



COUNTY OF SANTA CLARA
Behavioral Health Services
Supporting Wellness and Recovery

MEMORANDUM

TO: Mental Health Provider Staff

FROM: Sherri Terao, Director, Behavioral Health Services Department

DocuSigned by:
Sherri Terao
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RE: Reminder - Provider Application and Validation for Enrollment (PAVE) System

DATE: February 21, 2023

On February 3, 2021, a memo was issued describing the Medi-Cal enrollment requirements and that all Specialty Mental Health Services (SMHS) practitioners within specific licensed disciplines must enroll in the DHCS PAVE portal. This is a reminder to ensure all mental health licensed practitioners are enrolling in PAVE. It is recommended to be included as part of the onboarding process. Documentation of the PAVE enrollment should be placed in the personnel file.

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. Additional information can be found on this link: [BHIN-20-071-21st-Century-Cures-Act-Provider-Enrollment-Requirements.pdf \(ca.gov\)](#).

The enrollment requires a Type 1 (individual) NPI and current active professional licenses. The provider types that must enroll are as follows:

- Licensed Marriage Family Therapists
- Licensed Clinical Social Workers
- Licensed Professional Clinical Counselors
- Licensed Psychologists



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- Licensed Educational Psychologists
- Nurse Practitioners
- Medical Doctors and Osteopaths (DO)
- Physician Assistants
- Registered Pharmacists
- Occupational Therapists
- Speech Language Pathologists

A comprehensive list can be found on this link: [Provider Enrollment Options \(ca.gov\)](#).

The enrollment process is paperless and can be completed in the PAVE online enrollment system. To get started, click on this link: [PAVE Provider Portal \(ca.gov\)](#).

The application also requires uploading and attaching two documents:

1. A copy of the provider's current Driver's License or State-Issued Identification Card.
2. A copy of the provider's Professional License. This must be the provider's current license, not a BreEZE screenshot.

Once the application is submitted, DHCS will review them in the order received. The initial review period is up to 90 days for physicians and up to 180 days for non-physicians.

- If the application is incomplete, the provider will be notified via email to log into the PAVE system to make corrections in the application. The corrections must be completed and resubmitted within 60 days. After 60 days the application will be denied and a new application would need to be completed.
- If the application is approved, the provider will be notified via email to log in to the PAVE system to receive the approval letter.
- If the application is denied, the provider will be notified via email to log in to the PAVE system to receive the denial letter with appeal rights.
- A completed PAVE application is required to complete the Credentialing process

For technical assistance with the PAVE system, providers can contact the PAVE Help Desk at (866) 252-1949.



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Additional resources are available on the DHCS website and are identified in the links below.

New User Set Up:

[PAVE 101 Training Slides \(ca.gov\)](#)

Provider Training Videos and tutorials:

[PAVE - Provider Application and Validation for Enrollment](#)

If you have questions regarding this requirement, please contact the Business Office by email

BHSDBusinessOffice@hhs.sccgov.org