Quality Assurance Bulletin

Quality Assurance Unit
County of Los Angeles – Department of Mental Health
Jonathan E. Sherin, M.D., Ph.D., Director

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PROVIDER APPLICATION AND VALIDATION FOR ENROLLMENT (PAVE) PORTAL & MEDI-CAL RX PROVIDER WEB PORTAL ENROLLMENT
(Revised 2/23/21)

This bulletin announces two new enrollment requirements from the Department of Health Care Services (DHCS) that must be met by all prescribers and most licensed practitioners within the Los Angeles County Department of Mental Health system of care. All Specialty Mental Health Services (SMHS) practitioners within specific licensed disciplines must enroll in the DHCS Provider Application and Validation for Enrollment (PAVE) portal. In addition, once enrolled in PAVE, prescribers must register in the Medi-Cal Rx Provider Web Portal.

Provider Application and Validation for Enrollment (PAVE)
The Federal Cures Act (42 CFR 438.602(b)) requires states to screen, enroll and periodically re-validate all network providers of managed care organizations, including County Mental Health Plans. To meet this requirement, DHCS is requiring all County Mental Health Plans to utilize PAVE, a web-based application designed to simplify and accelerate enrollment processes, to enroll practitioners. Practitioners should utilize the portal to complete and submit applications, report changes to existing enrollments, and respond to DHCS initiated requests for continued enrollment or revalidation.

The following eligible practitioners must enroll into the PAVE System prior to **July 1, 2021**:
Note: DHCS has extended the deadline which was originally prior to January 1, 2021 and subsequently April 1, 2021.
- ✓ Licensed clinical social workers
- ✓ Licensed Marriage and Family Therapists
- ✓ Licensed Professional Clinical Counselors
- ✓ Licensed Psychologists
- ✓ Nurse Practitioners
- ✓ Occupational Therapists
- ✓ Medical Doctors and Osteopaths (DO)
- ✓ Physician Assistants
- ✓ Registered pharmacists, pharmacists
- ✓ Speech Therapists

Any discipline not listed above does not need to enroll in PAVE. This includes but is not limited to Psychiatric Technicians, Clinical Nurse Specialists, and Registered Nurses. Students and trainees do not need to enroll in the PAVE System.

PAVE Enrollment Process
Each eligible practitioner must enroll themselves through the DHCS PAVE Portal (https://pave.dhcs.ca.gov/sso/login.do). Practitioners should have available a copy of their current driver's license or state-issued identification card and a copy of their current professional license, as both documents must be uploaded and attached to the application. Directions for enrollment in PAVE can be found on **Attachment A**.

Please note the requirement to enroll in PAVE is separate and distinct from the Network Adequacy: Provider and Practitioner Administration (NAPPA) application and credentialing process and does not change the requirements related to those processes. Additional information will be forthcoming regarding monitoring activities the Los Angeles County Department of Mental Health (DMH) will take to ensure all

eligible practitioners are appropriately enrolled in the PAVE portal, including how this will interact with the NAPPA application.

Medi-Cal Rx Provider Web Portal

On a separate but related requirement, Governor Newsom issued Executive Order N-01-2019 which states the Medi-Cal pharmacy benefits will now be administered through the fee-for-service delivery system for all Medi-Cal beneficiaries (generally referred to as "Medi-Cal Rx"). DHCS has partnered with Magellan Medicaid Administration, Inc. (Magellan) to provide a wide-variety of administrative services and supports for Medi-Cal Rx. and will utilize the Medi-Cal Rx Provider Web Portal. All prescribers must be enrolled in the Medi-Cal Rx Provider Web Portal to submit prior authorization treatment requests and view prescription history.

The secure Medi-Cal Rx Provider Web Portal includes key functions for providers and prescribers such as:
- Prior Authorization Information and Submittal Instructions
- Beneficiary Eligibility Look Up
- Prescription History
- Web Claims Submission, Activities, and Inquiries

All prescribers must register in the Portal before **July 1, 2021**.
Note: DHCS has extended the deadline which was originally prior to January 1, 2021 and subsequently April 1, 2021.

Medi-Cal Rx Provider Web Portal Registration Process
In order to obtain access to the portal, prescribers must first enroll in PAVE. Please note that it will take some time for PAVE to process and approve enrollment so enrollment should be completed as soon as possible. Once a prescriber is enrolled in PAVE, they may proceed with registering for the Medi-Cal Rx Provider Web Portal. Step by step instructions for registering can be found on **Attachment B**. It is important that registration be completed early to ensure prescriber training and set-up is active for use on July 1, 2021.

DHCS is still in development of an Information Notice regarding these requirements. Additional information will be communicated via a QA Bulletin once DHCS provides counties with more guidance. If directly-operated or contracted providers have any questions related to this Bulletin, please contact the QA Unit at QualityAssurance@dmh.lacounty.gov.

cc: DMH Executive Management   DMH Clinical Operations Managers
        DMH Administration Managers   DMH Quality Management Division
        DMH QA Liaisons   DMH CIOB Managers
        Legal Entity Executive Management   Legal Entity QA contact

Provider Application and Validation for Enrollment (PAVE) Registration Process

Required for Certified Nurse Practitioners, Licensed Clinical Social Workers, Licensed Marriage and Family Therapists, Licensed Professional Clinical Counselors, Physicians (MD and DO), Psychologists and Registered Pharmacists

The PAVE portal is the Department of Health Care Services (DHCS) web-based application designed to simplify and accelerate enrollment processes. Providers can utilize the portal to:

- Complete and submit applications
- Report changes to existing enrollments
- Respond to Provider Enrollment Division (PED) initiated requests for continued enrollment or revalidation
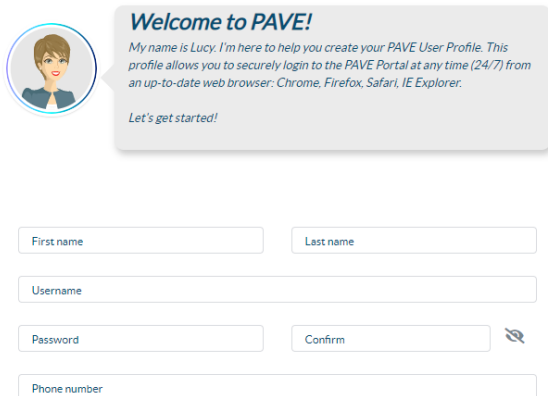
PAVE features secure login, document uploading, electronic signature, application progress tracking, intuitive guidance, social collaboration and much more.

DHCS's initial review period for applications is 90 days for physicians and 180 days for non-physicians, although DHCS has stated applications are often reviewed much sooner than these timeframes.

For additional detailed registration instructions, view the PAVE 101 Training Slides at https://www.dhcs.ca.gov/provgovpart/Pages/PAVE-101-Training-Slides.aspx or access the PAVE Training Videos and other tutorials at https://www.dhcs.ca.gov/provgovpart/Pages/PAVE.aspx

Instructions:

Step 1. Go to the PAVE Portal online enrollment system: https://pave.dhcs.ca.gov/sso/login.do and create a User ID and profile. You will have the option to enter your NPI or Provider ID for the profile, or submit an application without entering your NPI number.

Step 2. Once your User Profile has been created, your PAVE Portal will look like the image below. Click on "Applications."
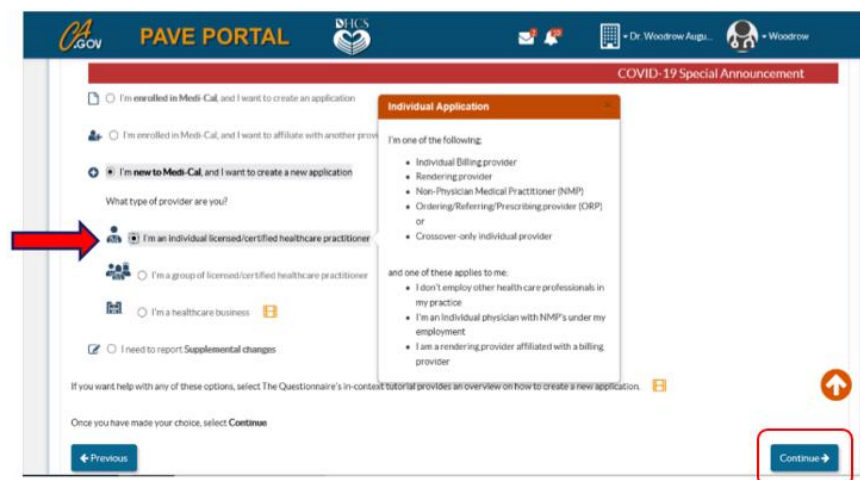
Step 3. Within the PAVE Application Page, select "New Application."
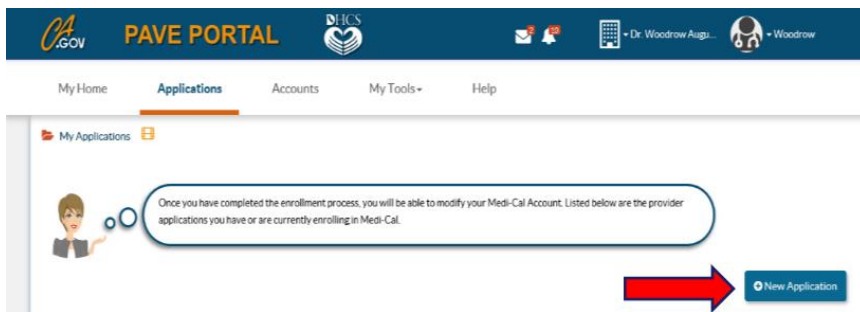
Step 4. Within the application, select the option "I'm new to Medi-Cal and I want to create a new application."
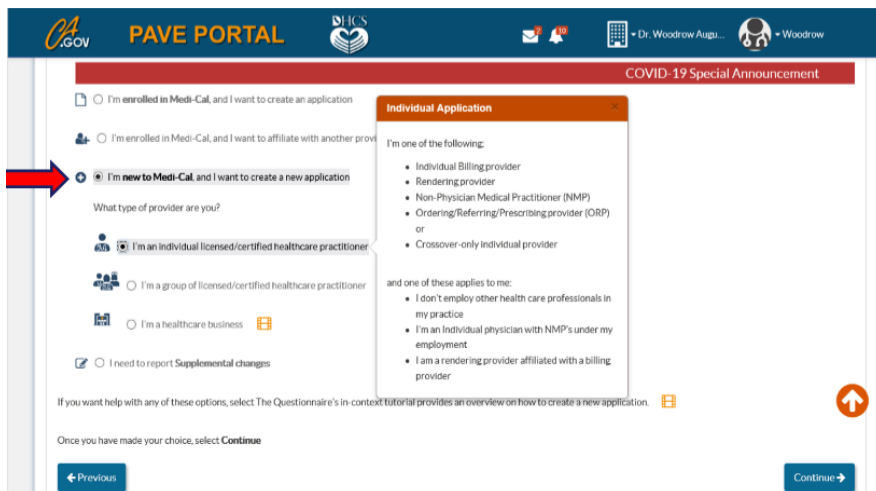
Step 5. Next, select "I'm an individual licensed/certified healthcare practitioner" from the drop down and the click on "Continue"

Step 6a. Under "Other type of provider," select "I'm an Ordering/Referring/Prescribing (ORP) provider" and then click on "Continue."

Step 6b. You will be asked to verify information on your NPI. Once verified, click on "Continue."

Step 7. Select your provider type from the drop-down and click on "Continue."

Step 8. Select any languages you use as a provider. Then click on "Continue."

Step 9. A summary of your application will be displayed for you to preview. If any changes need to be made, click on "Previous." If no changes are needed, click on "Continue."

Step 10. Within the Ordering Referring, Prescribing Application (ORP) Application, enter the following required information in the Profile Information Section:

1. Your legal name
2. Your professional title
3. Your date of birth and gender
4. Your residential address (This cannot be a P.O. Box. You will be required to enter a 9-digit zip/postal code)
5. Your social security number
6. Your driver's license number or state-issued identification card number (*a copy must be attached to the application*)

Step 11. Within the ORP Application, enter the following information in the Business Information Section:

1. Addresses of all practices and/or clinics where you provide services to Medi-Cal beneficiaries (including the Provider site name and 9-digit zip/postal code)
2. Mailing address where you wish to receive correspondence
3. Your Professional License/Certificate Number (*a copy of the document must be attached to the application*)

Step 12. Within the ORP Application Disclosure Information Section, complete information regarding ownership in other healthcare entities, past/current program participation, adverse actions, license history, and fines/debts.

*Failure to disclose this information is a cause for denial of the application

Step 13. Sign the application by attesting to the accuracy of the information in the application and e-sign the application using your email address. Make sure the following documents are uploaded and attached:

1. A copy of the provider's driver's license or state-issued identification card
2. A copy of the provider's professional license

Document	Form/SubForm/Section	Mandatory	Attached	Actions
Driver's License	Profile Information/Individual Profile/Identification	Yes	✗	➕☁
Professional License or Certificate	Practice Information/Prof. Licenses/ Certificates & Lab Services	Yes	✗	➕☁

Step 14a: If your application is incomplete, the PED will return your application for corrections. Providers will be notified via email to log into PAVE to fix any deficiencies in the application. Resubmission of the application must be done within 60 days. If the application is not submitted within 60 days, the application will be denied automatically and your will need to start a new application.

Step 14b: If your application is approved, you will be notified via email to log into PAVE to receive your Approval Letter.

Step 14c: If your application is denied, you will be notified via email to log into PAVE to receive your Denial Letter with Appeal Rights.

For more guidance on the registration process, please contact the PAVE Technical Support Help Desk at 1-866-252-1949.

Medi-Cal Rx Provider Web Portal Registration Process

Required for Prescribers Only

Medi-Cal will transition pharmacy benefits services from Medi-Cal managed care to fee-for-service which will be administered by Magellan Medicaid Administration, Inc. (MMA) as the Medi-Cal Rx vendor. Among other things, the following will be an enhancement for prescribers and patients with this transition:

- Standardize the Medi-Cal pharmacy benefit statewide, under one delivery system
- Improve access to pharmacy services with a pharmacy network that includes the vast majority of the state's pharmacies and is generally more expansive than individual Medi-Cal managed care plan pharmacy networks.
- Apply statewide utilization management protocols to all outpatient drugs, as appropriate.
- Strengthen California's ability to negotiate state supplemental drug rebates with drug manufacturers as the largest Medicaid program in the country with over 13 million beneficiaries.

The secure Medi-Cal Rx Provider Web Portal includes key functions for providers and prescribers such as:
- Prior Authorization Information and Submittal Instructions
- Beneficiary Eligibility Look Up
- Web Claims Submission, Activities, and Inquiries

Registration is the first step in the process toward full utilization of the secure Medi-Cal Rx Provider Web Portal and the included tools for delivery and management of client services.

For additional detailed registration and training instructions, access the Medi-Cal Rx Web Portal and Training Registration article located on the Medi-Cal Pharmacy News Page or the Medi-Cal Rx New Registration Quick Start Job Aid available from the registration site. Prescribers can access the Medi-Cal Rx Training page for web-based training. The Medi-Cal Rx Web Portal Training Schedule can be accessed here and is updated periodically as more DHCS training classes become available. At minimum, each prescriber should complete the listed course "Saba LMS Training" (available now on the schedule) and Prior Authorization training (will be available in the future). Prior to registering for training classes, each prescriber must complete all the Medi-Cal Rx Portal registration steps below.

Instructions:

The following steps should only be taken once a prescriber has enrolled in PAVE. Refer to QA Bulletin 20-07R for additional information and instructions on PAVE registration.

Step 1. Go to the Medi-Cal Rx Portal Website (www.medi-calrx.dhcs.ca.gov) using **GOOGLE CHROME** browser.
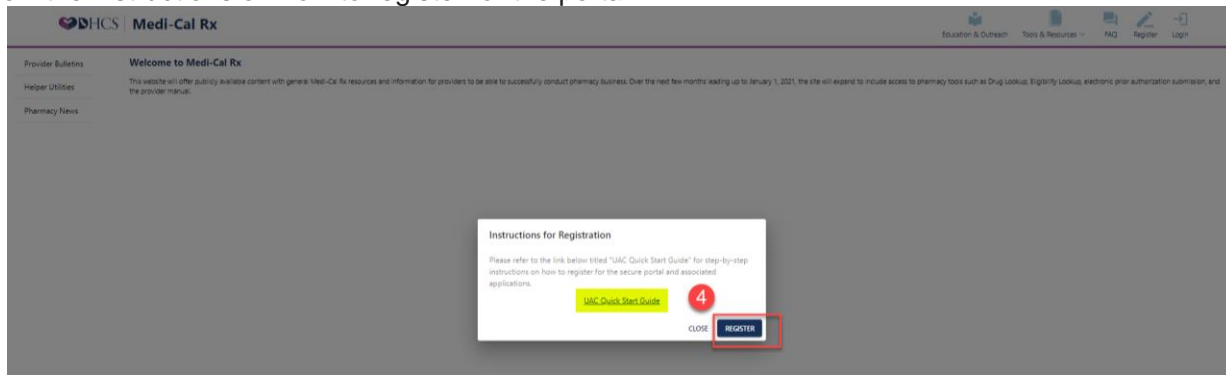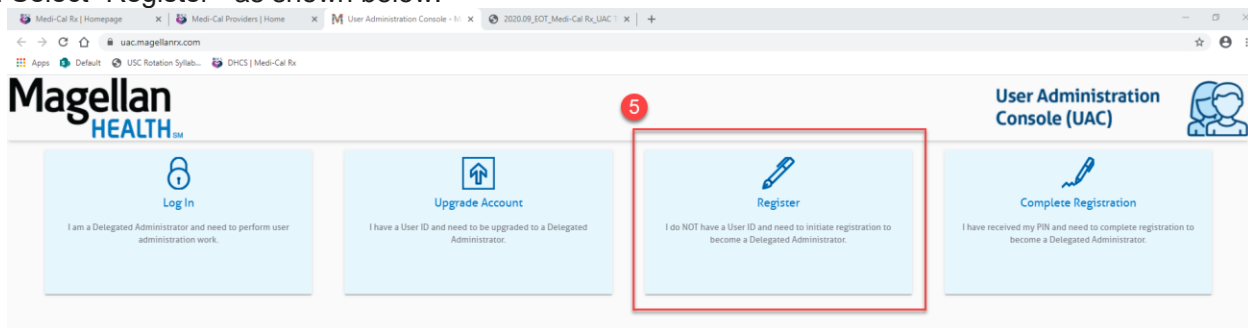
Step 2. Click "Provider Portal".
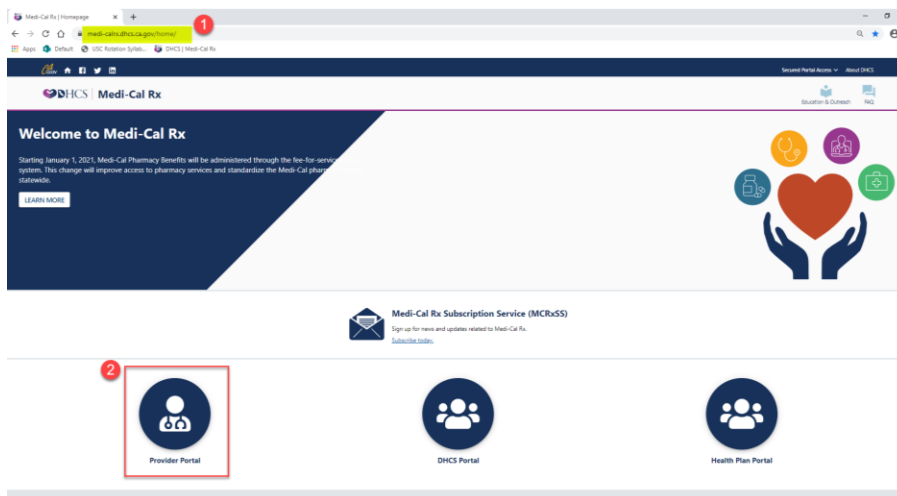
Step 3. Click "Register" on right upper corner.

Step 4. When the box as shown below pops up, click "Register". You can also click on the "UAC Quick Start Guide" and follow the instructions on how to register for the portal.

Step 5. Select "Register" as shown below.

Step 6. Enter the following information:
        a) First Name: Enter your first name as registered in PAVE
        b) Last Name: Enter your last name as registered in PAVE
        c) Work Phone: Enter your work phone number
        d) Organization Type: Select "Provider"
        e) State: Select "Medi-Cal"
        f) Org ID Type: Select "Medi-Cal"
        g) Org ID: Enter your NPI number

**Step 7**. After entering all information in Step 6, click " [VALIDATE ORG] "

Step 8a. If you are already a registered Medi-Cal Provider in PAVE, the screen will display the address where your PIN number will be mailed. You will need this PIN number to complete the second portion of registration. Click " [SUBMIT] ". You will then receive the below confirmation message.

Step 8b. If you are NOT already a registered Medi-Cal Provider in PAVE, the screen will display an error message as shown below. You will need to register in the PAVE portal prior to going forward. Once you receive confirmation regarding your registration in PAVE as a Medi-Cal provider, then begin with Step 3 of this document.

Note: The following steps can only be completed after you receive the PIN number by mail.

Step 9. Return to the below screen by following Step 1 to 4 of this document. Select "Complete Registration"
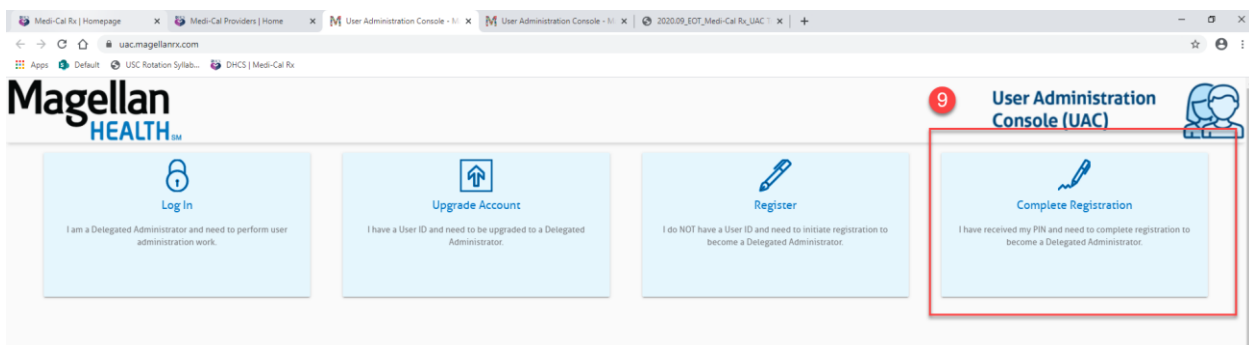
Step 10. Enter the following information as it is registered in or used for PAVE:

- a) First Name
- b) Last Name
- c) User UD (Email): Enter email address used for PAVE registration
- d) Password
- e) Re-enter Password
- f) Address Line 1
- g) Address Line 2
- h) City
- i) State
- j) Zip/Postal Code
- k) Phone number
- l) Organization Type: Select "Provider"
- m) State: Select "Medi-Cal"
- n) Org ID Type: Select "NPI"
- o) Org ID: Enter your NPI number
- p) Pin: Enter PIN provided to you by mail
- q) Click " VALIDATE ORG "

**Step 11**. A successful validation will populate your registration information as shown below. Click " SUBMIT "

Step 12. A "PIN Registration Confirmation" will appear. An activation link will also be sent to the email account registered with PAVE.
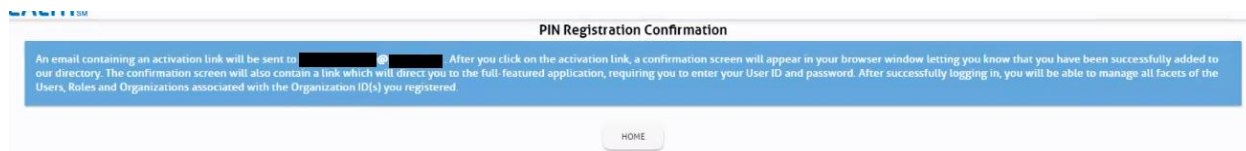
Step 13. In the email from Magellan Rx, click on the activation link as shown below:
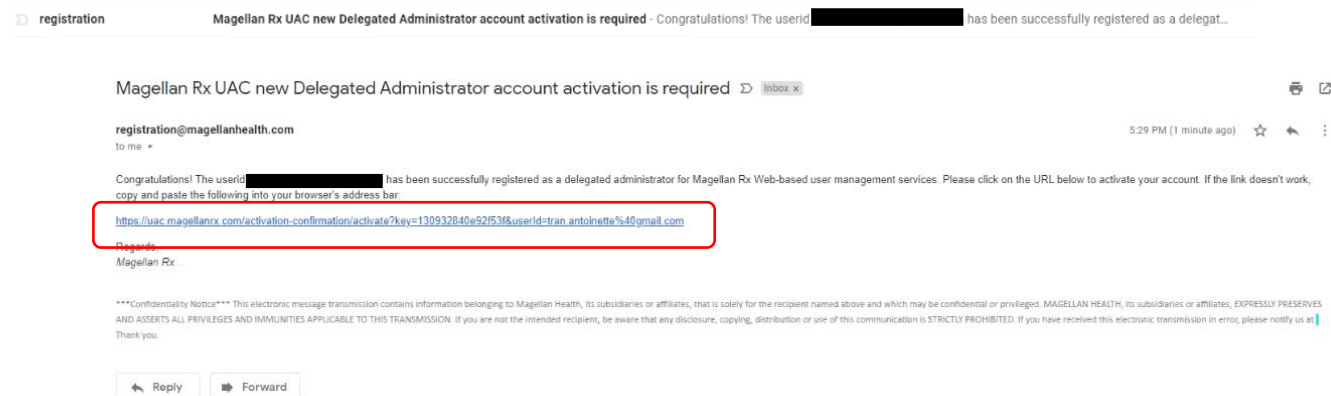
After your account is activated, an "Email Activation Confirmation" will display in the Medi-Cal Rx Provider Portal site as shown below:
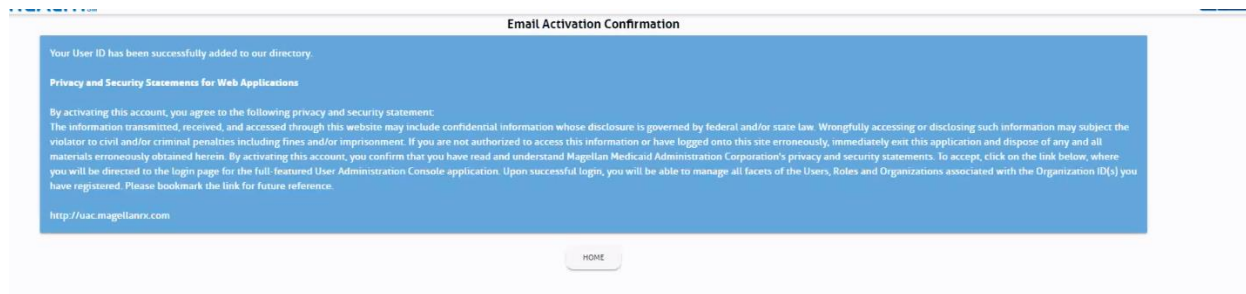
Step 14. Follow the prompts to complete multifactor authentication. You can set-up either Okta Verity, Google Authenticator, SMS Authentication, Voice Call Authentication, or Email Authentication. Please set-up SMS, Voice Call, and Email for the minimum requirements. Okta Verity is the third-party vendor that Medi-Cal Rx contracts with to provide training for Medi-Cal Provider on how to navigate the Medi-Cal Rx Portal. Once you have completed multifactor authentication, please click "Finish."

You are now successfully registered with Medi-Cal Rx Portal.

For more guidance on registration process and training session registration, please refer to this Medi-Cal Rx Web Portal and Training Registration document