



# Contra Costa Mental Health Plan

## Provider Application and Validation for Enrollment (PAVE) Frequently Asked Questions

PAVE Technical Support Help Desk: 1 (866) 252-1949

Magellan Health (Medi-Cal Rx Enrollment Help): 1 (888) 656-0376

DHCS PAVE Webpage: <https://www.dhcs.ca.gov/provgovpart/Pages/PAVE.aspx>

DHCS Behavioral Health Provider Enrollment Webinar (provides info on enrolling in PAVE):  
[file:///C:/Users/e550733/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/UK3V2X3P/DHCS%20Behaviora%20Health%20Provider%20Enrollment%20Webinar\\_091620%20\(002\)%20\(002\).pdf](file:///C:/Users/e550733/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/UK3V2X3P/DHCS%20Behaviora%20Health%20Provider%20Enrollment%20Webinar_091620%20(002)%20(002).pdf)

For this and other PAVE, ORP and Medi-Cal Rx Enrollment help, go to the Provider Services Portal:  
<https://cchealth.org/mentalhealth/provider/>

### 1. Are there any tips or suggestions on how to make enrolling in PAVE a smoother process?

Have the following information on hand prior to registering in PAVE, as practitioners will be asked to enter this information:

- NPI number (Depending on when and where an NPI was created for you, the address on the NPPES system may not be your current place of employment and may need to get updated. It might be helpful to review and update information on NPPES first: <https://nppes.cms.hhs.gov/#/> )
- Government issued ID number/Social Security Number
- Your provider location's 9-digit zip code (you can use the United States Postal Service Zip+4 Code Lookup: <https://tools.usps.com/go/ZipLookup>)
- Your professional license/certification number (including issuance and expiration dates)

Have a **color** copy of the following ready to **scan and upload both front and back** into PAVE:

- Current Driver's license or state issued ID (this cannot be expired)
- Professional License (this must be the issued licensed, not a print-out from the licensing board's website, pocket license is fine)

If you have a hyphenated name, make sure it includes the hyphen when submitting your PAVE application (e.g. enter "Michelle Young-Martinez" instead of "Michelle YoungMartinez").

### 2. When enrolling in PAVE, is there a preferred web browser that practitioners should use?

Using Google Chrome as your web browser is recommended as there have been reports of problems with the website when practitioners are using Internet Explorer.

### **3. What is the difference between the PAVE Business Profile and User Profile?**

A Business Profile is used to manage multiple user's applications, accounts, and users associated with an organization. This profile can be shared among more than one registered PAVE user. A Business Profile is set up using the Tax ID or Social Security Number level rather than by NPI. An agency or organization can create a Business Profile where there are multiple NPIs and locations that share the same Tax ID number. There is no requirement for Legal Entities to set up a business profile, however if you want the ability to manage more than one PAVE account, then a business profile may be beneficial.

A User Profile is created by a single user during the initial sign-up process. When a User Profile is created, there is only one unique username and password used to access PAVE.

For more information, refer to DHCS's PowerPoint: [Understanding PAVE User and Business Profiles, Application and Account Queues and User Roles](#).

### **4. For Legal Entities, do our practitioners register and affiliate with CCMHP?**

Legal Entities' practitioners should register and affiliate with their own practice site. There is no option in PAVE for all Contra Costa County providers to register under CCMHP.

### **5. Do interns and trainees need to register in PAVE? How about LPTs and nurses?**

Only the following practitioners listed in IN 20-071 (see attached link at end of document) must enroll in PAVE:

- ✓ Licensed clinical social workers
- ✓ Licensed marriage and family therapists
- ✓ Licensed Professional Clinical Counselors
- ✓ Licensed Psychologists
- ✓ Nurse Practitioners
- ✓ Medical Doctors (MD) and Osteopaths (DO)

If a discipline is not listed, then that practitioner does not need to enroll in PAVE.

### **6. Do staff who do not provide treatment to Medi-Cal beneficiaries or claim to Medi-Cal need to enroll in PAVE? For example, within our program, we have LCSWs and LMFTs who have administrative and management roles, and they do not provide any client treatment.**

No, for now, only practitioners who provide direct treatment services to Medi-Cal beneficiaries should register in PAVE. However, if you do not carry a regular caseload, but provide billable services from time to time, you will need to enroll in order to bill for those occasionally provided services.

### **7. Should practitioners use their work or personal email when enrolling in PAVE?**

Practitioners have the option of using either email address when enrolling in PAVE. Practitioners should use the email address where they want to receive information about PAVE and their application status. Also use an email that is regularly accessed. Medi-Cal will use this email to communicate with you regarding the status of your enrollment.

### **8. Some practitioners appear to have already been enrolled in PAVE. Are practitioners automatically enrolled? Why would a PAVE account be created without a practitioner setting it up?**

Practitioners would need to enroll themselves or have someone enroll them on his/her behalf in PAVE. For some practitioners who work with other organizations such as health services departments and/or other managed care plans, there is a chance that someone from those organizations created a PAVE account for that practitioner.

In those cases, where a previous place of employment had created a PAVE account for a practitioner, and the practitioner is unable to access their PAVE account in order to update their information, the practitioner will need to contact the PAVE Technical Support Help Desk (1-866-252-1949) in order to access that PAVE account.

For practitioners who currently work at more than one location and had a PAVE account created on their behalf, the State has mentioned to counties that practitioners do not currently need to add all work locations in PAVE. Practitioners are encouraged to try to keep their information, including location of services updated as much as possible. The State has not yet provided formal feedback regarding the extent of how up-to-date provider locations must be in PAVE.

**9. Do staff include all locations they are working within the county? For example, several staff provide services at more than one county owned and operated clinic. Some staff may also have part-time jobs with providers outside of the county.**

Within the Ordering/Referring/Prescribing (ORP) section in the PAVE application, practitioners should provide the addresses of all practices and/or clinics where that practitioner provides services to Medi-Cal beneficiaries. At this time, we do not know how this may impact claiming or how frequently this information needs to be updated.

**10. The Step-by-Step PAVE and Medi-Cal Rx Guide states that eligible practitioners must enroll in PAVE by April 1, 2021, but the attachment mentions that DHCS might take 90 days to review physicians' applications and 180 days for non-physician applications. Do practitioners need to enroll by 4/1/21 or have their applications approved by 4/1/21?**

Practitioners are encouraged to enroll in PAVE as quickly as possible. CCMHP recognizes that approval takes time. However, keep in mind that for prescribers, any delay in enrollment could impact enrollment in the Medi-Cal Rx Portal which includes the ability to submit TARS and review prescription history.

**11. Will PAVE enrollment have any impact on claiming?**

Currently, we do not know how PAVE enrollment impacts claiming. CCMHP is waiting to hear more from DHCS.

**12. Staff have been reporting problems with enrolling in PAVE from their work and county computers. What should staff do?**

PAVE recommends that staff use a personal computer when initially enrolling in PAVE as some work and county computers may have firewalls and other security measures that may interfere with completing the PAVE online enrollment.

**13. Since staff's NPI information needs to be entered in PAVE, should the NPI information in NPPES be up-to-date? We found that the practice location for some staff is a previous work location.**

Yes, staff should make sure their NPPES information is up-to-date and that their practice locations match where they are currently providing services. This is particularly important for prescribing practitioners. Staff can update their own NPI information in NPPES (<https://nppes.cms.hhs.gov/#/>).

**14. We have staff that work at several agencies and/or have private practices. Does it matter what address is associated with their NPI?**

Staff should make sure that their information in NPPES is updated to match where they are currently providing services prior to enrolling in PAVE. Within NPPES, practitioners have the option to indicate all of the locations where they provide services, however only one primary location is required to be entered. For practitioners who work at multiple agencies and want to list all of these locations in NPPES, NPPES does not provide any guidance as to what location and address should be selected as the “primary location.” Providers should keep in mind that both the Business Mailing and Practice Location addresses are made public via the NPI Registry.

**15. Do legal entities’ providers have to create a Business Profile in addition to registering staff in PAVE?**

Currently, there is no requirement to set up a Business Profile for legal entity agencies in addition to registering practitioners in PAVE.

**16. Which provider type should a Legal Entity select for our Business Profile as a contracted legal entity within Contra Costa County? (Community-Based Organizations only)**

Legal entity providers should select “Exempt from Licensure Clinic” as the provider type when setting up a Business Profile.

**17. Is it mandatory that the disciplines listed by DHCS enroll in PAVE and, if applicable, the Medi-Cal Rx Portal?**

Yes. The Federal Cures Act (42 CFR 438.602(b)) requires states to screen, enroll and re-validate all applicable providers, including those within County Mental Health Plans. All previously listed providers on page one of this document MUST enroll in PAVE. All Physicians and Nurse Practitioners MUST ALSO enroll in Medi-Cal Rx.

**18. Is there a database where providers can see if their practitioners and prescribers are already enrolled in PAVE?**

Yes. Refer to the CHHS Enrolled Medi-Cal FFS Providers website for a list of practitioners who are currently enrolled in PAVE: [Profile of Enrolled Medi-Cal Fee-for-Service \(FFS\) Providers - Enrolled Medi-Cal Fee-for-Service \(FFS\) Providers \(CSV\) - California Health and Human Services Open Data Portal](#)

**19. Under the Profile Information section in the PAVE ORP application, if I legally changed my name, do I add my previous name as an alias?**

Yes. For example, if you changed your last name, please include your maiden name as one of your aliases.

**20. Under the Profile Information section in the PAVE ORP application, if I have a hyphenated last name how do I write it in the application?**

You must include the hyphen. For example, it should look like the following: Smith – Jones, not Smith Jones.

**21. What is the Entity Legal Name under the Business Information Section of the PAVE ORP enrollment application?**

Contra Costa County

**22. What part of my Professional License needs to be entered into the PAVE ORP enrollment?**

You must enter the entire license as pictured on your original or pocket license. For example, PSY12345, A12345 or LMFT12345

**23. I am a Nurse Practitioner and I no longer have a paper license. What do I upload for PAVE ORP enrollment?**

When entering your Professional License information into PAVE, enter NP# with the current expiration date. When uploading your license, you may use the original paper license or an expired paper license.

**24. Under the Disclosure Section in the PAVE ORP application for the question if you have ever participated in Medi-Cal or Medicaid program before, how do I answer it?**

Always answer YES.

**25. I worked in another state prior to working here in CA. Do I need to provide information from that state?**

List all previous states where you have worked in the past or are currently still licensed in.

**26. I am a Psychiatrist and trying to enroll in Medi-Cal Rx, but the website is down. What do I do?**

You can call Magellan Health directly at (888) 656-0376. They can assist you with the initial registration and get the required PIN mailed to your address on file.

**27. I am enrolling in MC Rx and my address on file is no longer accurate. What do I do?**

Follow the prompt to update your address. You will be required to upload a document on Contra Costa County letterhead with your Name, Phone number, NPI number and the address you would like the PIN to be sent to.

**Attachment:**

<https://www.dhcs.ca.gov/Documents/BHIN-20-071-21st-Century-Cures-Act-Provider-Enrollment-Requirements.pdf>