



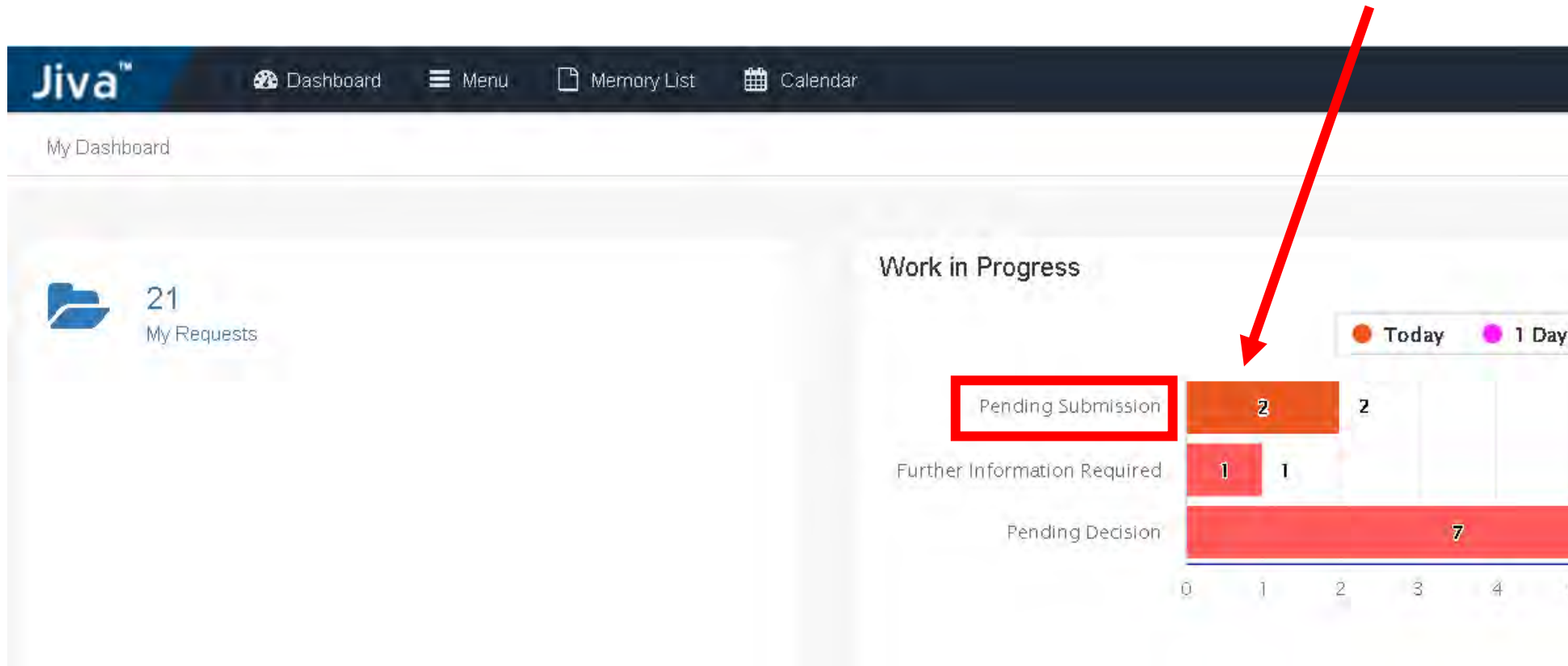
Completing Submissions in Draft

Jiva Instruction Manual

Provider Portal – Working in Jiva

Completing Pending Submissions

If you exit without completing the submission of a request, the episode will be in draft form and remain in your **Pending Submission** bar in your **Work in Progress** widget on your **Dashboard**.



Provider Portal – Working in Jiva

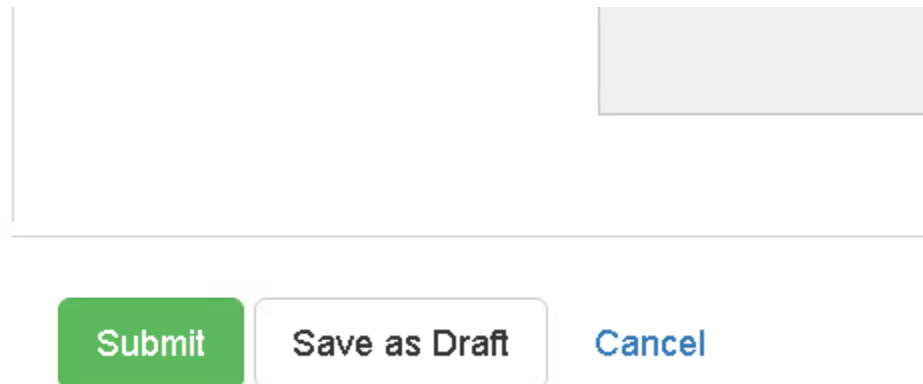
Completing Pending Submissions

You must complete the submission so that the Alliance can open the request and make a decision. Once you have opened the pending request, review and complete submission.

Be sure you have:

- addressed all mandatory fields,
- attached providers,
- attached supporting documentation
- Attached a note with note type 'Web Note' (if needed)

Click the green **Submit** button to complete submission

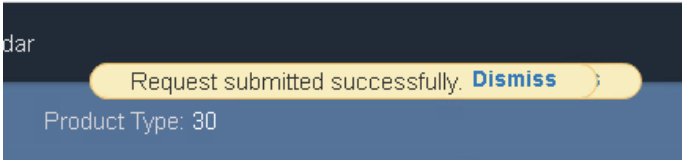


Provider Portal – Working in Jiva

Completing Pending Submissions

You should get a pop up that your request was submitted successfully.

You will be directed to the screen where you can open and print a pdf of the **Episode Abstract (auth)**.



Request Details

Episode Abstract

Expected Decision Date :
07/24/2024

Authorization Type : OP

Episode Number : 42907

Episode Status : OpenRequest

Authorization Details

Service ID	Service Code	Requested #	Assigned #	Denied	Auth Start Date	Auth
18391	MRIUExtremities(CUS)	1	0	0		

Authorization Drug Details

No Specialty Drug Requests Added

Episode Abstract



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.)

