

## Act Now: Confirm or Complete Medi-Cal Enrollment to Avoid Prescription Denials

### Enrollment under your individual NPI is required before enforcement begins

Prescribers must be enrolled in Medi-Cal under their individual (Type 1) National Provider Identifier (NPI) to continue prescribing for Medi-Cal members. **If you are not enrolled, prescriptions may be denied once enforcement begins, which can disrupt member care — confirm your enrollment now to avoid claim denials.**

#### What you need to do now

##### Individual physicians and practitioners

- 1 Search for your individual NPI in the Medi-Cal Enrolled Providers data set at <https://bit.ly/Enrolled-Providers> or scan the QR code.
- 2 If your NPI is listed, no action is required.
- 3 If your NPI is not listed, **enroll through PAVE now:**
  - Go to PAVE at <https://bit.ly/PAVE-Portal> or scan the QR code.
  - Log in or create an account.
  - Complete and submit your application using your individual NPI.
  - Upload all required documentation and submit your application.
  - **Important:** Allow 90-180 days for processing. Incomplete applications will delay approval.



#### THIS UPDATE APPLIES TO:

- Physicians and Practitioners
- Participating Physician Groups
- Behavioral Health Providers

#### PROVIDER SERVICES

**CalViva Health Medi-Cal (including ECM and CS providers) –**  
888-893-1569

**Behavioral health providers –**  
844-966-0298

#### PROVIDER PORTAL

[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com)

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## Participating physician groups

- Identify prescribers in your network who are not enrolled.
- Notify them and direct them to:
  - Verify enrollment status.
  - Enroll through PAVE if not enrolled.
- Distribute the attached flyer.

## Why this matters

The California Department of Health Care Services requires prescribers to be enrolled in Medi-Cal, and enforcement is increasing.

Once enforcement begins:

- Prescriptions from non-enrolled prescribers may not be reimbursed.
- This can result in claim denials and disruptions in member care.

## Resources

- Immediate Action Required: Enroll as a Medi-Cal Provider (attached)
- **Ordering, Referring, Prescribing (ORP) Enrollment Information:** View Medi-Cal enrollment requirements, eligibility criteria and required documentation at <https://bit.ly/DHCS-ORP>.

## Need help? Contact us

If you have questions regarding the information contained in this update, contact CalViva Health at 888-893-1569. Behavioral Health providers can call 844-966-0298.



## IMMEDIATE ACTION REQUIRED: Enroll as a Medi-Cal Provider

In alignment with state statute and federal regulations, Medi-Cal will only reimburse prescriptions submitted by prescribers (such as doctors, nurse practitioners, or physician assistants), as well as pharmacists initiating prescriptions under their own scope of practice authority, enrolled as a Medi-Cal provider. Enforcement of this requirement will begin soon, and more specific information will be released once available.

To mitigate potential disruptions in Medi-Cal member care and avoid claim denials once enforcement begins, prescribers are required to complete Medi-Cal enrollment with their individual (Type 1) National Provider Identifier (NPI) as soon as possible. Your early action is critical. Complete the following steps to complete your Medi-Cal enrollment today.

### Immediate Next Steps

**Confirm your enrollment** as a Medi-Cal provider via the [Enrolled Providers](https://data.chhs.ca.gov/dataset/profile-of-enrolled-medi-cal-fee-for-service-ffs-providers/resource/d652b210-ec3d-4a92-b7e0-e55c3dcbc7dc) list (<https://data.chhs.ca.gov/dataset/profile-of-enrolled-medi-cal-fee-for-service-ffs-providers/resource/d652b210-ec3d-4a92-b7e0-e55c3dcbc7dc>). Once on the page, scroll down to the search field on the right and enter your individual NPI to verify your enrollment status. If enrolled, no further action is required.

**If Not Enrolled** as a Medi-Cal provider, submit an application using PAVE:

1. Navigate to the [PAVE Portal](https://pave.dhcs.ca.gov/sso/register.do) (<https://pave.dhcs.ca.gov/sso/register.do>) and create a profile.
2. Once you have created a profile, select **Application**.
3. Fill out the application and ensure all required documentation is attached.
  - » **Applications can take up to 90-180 days to be processed. Incomplete or inaccurate application information can delay processing time.**

For more detailed instructions about how to enroll, review the following resources:

- Review the [Ordering, Referring, Prescribing \(ORP\) Enrollment](https://www.dhcs.ca.gov/provgovpart/Documents/Ordering-Referring-Prescribing-ORP-Enrollment.pdf) slide deck (<https://www.dhcs.ca.gov/provgovpart/Documents/Ordering-Referring-Prescribing-ORP-Enrollment.pdf>).
- For enrollment questions, navigate to the [Provider Inquiry](https://cadhcs.workflowcloud.com/forms/e1371923-fe0f-4a4a-b79a-ee5c61cc59e4) form (<https://cadhcs.workflowcloud.com/forms/e1371923-fe0f-4a4a-b79a-ee5c61cc59e4>) to submit requests for assistance to DHCS' PED.
- Email the Medi-Cal Rx Education & Outreach team at [MediCalRxEducationOutreach@primetherapeutics.com](mailto:MediCalRxEducationOutreach@primetherapeutics.com) for additional questions.