Monterey County Behavioral Health Quality Improvement

May 12th, 2021

Topic

This memo announces two new enrollment requirements from the Department of Health Care Services (DHCS) that must be met by all prescribers and most licensed practitioners working within Monterey County Behavioral Health and contracted providers. 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:.

- 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

Note: 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).
Prior to enrollment, gather the following:

- a copy of their current driver's license or state-issued identification card
- a copy of their current professional license: **An attachment from the applicant's licensing board website, or California Breeze, is not an acceptable form of verification.**
- Your license/certification number (including issuance and expiration dates)
- Your Type- 1 (Individual) NPI Number
    - Not sure what your NPI number is? Your Type 1 (Individual) NPI is a 10-digit numeric

identifier assigned to each provider which is used for claiming in the Short-Doyle/Medi-Cal System. You can look up you individual Type 1 NPI information at: https://nppes.cms.hhs.gov/#/

- o 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/#/).
- o 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)

Both documents must be uploaded and attached to the application. Directions for enrollment in PAVE can be found on **Attachment A**.

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.

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.**

Additional information will be communicated via a QI Memo if additional guidance is published.

Thank you,

Lindsey O' Leary
Program Manager II, Quality Improvement

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:
- o Complete and submit applications
- o Report changes to existing enrollments
- o Respond to Provider Enrollment Division (PED) initiated requests for continued enrollment or revalidation
- o 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.

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.

NOTE: Need Help Creating an ID? Call the PAVE Help Desk at (866) 252-1949. The Help Desk is available Monday - Friday, 08:00 am - 06:00 pm Pacific time, excluding state holidays.

Welcome to PAVE!

My name is Lucy. I'm here to help you create your PAVE User Profile. This profile allows you to securely login to the PAVE Portal at any time (24/7) from an up-to-date web browser: Chrome, Firefox, Safari, IE Explorer.

Let's get started!

First name	Last name
Username	
Password	Confirm
Phone 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."
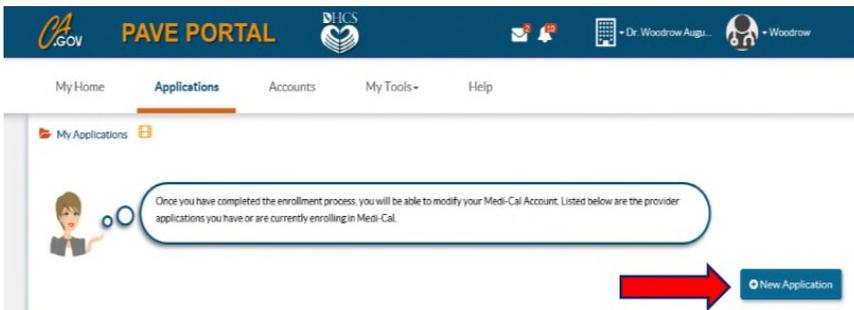
Step 4. Within the application, select the option "I'm new to Medi-Cal and I want to create a new application."
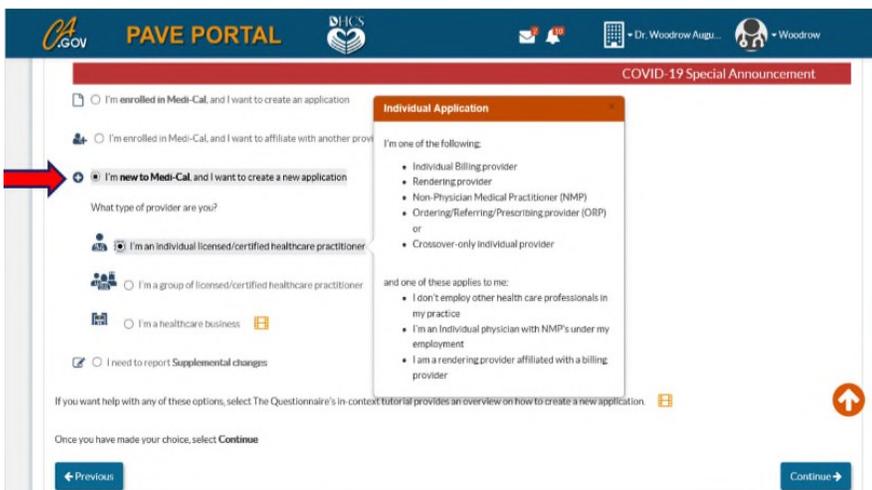
Step 5. Next, select "I'm an individual licensed/certified healthcare practitioner" from the drop down and the click on "Continue"

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:

- Your legal name
- Your professional title
- Your date of birth and gender
- Your residential address (This cannot be a P.O. Box. You will be required to enter a 9-digit

zip/postal code)
- Your social security number
- Your driver's license number or state-issued identification card number (*a copy must be attached to the application*)
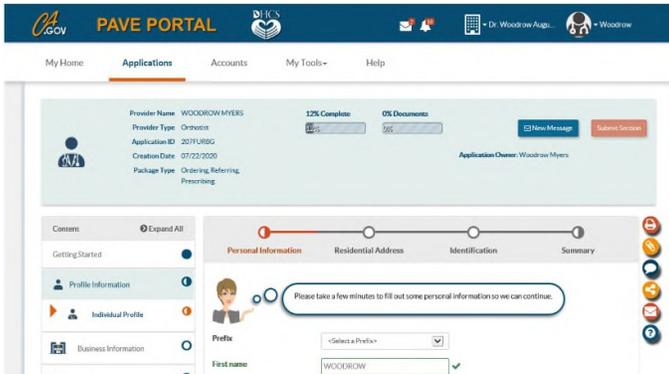
Step 11. Within the ORP Application, enter the following information in the Business Information Section:
- Addresses of all practices and/or clinics where you provide services to Medi-Cal beneficiaries (including the Provider site name and 9-digit zip/postal code)
- Mailing address where you wish to receive correspondence
- 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:
- A copy of the provider's driver's license or state-issued identification card
- 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.

Please download a copy of your Approval Letter and submit a copy to 415-QA@co.monterey.ca.us.

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:
- o Standardize the Medi-Cal pharmacy benefit statewide, under one delivery system
- o 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.
- o Apply statewide utilization management protocols to all outpatient drugs, as appropriate.
- o 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:
- o Prior Authorization Information and Submittal Instructions
- o Beneficiary Eligibility Look Up
- o 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.

Instructions:
The following steps should only be taken once a prescriber has enrolled in PAVE.

Note: If you have not yet enrolled in PAVE or are waiting for approval, you may still want to proceed with the steps below if you have registered with a Managed Care Plan. This may allow you to continue while waiting for your PAVE approval.

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".
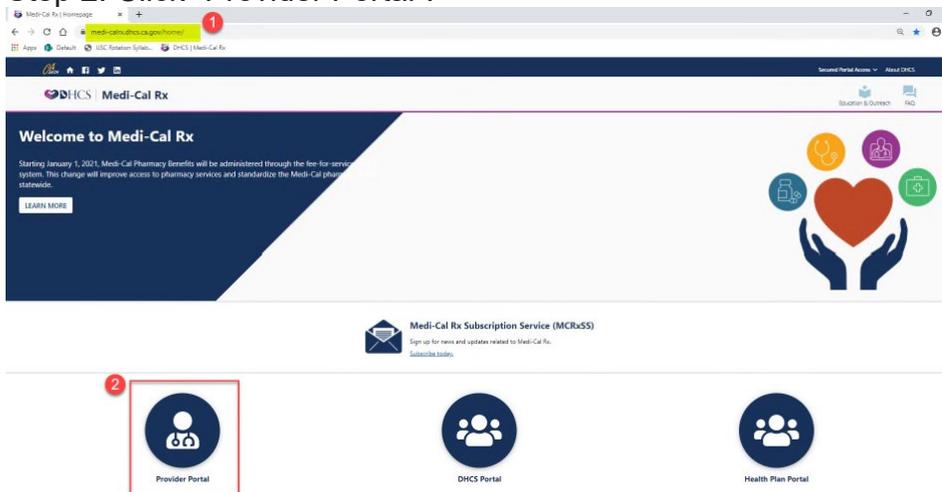
Step 3. Click "Register" on right upper corner.
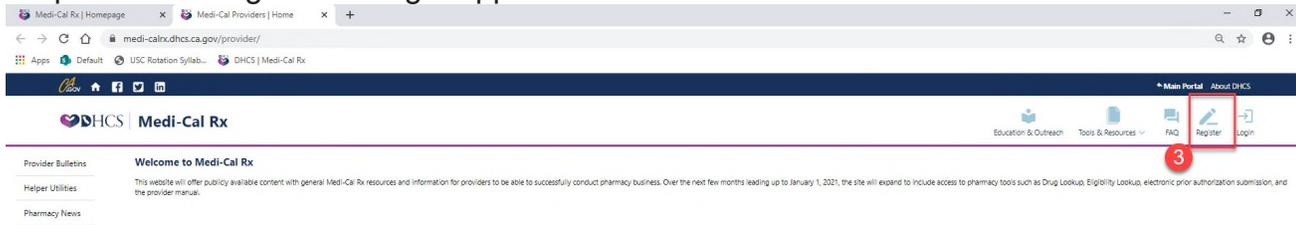
Step 4. When the box as shown below pops up, click "Register". You can also click on the "UAC Quick Start Guide" and follow the instructions on how to register for the portal.
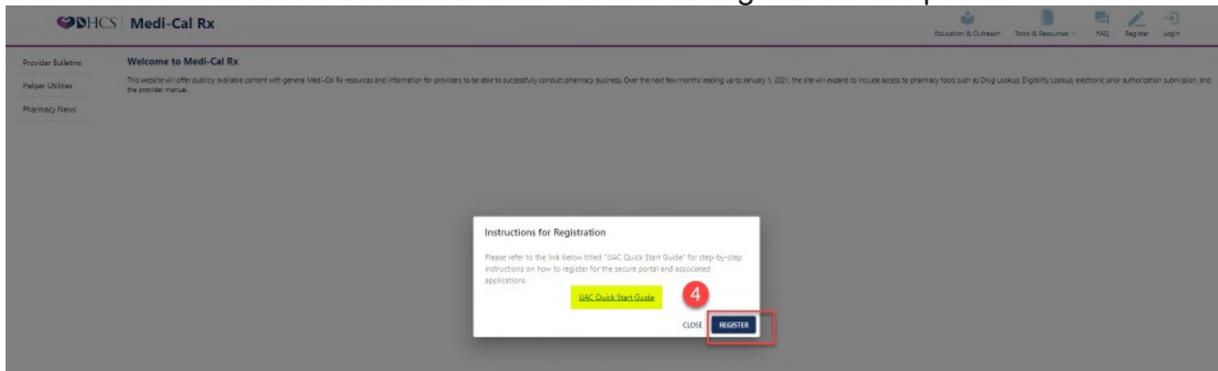
Step 5. Select "Register" as shown below.
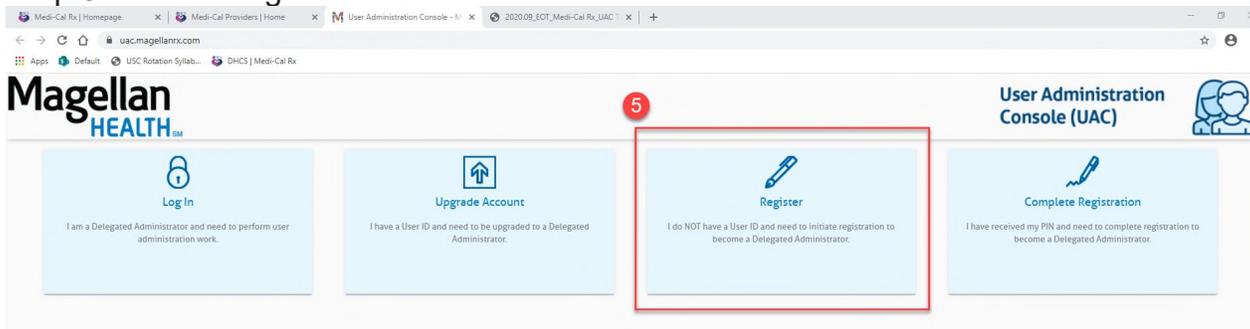
Step 6. Enter the following information:
- o   First Name: Enter your first name as registered in PAVE
- o   Last Name: Enter your last name as registered in PAVE
- o   Work Phone: Enter your work phone number
- o   Organization Type: Select "Provider"
- o   State: Select "Medi-Cal"
- o   Org ID Type: Select "Medi-Cal"
- o   Org ID: Enter your NPI number

Step 7. After entering all information in Step 6, click " **VALIDATE ORG** ". At this point, it is important to check if the displayed address is your current mailing address where you are able to receive mail.

Step 8a. If you are already a registered Medi-Cal Provider in PAVE or a registered provider with one of the managed care organizations, 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. If the address is NOT CURRENT, please check the "Alt address info" box. By checking this box, Medi-Cal Portal will suppress the automated mailing of your PIN to the address displayed and will wait for you to submit a signed letter which notifies Medi-Cal Rx Portal administrator of an alternative address that you need the PIN to be mailed to. This feature allows you to receive the PIN even if your address on PAVE or with managed care organization is not current.

If you check the "Alt address info" box, follow the instructions below to provide your updated address information after you click "SUBMIT":

Step a). Within 30 days, fax a letter on your organization's letterhead to Magellan Health Web Support Call Center at (888) 656-0376. The letter needs to contain the following information:

The purpose - to request your Medi-Cal Rx Provider Portal registration PIN number to be mailed to an alternative address

Your name and phone number

Your NPI number used during the registration process

Your new address and phone number

Your signature

ALT ADDRESS INSTRUCTIONS

TO TEMPORARILY USE AN ALTERNATE ADDRESS

To have the PIN letter suppressed until we receive your documentation indicating your new address please follow the below instructions. Have the provider or authorized administrator for the organization fax a letter on the organization's letterhead, reflecting the new address. The letter must be signed by the provider or authorized administrator and contain the following:

• the requestor's name and phone number
• the provider's ID that was used during the registration process
• the provider's address and phone number

The letter should be faxed to the **Magellan Health Web Support Call Center at (888) 656-0376.** Your request will be held for a maximum of 30 days while we wait for your documentation. If the required documentation is not received within the 30-day period, the request will be removed and the user will need to generate a new PIN request.

Note that this will not change the address of record in our system but will be used to mail the PIN letter for this request only.

Step b) Update your address in PAVE so your address information can be corrected in the Medi-Cal Provider database permanently

If the displayed address is correct, click "SUBMIT". You will then receive the below confirmation message.

Magellan HEALTH℠

User Administration Console (UAC)

PIN Request Confirmation

Thank you for requesting a registration PIN number. The PIN number will be mailed to the address of record for the requested Organization(s) unless you checked the Use Alternate Address box to have the PIN letter held until we receive documentation indicating a new address. The PIN number will allow you to complete the registration process. When you receive your PIN, return to this site and select Complete Registration Widget—" I have received my PIN and need to complete registration to become a Delegated Administrator."

Step 8b. If you are NOT already a registered Medi-Cal Provider in PAVE or a registered provider with one of the managed care organizations, 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 1 of this document.

Org ID*

VALIDATE ORG

INVALID ORG ID, ORG ID DOES NOT MATCH ORG ID TYPE SELECTED, OR NO VALID CONTEXTS FOR THIS ORG ID

Org Id ↑	Context(s)	Org Name	Address

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"
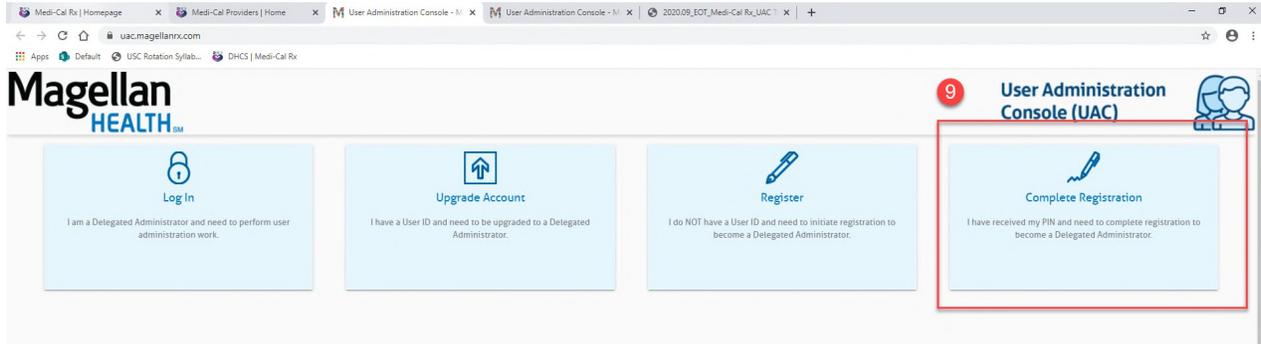
Step 10. Enter the following information as it is registered in or used for PAVE:
- First Name
- Last Name
- User UD (Email): Enter email address used for PAVE registration
- Password
- Re-enter Password
- Address Line 1
- Address Line 2
- City
- State
- Zip/Postal Code
- Phone number
- Organization Type: Select "Provider"
- State: Select "Medi-Cal"
- Org ID Type: Select "NPI"
- Org ID: Enter your NPI number
- Pin: Enter PIN provided to you by mail
- 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:
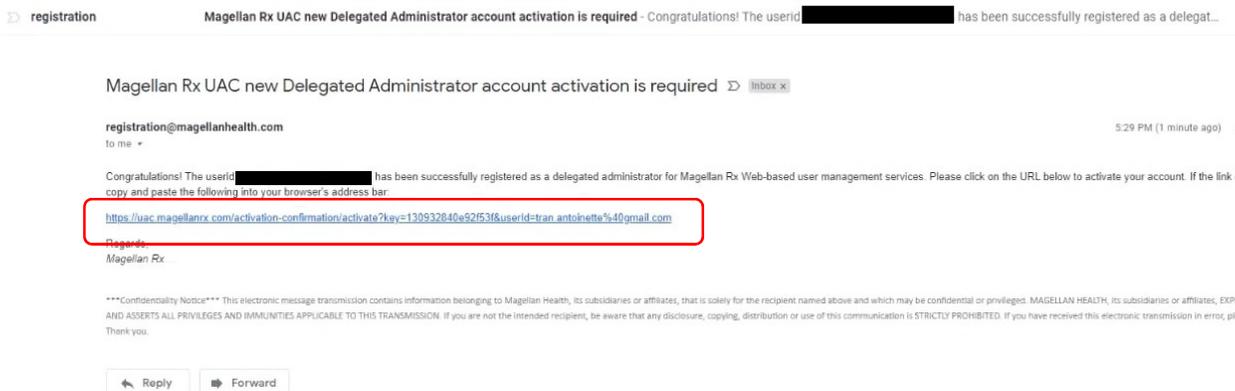
After your account is activated, an "Email Activation Confirmation" will display in the Medi-Cal Rx Provider Portal site as shown below:
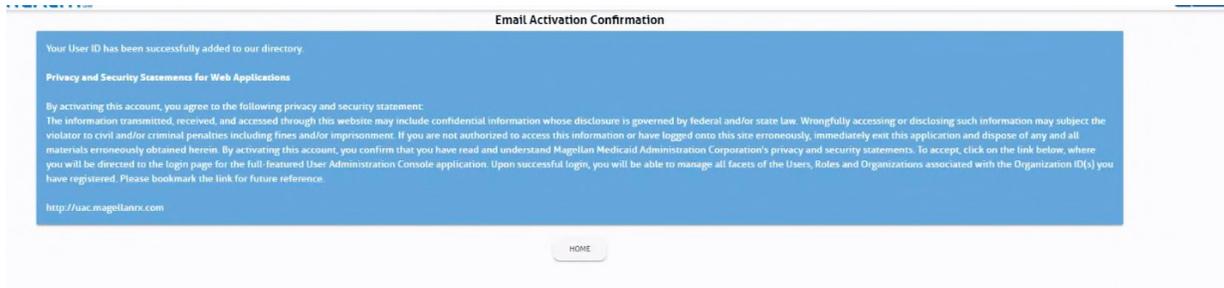
Step 14. Follow the prompts to complete multifactor authentication. You can set-up either Okta Verity, Google Authenticator, SMS Authentication, Voice Call Authentication, or Email Authentication. Please set-up SMS, Voice Call, and Email for the minimum requirements. Okta Verity is the third-party vendor 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."
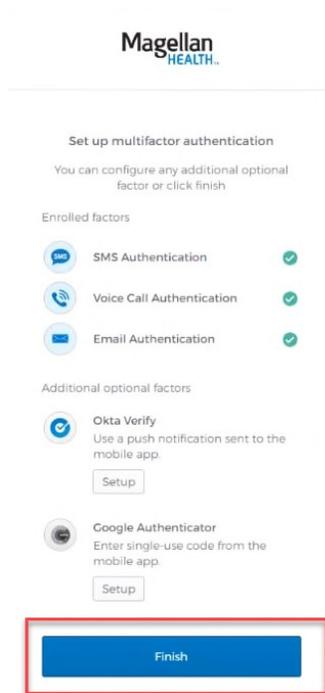
You are now successfully registered with Medi-Cal Rx Portal.
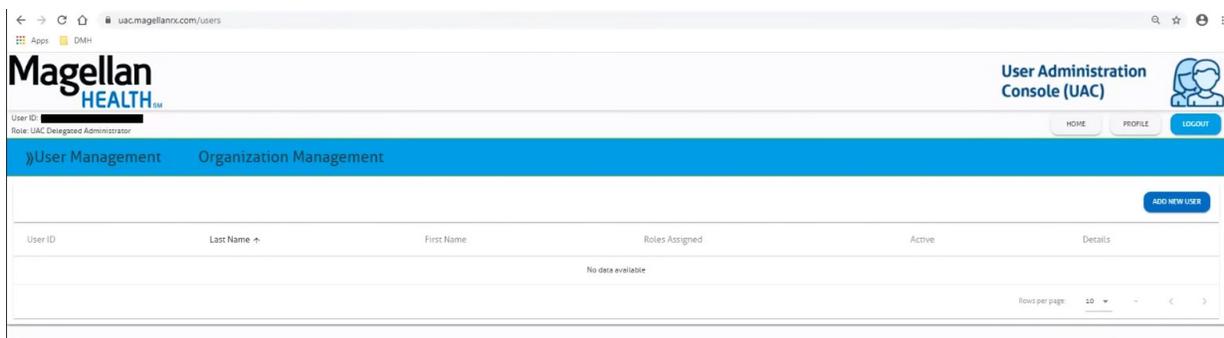
For more guidance on registration process and training session registration, please refer to this Medi-Cal Rx Web Portal and Training Registration document