

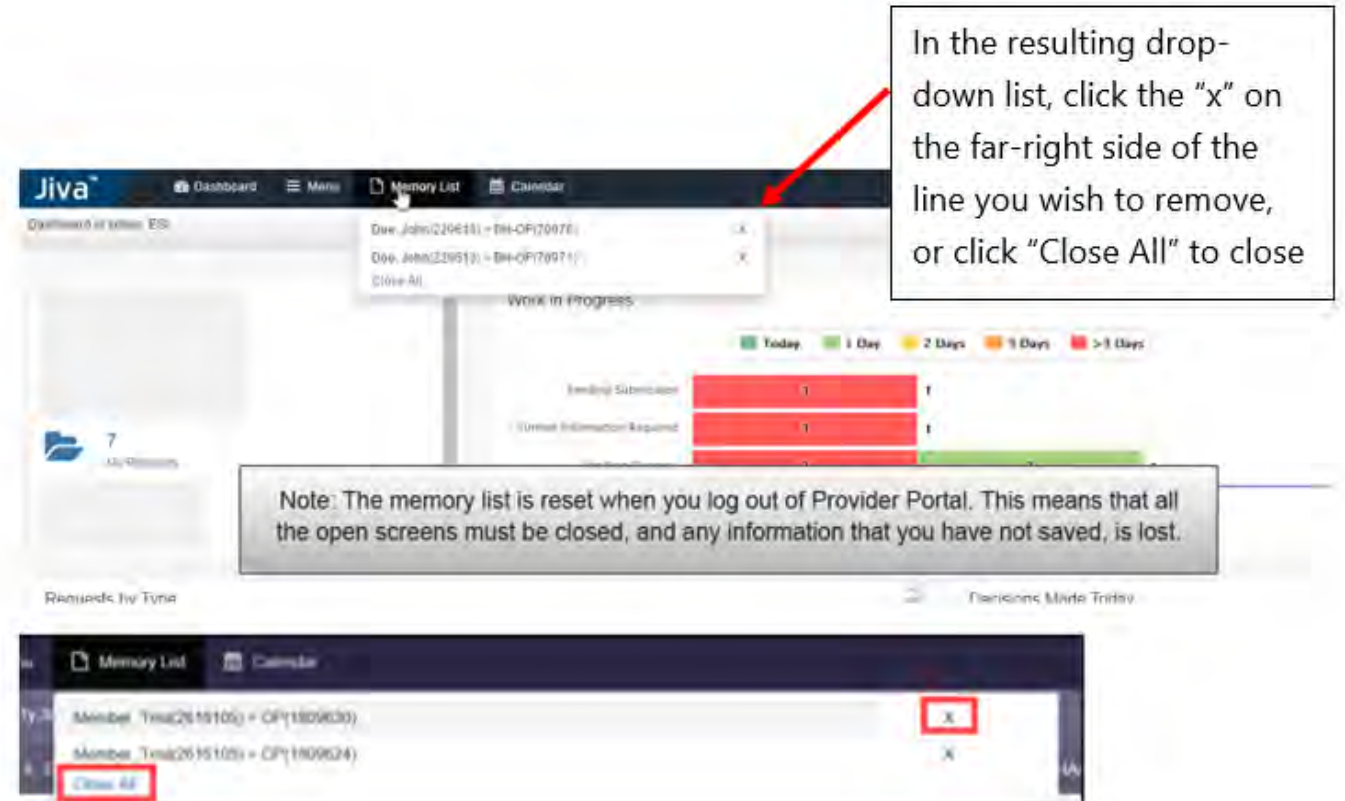


Clear Memory List

Jiva Instruction Manual

Provider- Clear Memory List

- The Memory List is intended to aid in navigation of the provider portal and to save steps for users submitting requests.
- The Memory List holds the last 10 records left open. "Records" include pages such as the request initiation screen, searches, and patient panel.
- Requests "held" in a user's memory list cannot be accessed to edit by other users. This ensures that duplicate work does not take place. Consequently, **it is important to release an episode from your memory list once you are done making changes.**
- Open the Memory List by clicking "Memory List" on Jiva's top menu bar. Close individual records or clear and release all episodes



Clear Memory List

When finished entering a request, click on the black box with white X to close out of the episode and keep it out of your memory list. This ensures the Alliance can respond to your request in a timely manner.

DashboardMenuMemory ListCalendar

WILLIAMS, HEATHER (Female) DOB: 05/01/1971 (52y) Subscriber ID: 98623722G Product Type: M1

Address: 777 LYNDON ST CA Phone & Email: (831) 596-8479 Coverage: Monterey Medi-Cal Managed Care Program Group: Monterey Medi-Cal Managed Care Program PCP/PCM: Salinas V Allergies:

Member Overview > IP(11594)

Stay/Service Summary Workflow

Status: OpenRequest Primary Dx: K35.200 Assigned To: Portal-IP - Acute Assigned Reviewer: Auth Number: 240400875 Auth Coverage: Monterey Medi-Cal Managed Care Program Reason For Request: Related Episodes: Immediate Due Date: 04/24/2025 19:53

Stay Request

	Place of Service	Due Date	Decision	Reason for Decision	Auth Start Date	Auth End Date	Request
<input type="checkbox"/>	Initial	04/24/2025 19:53	-		04/24/2024	04/25/2024	Routine

Page 1 of 1

Service Request

No Service added

Note

Username: Sheridan, Elizabeth

Title:

Note Type: Web Note

Source: Add Episode Note

Note Encounter Date: 04/24/2024 19:53:00

this is a note

Diagnosis

Actions	Primary Dx	Code Type	Diagnosis
	★	ICD10	K35.200--Acute Appendicitis With Generalized Peritonitis, Without Perforation Or Abscess

Documents

Episodes ViewMember View

Name	Type	Document Received Date	Date Added	Added User	Description



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.)

