



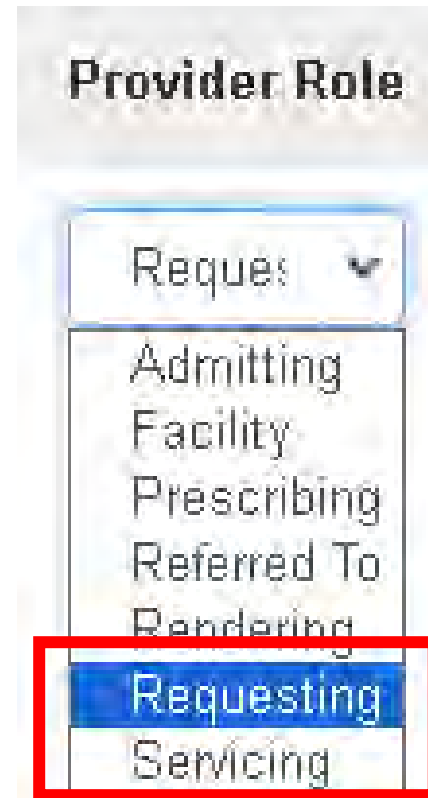
Attaching Providers

Jiva Instruction Manual

Provider Portal – Submitting a Request

Attaching Providers

- After entering a diagnosis, the next step in entering a request is to attach providers. Click on the blue '**Attach Providers**' tab.
- **Note:** You must add a **Requesting** and **Servicing** Provider. When submitting an Inpatient request, the Requesting Provider is the same as the Admitting Provider. Although there may be other choices, you should only select a requesting and servicing provider.



Provider Portal – Submitting a Request

Attaching Providers

- In the attached providers screen, you must search by **facility or practice** name or NPI (**NOT individual** provider name or NPI). Choose an option from the resulting dropdown and click the blue 'Search'. The results will appear to the right.

Attach Providers ? ✕

Enter any search criteria

Provider Last Name / Facility Q

Provider First Name Q

NPI

Provider ID

Search [Advanced Search](#)

Search Results

	Provider ID	Provider Name	Location	Type	Provider Role	Spe
⚙	1000417	SALUD PARA LA GENTE	204 E BEACH ST WATSONVILLE, CA - 95076-4809 USA Phone: (831) 728-0222 Fax: (831) 707-2777	RHC/FQHC	Reque: ▾	Fed Que Hea Cer (FQ
⚙	1211061	SALUD PARA LA GENTE SOUTH COUNTY MOBILE CLINIC	1600 GREEN HILLS RD STE 101 SCOTTS VALLEY, CA - 95066 USA Phone: (831)	RHC/FQHC	Reque: ▾	Fan Mex



Provider Portal – Submitting a Request

Attaching Providers

- Choose the type of provider from the Provider Role dropdown menu. Only choose either **Requesting** or **Servicing** as Provider Role.

Attach Providers

Enter any search criteria

Provider Last Name / Facility: MISSION GARDENS FACILITY

Provider First Name: Provider, First Name

NPIN:

Provider ID:

Search Advanced Search

Search Results

Provider ID	Provider Name	Location	Type	Provider Role	Specialty	In Network?	Keyword
1219285	MISSION GARDENS FACILITY	1450 E 27TH ST MERCED, CA - 95340-3221 USA Fax: (209) 290-3527	LONG TERM CARE FACILITY	Servicing	Long Term Care Hospital	Y	In Area

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Click the settings icon on the left of the provider you wish to attach. Because you must enter at least a Requesting and Servicing Provider, Choose **Multiple Attach**.

Search Results

Provider ID	Provider Name	L
PRV_1000001	Farrell, Rene	P

Single Attach

Multiple Attach



Provider Portal – Submitting a Request

Attaching Providers

- Each Provider chosen in a “Multiple Attach” appears at the bottom of the screen while you continue searching. If, before you click the green ‘Attach’ button, you want to remove a choice, you can remove the provider you added by mistake by clicking on the delete icon to remove. Once you are satisfied with your choices, click the green attach button to add..
- Please note that the providers are NOT attached until you hit the green Attach button.

Attach Providers

Enter any search criteria

Provider Last Name / Facility

MISSION GARDENS FACILITY

Provider First Name

Provider First Name

NPIN

Provider ID

Search

Advanced Search

Search Results

	Provider ID	Provider Name	Location	Type	Provider Role	Specialty	In Network?	Keyword
	1219285	MISSION GARDENS FACILITY	1450 E 27TH ST MERCED, CA - 95340-3221 USA Fax: (209) 290-3527	LONG TERM CARE FACILITY	<div>Service</div>	Long Term Care Hospital	Y	In Area

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Selected Providers List

	Provider ID	Provider Name	Location	Provider Role
	1000417	SALUD PARA LA GENTE	204 E BEACH ST WATSONVILLE, CA - 95076-4809 USA Phone: (831) 728-0222 Fax: (831) 707-2777	<div>Requesting</div>
	1219285	MISSION GARDENS FACILITY	1450 E 27TH ST MERCED, CA - 95340-3221 USA Fax: (209) 290-3527	<div>Service</div>

Attach

Cancel

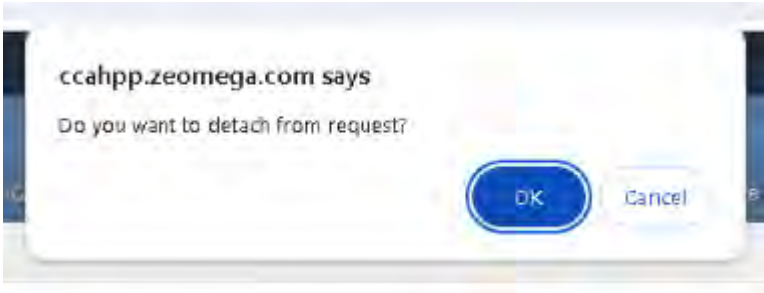


Provider Portal – Submitting a Request

Attaching Providers

- If you wish to remove a provider you added by mistake **after** you have attached them, click on the delete icon. You will get a pop up asking you if you are sure you want to delete. Click ok to delete

Provider Details							
	ID	Name	Location	Role	Network	Phone	Action
	1000417	SALUD PARA LA GENTE	204 E BEACH ST WATSONVILLE, CA - 95076-4809 USA Phone: (831) 728-0222 Fax: (831) 707-2777	Requesting ▾	In Network	8317280222	⊖
	1219285	MISSION GARDENS FACILITY	1450 E 27TH ST MERCED, CA - 95340-3221 USA Fax: (209) 290-3527	Servicing ▾	In Network		⊖



For Further Assistance

Please reach out for questions - if we are unavailable by phone then we can be reached by email:

Utilization Management (UM) - Ph: 831-430-5506,
email: listaauthcoordinators@ccah-alliance.org

Non-emergency Medical Transportation (NEMT) - Ph: 831-430-5640,
email: listnemtauthorizations@ccah-alliance.org

Enhanced Care Management/Community Supports -
email: listecmauthorizations@ccah-alliance.org (change requests or questions on specific authorizations) or listecmteam@ccah-alliance.org (all other questions such as program questions, claims questions, capacity updates, etc.)

