



# Entering New Request

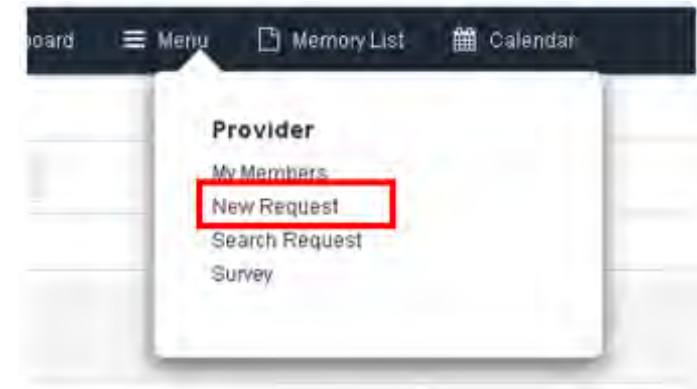
Jiva Training

# Provider Portal – Working in Jiva

## Submitting a Request

- Select “New Request” from the Menu

You must use Subscriber ID as the Member ID. Click Search.

A screenshot of the 'New Request' form. The form has a title bar 'New Request' and several input fields: 'Member Last Name', 'Member First Name', 'Member DOB' (with a calendar icon), 'Client', 'Member ID Type' (with a red asterisk), and 'Subscriber ID'. The 'Member ID' field is highlighted with a red rectangle and contains the value '11111111'. Below the input fields are two buttons: 'Search' (highlighted with a red arrow) and 'Reset'.

# Provider Portal – Working in Jiva

## Submitting a Request

- Member Populates,
- Select Add Request
- Choose type of request

	Jiva Member ID	Member Name	Member Date of Birth	Gender	Coverage ID	Subscriber ID	Coverage Start Date	Coverage End Date	Group Name	Action
	158440	Default, Member	01/01/1950	F	1	111111111	11/01/2023	12/31/9999	Merced Medi-Cal Managed Care Program	<div>Add Request ▾ Add Request Inpatient Outpatient</div>
	158440	Default, Member	01/01/1950	F	1	111111111	07/01/2005	12/31/9999	Alliance Care IHSS Monterey	



# Provider Portal – Working in Jiva

## Submitting a Request

- You can also add a request by clicking on the member's name (blue hyperlink) which takes you to the MCV. Click on **+Request** and choose inpatient or outpatient.

My Requests

All All Filter by Date 04/27/2024 06/26/2024

Actions	Auth Type	Auth Number	Member Name	Requested/Created Date	Diagnosis	Procedure
	OP	240600041	<a href="#">Doe, Jane</a>	06/01/2024	M25.51	97810

PCP/PCM MERCY MED Allergies

**+ Add Request**

More ▾

**+ Add Request**

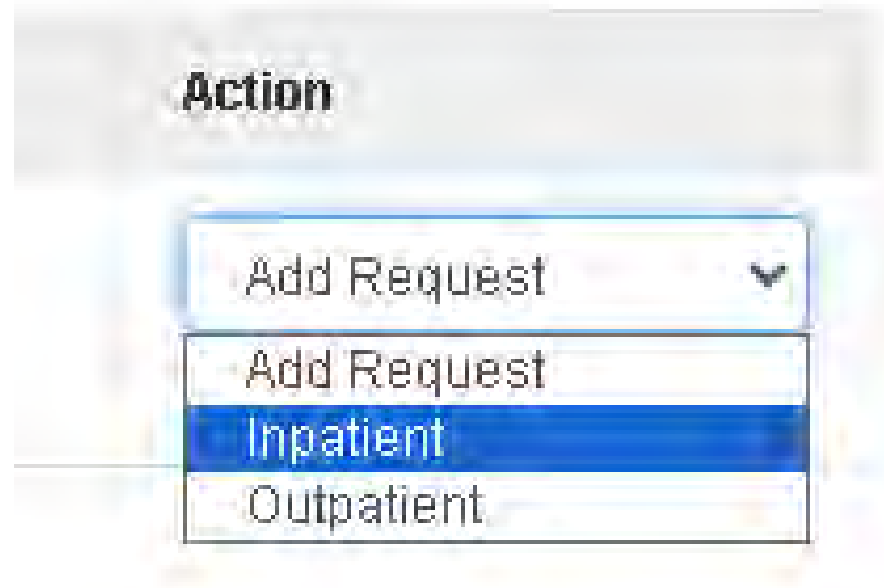
Inpatient Outpatient



# Provider Portal – Working in Jiva

## Submitting a Request

Either method will allow you to enter an inpatient or outpatient request and the process is the same for both. **Note: Referrals are outpatient requests.**



# Provider Portal – Working in Jiva

## Submitting a Request

In Jiva, mandatory fields have a \*.

Enter Request Type and Reason for Request.

Outpatient Request

**Episode Details**

Request Type \* Pre-Service

Time Request 5 Business Days

Request Priority \* Routine

Reason for Request \* -Select One-

**Diagnosis**

Code Type \* ICD10

Diagnosis \*

-Select One-

Carve-Out

ECM

ECM CS

OON Referral

OP Pharmacy

OP Services

PCP Referral

Specialist to Specialist Referral

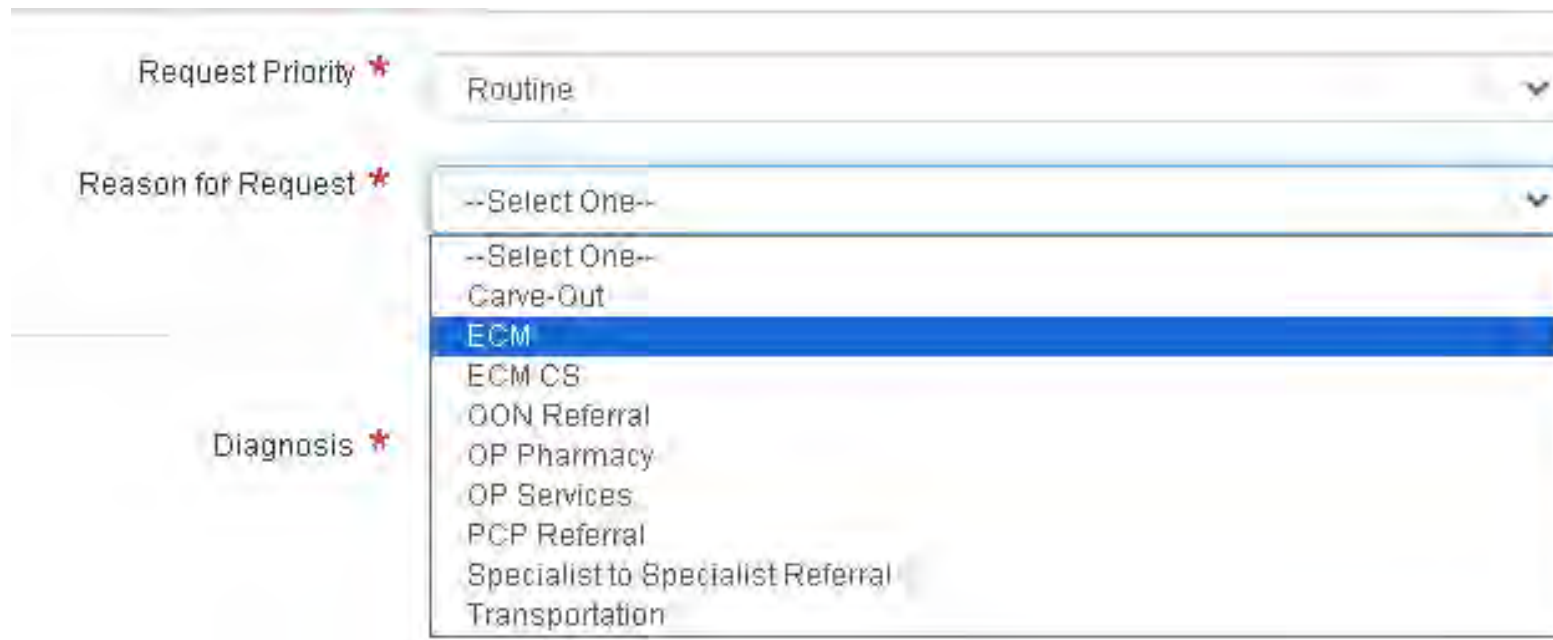
Transportation



# Provider Portal – Working in Jiva

## Submitting a Request

Note: If this is an **Outpatient** request, under **Reason for Request**, you have all the choices for referrals, pharmacy, and outpatient auths



The screenshot shows a web form with three main sections, each with a red asterisk indicating a required field:

- Request Priority \***: A dropdown menu with "Routine" selected.
- Reason for Request \***: A dropdown menu with "--Select One--" selected. The menu is open, showing a list of options: "--Select One--", "Carve-Out", "ECM" (highlighted in blue), "ECM CS", "OON Referral", "OP Pharmacy", "OP Services", "PCP Referral", "Specialist to Specialist Referral", and "Transportation".
- Diagnosis \***: A text input field that is currently empty.



# Provider Portal – Working in Jiva

## Submitting an ECM Request

For example, for an ECM Request, choose ECM as reason for request and choose ECM under service type

Reason for Request \*

ECM

--Select One--

Carve-Out

ECM

ECM CS

OON Referral

Service Type \*

--Select One--

--Select One--

Place of Service

Acupuncture

CBAS

Code Type

CHW Recommendation

Community Supports (CS)

Dental Anesthesia Services

Diagnostic

Service Code

DME-Equipment

DME-Medical Supplies

DME-Orthotics

DME-Prosthetics

Enhanced Care Management (ECM)





# Provider Portal – Working in Jiva

## Submitting a Request

Note: If this is an **Inpatient** request, under **Reason for Request** and **Stay Request Service Type**, you have different choices.

Reason for Request \*

--Select One--

--Select One--

Acute Rehab

Custodial Care

Delivery in Hospital/Newborn

Direct Admission from Provider Office

ECensus

Elective/Preservice

Emergency Room Visit

ER Admission

High Cost claimant

Home Health

Inpatient Hospitalization

Provider Office

Skilled Nursing Facility

Transfer from Acute Facility

Transfer from LTC

Transfer from SNF

Unknown

Diagnosis \*

Service Type \*

--Select One--

--Select One--

Acute Inpatient

Long Term Care

Skilled Nursing Facility

Subacute

Department

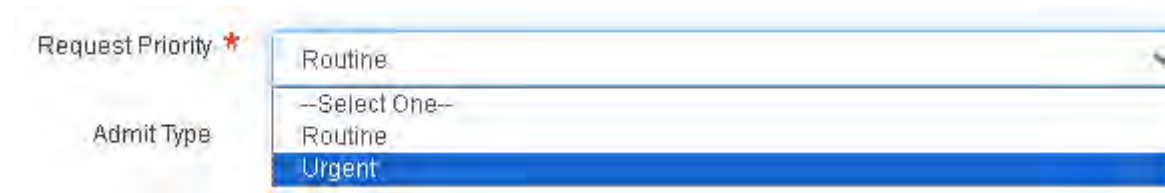
IP Stay Service Types



# Provider Portal – Working in Jiva

## Submitting a Request

If you change the **Request Priority** from Routine to ***Urgent***, you MUST enter a note explaining why your request is urgent.



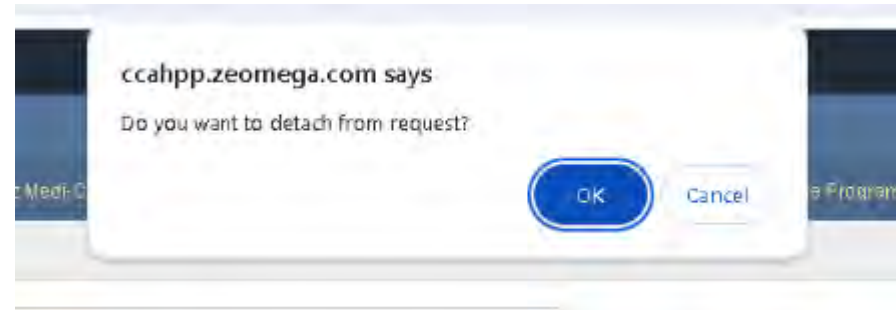
The screenshot shows a web form with two labels: 'Request Priority' with a red asterisk and 'Admit Type'. The 'Request Priority' dropdown menu is open, showing three options: 'Routine', '--Select One--', and 'Urgent'. The 'Urgent' option is highlighted in blue. The 'Admit Type' label is visible below the dropdown.



# Provider Portal – Working in Jiva

## Submitting a Request

- Click on the delete icon under actions and you will receive an alert asking if you are sure you want to delete the diagnosis. Click ok and you will see that the incorrect diagnosis is gone.



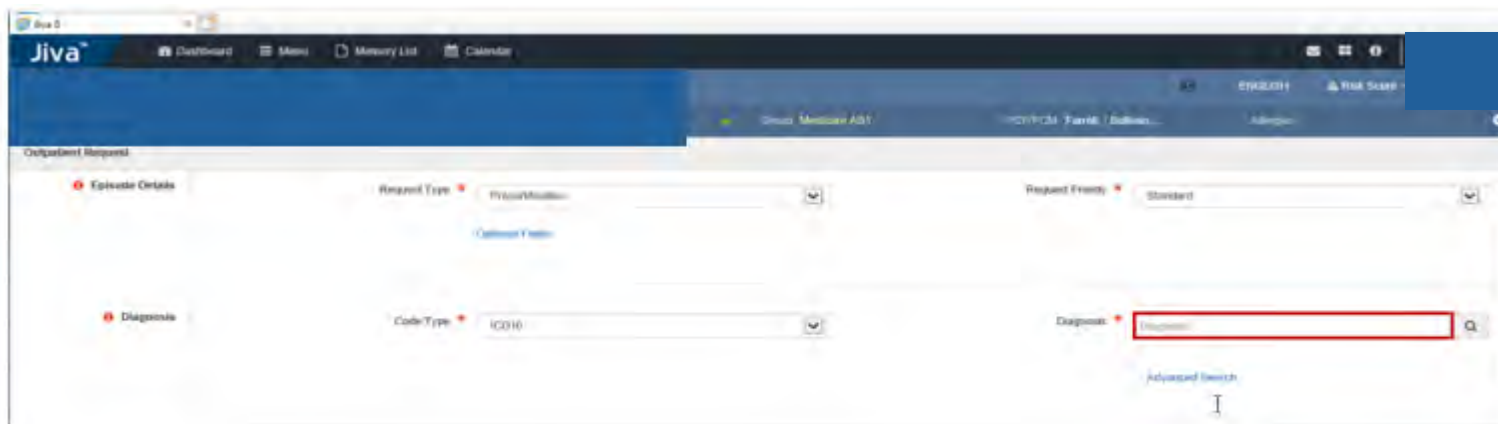
Primary Dx	Code Type	Diagnosis	Actions
★	ICD10	E84--Cystic fibrosis	



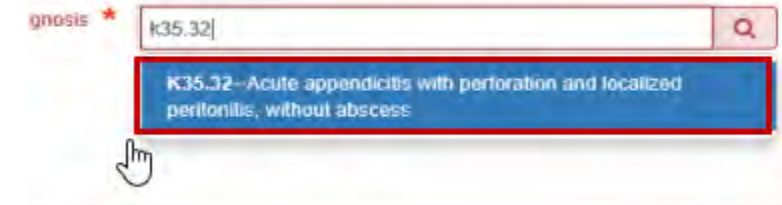
# Provider Portal – Working in Jiva

- Enter the Diagnosis or Diagnosis Code

Notice you can free-text search for a diagnosis in addition to simply entering the actual diagnosis code.



The screenshot shows the Jiva Provider Portal interface. The top navigation bar includes 'Jiva', 'Dashboard', 'Menu', 'My History List', and 'Calendar'. Below this, there's a section for 'Outpatient Request'. Under 'Episode Details', there are fields for 'Request Type' (set to 'Procedure/Visit') and 'Request Priority' (set to 'Standard'). The 'Diagnosis' section is highlighted, showing a 'Code Type' dropdown set to 'ICD10' and a 'Diagnosis' text input field. A red box highlights the 'Diagnosis' input field, and a cursor is visible below it. An 'Advanced Search' link is also present.



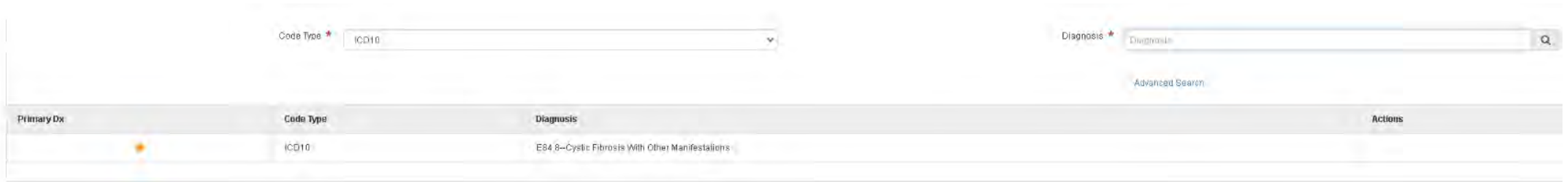
This close-up shows a search bar with the text 'K35.32' entered. Below the search bar, a red box highlights the search results: 'K35.32--Acute appendicitis with perforation and localized peritonitis, without abscess'. A hand icon is pointing at the results.



# Provider Portal – Working in Jiva

## Submitting a Request

- What if you realize you entered the wrong diagnosis? Notice there is no action icon to change the diagnosis because there is only one diagnosis, so it is primary. You cannot delete a primary diagnosis.



The screenshot shows the top section of the Jiva Provider Portal. At the top, there are two search bars: 'Code Type' with a dropdown menu showing 'ICD10' and 'Diagnosis' with a search icon. Below these is an 'Advanced Search' link. The main table has four columns: 'Primary Dx', 'Code Type', 'Diagnosis', and 'Actions'. There is one row in the table with a star icon in the 'Primary Dx' column, 'ICD10' in the 'Code Type' column, and 'E84.8--Cystic Fibrosis With Other Manifestations' in the 'Diagnosis' column. The 'Actions' column is empty for this row.

Primary Dx	Code Type	Diagnosis	Actions
★	ICD10	E84.8--Cystic Fibrosis With Other Manifestations	

Simply go back and add the correct diagnosis and click on the star to make it the primary diagnosis

Primary Dx	Code Type	Diagnosis	Actions
★	ICD10	E84.8--Cystic Fibrosis With Other Manifestations	⊖
★	ICD10	E84--Cystic fibrosis	

Notice that you now have an action icon next to the incorrect diagnosis because it is no longer the primary diagnosis



# Provider Portal – Working in Jiva

## Submitting an Outpatient Request

Anything other than an Inpatient stay (Inpatient includes Acute, SNF and Custodial Care) is requested as an Outpatient Request. The Reason for Request and Service Type drop downs provide an opportunity to request Outpatient services, DME, Home Health, Referrals, Transportation, ECM/CS. For Outpatient requests (and Inpatient Preservice and LTC), the Code Type is also required and may include HCPC, CPT, or CUS (for Custom). If it is a CUS Code Type, you will need to enter the first few letters of the code to get dropdown choices.

Custom codes include Acupuncture (ACUVISITS), Dental Anesthesia (DENTALANESTHI), MRI, Referrals (CON to bring up choice of ConsultVisit or ConsultvVsit with FollowupVisit, FOL to bring up FollowUpVisit only), Palliative Care (PLTVCR), ECM (ECM01, ECM02) and CS (CS01 – CS08)

The screenshot shows a web form with the following fields and options:

- Service Type \***: A dropdown menu with "Diagnostic" selected.
- Place of Service**: A dropdown menu with "--Select One--" selected.
- Code Type**: A dropdown menu with "CUS" selected.
- Service Code**: A dropdown menu with the following options: "--Select One--", "HCPC", "OPT", "ICD9", "ICD10", "Revenue", "CDT", "CUS" (highlighted in blue), "NDC", and "DRG".



# Provider Portal – Working in Jiva

## Submitting an Outpatient Request

**Note** that there is a rule and assessment associated with submitting an outpatient request for **Diagnostic > MRI**.

- Provider must select “CUS” as code type and type in ‘MRI’ to search for the appropriate MRI.
- Note that the Alliance does not need to know if the MRI is with or without contrast to approve. However, you may enter those details in the notes.

Service Type ★ Diagnostic

Place of Service --Select One--

Code Type CUS

Service Code

- Select One--
- HCPC
- OPT
- ICD9
- ICD10
- Revenue
- CDT
- CUS**
- NDC
- DRG

Code Type CUS

Service Code MRI

- MRIAbdomen--Abdomen (74181 - 74185)**
- MRI**ChestBreast--Diagnostic Radiology (Diagnostic Imaging) (71550 - 77059) Ot
- MRI**HeadNeck--Head And Neck (70336 - 70559)
- MRI**Extremities--Lower Extremities (73718- 73725)
- MRI**SpinePelvis--Spine And Pelvis (72141 - 72198)



# Provider Portal – Working in Jiva

## Submitting A Request

If requesting a **referral**, code type must be 'CUS' for custom and under Service Code, type con (for consult or consult with follow-ups) or fol (for follow-up only – continued care) and make appropriate choice

Service/Specialty Drug Request

Service Type \* Referral

Place of Service --Select One--

Code Type CPT

Service Code

--Select One--  
HCPC  
CPT  
ICD9  
ICD10  
Revenue  
CDT  
**CUS**  
NDC  
DRG

Service Code

fol

**FOLLOWUPVISITS--Follow-up Visits ONLY**

Other Fields

Service Code

con

**CONSULT--Consultation Visit**

**CONSULTVISITS--Consultation With Follow-up Visits**

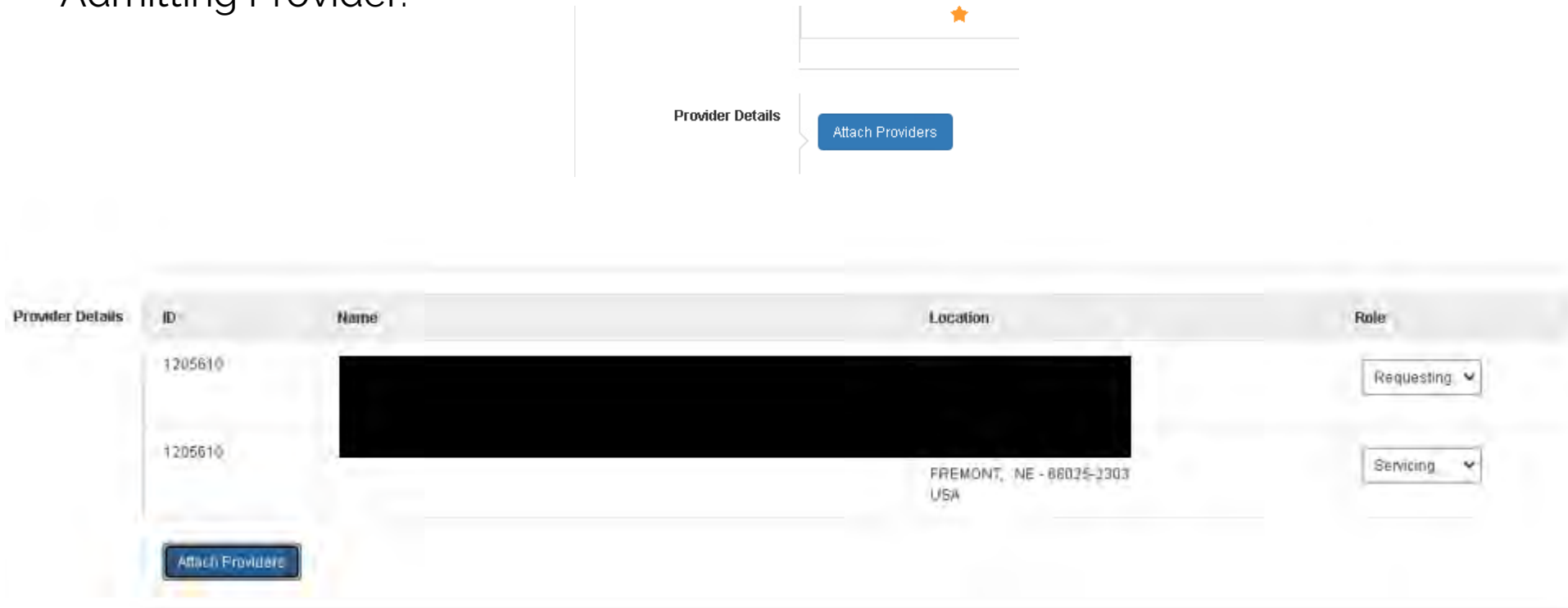




# Provider Portal – Working in Jiva

## Submitting a Request

- Next, Click '**Attach Providers**'> You must add a **Requesting** and **Servicing** Provider.
- **Note:** When submitting an Inpatient request, the Requesting Provider is the same as the Admitting Provider.



The screenshot displays the 'Provider Portal' interface. At the top, there is a section labeled 'Provider Details' with a blue button labeled 'Attach Providers'. Below this, a table lists provider information. The table has four columns: ID, Name, Location, and Role. Two rows are visible, both with ID '1205610'. The first row has a role of 'Requesting' and a blacked-out name. The second row has a role of 'Servicing' and a blacked-out name. The location for both is 'FREMONT, NE - 68025-2303 USA'. A blue button labeled 'Attach Providers' is also visible at the bottom left of the table area.

ID	Name	Location	Role
1205610	[Redacted]	FREMONT, NE - 68025-2303 USA	Requesting
1205610	[Redacted]	FREMONT, NE - 68025-2303 USA	Servicing



# Provider Portal – Working in Jiva

## Submitting a Request

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

Attach Providers

Enter any search criteria

Provider Last Name / Facility: Farrell

Provider First Name: [Provider First Name]

NPIN: [NPIN]

Provider ID: [Provider ID]

Search Advanced Search

Search Results

Provide	vide	ication	Provider Role	Specialty	In Network?	Provi
PRV_10	rell, I	O. Bl 001 Omaha NE - 68022 USA Phone: (402) 5 4321 Fax: 402555	Treati		N	Out

Page 1 of 1

Attach Cancel



# Provider Portal – Working in Jiva

## Submitting a Request

- Choose the type of provider role from the dropdown menu. Although there are other choices, only choose a requesting and a servicing provider.

Search Results

Provider ID	Provider Name	Location	Type	Provider Role	Specialty	In Network?	Keyword
			PHYSICIANS GROUP	Requesting	Radiologist,Diagnostic Radiology,Diagnostic Radiology,Radiologist	Y	Out of Area

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	Location
PRV_1000001	Farrell, Rene	

Single Attach


Multiple Attach



# Provider Portal – Working in Jiva

## Submitting a Request

- 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.

	Provider ID
	1010892

Attach Providers

Enter any search criteria

Provider Last Name / Facility: SMITH CTY EMS

Provider First Name: Provider's First Name

NPI:



Provider ID:

Search Search Results

Provider ID	Provider Name	Location	Type	Provider Role	Specialty	In Network?	Keyword
			GROUND MEDICAL TRANSPORTATION	Admitting	Ground Medical Transportation	N	Out of Area

Page 1 of 1

Selected Providers List

Provider ID	Provider Name	Location	Provider Role	Provider Network
 1010892	SMITH CTY EMS	914 E HIGHWAY 36 SMITH CENTER, KS - 66967-9582 USA Phone: (785) 282-6924	Requesting	Out of Network
 1010892	SMITH CTY EMS	914 E HIGHWAY 36 SMITH CENTER, KS - 66967-9582 USA Phone: (785) 282-6924	Admitting	Out of Network

Attach Cancel

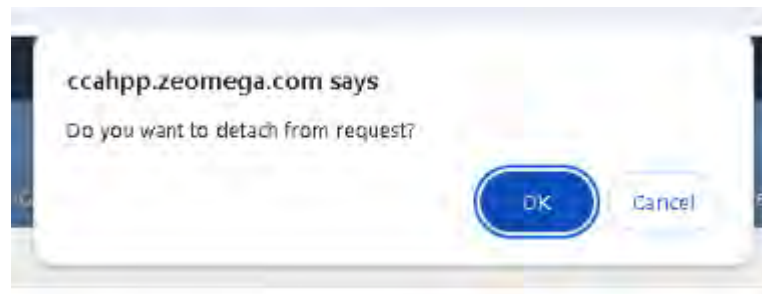


# Provider Portal – Working in Jiva

## Submitting a Request

- 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

ID	Name	Location	Role	Network	Phone	Action
1215019	MEMORIAL FAMILY PRACTICE ASSOCIATES, LLC		<div>Servicing ▾</div>	Out of Network		
1215019	MEMORIAL FAMILY PRACTICE ASSOCIATES, LLC		<div>Servicing ▾</div>	Out of Network		
		USA				



# Provider Portal – Working in Jiva

## Submitting a Request

- You need to attach a document with relevant clinical information supporting the request being made on behalf of the member. To upload supporting documents, enter document title, type and then, hit browse.

service request

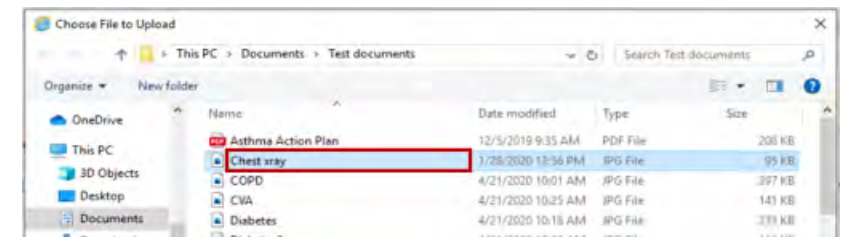
Action	Service Code	Requested#	Start Date	End Date	Service
	44960(CPT)	1	07/16/2020	07/17/2020	Surgical

Document Title

Document Type --Select One--

Select Document Browse No File Selected

Double click on the document to upload.



The uploaded document title is displayed next to the Browse button

Document Title \*

Document Type --Select One--

Select Document Browse Chest xray.JPG



# Provider Portal – Working in Jiva

## Submitting a Request

After uploading a document, you must complete the Provider Contact Information section.

- The office contact is the name of the person the Alliance can call with any questions about the request
- Enter the phone and fax number for the contact person
- Enter the name of the specific Treating or Referring provider. This is important for reporting purposes.

<b>Provider Contact Information</b>	Office Contact... *	<input type="text"/>	Contact Fax #: *	<input type="text"/>	Treating/Refer... *	<input type="text"/>
	Contact Phon... *	<input type="text"/>	Additional Con...	<input type="text"/>		



# Provider Portal – Working in Jiva

## Submitting a Request

If you wish to include a note for the nurse reviewer, you may do so. For a new request, choose **Web Note** as the note type, add your note and then click submit to submit request.

Note Type: --Select One--

Note Text

Web Note

When submit a new request and need to enter note, please use "Web Note" only for Note Type.

You may click 'Save as Draft' to finish later, or 'Cancel' to cancel request. If you are ready to submit, click the green 'Submit'





# Provider Portal – Working in Jiva

## Submitting a Request

Service Type \* RX-Physician Administered Drugs


Notes

Note Type Web Note

Note Text

**Insert template**

File Edit Insert View Format

**B** *I* U ABC  **Insert template**

**Dose:**

**Route:**

**Frequency:**

**Insert template**

Templates RX Request Details

5000040\_158600\_0\_OP

**Submit** **Save as Draft** **Cancel**

**Note:** If requesting for OP **Rx-PAD**, please select Web Note and use Note Template, Rx Request Details.

Click 'Save as Draft' to finish later, or 'Cancel' to cancel request.

If you are ready to submit, click the green 'Submit.'



# Provider Portal – Working in Jiva

## Submitting a Request

After submitting, the Request Details Page will be displayed. You can click on Episode Abstract to review and print a pdf copy of the episode (auth). You may click the 'Authorization Type' hyperlink to open the episode to upload additional documents.

Episode Abstract

Expected Decision Date : 05/06/2024

Authorization Type : [OP](#)

Episode Number : 12034

Episode Status : OpenRequest

Auth Number : 240401013

Authorization Details

Service ID	Service Code	Requested #	Assigned #	Denied	Auth Start Date	Auth End Date	Service Type	Frequency
3614	0	1	0	0			Diagnostic	Per Day
3615	0	1	0	0			Diagnostic	Per Day

Status: OpenRequest

Primary Dx: M25.521

Assigned To: Portal OP Diagnostic

Assigned Reviewer:

Auth Number: 240401013

Auth Coverage: Monterey Medi-Cal Managed Care Program

Reason for Request:

Related Episodes:

Immediate Due Date: 05/06/2024 16:28

Service Request

Service Type	Service Code	Modifier	Due Date	Decision	Reason for Decision	Auth Start Date
Diagnostic			05/06/2024 16:25			
Diagnostic			05/06/2024 16:25			

Specialty Drug Request

No Specialty drug request added

Note

Username: Shendian, Elizabeth

Title:

Note Type: Web Note

Source: Add Episode Note

Note Encounter Date: 04/29/2024 16:25:00

04/29/2024 16:40:14

Diagnosis

Add Diagnosis

Actions	Primary Dx	Code Type	Diagnosis
		ICD10	M25.521 - Pain in Right Elbow

Documents

Episodes View

Monetary View

Name	Type	Document Received Date	Date Added	Added User	Description
40		04/29/2024 16:25:00	04/29/2024 16:40:14	Shendian, Elizabeth	

Add Document



# Provider Portal – Working in Jiva

## Submitting a Request

From the Episode Abstract, you may print a pdf copy of the episode (auth) if you desire.

Request Details

Episode Abstract

Expected Decision Date : 07/19/2024      Authorization Type : OP      Episode Number : 42722      Episode Status : OpenRequest      Auth Number : 240700389

Authorization Details

Service ID	Service Code	Requested #	Assigned #	Denied	Auth Start Date	Auth End Date	Service Type	Frequency	Decision
18238		1	0	0				Per Day	-

Authorization Drug Details

Episode Abstract


No Specialty Drug Requests Added





# Provider Portal – Working in Jiva

## Submitting a Request

If you prefer to fax your request after enter in Jiva or fax an attach document, you will need to print the view episode abstract and faxed to 831-430-5851 for Rx-PAD, all other request types faxed to 831-430-5850. Note that this may delay approval.

 OP

 Edit Request

 View Episode Abstract

[Printable View](#)

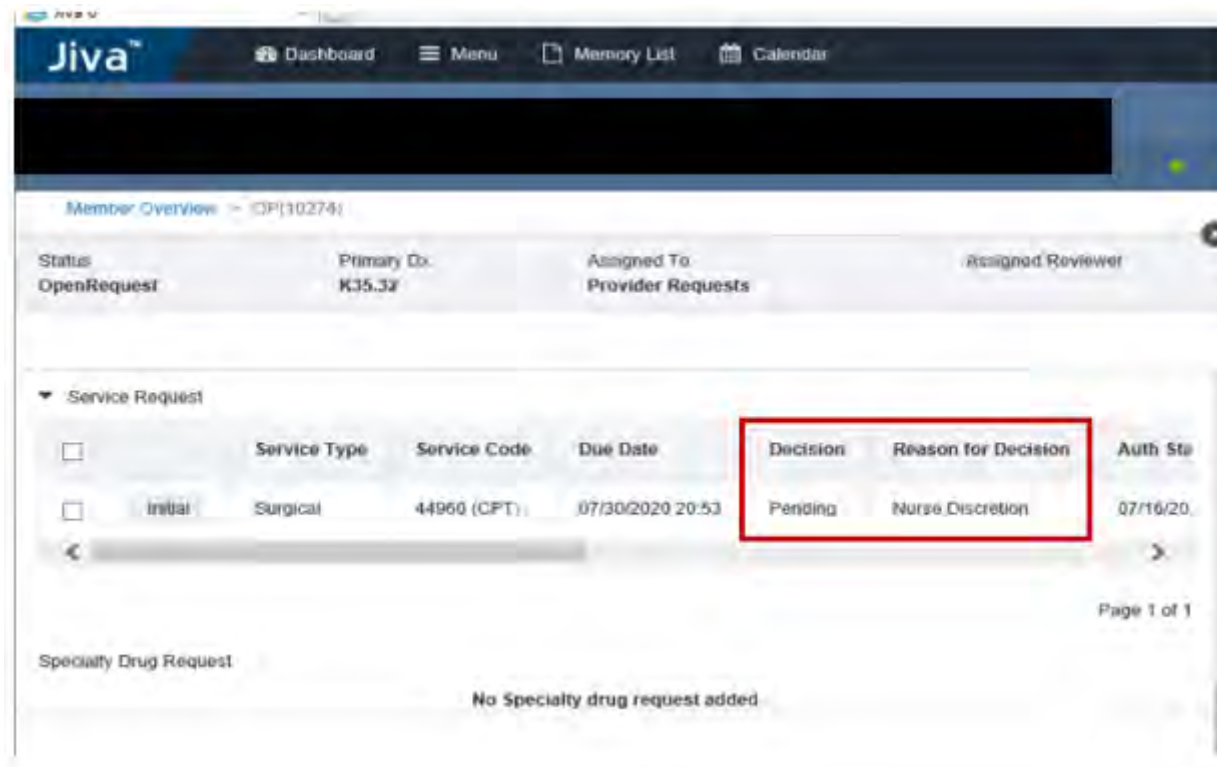
Member Details					
Name	Default, Member	Jiva Member ID	158600	Member ID	1
Birth Sex	F	Gender Identity	-	Subscriber ID	111111111
Marital Status		Sexual Orientation	-		
Address	123 Maine rd, -, NEW YORK, NY, 10001		Preferred Pronoun	-	
DOB	01/01/1950	Race	Not provided		
Phone	4084084000	Ethnicity	Not provided		
Policy Holder					
Episode Overview					
Auth Number	240700389	Start Date	07/12/2024	Type of Episode	OP
Episode ID	42722	Referral resource	Web	Episode Status	OpenRequest
Request Type	Pre-Service	Subscriber ID	111111111	Assigned To	Portal - OP Pharmacy
External Episode ID		Reason for Request	OP Pharmacy		
		Request Priority	Routine		



# Provider Portal – Working in Jiva

## Reviewing a Request

From the episode screen, you can review details such as status and Decision. In the example below, the status is 'Open' and the decision is 'Pending'



The screenshot displays the Jiva Provider Portal interface. At the top, there is a navigation bar with the Jiva logo and links to Dashboard, Menu, Memory List, and Calendar. Below this, a section titled 'Member Overview' shows details for a member with ID CP10274. The status is 'OpenRequest', the primary doctor is 'K35.33', and the assigned reviewer is 'Provider Requests'. A table titled 'Service Request' lists a single request. The request is for an 'Initial' surgical procedure with service code '44960 (CPT)' and a due date of '07/30/2020 20:53'. The decision is 'Pending' and the reason for decision is 'Nurse Discretion'. The 'Auth Sta' is '07/16/20'. A red box highlights the 'Decision' and 'Reason for Decision' columns. Below the table, there is a section for 'Specialty Drug Request' which states 'No Specialty drug request added'.

Service Type	Service Code	Due Date	Decision	Reason for Decision	Auth Sta
Initial	44960 (CPT)	07/30/2020 20:53	Pending	Nurse Discretion	07/16/20



# Provider Portal – Working in Jiva

## Auto Approve Requests

Jiva will automatically approve and close some requests upon submission. This streamlines commonly approved authorization requests and will improve the speed in which your requests are completed. Additional service codes may be automatically added to your request upon submission.

- Your “Auth End Date” and “Requested #” may be updated with the standard approval dates and units upon submission.
- No information can be changed in the request once it is auto approved and closed.
  - If a change is required, submit a new request and reference the cert # or Episode # of the previous request so that it can be easily found and voided.
- If your request is auto approved, the Request Details screen shows the Decision as “Approved” and the Episode Status is “Closed.”

**Request Details**

[Episode Abstract](#)

**Expected Decision Date:** 05/05/2020    **Authorization Type:** OP    **Episode Number:** 1809826    **Episode Status:** Closed    **Cert Number:** 200500001

Service ID	Service Code	Requested #	Assigned #	Denied	Auth Start Date	Auth End Date	Service Type	Frequency	Decision
7931349	74150(CPT)	1	1	0	05/01/2020	07/30/2020	CT Abdomen		Approved
7931350	74160(CPT)	1	1	0	05/01/2020	07/30/2020	CT Abdomen		Approved
7931351	74170(CPT)	1	1	0	05/01/2020	07/30/2020	CT Abdomen		Approved

**Authorization Drug Details**

[Episode Abstract](#)

No Specialty Drug Requests Added



# Provider Portal –Working in Jiva

## Checking status of a Request

Jiva provides real-time request status. To find a list of all your requests and their status, you can locate the My Request widget on your dashboard which reflects the total number of open requests submitted by you.



Click the blue text to open the complete listing of all requests submitted by the user.

My Requests

All

All

Filter by Date

05/13/2024

-

07/12/2024

Inpatient

Outpatient

All

Further Information Required

Pending Decision

Processed

Name

Requested/Created Date

Diagnosis

Procedure

Provider

Created By

Submitted By

Status

OP

07/12/2024

Vang, Pamila

Vang, Pamila

Pending Decision

IP

05/28/2024

Vang, Pamila

Vang, Pamila

Processed

Filter requests by date, type, and status.

Click here to sort requests by date



After opening My Requests, open the settings icon at the left of the desired line item and select either "Open" to access the whole request, or "View Episode Abstract" to view and print a pdf copy of the episode (auth).





## 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](mailto:listaauthcoordinators@ccah-alliance.org)

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

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

