

Los Angeles County Department of Mental Health
Quality Assurance Unit – Policy and Technical Development
Provider Application and Validation for Enrollment (PAVE)
Frequently Asked Questions

QA Bulletins

- ✓ [20-07R PAVE Portal & Medi-Cal Rx Web Portal Enrollment](#)

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

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

DHCS Behavioral Health Provider Enrollment Webinar (provides info on enrolling in PAVE):
<https://www.dhcs.ca.gov/provgovpart/Pages/PAVE-101-Training-Slides.aspx>

1. Are there any tips or suggestions on how to make enrolling in PAVE a smoother process?
(Updated 2/23/21)

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

- Government issued ID 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>) or see below tip
- Your license/certification number (including issuance and expiration dates)
- 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/#/>)

Have a copy of the following ready to scan 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)

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

When entering addresses in the PAVE application, enter the full address including the City, State, and Zip Code in the Street field. Entering all this information into the Street field will automatically populate in the respective City, State, and Zip Code fields including the 9-digit zip code preventing the need to look up the 9-digit zip code.

Street	695 S. Vermont Ave. Los Angeles, CA 90005
Ste./Apt. #	Suite/Apt
City	Los Angeles ✓
State/Province	California, CA ✓
County	Los Angeles ✓
ZIP Code/Postal Code	90005-1101 ✓

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 difference between the PAVE Business Profile and User Profile?

A Business Profile is used to manage more than one users' 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 LACDMH or our organization?

Legal Entities practitioners should register and affiliate with their own Legal Entity provider. There is no option in PAVE for all LA County providers to register under LACDMH.

5. Do interns and trainees need to register in PAVE? How about LPTs and nurses? (Updated 3/11/26)

Only the following practitioners must enroll in PAVE:

- ✓ Licensed Clinical Social Workers
- ✓ Licensed Marriage and Family Therapists
- ✓ Licensed Resident Physicians (MD/DO Residents)
- ✓ Licensed Professional Clinical Counselors
- ✓ Licensed Psychologists
- ✓ Medical Doctors (MD) and Osteopaths (DO)
- ✓ Nurse Practitioners
- ✓ Occupational Therapists
- ✓ Physician Assistants
- ✓ Registered Pharmacists and Pharmacists
- ✓ Speech Therapists

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.

7. Should practitioners use their work or personal email when enrolling in PAVE? (Updated 3/11/26)

Practitioners have the option of using either email address when enrolling in PAVE. However, it is recommended that practitioners use their personal email address so that they can continue to use their PAVE account regardless of what entity they are working for.

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? (Updated 2/23/21)

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 Department of Health Services (DHS) and/or other managed care plans, there is a chance that someone from those organizations created a PAVE account for that practitioner.

In some cases, a previous place of employment may have created a PAVE account for a practitioner. If the practitioner is unable to access his/her PAVE account in order to update his/her information, the practitioner will need to contact the PAVE Technical Support Help Desk in order 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 stated that practitioners do not currently need to add all work locations in PAVE. LACDMH, however, does encourage practitioners to try to keep their information, including location of services, as updated 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 including any Medi-Cal providers outside of the department? For example, several staff provide service with more than one directly operated provider number including working with PMRT during afterhours. 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. QA Bulletin states that eligible practitioners must enroll in PAVE by January 1, 2021, but the attachment mentions that DHCS might take 90 days to review physicians' applications and 180 days for non-physicians' applications. Do practitioners need to enroll by 1/1/21 or have their applications approved by 1/1/21? (Updated 2/23/21)

Refer to QA Bulletin 20-07R which reflects a new deadline of July 1, 2021.

Practitioners are encouraged to enroll in PAVE as soon as possible but not past the deadline. LACDMH recognizes that approval takes time and is not expecting approval by the deadline. 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? (Updated 8/11/26)

Yes. Per DHCS, billing providers, including pharmacies, may experience claim denials if the prescribing NPI is not enrolled as an Individual Provider (Type 1) in the Medi-Cal FFS system. To avoid these rejections, prescribers must complete their enrollment via PAVE.

Note: If a prescriber is currently registered as an Organizational (Type 2) NPI, they must also be registered as an Individual Provider (Type 1).

12. What happens if staff are unable to enroll in PAVE by 1/1/21? (New as of 12/8/20) (Updated 2/23/21)

DHCS has extended the deadline to enroll in PAVE to 7/1/21. QA Bulletin 20-07R has been revised to reflect this new date. Providers are encouraged to ensure that practitioners are enrolled by 7/1/21, however if some staff are not able to enroll in PAVE by that time, DHCS has stated that claims should not be held.

13. Staff have been reporting problems with enrolling in PAVE from their work and county computers. What should staff do? (New as of 12/8/20)

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.

14. 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. (New as of 12/8/20)

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 are able to update their own NPI information in NPPES (<https://nppes.cms.hhs.gov/#/>).

15. We have staff that work at several agencies and/or have private practices. Does it matter what address is associated with their NPI? (New as of 12/8/20)

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.

16. Do legal entities providers have to create a Business Profile in addition to registering staff in PAVE? (New as of 12/8/20)

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

17. Which provider type should an LE select for our Business Profile as a contracted legal entity within LA County? (New as of 12/8/20)

Los Angeles County Department of Mental Health
Quality Assurance Unit – Policy and Technical Development

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

18. Is it mandatory that the disciplines listed in the QA Bulletin enroll in PAVE and, if applicable, the Medi-Cal Rx Portal? (New as of 12/8/20)

Yes. Per QA Bulletin 20-07R, first sentence, these are “two new enrollment requirements from the Department of Health Care services (DHCS) that must be met by all prescribers and most licensed practitioners”.

19. Is there a database where providers can see if their practitioners and prescribers are already enrolled in PAVE? (Updated as of 3/11/26)

Yes. Refer to the CHHS Enrolled Medi-Cal FFS Providers website for a list of practitioners who are currently enrolled in PAVE: [Enrolled Medi-Cal Fee-for-Service \(FFS\) Providers](#).

20. Is there a way for a PAVE applicant to allow another authorized individual to access their PAVE application? Within our program, we have staff who might need help with technical assistance. (New as of 2/23/21)

Yes, once a PAVE application has been started, practitioners may add other individuals (who already have a PAVE account) to access their PAVE profile and assign that individual with certain roles and privileges. This may be useful in situations where a manager or supervisor may want to assist a practitioner with completing the PAVE application correctly. Programs may also use this feature to assign an administrative person to assist practitioners as they complete the PAVE application. Completing the PAVE application accurately will still be the responsibility of the practitioner who will eventually sign and submit the application.

In order to allow another user access to one’s PAVE profile:

1. Within the PAVE application page, select My Tools and select User Administration
2. Select the Invite User button
3. Enter the new user’s name, email address, and phone number. Click Continue
4. Select the Privilege type for the new user and click Continue. LACDMH recommends selecting the “Supervisor” role. This will allow another user to view and make changes to an application without the ability to sign or submit the application
5. Click Send Invitation. The new assigned user will then accept or reject the invitation.

For the user who has been given access to another person’s PAVE profile:

1. Ensure you have a PAVE account set-up,
2. Within your PAVE account, you will receive a notification that you have been invited to another person’s profile.
3. Accept the invitation in order to access that person’s profile

21. I recently changed my legal name. Within PAVE, should I indicate my previous name? (New as of 2/23/21)

Yes, practitioners should add any previous name(s) as aliases within their PAVE application. This is to help ensure a practitioner’s identity.

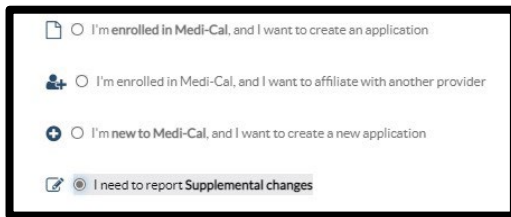
Los Angeles County Department of Mental Health
Quality Assurance Unit – Policy and Technical Development

22. **I am a Nurse Practitioner, and I do not have a current physical paper license to scan into my PAVE application because paper licenses are no longer issued. Should I upload anything for my professional license? (New as of 2/23/21)**

When entering your Professional License information in PAVE, enter your license number with the current expiration date. When uploading your license, you may upload the original paper license or the expired paper license.

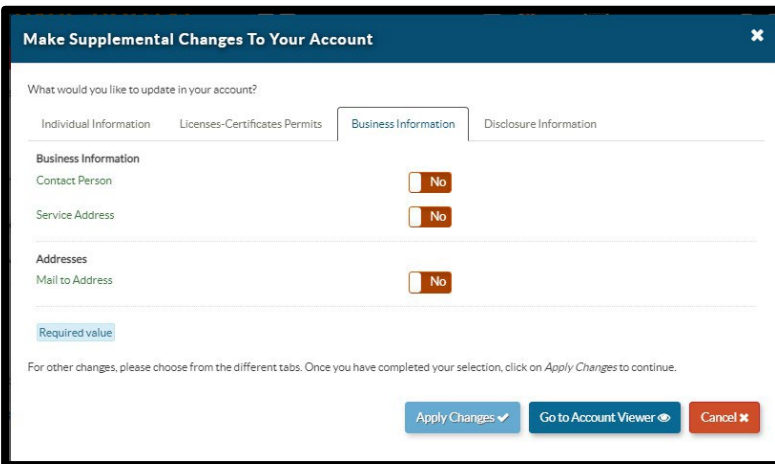
23. **I was able to submit my PAVE application, however I want to make changes (e.g. add a new work location). Is there any way to update my application? (New as of 2/23/21)**

If a change is needed on a submitted PAVE application, the practitioner will have to create and submit a Supplemental Change Application. Within the Applications tab, select “New Application” then “I need to report Supplemental changes.”



A screenshot of a web application interface showing four radio button options for creating or updating an application. The options are: 'I'm enrolled in Medi-Cal, and I want to create an application', 'I'm enrolled in Medi-Cal, and I want to affiliate with another provider', 'I'm new to Medi-Cal, and I want to create a new application', and 'I need to report Supplemental changes'. The last option is selected with a filled radio button.

The practitioner can then select the specific section of the PAVE application that needs updating and make the changes.



A screenshot of a web application form titled 'Make Supplemental Changes To Your Account'. The form has four tabs: 'Individual Information', 'Licenses-Certificates Permits', 'Business Information', and 'Disclosure Information'. The 'Business Information' tab is active. Under this tab, there are three sections: 'Business Information' with 'Contact Person' and 'Service Address' fields, 'Addresses' with a 'Mail to Address' field, and a 'Required value' field. Each field has a 'No' button next to it. At the bottom, there are three buttons: 'Apply Changes' (with a checkmark), 'Go to Account Viewer' (with an eye icon), and 'Cancel' (with an X icon). A note at the bottom states: 'For other changes, please choose from the different tabs. Once you have completed your selection, click on Apply Changes to continue.'