



Contacting Provider Enrollment Division and PAVE Help Options



Messaging in PAVE





Messaging in PAVE

CA.GOV PAVE PORTAL DHCS

My Home Applications Accounts My Tools Help

My Home

Welcome, Sandy Lee, to your customized Dashboard for managing messages and shared applications from different Business Profiles.

Sandy's Dashboard

Messages Collapse All ALL

Business search

Inbox

- ABC Medical Inc
- My Business ABC
- Sullivan's Medical Supply

Sent Messages

New Message ALL Unread Read From To Subject Content - Date -

Message search

ABC Medical Inc

| To | From | Subject | Date Received | Action |
|-----------|-----------|--|-------------------------|-------------------------|
| Sandy Lee | Sandy Lee | Social Chat on Application -191H00D9 - Sandy Lee | Wed 01/16/2019 11:35 am | View Reply Delete Print |



Messaging in PAVE

A screenshot of the PAVE messaging interface. The window title is "Untitled - Message". The "To:" field is highlighted with a red box and contains the text "value is required". The "Subject:" field also contains "value is required". Below these fields is an "Attach Files" section with a "Choose Files" button and a "No file chosen" message. A text area below contains the letter "p" and a "Words: 0" counter. At the bottom, there is a "Notify by public e-mail" checkbox and "Send" and "Cancel" buttons. The background shows a sidebar with a user profile for "Sandy" and various navigation icons.



Messaging in PAVE

The screenshot displays the PAVE messaging interface with a 'Message Center Address Book' dialog box open. The dialog box contains a table of users and roles, an 'Invite as Guest' button, a search field, and 'OK' and 'Cancel' buttons. Red boxes highlight the selected user, the search field, and the 'OK' button.

| User Name | Role |
|---|---------|
| Department of Health Care Services Provider Enrollment Division | Group |
| Manage Account Group | Group |
| Medi-Cal Call Center | Group |
| Medi-Cal Policy | Group |
| All ABC Medical Inc Users | Profile |

Buttons: Invite as Guest, Search (To->), OK, Cancel



Messaging in PAVE

A screenshot of the PAVE (Provider Access and Verification) system's messaging interface. The window is titled "Untitled - Message" and is overlaid on a dashboard for a user named "Sandy". The dashboard includes a "Messages" section with a red arrow pointing to the "Messages" link, and various other navigation options like "Business search", "Inbox", and "Shared Apps". The email composition window has a blue header with a close button. The "To:" field is highlighted with a red box and contains "Department of Health Care Services Provider Enrollment Division" with a green checkmark. The "Subject" field also has a green checkmark and contains "Enrollment Requirements for Facility Based Provider". Below the subject is an "Attach Files" section with a "Choose Files" button and a "No file chosen" message, and a "Drag and drop your files here." area. A rich text editor follows, with a toolbar containing bold, italic, underline, and other formatting options. The text area contains "Good Morning," and "I am emailing requesting information on requirements for enrolling a facility based group." The word count is "Words: 19". At the bottom left, a checkbox labeled "Notify by public e-mail" is checked and highlighted with a red box. At the bottom right, there are "Send" and "Cancel" buttons, with the "Send" button highlighted by a red box.



Messaging in PAVE

CA .GOV **PAVE PORTAL** DHCS

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Welcome, Sandy Lee, to your customized Dashboard for managing messages and shared applications from different Business Profiles.

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Messages Collapse All ALL

Business search

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ABC Medical Inc

My Business ABC

Sullivan's Medical Supply

Shared Apps

Applications

New Message ALL From To Subject Content

Message search

ABC Medical Inc

| From | To | Subject | Date Sent | Action |
|-----------|--------------------------------|---|-------------------------|-------------------------|
| Sandy Lee | Department Health Care Service | Enrollment Requirements for Facility Based Provider | Tue 02/12/2019 10:52 am | View Reply Delete Print |
| Sandy Lee | Sandy Lee | Social Chat on Application - 191H00D9 - Sandy Lee | Wed 01/16/2019 11:35 am | View Reply Delete Print |

Total number of sent messages 2



Messaging in PAVE

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

My Home **Applications** Accounts My Tools - Help

My Applications



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.

[+ New Application](#)

- Filter by - - Please select a filter - Search

| Application ID | Status | Name | Type | NPI | Application | Complete | Last Update | Owner | Actions |
|----------------|-------------|-----------------|-------------------|------------|--------------------|----------|-------------|-----------|---------|
| 192CTLG6 | In Progress | ABC Medical Inc | Physician/Surgeon | 1999999999 | Individual Billing | 2% | 02/04/2019 | Sandy Lee | |





Messaging in PAVE

A screenshot of the PAVE (Public Access to the Virtual Environment) messaging interface. The window is titled "Untitled - Message" and contains a form for sending a message. The form includes a "To:" field with a "value is required" error message, a "Subject" field with a "value is required" error message, an "Attach Files" section with a "Choose Files" button and a "No file chosen" message, and a text area with a "value is required" error message. The text area contains the letter "p" and a "Words: 0" counter. There is also a checkbox for "Notify by public e-mail" which is checked. At the bottom right, there are "Send" and "Cancel" buttons. The "Application ID: 192CTLG6" is displayed at the top of the form area and is highlighted with a red box. The background shows a blurred view of the PAVE application interface with the "CA.GOV" logo and various navigation elements.



Messaging in PAVE

CA.GOV PAVE PORTAL DHCS ABC Medical Inc Sandy

Provider Name: ABC Medical Inc 2% Complete 25% Documents
Provider Type: Physician/Surgeon
Application ID: 192CTLG6
Creation Date: 02/04/2019
Package Type: Individual Billing

[New Message](#) [Submit Section](#)

Content **Expand All**

- Getting Started
- Business Information
 - Business Profile**
 - Contact Person
 - Addresses
 - Place of Business
 - Insurance
- Practice Information
- Disclosure Information
- Rendering Provider Affiliations


Business Profile **TIN/EIN & Business License** Business Permits Summary

I need some additional information about your business
Please attach clear copies of your documentation.

Provider Federal Tax Identification Number (TIN) or Employer Identification Number (EIN)
 value is required Attached: IRS Document

Business license number
 N/A value is required Document Required: Business license document is required

Do you, ABC Medical Inc have Workers' Compensation insurance?





Messaging in PAVE

PAVE PORTAL

CA.GOV

ABC Medical Inc

Sandy

Provider Name: ABC Medical Inc
Provider Type: Physician/Surgeon
Application ID: 192CTLG6
Creation Date: 02/04/2019
Package Type: Individual Billing

2% Complete
25% Documents

New Message
Submit Section

Content Expand All

- Getting Started
- Business Information
- Business Profile
- Contact Person
- Addresses
- Place of Business
- Insurance
- Practice Information
- Disclosure Information
- Rendering Provider Affiliations

Business Profile TIN/EIN

I need some additional information. Please attach clear photos of the following documents:

Provider Federal Tax Identification Number (TIN) or Employer Identification Number (EIN)
Business license number

value is required

N/A

value is required

Document Required: Business license document is required

Do you, ABC Medical Inc have Workers' Compensation insurance?

Message Center

- TIN/EIN & Business License section messages.
- Business Profile sub-form messages.
- Business Information form messages.
- Application 192CTLG6 messages.

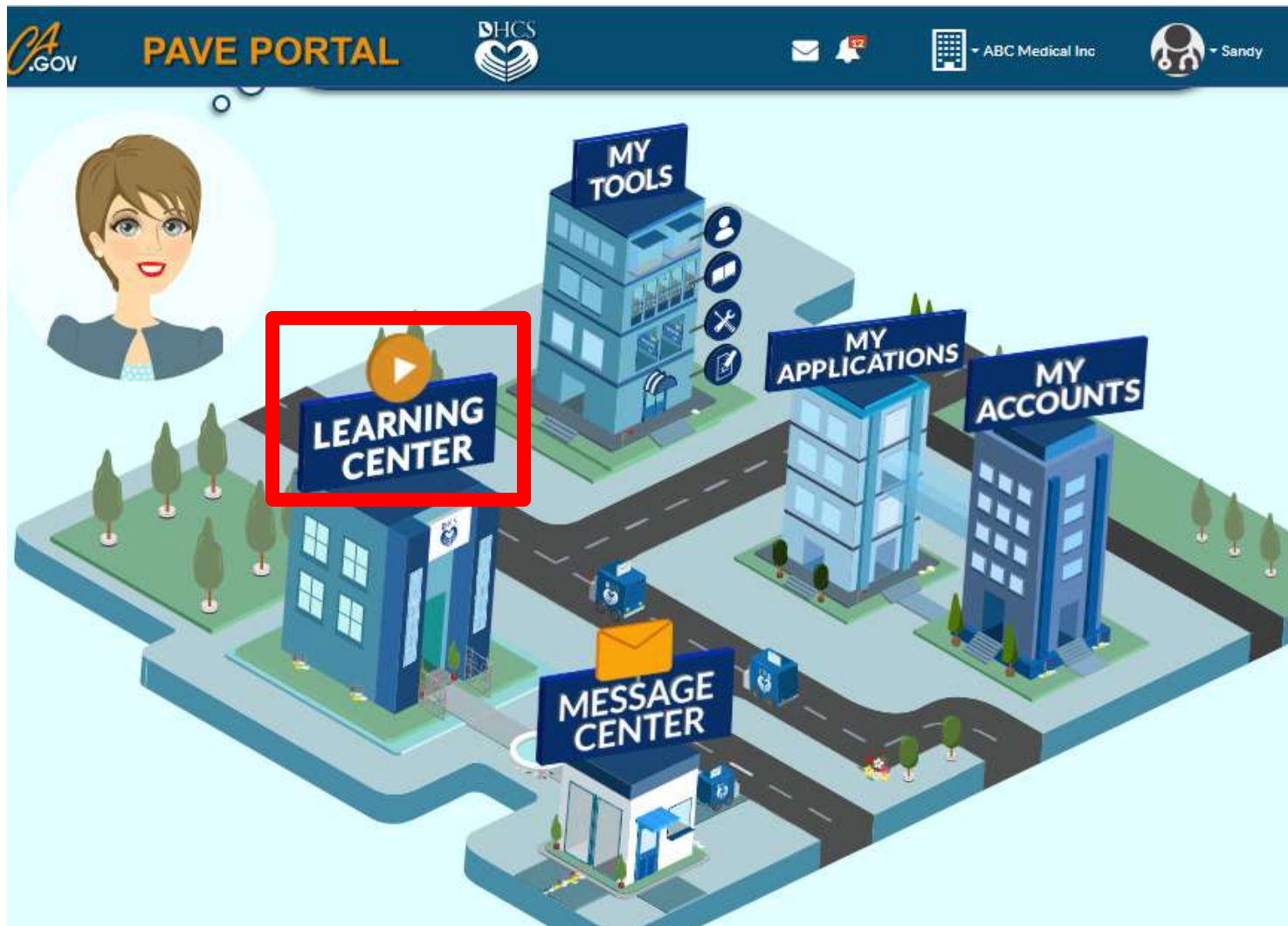


Messaging in PAVE

The screenshot displays the 'Untitled - Message' form in the PAVE system. A red border highlights the entire form area. The 'Application ID' field at the top is highlighted with a red box and contains the text '192CTLG6'. Below it is the 'To' field, which is empty and has a 'value is required' error message. The 'Subject' field is also empty and has a 'value is required' error message. The 'Attach Files' section includes a 'Choose Files' button, a 'No file chosen' status, and a 'Drag and drop your files here.' area. Below the attachment section is a rich text editor with a toolbar containing icons for bold, italic, underline, link, unlink, list, and image. The text area of the editor contains the letter 'p' and a 'Words: 0' counter. At the bottom of the form, there is a 'Notify by public e-mail' checkbox that is checked. The 'Send' and 'Cancel' buttons are located at the bottom right of the form.



PAVE Tutorials





PAVE Tutorials

In-Context Tutorials (ICT)

Account Overview
from Digital Harbor

PAVE PORTAL
Account Overview

01:29

<https://player.vimeo.com/video/156311849>

Transcript (txt)

Account Management

18 Helpful 04 Not Helpful

Up next Autoplay

- Account Overview
PAVE Portal
11149 views
- Account Revalidation
PAVE Portal
3126 views
- Account Viewer
PAVE Portal
1837 views
- Change of Service Address
PAVE Portal
1116 views
- Discovering PAVE
PAVE Portal
1232 views
- Exploring PAVE



PAVE Tutorials

The screenshot shows the PAVE Portal interface. At the top, there is a navigation bar with the CA.GOV logo, the text "PAVE PORTAL", the DHCS logo, and user information for "ABC Medical Inc" and "Sandy". Below the navigation bar, the page title is "PAVE PORTAL" and the package type is "Individual Billing".

The main content area is divided into two sections: "Ownership/Control Interest" (active) and "Summary". The "Ownership/Control Interest" section contains a text box with the instruction: "Please tell me about any individuals that have Ownership or control interest in your corporation. Please include Corporate officers and directors and managing Employees." Below this is a table with columns: Change, Type, Name, SSN/TAXID, %Ownership, Status, and Actions. The table is currently empty, displaying "No Ownership Control Interest listed." and "Total Number of records 0".

A red arrow points to the "Add" button (with a plus sign and a grid icon) located to the right of the search bar. The search bar contains the text "Search table below: SSN, TAXID, Legal Name".

At the bottom of the page, there are "Previous" and "Continue" buttons.



PAVE Tutorials

A screenshot of a web application interface showing an 'In-Context Tutorial (ICT)' player. The player is titled 'Ownership/Control Interest from Digital Harbor' and is part of the 'PAVE PORTAL'. The video player shows a play button and a progress bar at 04:08. Below the video, there is a URL: <https://player.vimeo.com/video/194422785>. To the right of the video player is an 'Up next' list of tutorial videos, including 'Account Overview', 'Account Revalidation', 'Account Viewer', 'Change of Service Address', and 'Discovering PAVE'. A red arrow points to the right side of the player interface. The background shows a sidebar with navigation options like 'Ownership/Control Interest', 'Significant Transactions', and 'Rendering Provider Affiliations'. At the bottom of the player, there are 'Previous' and 'Continue' buttons.



PAVE In-Context Help

PAVE PORTAL | ABC Medical Inc | Sandy

Provider Name: ABC Medical Inc | 2% Complete | 25% Documents

Provider Type: Physician/Surgeon | Application ID: 192CTLG6 | Creation Date: 02/04/2019 | Package Type: Individual Billing

Buttons: New Message, Submit Section

Content: Expand All

- Getting Started
- Business Information
- Practice Information
- Prof. Licenses, Certificates & Lab Services**
- NPI/Taxonomy/Specialty
- Disclosure Information
- Rendering Provider Affiliations

Prof. Licenses, Certificates & Lab Services

Please answer Yes or No

Will ABC Medical Inc bill for laboratory services?

Yes No

value is required

← Previous

In-context Help

Prof. Licenses, Certificates & Lab Services

All healthcare license/certificates affiliated with the applicant must be disclosed along with legible copies/attachments.

If the applicant's business location will provide laboratory services the following is required:

- Clinical Laboratory Improvement Amendment (CLIA) certificate number must match the business name and address on the certificate.
- State Laboratory License/Registration number. The business name and address on the State Laboratory License/Registration must match the number.



PAVE In-Context Help

CA.GOV PAVE PORTAL DHCS

ABC Medical Inc Sandy

Provider Name: ABC Medical Inc 2% Complete 25% Documents
Provider Type: Physician/Surgeon
Application ID: 192CTLG6
Creation Date: 02/04/2019
Package Type: Individual Billing

Content Expand All

- Getting Started
- Business Information
- Business Profile
- Contact Person
- Addresses
- Place of Business
- Insurance
- Practice Information
- Disclosure Information
- Rendering Provider Affiliations

Business Profile TIN/EIN & Business License Business Permits Summary

I need some additional information about your business
Please attach clear copies of your documentation

EIN/FEIN

Enter the Provider Employer Identification Number (EIN) or Federal Employer Identification Number (FEIN) issued by the IRS to the applicant/provider.

Provider Federal Tax Identification Number (TIN) or Employer Identification Number (EIN) value is required

Business license number N/A value is required

Document Required: Business license document is required



Contacting the PAVE Help Desk

- The PAVE Help Desk is available for questions regarding PAVE technical issues, PAVE Internet Browser compatibility, PAVE system navigation and functionality issues, and uploading and accessing documents
- PAVE technical support is available through the PAVE Help Desk at (866) 252-1949
- The Help Desk is available Monday - Friday, 8:00 am - 6:00 pm Pacific Standard time, excluding state holidays.



Contacting Provider Enrollment Division

- PED is available for questions regarding
 - Clarification on enrollment requirements
 - Medi-Cal Provider Enrollment process
 - Revalidation / Continued Enrollment questions
 - Drug Medi-Cal related issues
 - Drug Medi-Cal Certification / Re-Certification
- Provider Enrollment Division is available at (916) 323-1945



Contacting Medi-Cal Telephone Service Center

- The Medi-Cal Telephone Service Center is available for questions regarding
 - Claims
 - Electronic Billing
 - Enrollment Status of a Provider
 - Recipient Eligibility
 - Treatment Authorization Request (TAR)
 - Out of State Provider Enrollment
- In-State California Providers call (800) 541-5555
- Out of State Providers call (916) 636-1200



Open Data Portal

- The enrollment status of any provider can also be verified through the CHHS Open Data Portal at:
<https://data.chhs.ca.gov/group/healthcare>
- The enrollment status for only Fee-for-Service providers can be verified through the CHHS Open Data Portal at:
<https://data.chhs.ca.gov/dataset/profile-of-enrolled-medi-cal-fee-for-service-ffs-providers-as-of-june-1-2017>



Additional Resources

- PAVE Frequently Asked Questions:
www.dhcs.ca.gov/provgovpart/Documents/PAVE_Project_for_Provider_Enrollment_Division/PAVE_FAQ%27s_1-15-19.pdf
- PAVE Job Aids:
www.dhcs.ca.gov/provgovpart/Pages/ProviderJobAides.aspx
- Provider Training Videos and Transcripts:
www.dhcs.ca.gov/provgovpart/Pages/PAVEProviderTrainingVideos.aspx



Additional Resources

- Provider Enrollment Main Page:
www.dhcs.ca.gov/provgovpart/Pages/PEID.aspx
- Medi-Cal Provider Main Page:
www.medi-cal.ca.gov/default.asp
- Provider Bulletins:
http://files.medi-cal.ca.gov/pubsdoco/prov_enroll.asp#Statutes



PAVE ON!