

## PAVE Support Resources

<b>Provider Q&amp;A Webinars</b>	<a href="#">Register Here!</a>	Thursdays from 12:00 PM – 2:00 PM
<b>In-Context Tutorials</b>	Short videos to provide detailed instructions for completing applications in PAVE. An in-context tutorial is available when you see a video icon.	Available in the PAVE Portal (Accessible 24/7)
<b>Hover Help</b>	This feature provides pop-up assistance in PAVE, which provides further description when you hover over any field with help text.	Available in the PAVE Portal (Accessible 24/7)
<b>PAVE Digital Assistance</b>	Lucy is the Digital Assistant in PAVE that walks you through the application process and provides additional clarification for each section of the application.	Available in the PAVE Portal (Accessible 24/7)
<b>Contact PED via PAVE Messaging</b>	Access PAVE Messaging directly from your application or by clicking the envelope icon found at the top of the PAVE Portal website.	Available in the PAVE Portal (Accessible 24/7)  <i>PED will respond during normal business hours</i>
<b>PAVE Assistance Help Desk</b>	Contact a Customer Service Representative directly to assist you with all of your PAVE system and technical needs questions at <b>1 (866) 252-1949</b>	Monday - Friday 8:00 AM – 6:00 PM <i>(excluding State holidays)</i>

## Provider Enrollment Support Resources

<b>PED Message Center</b>	<ul style="list-style-type: none"> <li>• Clarification of Enrollment Requirements</li> <li>• Explanation of Application Denial</li> <li>• Medi-Cal Provider Enrollment Process</li> <li>• Revalidation/Re-enrollment</li> <li>• Status of Paper Application</li> </ul>	<a href="mailto:PEDCorr@dhcs.ca.gov">PEDCorr@dhcs.ca.gov</a>  Or at (916) 323-1945
<b>Drug Medi-Cal Message Center</b>	<ul style="list-style-type: none"> <li>• Drug Medi-Cal Related Issues</li> <li>• Clarification of Drug Medi-Cal Requirements</li> <li>• Drug Medi-Cal Certification/Re-certification</li> <li>• Drug Medi-Cal Application Status</li> </ul>	<a href="mailto:DHCSDMCRecert@dhcs.ca.gov">DHCSDMCRecert@dhcs.ca.gov</a>
<b>Medi -Cal Telephone Service Center</b>	<ul style="list-style-type: none"> <li>• Claims/Claim Denials</li> <li>• Electronic Billing</li> <li>• Enrollment Status of a Provider</li> <li>• Out of State Provider Enrollment</li> <li>• Recipient Eligibility</li> <li>• Treatment Authorization Request (TAR)</li> </ul>	<b>CA Providers</b> 1 (800) 541-5555  <b>Out of State Providers</b> 1 (916) 636-1200