TITLE: Getting Started Transcript

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PAVE Portal provides Social Forms that are designed to guide you through the creation and submission process for applications as you become an approved Medi-Cal provider.

Each form contains sub-forms and sections.

These forms provide a quick and easy way to complete your application while collaborating with your coworkers.

The tree on the left organizes each Social Form by the type of information required by Medi-Cal.

This tree can be expanded or collapsed for easy access to specific Forms, Sub-forms, or Sections.

The status of each Social Form is clearly marked - indicating its state of completion.

The completed form is represented with a solid circle.

Partially complete is a half-filled circle.

And finally, an empty circle represents an incomplete form.

The application dashboard provides a quick view of your completion status.

Once the application and document progress bars show 100%, you will know that your application is ready for submission.

As you have questions, you can easily send a message to the Medi-Cal enrollment team who will provide you with a timely response – usually within a 24-hour period.

The days of Postal Snail Mail or waiting on hold are long gone.

Along the right hand side of the page you will be able to Print or Attach essential documents to your application.

Pave Portal helps you collaborate with coworkers by giving you tools to Socially Chat, Share, or send Messages.

The Social Chat posts are used when you want to start a conversation with other co-workers to collaborate on specific application tasks, Forms, Sub-Forms, or Sections.

These posts are similar to social message boards.

One user begins the conversation and the recipient user can reply to the post whenever they like.

None of the Social Chat posts will be included with the submitted application, and will not be viewable by Medi-Cal.

Next, we have Share.

This is very useful.

It allows you to share parts of the application without exposing the entire application.

You can share any Form, Sub-Form, or Section with another portal user for them to complete - without showing your private information.

As mentioned before, not only can you send an application message to Medi-Cal, you can also send messages to other business profile users.

Each message can be based on an entire application, or it can be based on a single Form, Sub-Form, or Section.

The Help icon will present help in the context of where you are within the application.

All form fields, radio buttons, or checkboxes have Hover Help.

This help provides instant instructions on what is required.

Hover help also includes Social Chats, Explanations, and Attachments for further collaboration.

Hover help Social Chats behave just like the form Social Chat, although these Social Chats are associated with an element that allows you to perform an action (like a text field or radio button).

Explanations allow you to clarify to a Medi-Cal Agent why a question was answered in a certain way, or to provide additional guidance.

All explanation posts become part of the application, and are included with the final application submission to Medi-Cal.

Attachments behave the same way as form attachments, but Hover Help attachments are specific to the field.

Finally, required Medi-Cal attachments are clearly marked next to each field.

When you are ready to begin, click on the Continue button.

Thank you for watching this in-context tutorial.

END TRANSCRIPT