

Entering Authorizations and Requests in CCAH Provider Portal



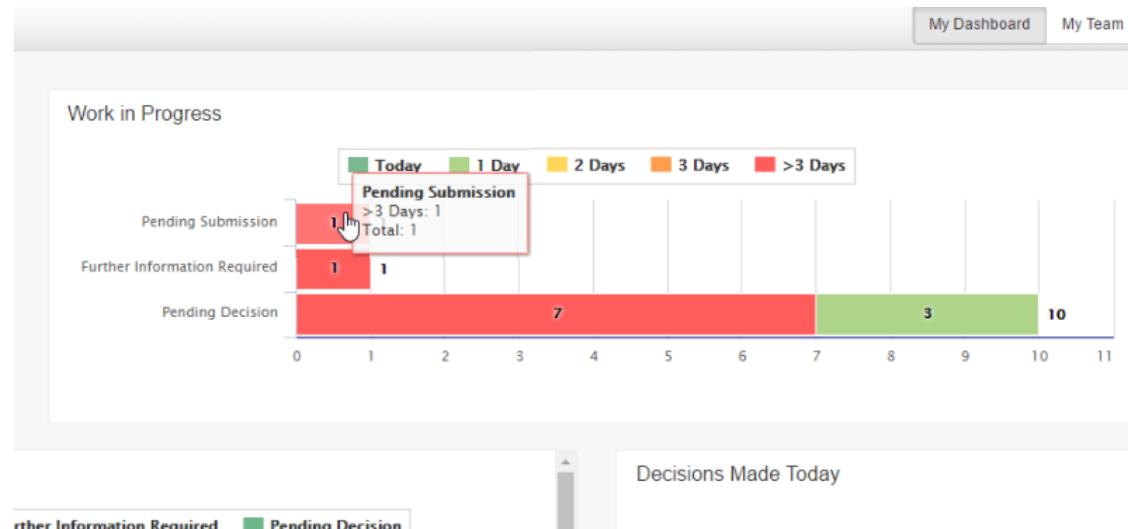
Modifying Requests

Jiva Training Manual

Provider Portal –Working in Jiva

Modifying a Saved Request (Not yet Submitted- Draft)

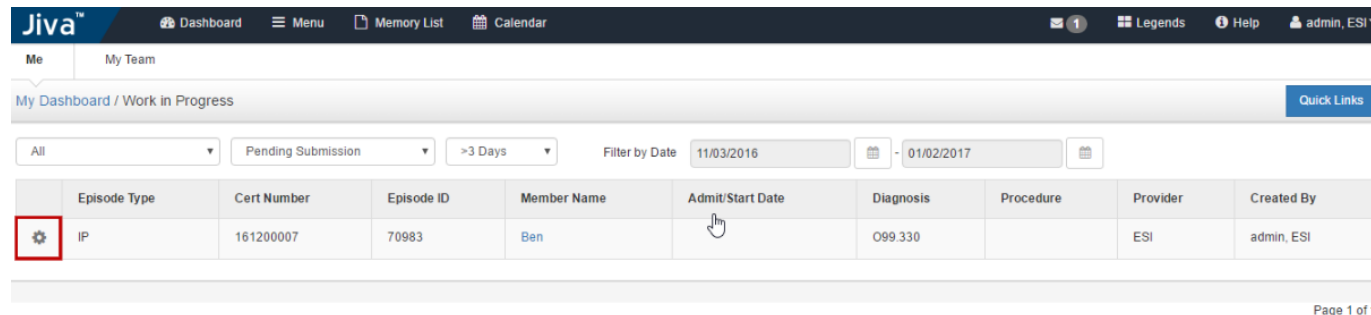
Requests that have been saved without submitting are in draft status and cannot be worked on by the Alliance. Access saved requests to complete and submit. Click on the pending submission bar in the **Work in Progress** Widget to work on a saved request.




Provider Portal –Working in Jiva

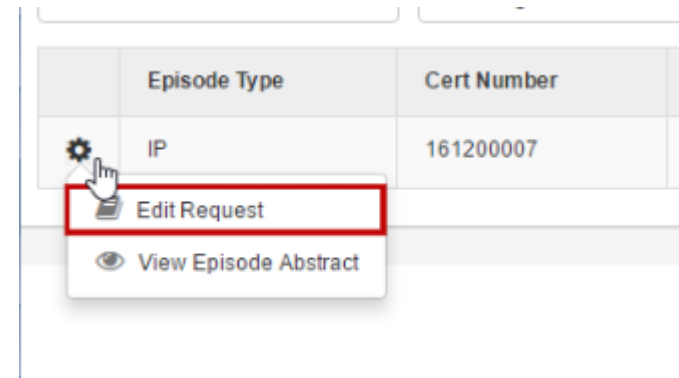
Modifying a Saved Request (Not yet Submitted)

Click on the gear icon next to the episode you wish to edit. Then, click 'edit request'.



The screenshot shows the Jiva Provider Portal interface. At the top, there is a navigation bar with the Jiva logo, a dashboard icon, a menu icon, and links to Memory List and Calendar. Below this, there are tabs for 'Me' and 'My Team'. The main content area is titled 'My Dashboard / Work in Progress' and includes a 'Quick Links' button. A filter section allows users to select 'All', 'Pending Submission', or '>3 Days', and to filter by date from '11/03/2016' to '01/02/2017'. Below the filters is a table with the following columns: Episode Type, Cert Number, Episode ID, Member Name, Admit/Start Date, Diagnosis, Procedure, Provider, and Created By. The first row of the table has a gear icon in the first column, which is highlighted with a red box. The data in the first row is: IP, 161200007, 70983, Ben, Admit/Start Date, O99.330, Procedure, ESI, and admin, ESI.

	Episode Type	Cert Number	Episode ID	Member Name	Admit/Start Date	Diagnosis	Procedure	Provider	Created By
	IP	161200007	70983	Ben		O99.330		ESI	admin, ESI



Provider Portal –Working in Jiva

Modifying a Saved Request

Make the necessary changes and once completed, click submit. If needed, you may choose to save as draft to save and complete changes later. If you choose 'Delete', you will get a message that the request was deleted. Keep in mind that you can only delete draft requests (episodes that have not been submitted).

Notes

Note Type

Web Note

Note Encounter Date

Note Encounter Time

Note Text

File Edit Insert View Format Tools

B *I* U ABC ✓

Modifying to add this note

Submit

Save as Draft

Cancel

Submit

Save as Draft


Cancel

Calendar

Request form discarded successfully [Dismiss](#)



Adding a Note to a Submitted Request

 13
My Requests

From either My Requests Widget or by choosing the Search Request in the Menu dropdown, navigate to the search result page.

Menu

Memory List

DOB:

Provider

My Members

New Request

Search Request

Survey

My Requests

Inpatient



All

Filter by Date

02/24/2024

-

04/24/2024

Actions	Auth Type	Auth Number	Member Name	Requested/Created Date	Diagnosis	Procedure	Pro
	IP	240400693		04/19/2024	I50.9		WIL
	IP	240400694		04/19/2024	I50.9		WIL



IP

240400856



IP

240400875

 Open

 View Episode Abstract

From the settings icon next to the correct request, choose 'Open'



The Episode screen will open.

▼ Note

Add Notes

▼ Diagnosis

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

From the Notes box on the right side of the screen. Click on 'Add Notes'



Enter Note Type as 'Web Note' for new requests. To manage existing requests, choose one of the other note types.

Note Type --Select One--

Note Text

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

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

B *I* U ABC ✓ [Clipboard] [Table]

Note Type * --Select One--

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

Manage existing request, please use one of these note type.



You (and the nurse) will see the note in the Episode screen.

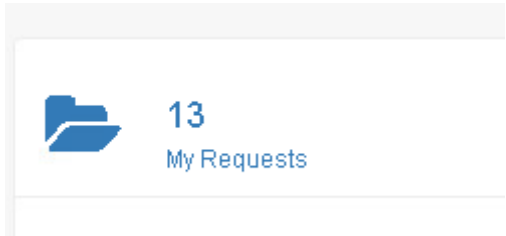
▼ Note

[Add Notes](#) [View Episode Notes](#)

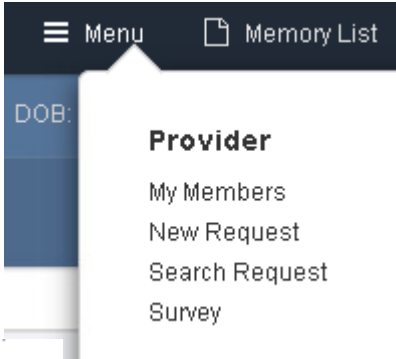
Username : Sheridan, Elizabeth	testing
Title :	
Note Type : Web Note	
Source : Episode Note	
Note Encounter Date : 04/24/2024 20:36:00	04/24/2024 20:39:14



Adding a Diagnosis to a Submitted Request



From either My Requests Widget or Search Request in the Menu dropdown, navigate to the search result page.



My Requests

Inpatient All Filter by Date 02/24/2024 04/24/2024

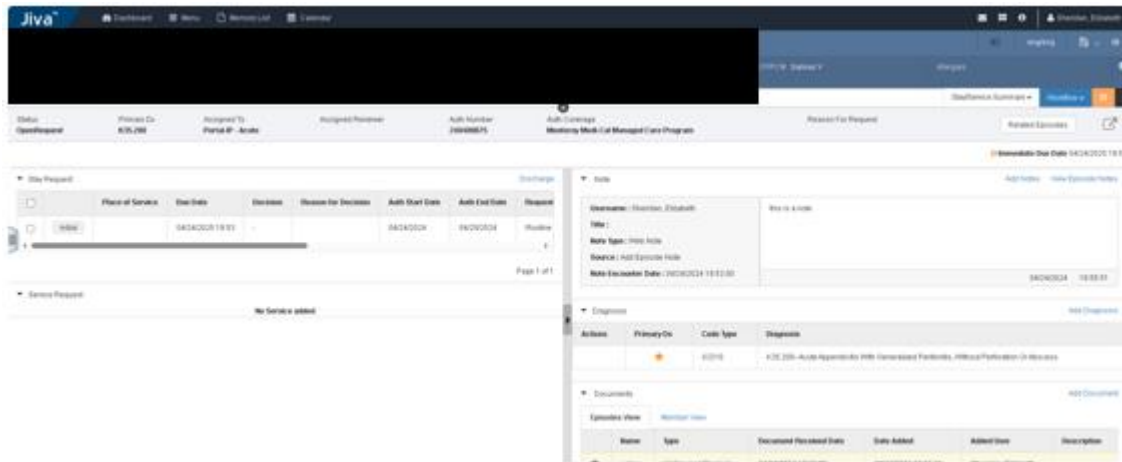
Actions	Auth Type	Auth Number	Member Name	Requested/Created Date	Diagnosis	Procedure	Pro
⚙	IP	240400693		04/19/2024	I50.9		WIL
⚙	IP	240400694		04/19/2024	I50.9		WIL

⚙	IP	240400856
⚙	IP	240400875

- Open
- View Episode Abstract

From the settings icon next to the correct request, choose 'Open'





The episode screen will open. From the Diagnosis box on the right side of the screen. Click on 'Add Diagnosis'



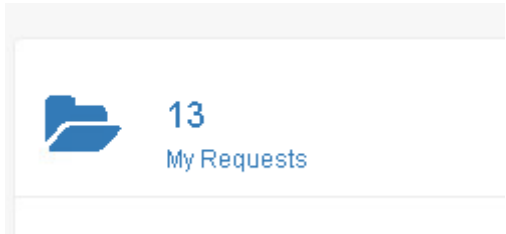
Enter the diagnosis and click the green 'Done' button. You will be returned to the Episode screen and can confirm that the Diagnosis has been added

 A screenshot of the 'Add Diagnosis' form. The form has a title 'Add Diagnosis' and a close button. It contains a 'Code Type' dropdown menu set to 'ICD10' and a 'Diagnosis' input field with a search icon. Below the input field is a link for 'Advanced Search'. A green 'Done' button is located at the bottom left of the form.

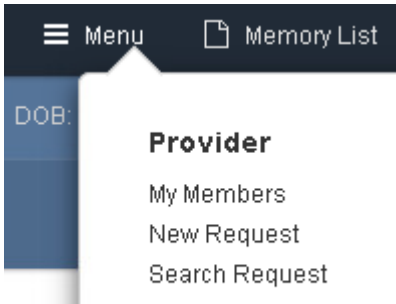
Diagnosis				Add Diagnosis
Actions	Primary Dx	Code Type	Diagnosis	
	★	ICD10	K35.200--Acute Appendicitis With Generalized Peritonitis, Without Perforation Or Abscess	
⊘	★	ICD10	A40.0--Sepsis Due To Streptococcus, Group A	



Adding a Document to a Submitted Request



From either My Requests Widget or Search Request in the Menu dropdown, navigate to the search result page.



My Requests

Inpatient

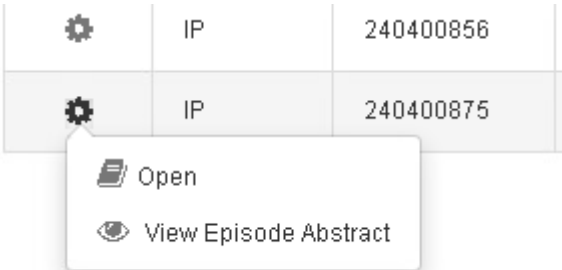
All

Filter by Date

02/24/2024

04/24/2024

Actions	Auth Type	Auth Number	Member Name	Requested/Created Date	Diagnosis	Procedure	Pro
	IP	240400693		04/19/2024	I50.9		WIL
	IP	240400694		04/19/2024	I50.9		WIL



From the settings icon next to the correct request, choose 'Open'



The episode screen will open. From the Document box on the right side of the screen. Click on 'Add Document'

Jiva[™]

DashboardMenuMemory ListCalendar

PCRPOR: Salmas V

Allergies

StarService SummaryWorkflow

Status: OpenRequest

Primary Dx: ICD100

Assigned To: Portal SP - Acute

Assigned Reviewer:

Auth Number: 240400075

Auth Coverage: Monterey Blvd. Cal Managed Care Program

Reason For Request:

Related Episodes

Immediate Due Date: 04/24/2025 18:53

Stay Request

Discharge

	Place of Service	Due Date	Decision	Reason for Decision	Auth Start Date	Auth End Date	Request
<input type="checkbox"/>	Initial	04/24/2025 18:53	-		04/24/2024	04/25/2024	Routine

Page 1 of 1

Service Request

No Service added

Note

Add NotesView Episode Notes

Username: Sheridan, Elizabeth

This is a note

Title:

Note Type: Web Note

Source: Add Episode Note

Note Encounter Date: 04/24/2024 18:53:00

04/24/2024 18:55:51

Diagnosis

Add Diagnosis

Actions	Primary Dx	Code Type	Diagnosis
	★	ICD10	ICD100-Acute Appendicitis With Generalized Peritonitis, Without Perforation Or Abscess

Documents

Add Document

Episodes ViewMember View

Name	Type	Document Received Date	Date Added	Added User	Description
------	------	------------------------	------------	------------	-------------

▼ Documents

Episodes View

Member View

Add Document



Add Document

Document Title *

Document Type

Document Description




Select Document * No File Selected

Document Received Date *

Document Received Time *

Enter Document Title and Type. Click Browse to open to your saved documents.

Select the document you wish to add and click 'Open' to attach.

Name	Date modified	Type	Size
 Document (1)	4/22/2024 6:39 PM	Microsoft Edge P...	15 KB
 Document	4/19/2024 5:07 PM	Microsoft Edge P...	15 KB
 Proposed Jiva Training Schedule Notes-4...	4/19/2024 4:49 PM	Microsoft Edge P...	64 KB

File name:



Add Document

Document Title *

labs

Document Type

Clinical Record

Document Description

Allows 5000 characters only

Select Document *

Browse

Document (1).pdf

Document Received Date *

04/24/2024

Document Received Time *

20

Save

Cancel

Confirm that the document is now showing next to Browse. Click Save to attach document and return to the Episode screen where you can confirm the document has been added to the episode.

▼ Documents

Episodes View

Member View

	Name	Type	Document Received Date	Date Added
⚙	labs	Clinical Record	04/24/2024 20:22:00	04/24/2024 20:28:48



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.)

