



# SNF/LTC Entering New Request

Jiva Training

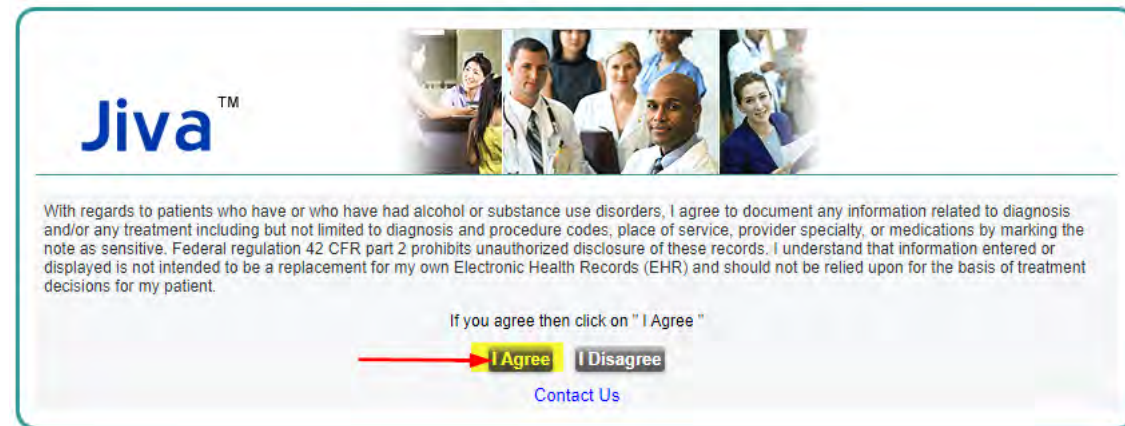
# Provider Portal- Entering SNF/LTC/Subacute Requests

Log In

From the Provider Portal, choose  
Jiva under Auths and Referrals



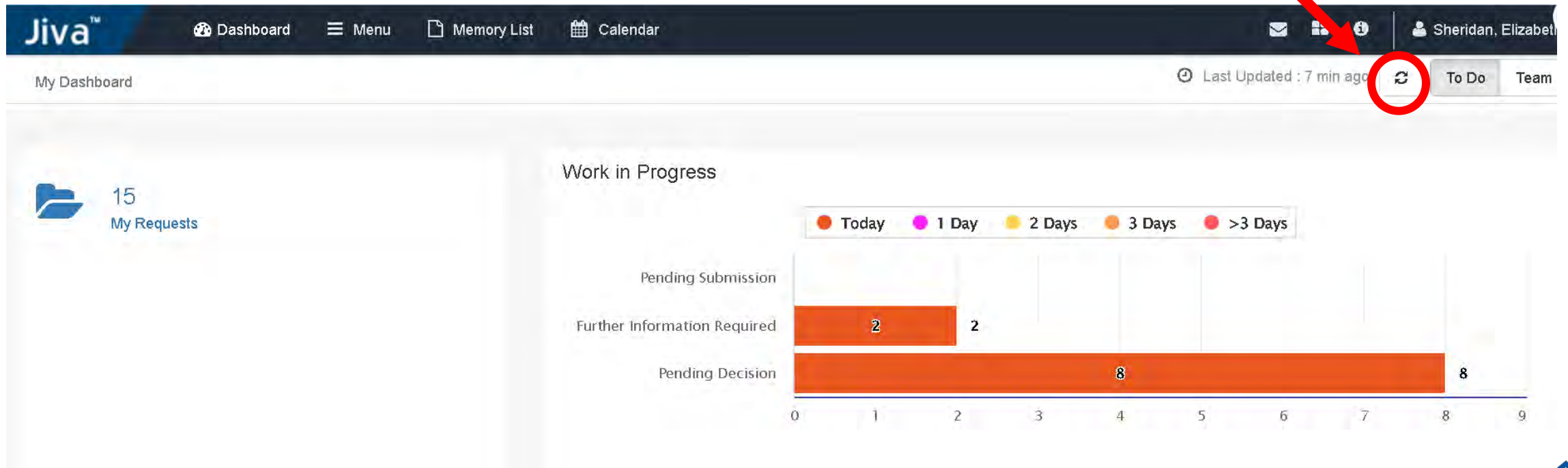
Each time you log in, you  
will need to agree to the  
disclaimer



# Provider Portal- Entering SNF/LTC/Subacute Requests

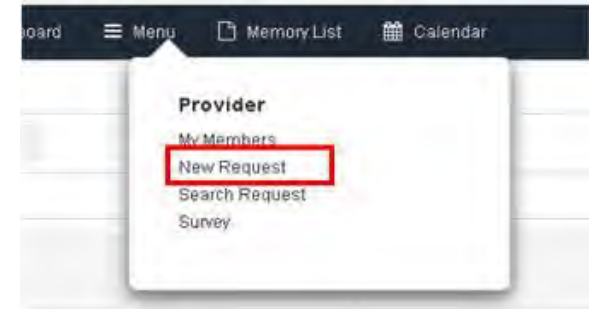
## The Dashboard

Once logged in, you will 'land' on your dashboard. Your dashboard provides you quick access to the episodes (requests) you have submitted. Always be sure to refresh the dashboard so you will know how many requests you have pending for the Alliance to review.



# Provider Portal - Submitting a SNF/LTC Request

- From the application banner on the top of your dashboard, select Menu
- Select "New Request" from the Menu
- You must enter Subscriber ID (CAAH ID) as the Member ID
- Click Search

A screenshot of the 'New Request' form. The form has a light gray header with the text 'New Request'. Below the header, there are several input fields: 'Member Last Name', 'Member First Name', 'Member DOB' (with a calendar icon), 'Client', 'Member ID Type' (with a red asterisk), 'Subscriber ID', and 'Member ID' (with a red asterisk). The 'Member ID' field contains the text '11111111' and is highlighted with a red rectangle. Below the input fields, there are two buttons: 'Search' (blue) and 'Reset' (gray). A red arrow points to the 'Search' button.

# Provider Portal - Working in Jiva

## Submitting a SNF/LTC Request

- Member Populates,
- Select Add Request
- Choose Inpatient

	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><div>Add Request</div><div>Add Request</div><div>Inpatient</div><div>Outpatient</div></div>
	158440	Default, Member	01/01/1950	F	1	111111111	07/01/2005	12/31/9999	Alliance Care IHSS Monterey	

When searching for a member, you will be able to see different date ranges of coverage. Be sure to select the 'Add Request' drop down on the member with the appropriate date range to then review based on the member's eligibility.



# Provider Portal - Working in Jiva

## Submitting a Submitting a SNF/LTC 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.

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>	06/10/2024	M25.51	97810

PCP/PCM MERCY MED Allergies

[+ Add Request](#)

More

[+ Add Request](#)

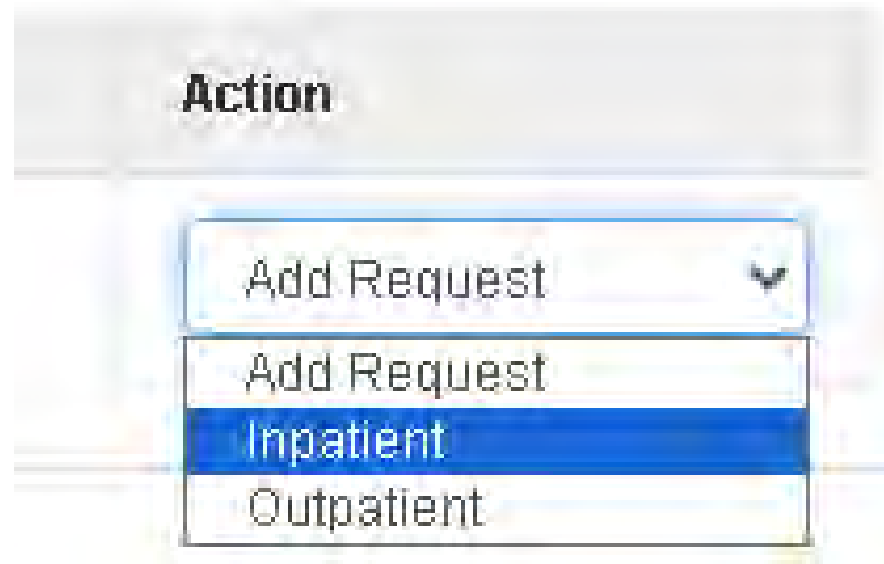
[Inpatient](#) [Outpatient](#)



# Provider Portal - Working in Jiva

## Submitting a SNF/LTC Request

Either method will allow you to enter an inpatient request and the process is the same for both.  
Note: LTC and SNF requests are Inpatient episodes.



# Provider Portal - Working in Jiva

## Submitting a SNF Request

In Jiva, mandatory fields have a \*.

Enter Request Type and Reason for Request.

Choose appropriate Request Type:

- If member is in the bed, the type is *Concurrent Review*
- If not yet arrived, the Request type is *Pre-Service*

**Inpatient Request**

**Episode Details**

Request Type \*  
Concurrent Review  
--Select One--  
Concurrent Review  
Post-Service  
Pre-Service

Time Request  
365 Days

Request Priority \*  
Routine

Admit Type  
--Select One--

Reason for Request \*  
Custodial Care





# Provider Portal - Working in Jiva

## Submitting a SNF Request

Under *Reason for Request*, choose Skilled Nursing Facility

Under *Stay Request Service Type*, Choose Skilled Nursing Facility.

Reason for Request \*

Diagnosis \*

Service Type \*

Department

IP Stay Service Types

--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

--Select One--

--Select One--

Acute Inpatient

Long Term Care

Skilled Nursing Facility

Subacute



# Provider Portal - Working in Jiva

## Submitting a SNF Request

Under Date of Service/Actual Admit Date: Choose original admit date

Service Type *	<input type="text" value="Skilled Nursing Facility"/>	Expected Admit Date	<input type="text"/>
Department	<input type="text" value="--Select One--"/>	Date of Service/Actual Admit Date	<input type="text" value="07/29/2024"/>
<a href="#">Optional Fields</a>			



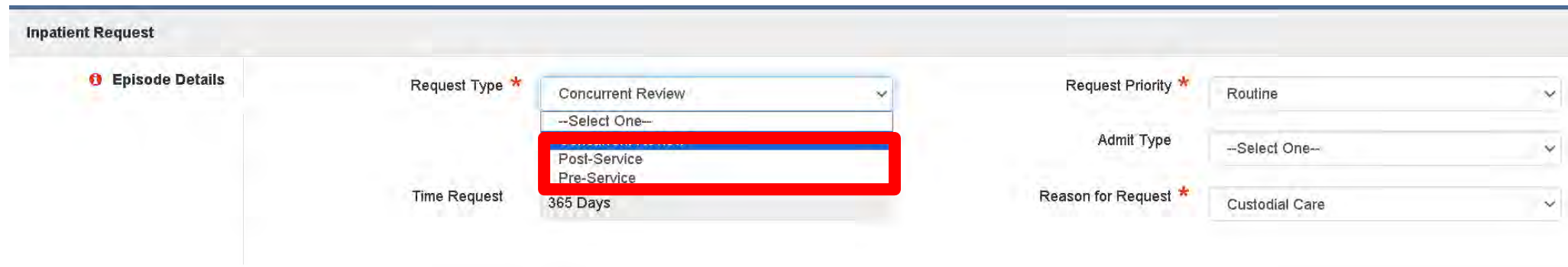
# Provider Portal - Working in Jiva

## Submitting a Long-Term Care (LTC), Subacute, ICF Request

In Jiva, mandatory fields have a \*.

Enter Request Type and Reason for Request. Choose appropriate Request Type:

- If date range of service is in the past (or this is a bed hold), choose *Post-Service*
- If any part of the date range requested is in the future, choose *Pre-Service*



**Inpatient Request**

**Episode Details**

**Request Type \***

Concurrent Review

--Select One--

Post-Service

Pre-Service

**Time Request**

365 Days

**Request Priority \***

Routine

**Admit Type**

--Select One--

**Reason for Request \***

Custodial Care



# Provider Portal - Working in Jiva

## Submitting a Long-Term Care (LTC), Subacute, ICF Request

Under Date of Service/Actual Admit Date:

For LTC/subacute requests, Input the first date in the data range of the request for this field. For example, If your date of service for review is 8/1/24-7/31/25, enter 8/1/24. For Short Term Rehab, this will be the facility admission date

---

Expected Admit Date	<input type="text"/>	
Date of Service/Actual Admit Date	<input type="text"/>	



# Provider Portal - Working in Jiva

## Submitting a LTC, Subacute, ICF Request

Under *Reason for Request*, choose Custodial Care

Under *Stay Request Service Type*, Choose Long Term Care or Subacute.

Reason for Request \*

--Select One--

--Select One--

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--

Department

--Select One--

Acute Inpatient

Long Term Care

Skilled Nursing Facility

Subacute

IP Stay Service Types



# Provider Portal - Working in Jiva

## Service Request for LTC/Subacute

***Service Request are only required for LTC/Subacute and Bed Holds***

In the Service Request section, click on the blue **Add Services**. The Service Request section will open.  
For Service Type, choose **Long Term Care**

Service Request

Add Services

Service Request

Service Type

Long Term Care

Department



# Provider Portal - Working in Jiva

## Service Request for LTC/Subacute

### **For Code Type:**


- If prior to 2/1/2024 choose Revenue (and enter ACM code)
- Otherwise, choose CUS (for Custom)

### **For Service Code:**

Begin typing in code (see Essette Codes on chart) and choose appropriately (if you cannot find the code, choose xxx)

EssetteCode	Essette Code Description
NFB23	LTC Regular Services - NF-B
NFB25	LTC Leave of Absence - NF-B
Subacute11	LTC Regular Services - Subacute
Subacute12	LTC Bed Hold - Subacute
Subacute13	LTC Leave of Absence - Subacute
ICFDD31	LTC Regular Services - ICF-DD
ICFDD32	LTC Regular Services - ICF-DD-H
ICFDD33	LTC Regular Services - ICF-DD-N
ICFDD35	LTC Leave of Absence - ICF-DD

Code Type

Service Code \*  

**NFB23** - LTC Regular Services - NF-B

**NFB25** - LTC Bed Hold/Leave of Absence - NF-B

Other Fields



# Provider Portal - Working in Jiva

## Service Request for LTC/Subacute

Enter appropriate start date.

The service request line will always default to 365 days regardless of what is being entered by the provider

**Service Request**

Service Type	Long Term Care	▼
Department	--Select One--	▼
Code Type *	CUS	▼
Service Code *	NFB23--LTC Regular Services - NF-B	🔍

Modifier

Search Modifier 🔍

Start Date

08/01/2024 📅

End Date

08/01/2024 📅





# Provider Portal - Working in Jiva

## Submitting a SNF/LTC Request

You will also need to enter a diagnosis, Attach Providers, attach documentation, and enter a note before the request can be submitted.

You are also able to view and print the auth (Episode Abstract).

These instructions are included on the following slides for your convenience.



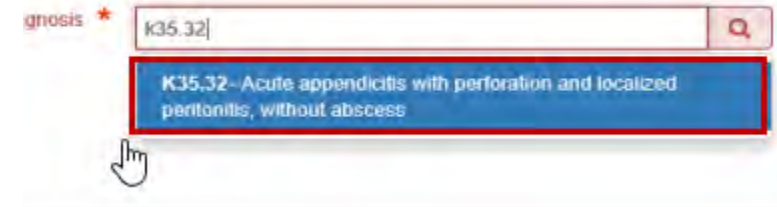
# Provider Portal - Submitting a SNF/LTC Request

- 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 'Dashboard', 'Menu', 'Memory List', and 'Calendar'. The main content area is titled 'Outpatient Request'. There are two sections: 'Episode Details' and 'Diagnosis'. In the 'Diagnosis' section, the 'Code Type' is set to 'ICD10'. The 'Diagnosis' field is highlighted with a red box, and a search icon is visible next to it. The 'Request Type' is set to 'Prescription' and the 'Request Priority' is set to 'Standard'.



This close-up shows a search bar with the text 'K35.32'. Below the search bar, a dropdown menu displays the result: 'K35.32-Acute appendicitis with perforation and localized peritonitis, without abscess'. A hand cursor is pointing at the dropdown result.



# Provider Portal - Working in Jiva

## Submitting a SNF/LTC 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 a red star icon, and 'Diagnosis' with a text input field containing 'Diagnosis' and a red star icon. Below these is a blue link labeled 'Advanced Search'. Below the search bars is a table with four columns: 'Primary Dx', 'Code Type', 'Diagnosis', and 'Actions'. The table contains one row with a yellow 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.

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 - 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 Role**

Requesting

Admitting

Facility

Prescribing

Referred To

Rendering

**Requesting**

Servicing



# Provider Portal - LTC/SNF/Acute Rehab Request

## Attaching Providers

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

Attach Providers

**i Enter any search criteria**

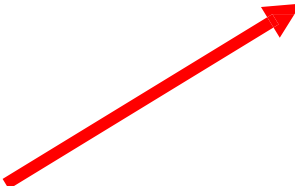
Provider Last Name / Facility

Provider First Name

NPIN

Provider ID

[Search](#) [Advanced Search](#)



# Provider Portal - Submitting a SNF/LTC Request

## Attaching Providers

- After clicking on the blue *Search* tab, the results will appear to the right. Choose Requesting from the dropdown under Provider Role

Attach Providers

**Enter any search criteria**

Provider Last Name / Facility: SALUD PARA LA GENTE

Provider First Name: Provider First Name

NPIN:

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 Mec





# Provider Portal - Submitting a SNF/LTC Request


## Attaching Providers

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. Repeat process and choose Servicing as Provider Role and click Multiple attach again.

Attach Providers 

 Enter any search criteria

Provider Last Name / Facility:  


Provider First Name:  

NPIN:

Provider ID:




[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	<input type="text" value="Servicing"/>	Long Term Care Hospital	Y	In Area

Page 1 of 1

Search Results

	Provider ID	Provider Name	
	PRV_1000001	Farrell, Rene	P
	Single Attach		O
	Multiple Attach		I

6  
U  
P  
(4



# Provider Portal - Submitting a SNF/LTC 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	Service	Long Term Care Hospital	Y	In Area

Page 1 of 1

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	Requesting
1219285	MISSION GARDENS FACILITY	1450 E 27TH ST MERCED, CA - 95340-3221 USA Fax: (209) 290-3527	Servicing



Attach

Cancel





# Provider Portal - Submitting a SNF/LTC 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		⊖



# Provider Portal - Submitting a SNF/LTC Request Attaching Documents

You need to attach a document with relevant clinical information supporting the request being made on behalf of the member. *Only one document can be attached upon submission*, but you will be able to add additional documents after submitting the request

(1) To upload supporting documents, enter document title and hit browse.

1

Service Request

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

Documents

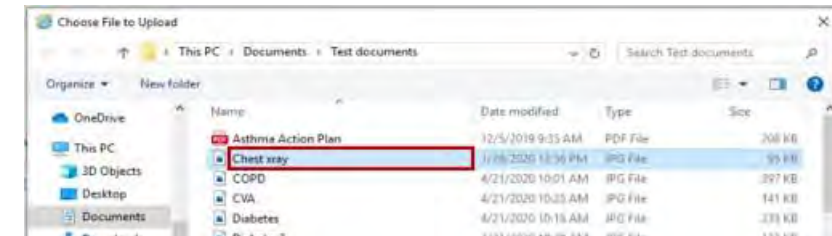
Document Title

Document Type

Select Document  No File Selected

(2) Double click on the document to upload and click 'open'.

2



(3) The uploaded document title is displayed next to the Browse button

3

Document Title

Document Type

Select Document

(instructions for adding additional documents included later in this document)



# Provider Portal - Submitting a SNF/LTC Request

## Submitting Provider Contact Information

You need to provide contact information for the requesting provider, This includes:

- The name of the person making request (or who the Alliance can call with questions)
- The office phone and fax number of the contact person
- The name of the treating or referring provider
- (Optional) any additional contact information

Provider Contact Information	Office Contact Name: *	<input type="text"/>	Contact Fax #: *	<input type="text"/>	Treating/Referring P... *	<input type="text"/>
	Contact Phone #: *	<input type="text"/>	Additional Contact In...	<input type="text"/>		



# Provider Portal - Submitting a SNF/LTC Request

## Adding a Note

**Choose Note Type 'Web Note', enter note details:**

Please indicate

- *the type of authorization that is being requested (bed hold, initial, reauthorization, short term rehab)*
- *for LTC, Subacute and ICF requests add the date range that needs to be reviewed to ensure the Alliance is reviewing the correct dates.*
- *Add any other information you would like to share with the Alliance.*

Click on green *Submit*.

Note Type

--Select One--

--Select One--  
Add Note to Request  
Cancel Request  
Change Request  
**Web Note**

Note Text

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

**B** *I* U ABC [Icons]

Submit

Save as Draft

Cancel



# Provider Portal - Submitting a SNF/LTC Request

## Submitting a SNF/LTC Request

After submitting, the **Request Details Page** will be displayed. If the dates shown do NOT match what you entered, please double check to make sure you entered your notes with details on what you are requesting so we can make changes on our end once we review

Request Details

Episode Abstract

Expected Decision Date  
: 07/31/2024

Authorization Type : IP

Episode Number : 21335

Episode Status : OpenRequest

Auth Number : 240709686

Stay Request

Stay ID	LOS Requested#	LOS Assigned#	LOS Denied	Auth Start Date	Auth End Date	Service Type	Decision
15639	1	0	0	08/01/2024	08/02/2024	Long Term Care	-

Authorization Details

Service ID	Service Code	Requested #	Assigned #	Denied	Auth Start Date	Auth End Date	Service Type	Frequency	Decision
15640	NFB23(CUS)	1	0	0			Long Term Care	Per Day	-



# Provider Portal - Submitting a SNF/LTC Request

## Submitting a SNF/LTC Request

From the Request Details Page, you can click on *Episode Abstract* to review and print a pdf of the authorization or you can click on the **‘Authorization Type’** hyperlink (OP) to open the episode to add further documents.

Request Details

Episode Abstract

Expected Decision Date : 07/31/2024

Authorization Type : [IP](#)

Episode Number : 21335

Episode Status : OpenRequest

Auth Number : 240709686

Stay Request

Stay ID	LOS Requested#	LOS Assigned#	LOS Denied	Auth Start Date	Auth End Date	Service Type	Decision
15639	1	0	0	08/01/2024	08/02/2024	Long Term Care	-

Authorization Details

Service ID	Service Code	Requested #	Assigned #	Denied	Auth Start Date	Auth End Date	Service Type	Frequency	Decision
15640	NFB23(CUS)	1	0	0			Long Term Care	Per Day	-



# Provider Portal - Submitting a SNF/LTC Request

## Printing the Auth

From the Episode Abstract, you may print a copy of the auth if you desire by choosing *Episode Abstract*

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 - Submitting a SNF/LTC Request

## Printing an Auth

Choose Printable view and then print the auth (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		

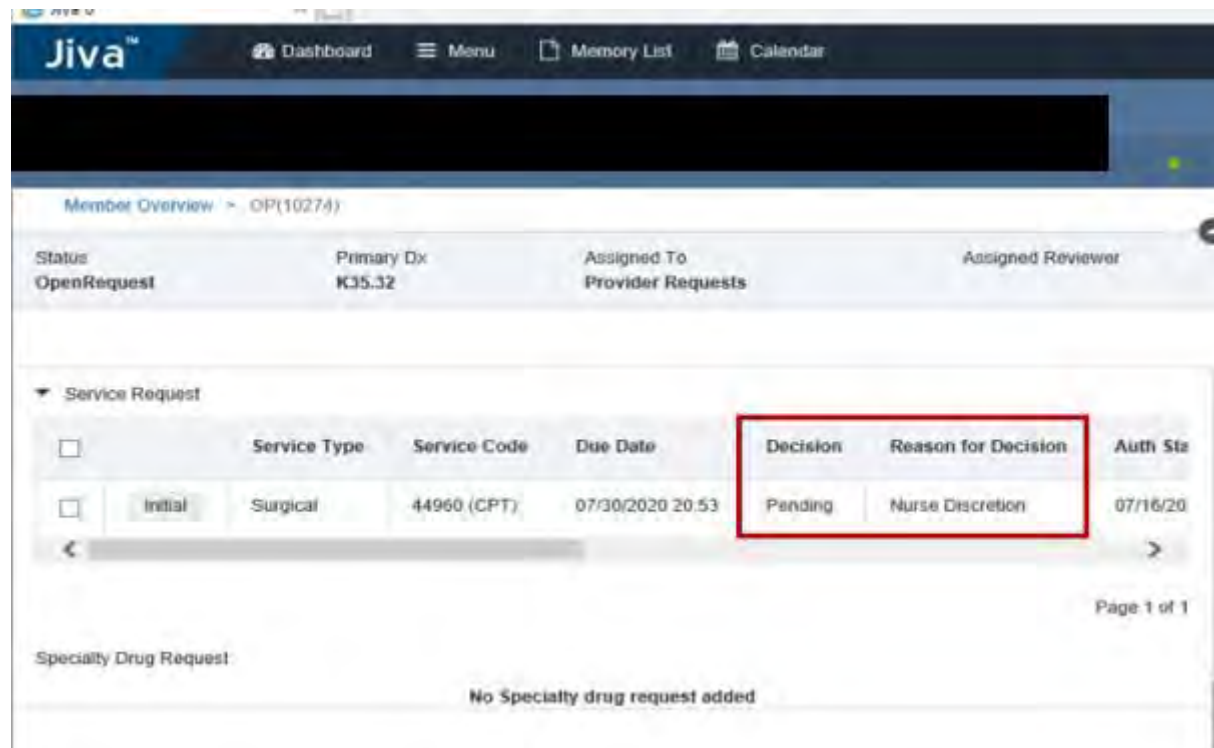




# Provider Portal - Submitting a SNF/LTC Request

## 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's a navigation bar with 'Jiva' logo and links for Dashboard, Menu, Memory List, and Calendar. Below this is a 'Member Overview' section for member 'OP(10274)'. It shows a table with columns: Status (OpenRequest), Primary Dx (K35.32), Assigned To (Provider Requests), and Assigned Reviewer. Below the member overview is a 'Service Request' section. It contains a table with columns: Service Type, Service Code, Due Date, Decision, Reason for Decision, and Auth Sta. A red box highlights the 'Decision' and 'Reason for Decision' columns for the first row, which shows 'Pending' and 'Nurse Discretion' respectively. The 'Auth Sta' column shows '07/16/20'. At the bottom, there's a 'Specialty Drug Request' section with the message 'No Specialty drug request added'.

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



# Provider Portal - Submitting a SNF/LTC Request

## Adding Additional Documents

You can also add additional documents from this screen to be sure the document is added to the specific episode. On the right side, slide down to the Documents widget and click on *Add Document*

*Note: Be sure to attach documents to the episode view, NOT the member view*

The screenshot displays the 'Member Overview' page for member OP(21289). The top navigation bar includes 'Stay/Service Summary', 'Workflow', and a menu icon. Below this, a summary bar shows: Status: OpenRequest, Primary Dx: I51.9, Assigned To: Portal-Referral, Assigned Reviewer, Auth Number: 240709645, Auth Coverage: Monterey Medi-Cal Managed Care Program, and Reason For Request: PCP Referral. A 'Related Episodes' link is also present. An 'Immediate Due Date' of 07/31/2024 10:33 is displayed.

The main content area is divided into two panels. The left panel, titled 'Service Request', contains a table with columns: Service Type, Service Code, Modifier, Due Date, Decision, and Reason. It shows one request for 'Initial' referral with service code 'CONSULTVISITS (CUS)' and due date '07/31/2024 10:33'. Below this table is a 'Specialty Drug Request' section with the message 'No Specialty drug request added'.

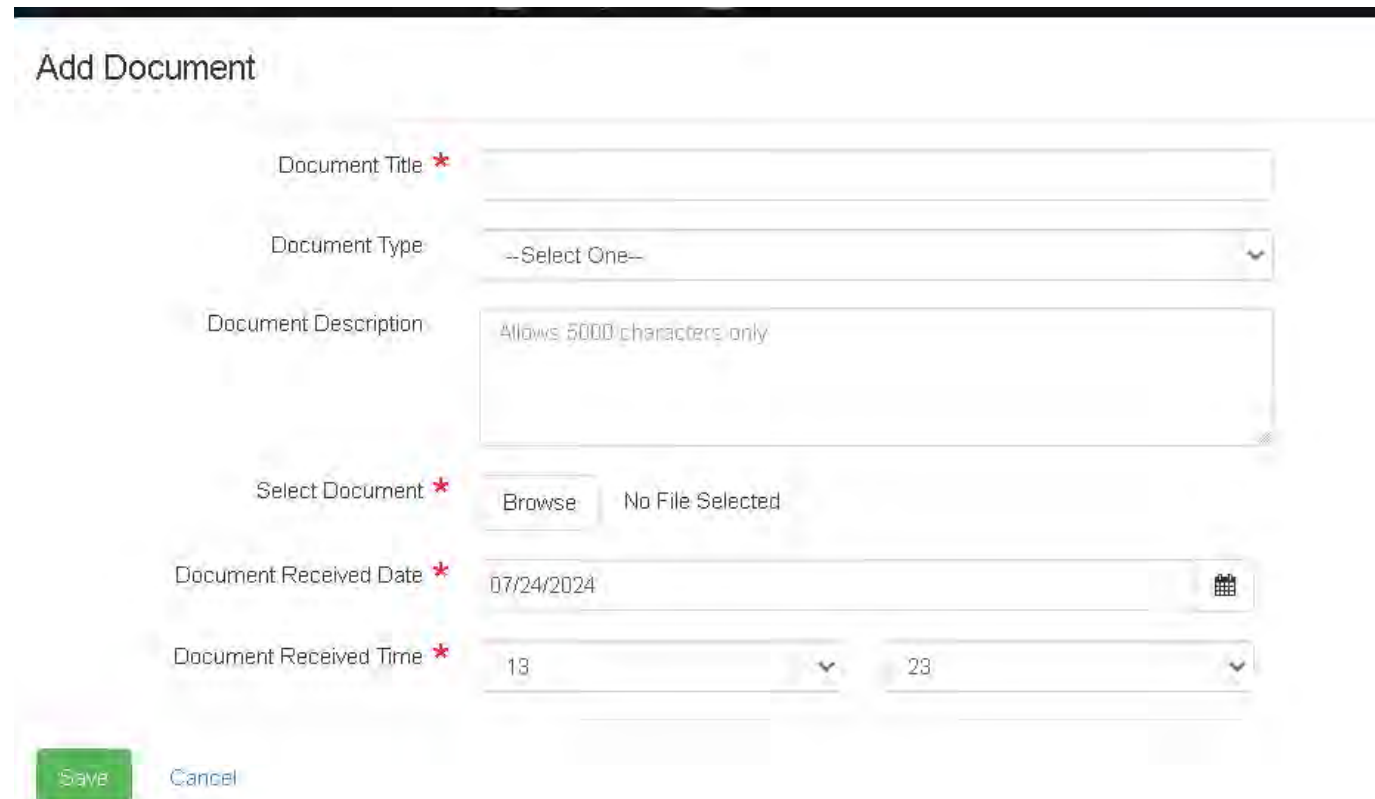
The right panel, titled 'Diagnosis', shows a table with columns: Actions, Primary Dx, Code Type, and Diagnosis. It lists 'I51.9--Heart Disease, Unspecified' with code type 'ICD10'. Below the diagnosis table is a 'Documents' section, which is highlighted with a red box and a red arrow pointing to the 'Add Document' button. The 'Documents' section also includes a table with columns: Name, Type, Document Received Date, Date Added, Added User, and Description. It shows one document: 'H&P' received on 07/24/2024 10:18:00, added on 07/24/2024 10:22:34 by 'Sheridan, Elizabeth'.



# Provider Portal - Submitting a SNF/LTC Request

## Adding Additional Documents

The Add Document Screen will open. Enter a title for the document, choose Browse and add the document and then click the green Save button.



The screenshot shows the 'Add Document' form with the following fields and controls:

- Document Title \***: A text input field.
- Document Type**: A dropdown menu with the placeholder text '--Select One--'.
- Document Description**: A text area with a placeholder text 'Allows 5000 characters only'.
- Select Document \***: A section containing a 'Browse' button and the text 'No File Selected'.
- Document Received Date \***: A date input field showing '07/24/2024' with a calendar icon.
- Document Received Time \***: Two dropdown menus for hour and minute selection, currently showing '13' and '23'.
- Buttons**: A green 'Save' button and a blue 'Cancel' button at the bottom left.



# Provider Portal - Submitting a SNF/LTC Request

## Adding Documents

You will be brought back to the episode screen where you can repeat the process to continue adding documents or close out of the screen by clicking the black box with white X

Member Overview > IP(21230)

Stay/Service Summary Workflow

Status: **PendForReview** Primary Dx: **I50.9** Assigned To: **Sheridan, Elizabeth** Assigned Reviewer: **Physician Review** Auth Number: **240709597** Auth Coverage: **Monterey Medi-Cal Managed Care Program** Reason For Request: **Inpatient Hospitalization** Related Episodes

**Immediate Due Date** 07/22/2025 14:34

Stay Request Discharge

	Department	Due Date	Decision	Reason for Decision	Auth Start Date	At
<input type="checkbox"/>						
<input type="checkbox"/>	Initial	07/22/2025 14:34	Pending	Physician Review	07/21/2024	07

Page 1 of 1

Service Request

No Service added

Note Add Notes View Episode Notes

Diagnosis Add Diagnosis

Actions	Primary Dx	Code Type	Diagnosis
	★	ICD10	I50.9--Heart Failure, Unspecified

Documents Add Document



# Provider Portal - Submitting a SNF/LTC Request

## Submitting Additional documents via Fax

If you do not have access to upload a document and must fax it in, you will need to print the view episode abstract and fax to 831-430-5850. *However, if the Alliance reviews the request prior to the fax being received, you may receive an incomplete notice.*

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		

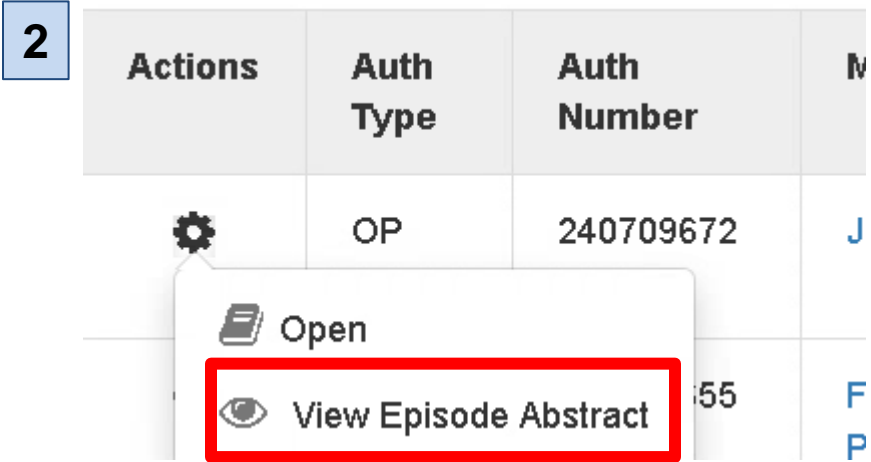
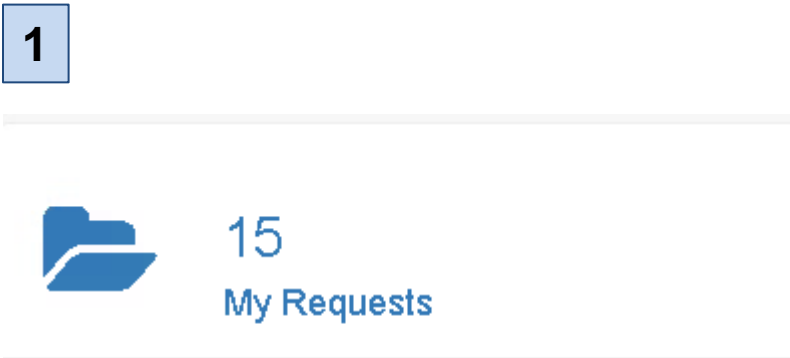


# Provider Portal - Submitting a SNF/LTC Request

## Search for an Authorization

You may search for an authorization you requested to print or review:

- 1) From your dashboard, navigate to *My Requests*.
- 2) Click on the gear icon next to the episode (authorization) you wish to modify and choose *View Episode Abstract*



# Provider Portal - Submitting a SNF/LTC Request

## Search for an Authorization

You may also search for *any authorization on any member* to print or review:

- 1) From your dashboard, navigate to *Menu* and choose *New Request*.
- 2) Enter Subscriber ID (CCAH Member ID) and click the blue *Search*
- 3) **Click on the Member's Name to open their Member Overview**
- 4) From Episodes on right side of screen, click on gear icon of episode auth you wish to review/print and choose *View Episode Abstract*


**1**

**2**

**3**

**4**

The screenshot displays the Provider Portal interface. At the top, a dark blue header contains a 'Menu' button (marked with a blue box '1') and a 'Memory List' button. Below the header, a sidebar menu on the left lists 'Provider', 'My Members', 'New Request', 'Search Request', and 'Survey'. On the right, there are input fields for 'Member ID Type' (with a red asterisk) and 'Subscriber ID' (marked with a blue box '2'). Below these, another field for 'Member ID' (with a red asterisk) contains the value '9999999ab'. The main content area shows a table with columns 'Jiva Member ID', 'Member Name', and 'Member Date of Birth'. The first row contains the values '556238', 'FLINSTONE, WILMA', and '04/02/1978'. A gear icon is visible next to the 'Jiva Member ID' column header. Below the table, a section titled 'Episodes (5)' is shown. It includes a 'Start Date : 07/24/2024' and two buttons: 'View Episode Abstract' (highlighted with a red box and marked with a blue box '4') and 'View More Information'.

	Jiva Member ID	Member Name	Member Date of Birth
	556238	FLINSTONE, WILMA	04/02/1978

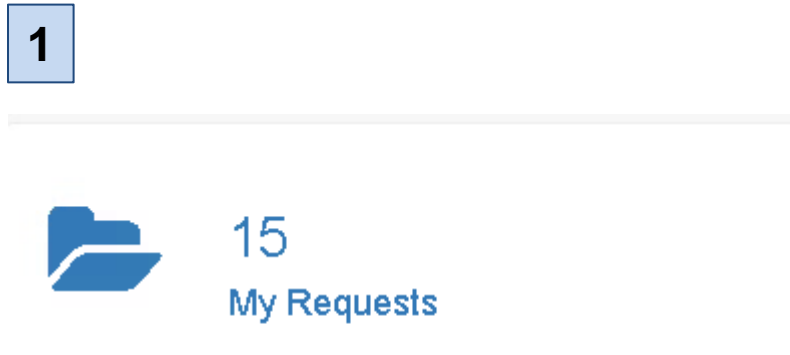


# Provider Portal - Submitting a SNF/LTC Request

## Modifying a submitted request to add notes and/or documents

You may add documents and notes to submitted requests that are still open (meaning it has not yet been approved).

- 1) From your dashboard, navigate to *My Requests*.
- 2) Click on the gear icon next to the episode (request) you wish to modify and choose *Open*





# Provider Portal - Submitting a SNF/LTC Request

Modifying a submitted request to add notes and/or documents

- 1) From the right side of the Episode Screen, choose **Add Notes** to add a note  
(if this is a PCR, choose Note Type **Change Request**)
- 2) From the right side of the Episode Screen, slide down to Document Section and choose **Add Documents** to add a document

1

▼ Note

Add Notes

View Episode Notes

2

▼ Documents

Add Document



# Provider Portal - Submitting a SNF/LTC Request

## **Additional Information:**

For PCRs after episode is closed, meaning a decision has been approved, the request needs to be submitted via fax only. The portal does not have a way for PCR to be submitted for closed episodes.

Jiva will not allow authorization requests to be submitted for members that are currently not eligible. Although a request could be for a past date range in which the member was eligible, the system will not allow you to submit the request. It needs to be faxed in.



# Provider Portal -Submitting a SNF/LTC Request

## 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.

User can filter requests by type, status, and date. Requests can be sorted by auth type, member name, date, and status,

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, Pamela

Vang, Pamela

Pending Decision

IP

05/28/2024

Vang, Pamela

Vang, Pamela

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 or print an episode Abstract (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.)

