



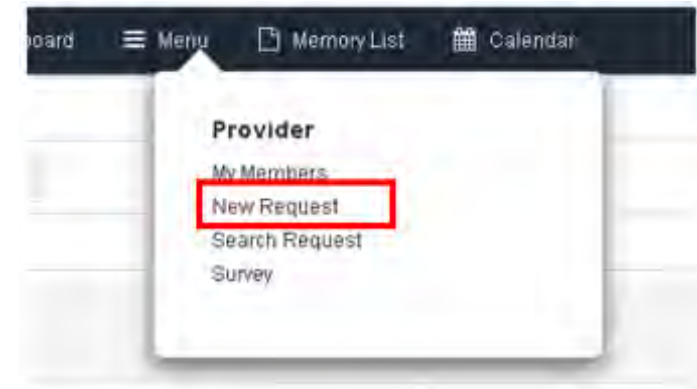
Requesting an MRI

Jiva Instruction Manual

Provider Portal – Working in Jiva

Submitting an MRI 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 in the Provider Portal. The form has a light gray header with the text 'New Request'. Below the header, there are input fields for 'Member Last Name', 'Member First Name', and 'Member DOB' (with a calendar icon). To the right, there are fields for 'Client', 'Member ID Type' (with a red asterisk), and 'Subscriber ID'. The 'Member ID' field, which contains the value '11111111', is highlighted with a red rectangle and has a red asterisk. At the bottom left, there is a red arrow pointing to the 'Search' button, which is next to a 'Reset' button.

Provider Portal – Working in Jiva

Submitting a Request

- Member Populates,
- Select Add Request
- Choose type of request
- MRI is an Outpatient 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 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	Doe, Jane	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

In Jiva, mandatory fields have a *.
Enter Request Type and Reason for Request.
For an MRI, enter OP Services

Outpatient Request

Episode Details

Request Type * Pre-Service

Time Request 5 Business Days

Request Priority * Routine

Reason for Request *
-Select One-
-Select One-
Carve-Out
ECM
ECM CS
OON Referral
OP Services
Specialist to Specialist Referral
Transportation

Diagnosis

Code Type * ICD10

Diagnosis *




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 in the service code screen, type MRI and choose appropriate choice from the dropdown.

Service Type 

Place of Service

Code Type

Service Code

HCPC
OPT
ICD9
ICD10
Revenue
CDT
CUS
NDC
DRG

Code Type

Service Code

MRIAbdomen--Abdomen (74181 - 74185)
MRIChestBreast--Diagnostic Radiology (Diagnostic Imaging) (71550 - 77059) Ot
MRIHeadNeck--Head And Neck (70336 - 70559)
MRIExtremities--Lower Extremities (73718- 73725)
MRISpinePelvis--Spine And Pelvis (72141 - 72198)



Provider Portal – Working in Jiva

Submitting an Outpatient Request



Note the Alliance does not need to know if the MRI is with or without contrast to approve the request. However, you may enter these details in the note section

Note Type * Web Note ▼

☐ Sensitive Note

Note Text *

File ▼ Edit ▼ Insert ▼ View ▼ Format ▼ Tools ▼

B *I* U | ABC ✓  

Details of MRI Request



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.)

