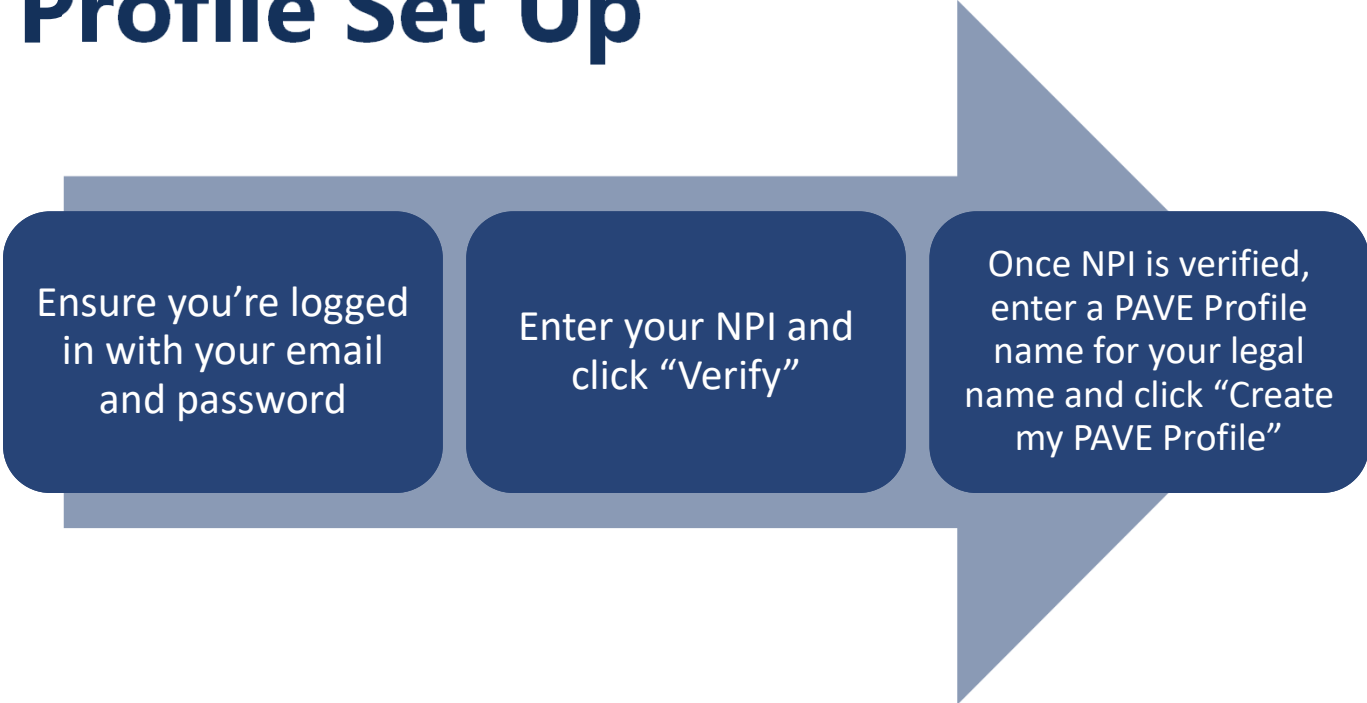
The screenshot shows the PAVE Portal login page. The browser address bar displays `pave.dhcs.ca.gov/sso/login.do`. The page header includes the CA.GOV logo, the text "PAVE PORTAL", the DHCS logo, and navigation links for "Bulletins", "Contact Us", "Sign Up", and "Login". The main content area features a user profile card for "Hi Sandy" with the email `sandy.1.lee@protonmail.com`. Below the profile card is a password input field labeled "Enter your Password" with a red arrow pointing to it. To the left of the password field is a "Forgot Password?" link. To the right of the password field 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 of the page, there is a disclaimer: "UNAUTHORIZED ACCESS TO ANY STATE OF CALIFORNIA COMPUTING SYSTEM CONTAINING U.S. GOVERNMENT OR STATE OF CALIFORNIA INFORMATION IS A CRIMINAL OFFENSE." and footer text: "PAVE Portal SSO Version: 5.0.0.0 - Build Number:226 © Copyright 2021 Digital Harbor Inc. All rights reserved."

02/24/2022

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 or Medi-Cal Dental, and I want to create a new application." From the sub-menu select: "I'm an individual provider."

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 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

What type of provider are you?

I'm an individual provider

I'm a group of individual providers

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.

Detailed description: This is a screenshot of a web-based questionnaire. At the top, there is a light blue callout box with a female avatar icon and text: "The following questionnaire will help determine the correct type of application for you. Hovering over the options will provide additional help!". Below this is a red horizontal bar with the text "COVID-19 Special Announcement". The main content consists of several radio button options. The first three options are: "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", and "I'm new to Medi-Cal or Medi-Cal Dental, and I want to create a new application". The third option is selected, and a blue arrow points to it from the right. Below these is the question "What type of provider are you?". There are three radio button options: "I'm an individual provider" (selected, with a blue arrow pointing to it from the right), "I'm a group of individual providers", and "I'm a healthcare business". Each option has a small orange icon to its right. At the bottom, there is a fourth radio button option: "I need to report Supplemental changes". A final line of text says: "If you want help with any of these options, select the in-context tutorial video icons for assistance." followed by an orange icon.

Second Questionnaire Page

Your Business Structure – Read Lucy!

- Select the radio button: “I’m an Ordering/Referring/Prescribing (ORP) provider”.



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.

COVID-19 Special Announcement

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

Third Questionnaire Page

NPI

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

The screenshot displays a questionnaire interface with a progress bar at the top. The progress bar has six steps: 'Start Application', 'Business Structure', 'NPI', 'Provider Type', 'Language', and 'Last step'. The 'NPI' step is currently active, indicated by a red circle and a red line. Below the progress bar is a help message box with a cartoon character icon. The message reads: '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.' A red arrow points from the message to the input field. Below the message is a text input field labeled 'National Provider Identifier (NPI)' with a 'Required value' error message below it. To the right of the input field is a blue 'Verify' button with a right-pointing arrow. At the bottom left of the page is a 'Previous' button with a left-pointing arrow, and at the bottom right is a 'Continue' button with a right-pointing arrow. The date '02/24/2022' is displayed in the bottom left corner.

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 progress bar at the top with six steps: Start Application, Business Structure, NPI (highlighted in red), Provider Type, Language, and Last step. Below the progress bar is a light blue callout box with a female avatar icon and 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." Below this is a form with the following fields: "National Provider Identifier (NPI)" with a text input field containing a redacted value and a "Verify →" button; "National Provider Identifier (NPI)" with a redacted value; "Type" with the value "1-Individual"; "Business name" with a redacted value; "Taxonomy code(s)" with a redacted value; "NPPES address (registered)" with a redacted value; and "Is this the correct information?" with radio buttons for "Yes" (selected) and "No". A red arrow points to the "Yes" radio button. Below the radio buttons is the text "Once you have made your choice, select Continue". At the bottom of the page are two buttons: "← Previous" on the left and "Continue →" on the right.

Fourth Questionnaire Page

Select Provider Type

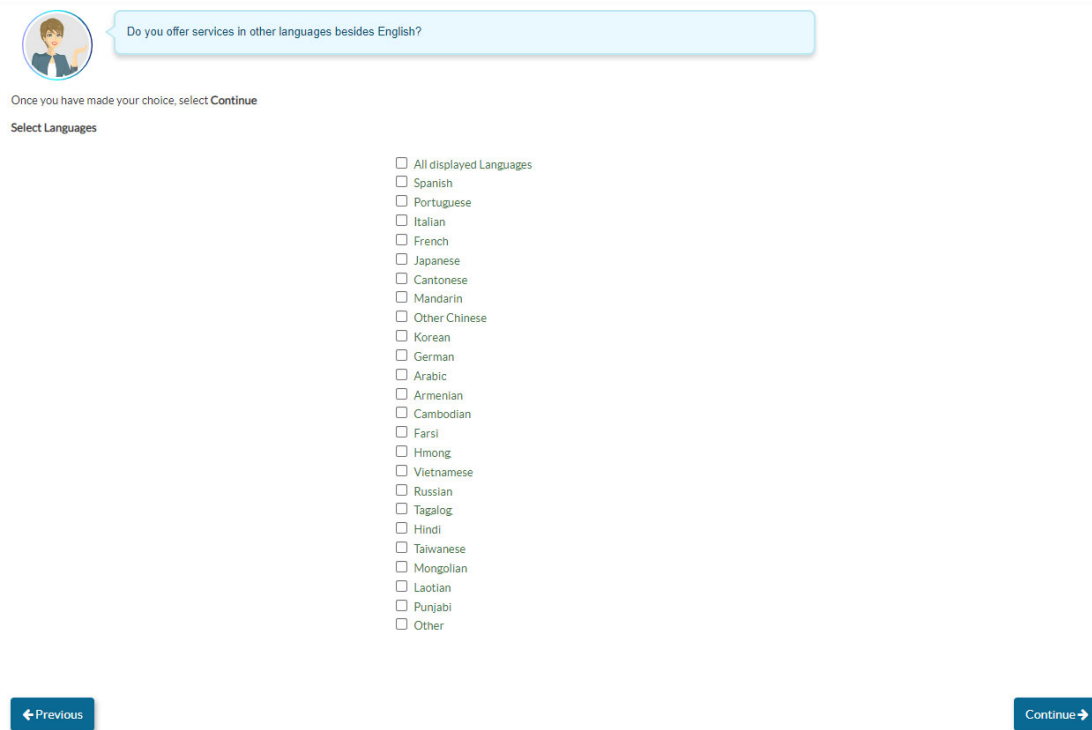
- Select "Doula Individual" from the drop-down list.

The screenshot shows a progress bar at the top with six steps: Start Application, Business Structure, NPI, **Provider Type** (highlighted in red), Language, and Last step. Below the progress bar is a light blue instruction box with a female avatar icon that says: "Now, select your provider type from the drop-down below, then select Continue to move on." A drop-down menu is open, showing a list of provider types. "Doula Individual" is highlighted with a dark grey bar. A red arrow points to this option. To the right of the drop-down, there is a line of text: "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", followed by a blue link "here". At the bottom right of the form is a blue "Continue" button with a right-pointing arrow. The footer of the page reads "PAVE Provider Portal".

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
- Taiwanese
- Mongolian
- Laotian
- Punjabi
- 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.

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 or Medi-Cal Dental, and I want to create a new application
I'm an individual provider

Business Structure
Individual billing practitioner
I'm an Ordering/Referring/Prescribing (ORP) provider

NPI of the application
[REDACTED] [View Details](#)

Provider Type
Doula Individual

Language
Spanish

[← Previous](#) [Continue →](#)

Medi-Cal Requirements

The Medi-Cal Program requirements are woven into the application process.

The next two slides show:

- Who is authorized to sign Medi-Cal applications
- List of required documents to attach

Who Can Sign Applications

CCR, Title 22, Section 51000.30(a)(2)(B)

- » 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.”
- » Signatures cannot be delegated and must be signed by the provider who is applying as an ORP.

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
- Proof of meeting the experience or training pathway for Doula providers
- If designated as high risk, Livescan receipt

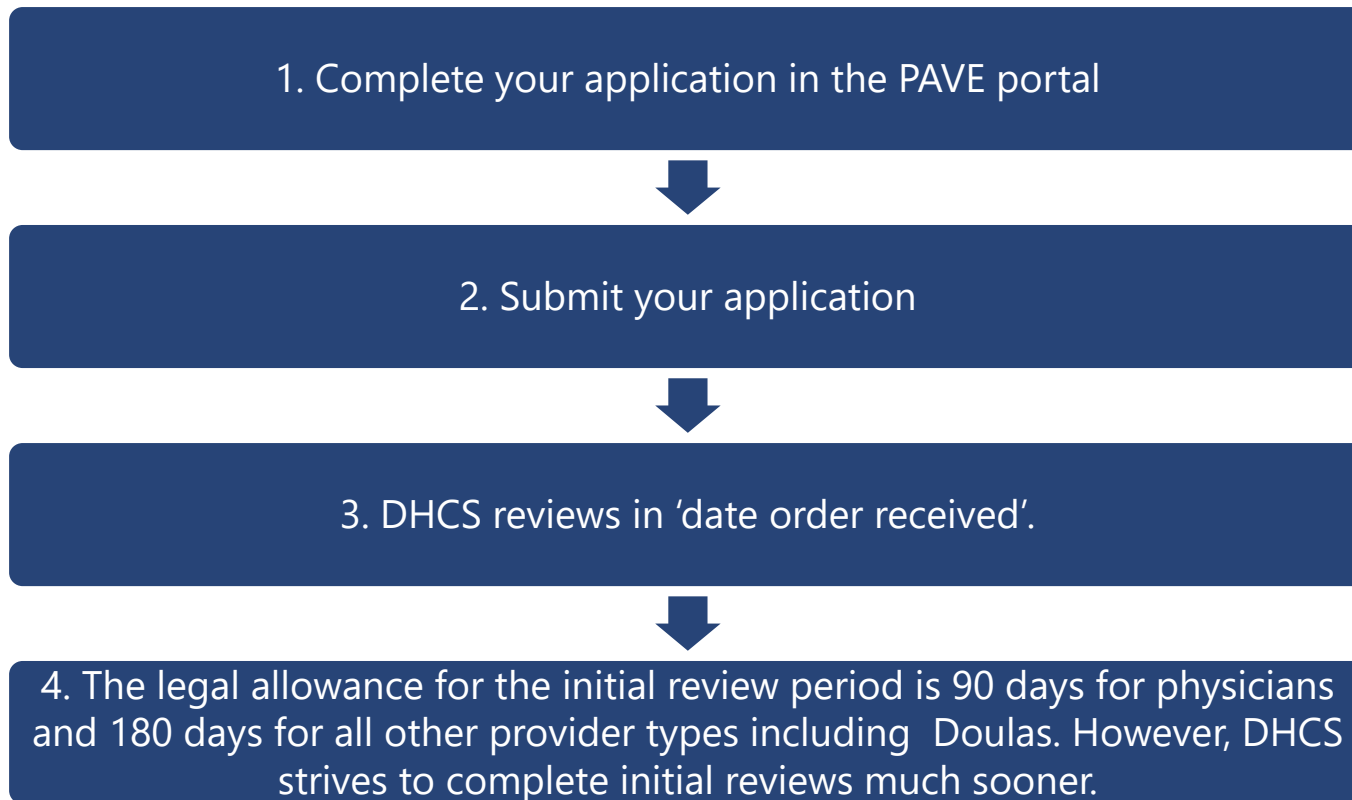
Online Resources



The Medi-Cal requirements
specific for ORP enrollment
is published on the DHCS
website:

[Ordering Referring
Prescribing Providers
\(ca.gov\)](https://www.dhcs.ca.gov/OrderingReferringPrescribingProviders)

Enrollment Process Initial Review



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 ORP Application Deficiencies

- » Documents not being legible or complete.
- » Driver's license or state issued identification being expired.

The Enrollment Process

Approval, Referral or Denial

- » If approved, referred, or denied 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 referred for comprehensive review, your message in PAVE will include an attached letter.
- » If your application is denied your message in PAVE will include an attached letter with the denial reason(s) and your appeal rights.

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 email Intranet - AutoForms (ca.gov) or call 1.916.323.1945.
- » For additional help in PAVE, visit the [PAVE homepage](#) where you can access Provider Training videos and other tutorials.

Thank You

The bottom of the slide features a decorative graphic consisting of several overlapping, wavy horizontal bands in various shades of purple, ranging from a deep magenta to a lighter lavender. These bands create a sense of movement and depth, framing the bottom of the text.