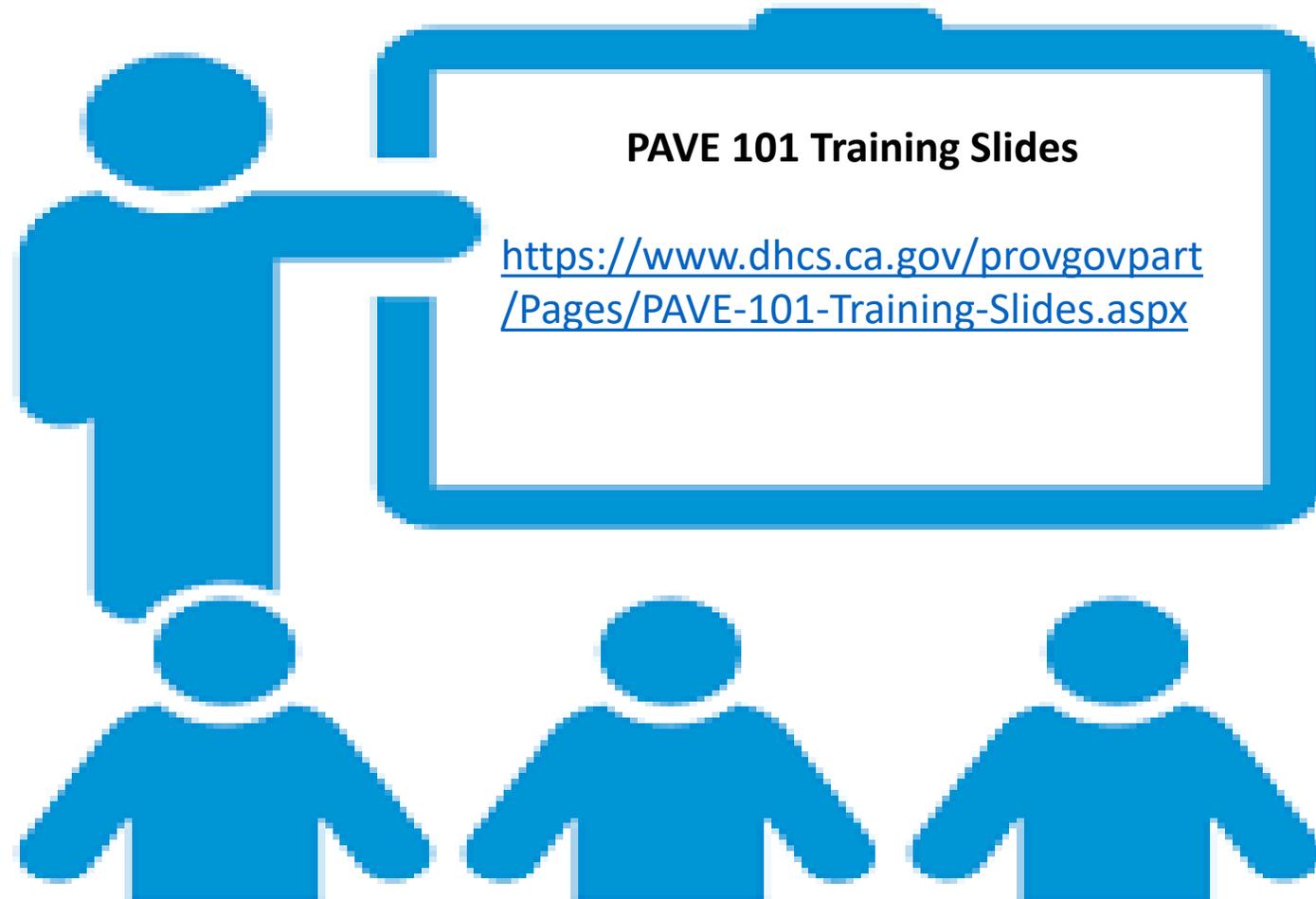# Ordering, Referring, Prescribing (ORP) Enrollment

Provider Enrollment Division

February 2022

ODHCS

Topics Covered

1 Getting set up in the PAVE enrollment system: 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

Getting Set Up in PAVE for First Time Users

PAVE 101 Training Slides

https://www.dhcs.ca.gov/provgovpart/Pages/PAVE-101-Training-Slides.aspx

Access PAVE

PAVE User Sign-Up Process

➢To begin, click on "Sign Up."
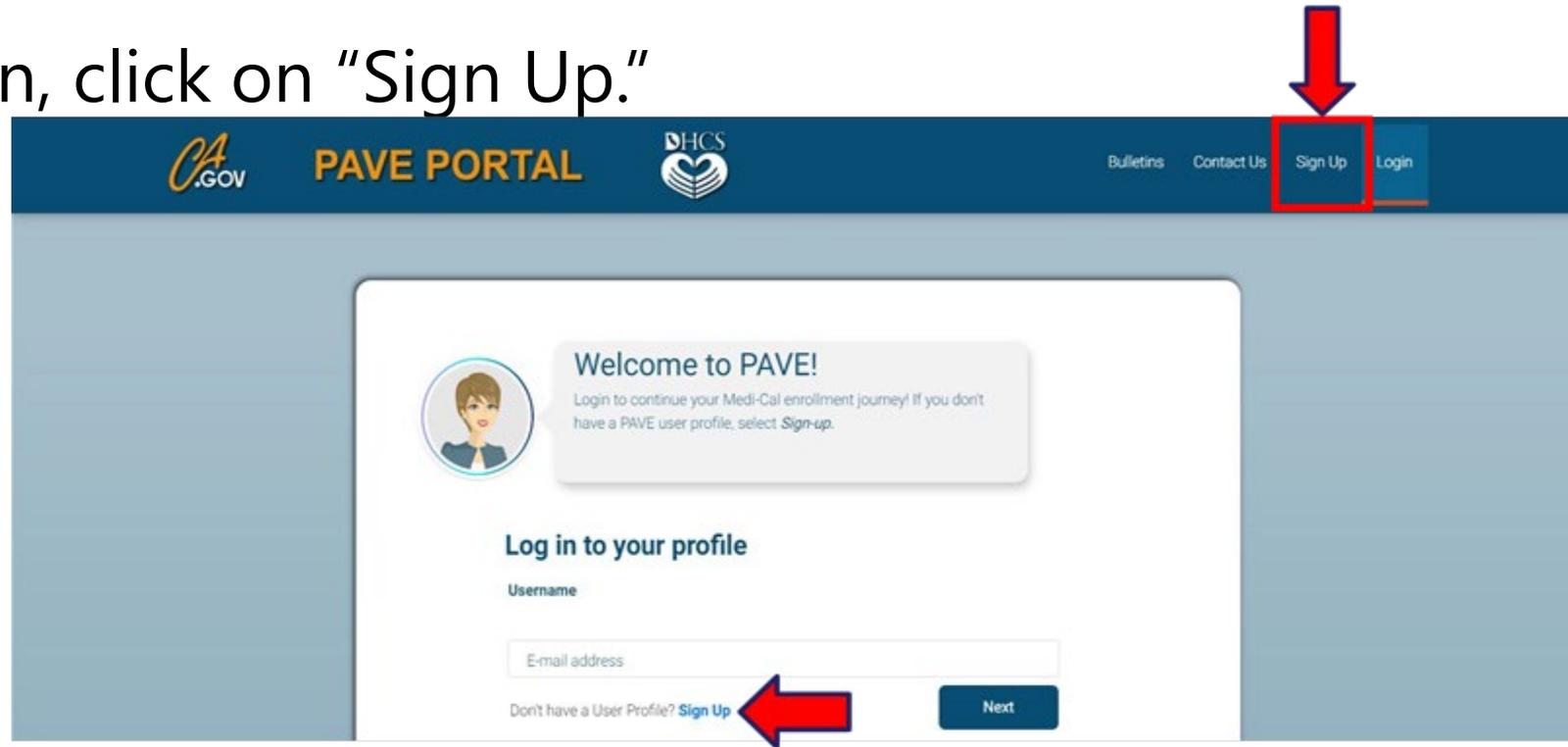
PAVE User Sign-Up Process

➢Complete the required information and click "NEXT."
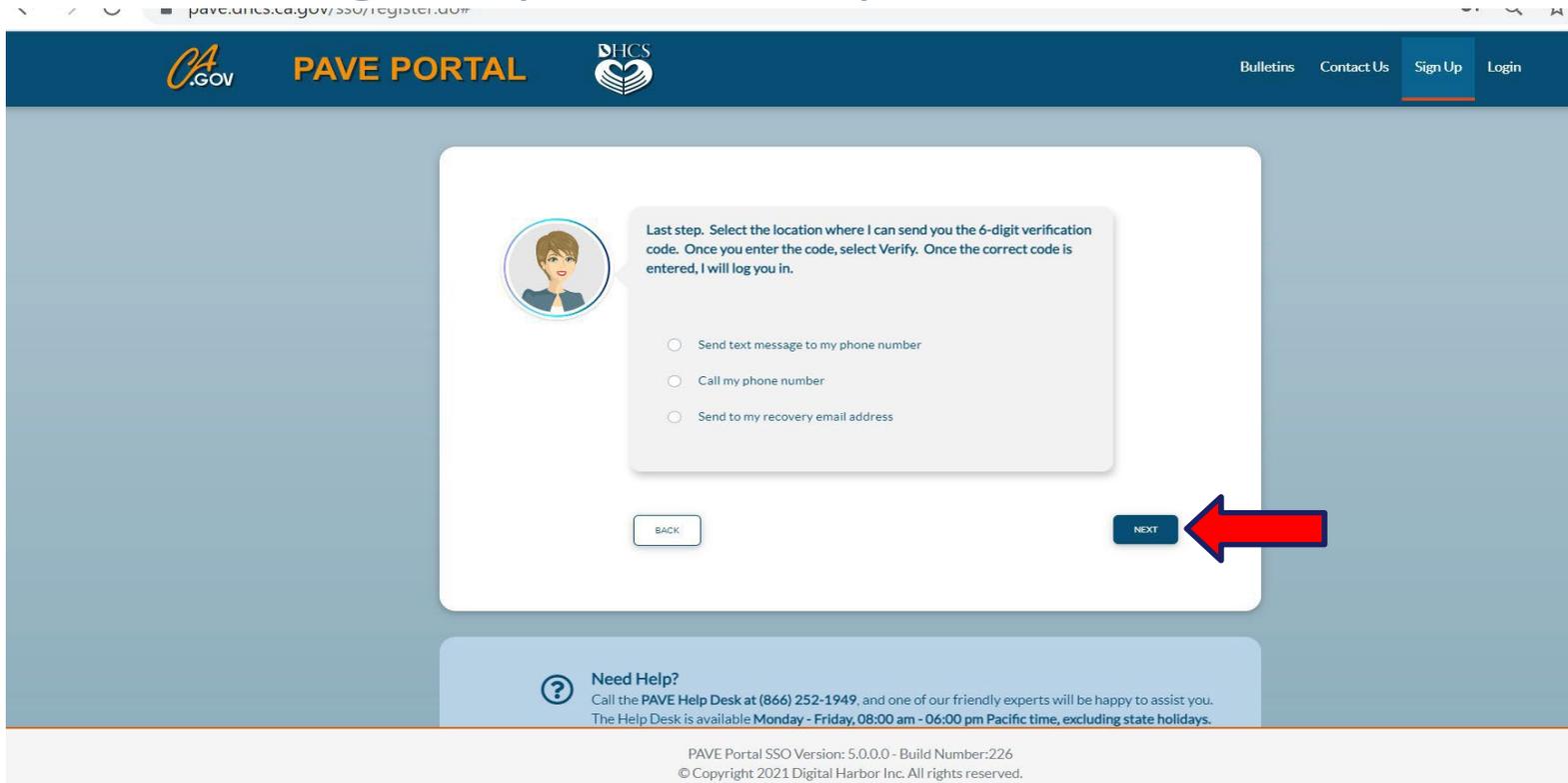
PAVE User Sign-Up Process

➢ You will be prompted to select how you wish to receive the 6-digit verification code. After selecting the preferred option, select "Next."

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."

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."

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.
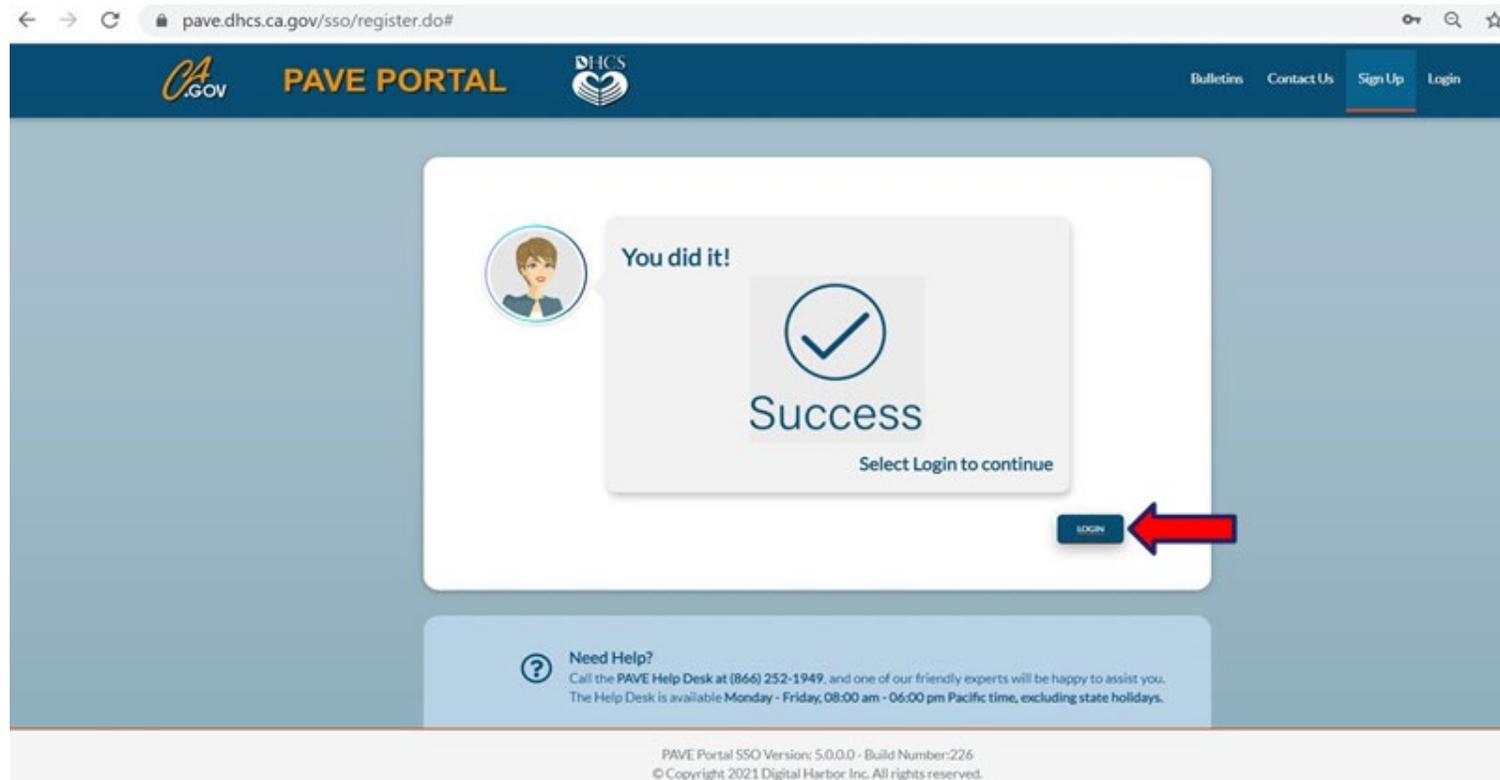
➤ A different profile should only be created if there is a different social security number or tax identification number from an existing account.

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 and I want to create a new application." From the sub-menu select, "I'm an individual licensed/certified healthcare practitioner."

Second Questionnaire Page
Your Business Structure – Read Lucy!

➤ Select the radio button, "I'm an Ordering/Referring/Prescribing (ORP) provider, OR, I'm enrolling for the sole purpose of participating in a Managed Care Plan or as a Specialty Mental Health Services Provider and will be submitting claims for services I provide to counties and/or to managed care plans only

Third Questionnaire Page
NPI

➢ Enter your type 1 NPI and click the "verify" button.

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."

Fourth Questionnaire Page
Select Provider Type

➢ Select your provider type from the drop-down list. If your provider type is listed, you must select that provider type. If your provider type is not listed, ensure that you are eligible to enroll as an ORP and then select other and type in your provider type.

Fifth Questionnaire Page
Languages Offered

➢ Select any additional languages offered at your service location besides English and click "continue."
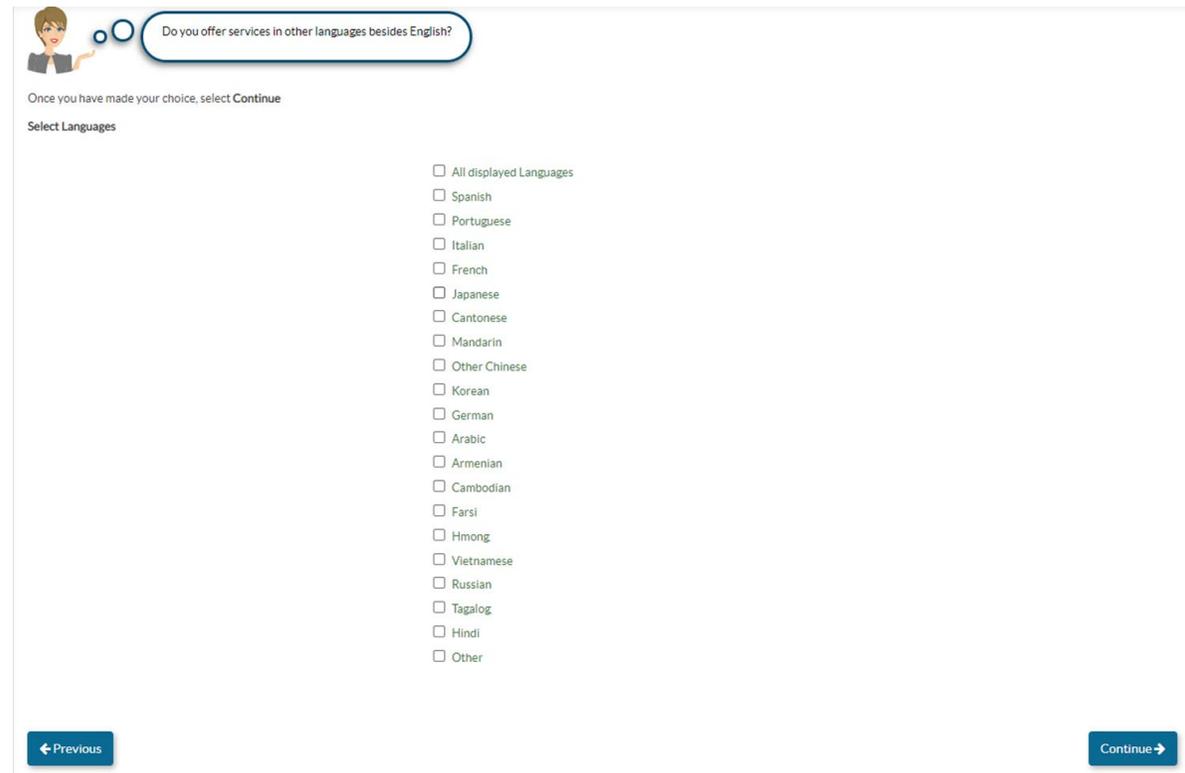
Sixth Questionnaire Page
Summary Page

➢ 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.

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 apps

➢List of required documents to attach

Who Can Sign Applications

» 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

❑ Copy of pocket license or wall certificate for professional license

❑ 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)
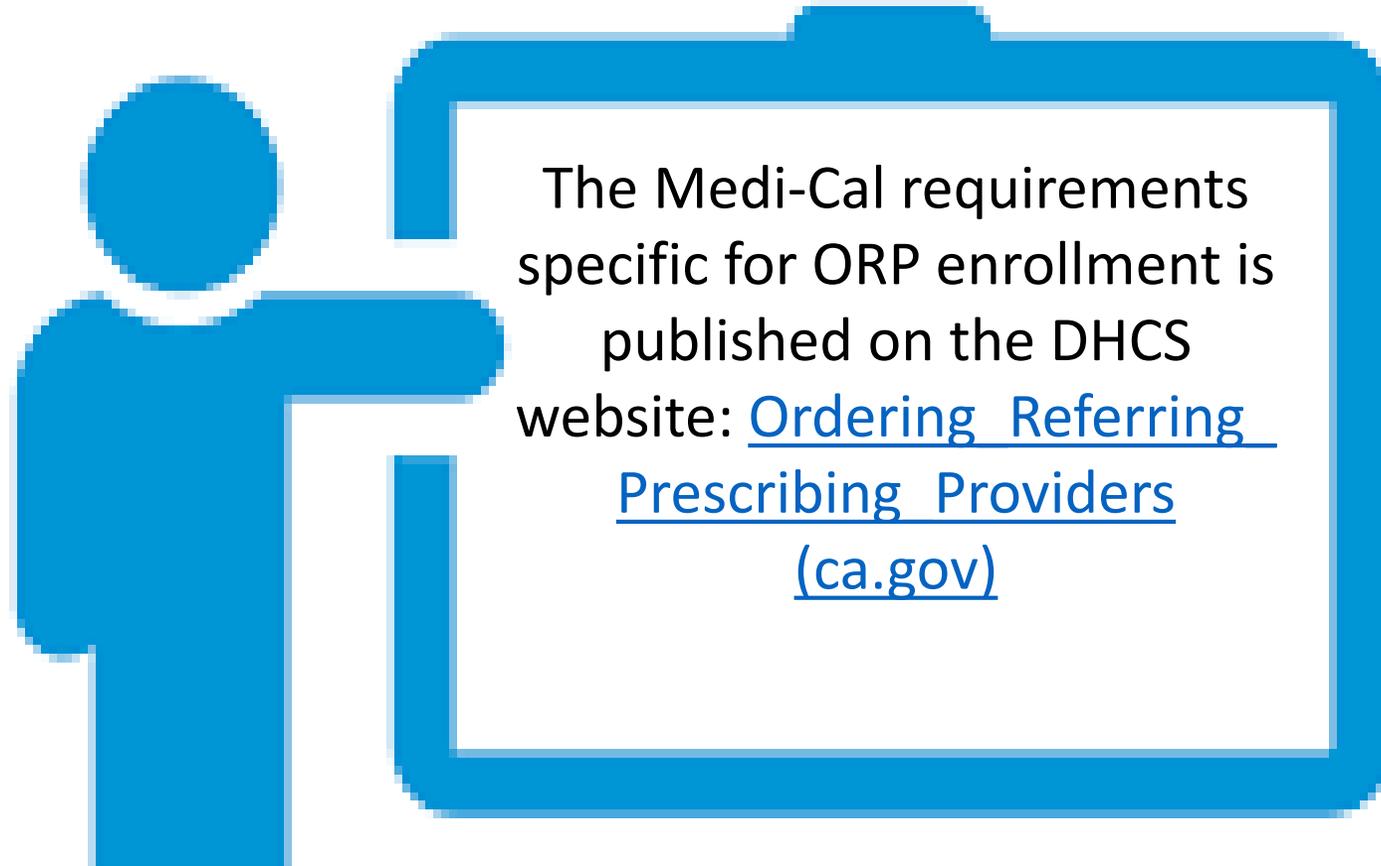
Enrollment Process Initial Review

1. Complete your application in the PAVE portal

2. Submit your application

3. DHCS reviews in 'date order received'.

4. The legal allowance for the initial review period is 90 days for physicians and 180 days for all other provider types. However, DHCS strives to complete initial reviews much sooner.

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 Deficiencies

» Documents not being readable.

» Including a screenshot from Breeze. (A copy of the license, full-size or pocket-size, must be submitted.)

» 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, click on the link below to take you to the PAVE homepage where you can access Provider Training videos and other tutorials.

» https://www.dhcs.ca.gov/provgovpart/Pages/PAVE.aspx