



Auth and Requests in the Provider Portal

Jiva Training Revised 07312024

Provider Portal

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This training will include in instruction to allow you to:

- Work in Jiva:
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 - Enter a Request: Inpatient / Outpatient (Referral / ECM)
 - Search for a Request
 - Modify Requests
 - Saved but not Submitted Requests
 - Submitted Requests
 - Extending an Inpatient stay request
 - Respond to Requests for Further Information
 - Add Documents
 - Add Diagnosis
 - Add Note
 - Correspondence
- Log out of the Jiva application
- View Authorizations entered prior to Implementation of Jiva




Provider Portal

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



With regards to patients who have or who have had alcohol or substance use disorders, I agree to document any information related to diagnosis and/or any treatment including but not limited to diagnosis and procedure codes, place of service, provider specialty, or medications by marking the note as sensitive. Federal regulation 42 CFR part 2 prohibits unauthorized disclosure of these records. I understand that information entered or displayed is not intended to be a replacement for my own Electronic Health Records (EHR) and should not be relied upon for the basis of treatment decisions for my patient.

If you agree then click on " I Agree "

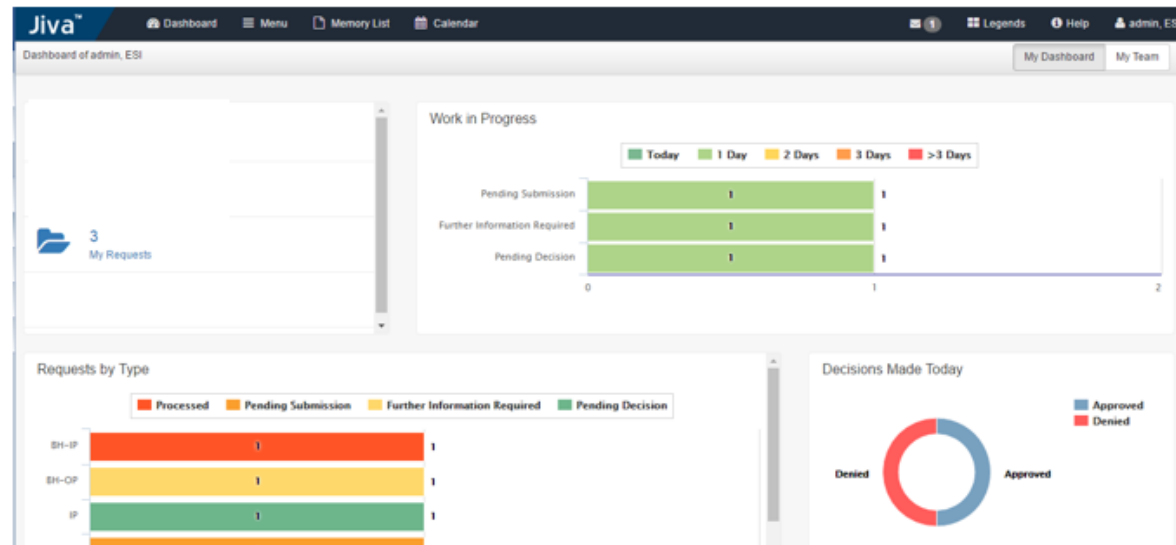
[Contact Us](#)



Provider Portal - Navigating the Application Banner

The Dashboard

Once logged in, you will be directed to your dashboard. Your dashboard provides you quick access to the task list and notifications for the episodes assigned to you.

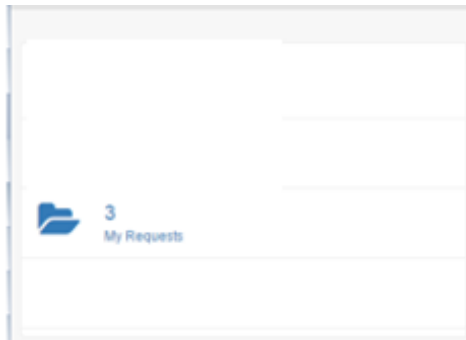


Provider Portal - Navigating the Application Banner

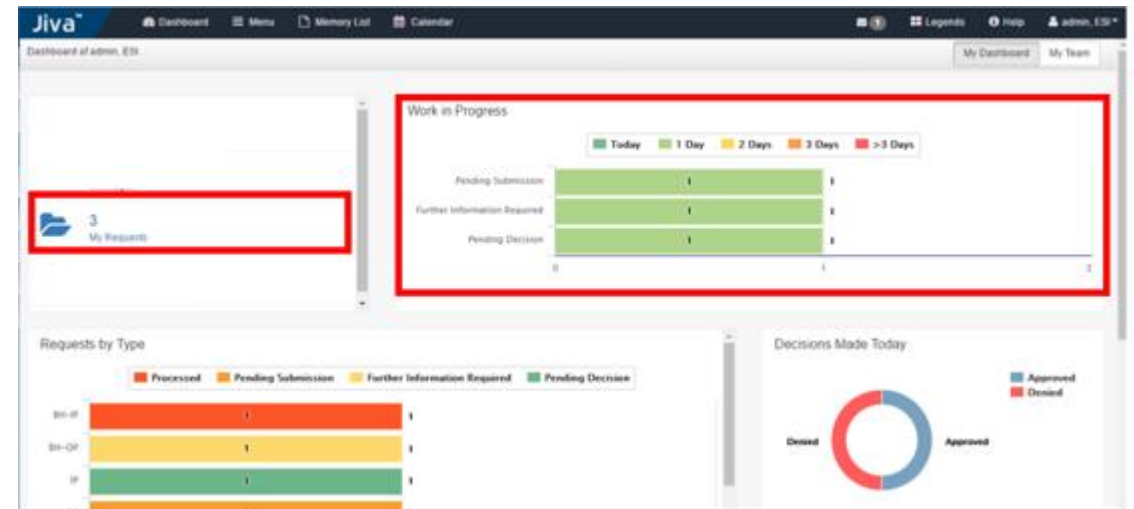
The Dashboard - Widgets

A widget is a “sneak peek” into a larger set of information. Jiva’s widgets track work and facilitate communication between the Alliance and providers.

My Requests Widget links to a list of all open requests for the user. Changes can be made to requests in this view.



Work in Progress Widget graphically represents the status of requests in real time. Click on any bar in the graph to view the request(s).

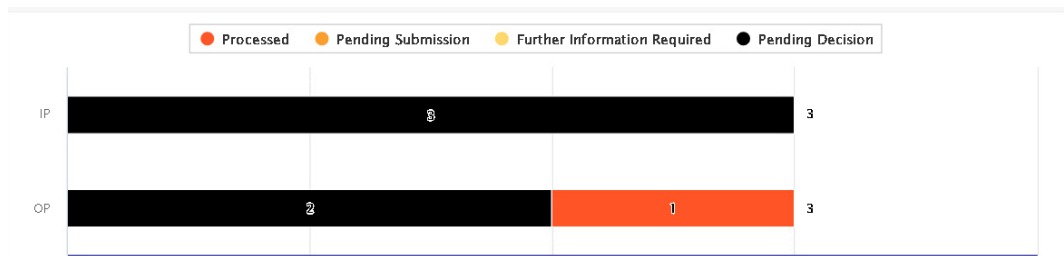


Provider Portal - Navigating the Application Banner

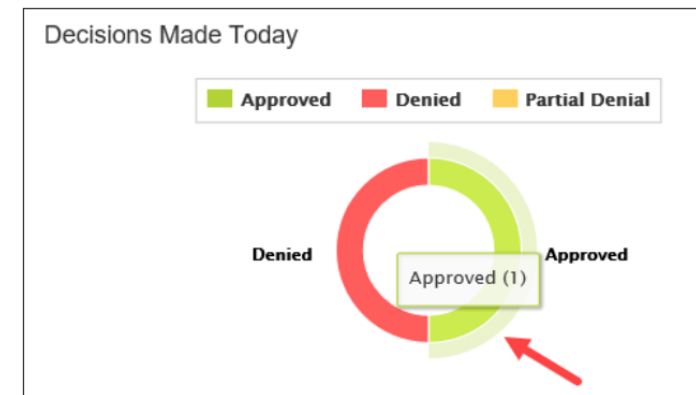
The Dashboard - Widgets

A widget is a “sneak peek” into a larger set of information. Jiva’s widgets track work and facilitate communication between the Alliance and providers.

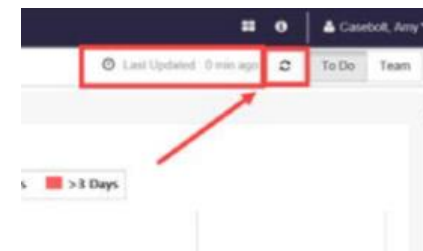
Requests by Type Widget graphically displays the status of each open request by request type (Inpatient, Outpatient). Click on any bar in the graph to view the request(s).



Decisions Made Today Widget graphically represents Alliance authorization decisions in real time. Click on any bar to view the request(s).



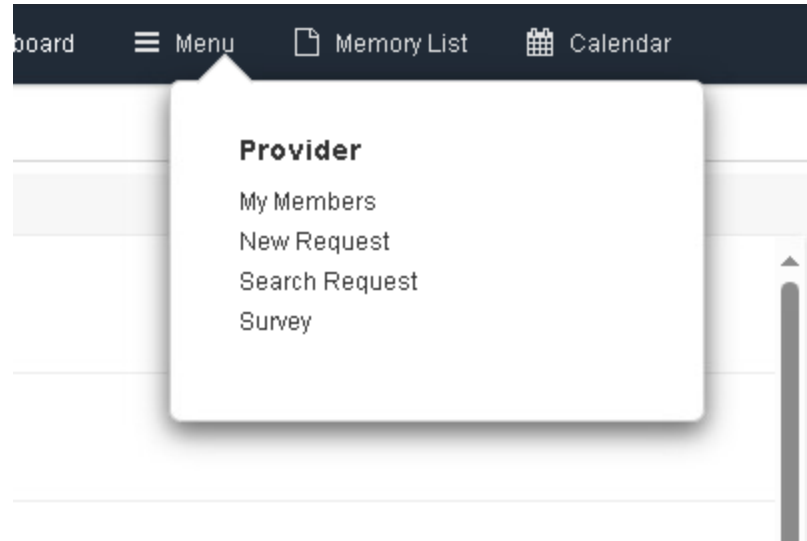
NOTE: The widgets on the Dashboard will not update unless the “Refresh” button is clicked. Jiva displays the time since the last refresh next to the “Refresh” button.



Provider Portal - Navigating the Application Banner

Menu

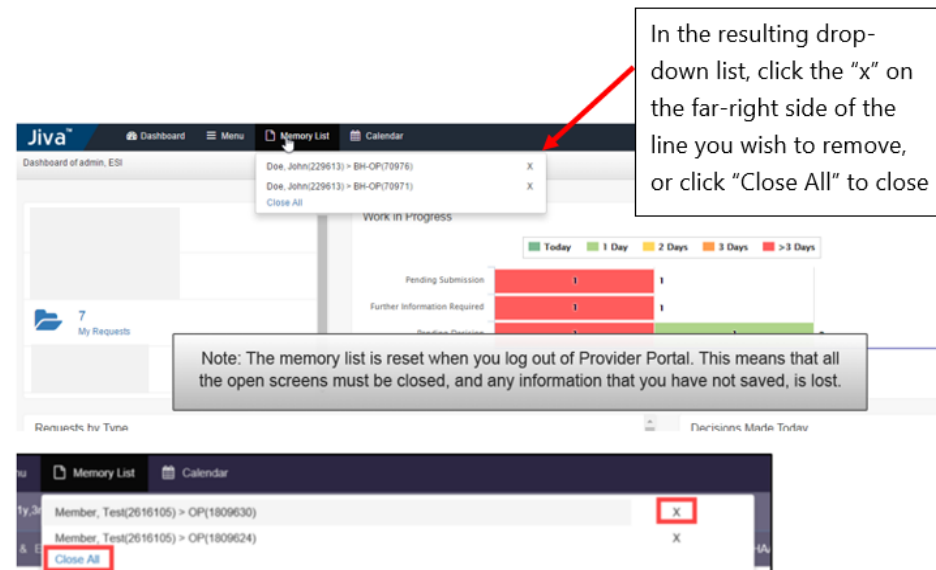
From the menu, you can access your inbox, search for members for whom you have submitted a request, search for requests entered by others, create a new request, and search for a previously submitted request:



Provider Portal - Navigating the Application Banner

Memory List

- The Memory List is intended to aid in navigation of the provider portal and to save steps for users submitting requests.
- The Memory List holds the last 10 records left open. "Records" include pages such as the request initiation screen, searches, and patient panel.
- Requests "held" in a user's memory list cannot be accessed to edit by other users. This ensures that duplicate work does not take place. Consequently, **it is important to release an episode from your memory list once you are done making changes.**
- Open the Memory List by clicking "Memory List" on Jiva's top menu bar.

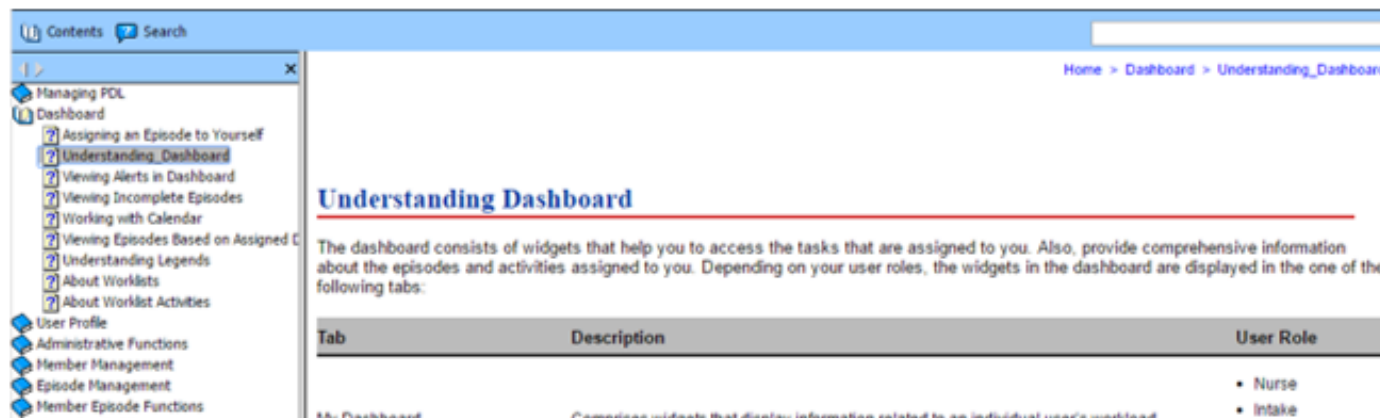
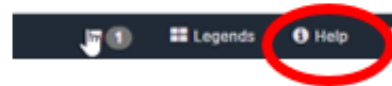


Provider Portal - Navigating the Application Banner

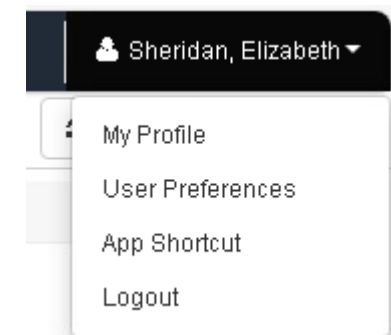
Help and User Functions

The “Help” button guides users to information that applies to the page from which it is launched. For example, if “Help” is clicked while in the calendar screen, Jiva displays information specific to the Calendar.

Detailed help is available by clicking the Help button:



User functions are accessed from the profile icon (username on far right)





Searches

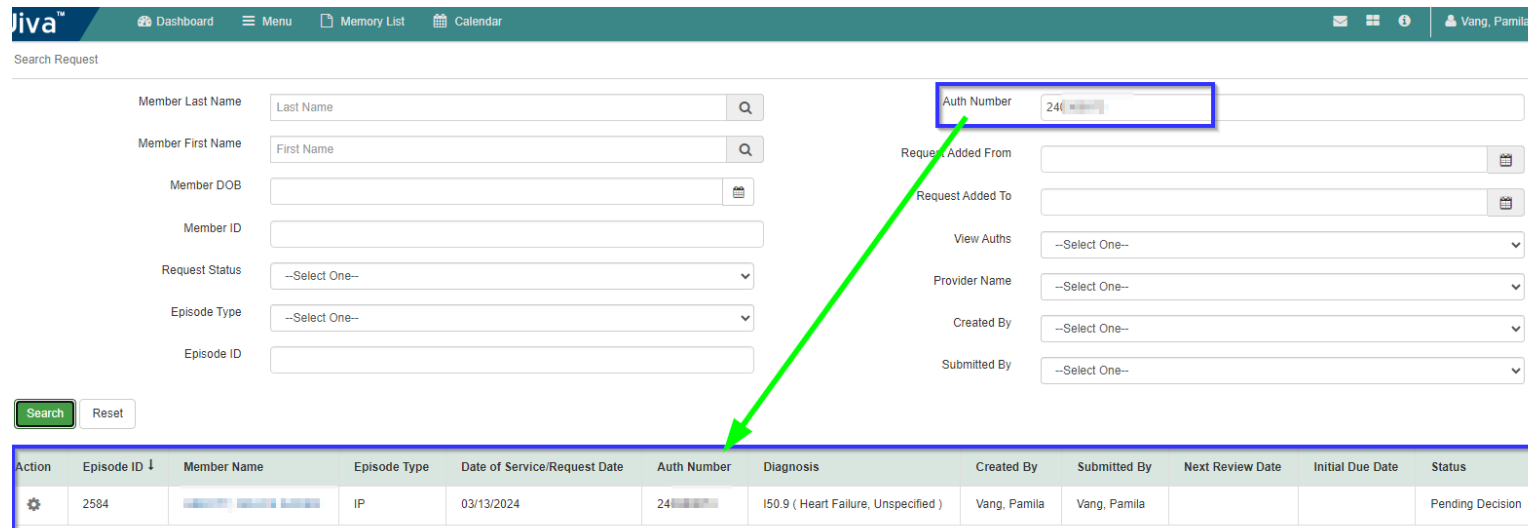
Jiva Training

Provider Portal – Working in Jiva

Search for an Episode (Request/Authorization)

User can search all requests associated with their facility and member linked. From Search Request screen, there are several ways you can search for requests.

- To populate one specific auth submitted by the user, search by Auth #, search and result will display below.



Search Request

Member Last Name:

Member First Name:

Member DOB:

Member ID:

Request Status:

Episode Type:

Episode ID:

Auth Number:

Request Added From:

Request Added To:

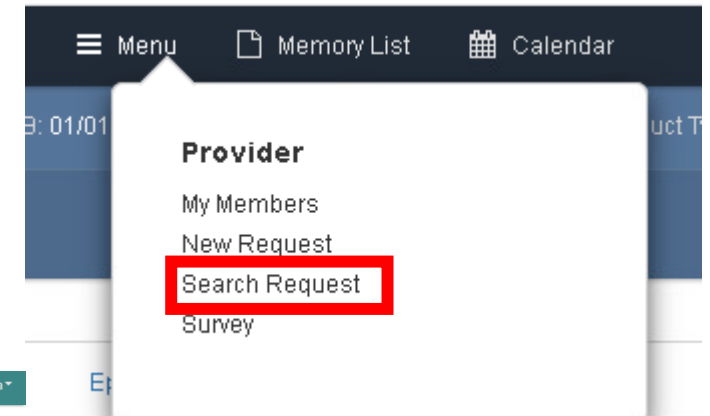
View Auths:

Provider Name:

Created By:

Submitted By:

Action	Episode ID	Member Name	Episode Type	Date of Service/Request Date	Auth Number	Diagnosis	Created By	Submitted By	Next Review Date	Initial Due Date	Status
<input type="button" value="Settings"/>	2584	[REDACTED]	IP	03/13/2024	240	I50.9 (Heart Failure, Unspecified)	Vang, Pamela	Vang, Pamela			Pending Decision



Provider Portal – Working in Jiva

Search for an Episode (Request/Authorization)

- Search requests by member's name will display all requests submitted by the user and associated facility for the member.

Jiva™ Dashboard Menu Memory List Calendar Vang, Pamila

Search Request

Member Last Name

Member First Name

Member DOB

Member ID

Request Status --Select One--

Episode Type --Select One--

Episode ID

Auth Number

Request Added From

Request Added To

View Auths --Select One--

Provider Name --Select One--

Created By --Select One--

Submitted By --Select One--

Search request by name will populate all requests submitted by associated provider for the member.

Action	Episode ID ↓	Member Name	Episode Type	Date of Service/Request Date	Auth Number	Diagnosis	Created By	Submitted By	Next Review Date	Initial Due Date	Status
	14902		IP	05/28/2024	240500848	R51.9 (Headache, Unspecified)	Vang, Pamila	Vang, Pamila			Processed
	2050		OP	03/01/2024	240300001	I50.9 (Heart Failure, Unspecified)	Vang, Pamila	Vang, Pamila			Processed

Page 1 of 1

Menu Memory List

Provider

My Members

New Request

Search Request

Survey



Provider Portal – Working in Jiva

Search for an Episode (Request/Authorization)

- Search for a list of requests associated with your facility, without entering any search criteria, click the Search button to display results below.

Member Last Name	<input type="text" value="Last Name"/>	<input type="button" value="Q"/>
Member First Name	<input type="text" value="First Name"/>	<input type="button" value="Q"/>
Member DOB	<input type="text"/>	<input type="button" value="📅"/>
Member ID	<input type="text"/>	
Request Status	<input type="text" value="--Select One--"/>	<input type="button" value="v"/>
Episode Type	<input type="text" value="--Select One--"/>	<input type="button" value="v"/>
Episode ID	<input type="text"/>	

Auth Number	<input type="text"/>
Request Added From	<input type="text"/>
Request Added To	<input type="text"/>
View Auths	<input type="text" value="--Select One--"/>
Provider Name	<input type="text" value="--Select One--"/>
Created By	<input type="text" value="--Select One--"/>
Submitted By	<input type="text" value="--Select One--"/>

Action	Episode ID	Member Name	Episode Type	Date of Service/Request Date	Auth Number	Diagnosis	Created By	Submitted By
<input type="button" value="⚙"/>	42726	First Name Last Name	OP	07/12/2024	2457654321	2457654321 (2457654321)	John, Smith	
<input type="button" value="⚙"/>	42672	First Name Last Name	OP	07/11/2024	2457654321	2457654321 (2457654321)	John, Smith	
<input type="button" value="⚙"/>	42661	First Name Last Name	OP	07/10/2024	2457654321	2457654321 (2457654321)	John, Smith	
<input type="button" value="⚙"/>	42611	First Name Last Name	IP	07/10/2024	2457654321	2457654321 (2457654321)	John, Smith	
<input type="button" value="⚙"/>	35961	First Name Last Name	OP	07/09/2024	2457654321	2457654321 (2457654321)	John, Smith	

Provider

My Members

New Request

Search Request







Survey



Provider Portal – Working in Jiva

Search for an Episode (Request/Authorization)

- You can also filter your search by Non PCP, Provider Name, and Submitted By.

Auth Number	<input type="text"/>
Request Added From	<input type="text"/> 
Request Added To	<input type="text"/> 
View Auths	<div>Non PCP cases</div> 
Provider Name	<div>--Select One--</div> 
Created By	<div>--Select One--</div> 
Submitted By	<div>--Select One--</div>  <div><div>--Select One--</div><div>Vang, Pamila</div></div>



Provider

My Members

New Request

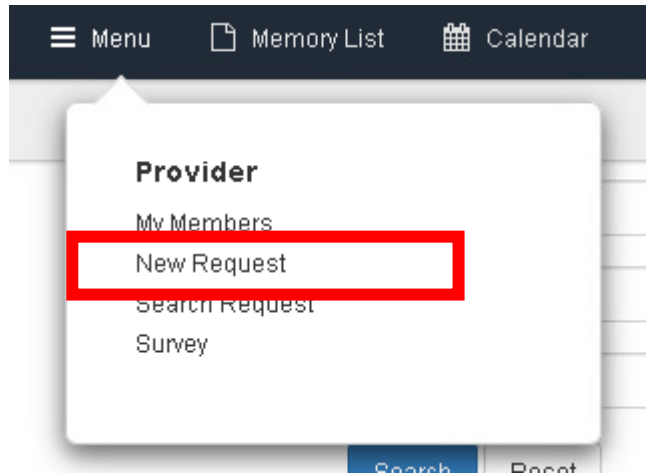
Search Request

Survey



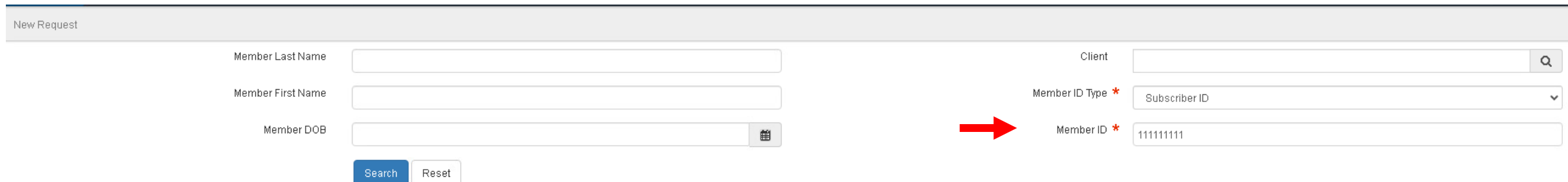
Provider Portal – Working in Jiva

View any requests (episodes) submitted by any user for a Member



Go to Menu > New Request

Search by Subscriber ID

A screenshot of the 'New Request' form in the Provider Portal. The form is titled 'New Request' in a light gray header. It contains several input fields: 'Member Last Name', 'Member First Name', and 'Member DOB' (with a calendar icon for date selection). To the right of these fields are 'Client' (with a search icon) and 'Member ID Type' (a dropdown menu currently showing 'Subscriber ID'). Below the 'Member ID Type' dropdown is the 'Member ID' field, which contains the text '11111111'. A red arrow points from the left towards this 'Member ID' field. At the bottom left of the form are 'Search' and 'Reset' buttons.

Provider Portal – Working in Jiva

Click on Member name to view member overview (MCV or also called the Nurse's View)

New Request

Member Last Name

Client

Member First Name

Member ID Type *

Subscriber ID

Member DOB

Member ID *

111111111

Search

Reset

	Jiva Member ID	Member Name	Member Date of Birth	Gender	Coverage ID	Subscriber ID	Coverage Start Date	Coverage End Date	Group Name
⚙	158440	Default, Member	01/01/1950	F	1	111111111	11/01/2023	12/31/9999	Merced Medi-Cal Managed Care
⚙	158440	Default, Member	01/01/1950	F	1	111111111	07/01/2005	12/31/9999	Alliance Care IHSS Monterey
⚙	158440	Default, Member	01/01/1950	F	1	111111111	11/01/2023	12/31/9999	Monterey Medi-Cal Managed Car



Provider Portal – Working in Jiva

All Episodes will populate on the left of the screen

Jiva™ Dashboard Menu Memory List Calendar JIVA, CCAH

Default, Member (Female) DOB: 01/01/1950 (74y) Subscriber ID: 111111111 Product Type:

Address: 123 Maine rd NY Phone & Email: (408) 408-4000 Coverage: Mariposa Medi-Cal Managed Care Program Group: Mariposa Medi-Cal Managed Care Program PCP/PCM: Allergies:

Member Overview + Add Request

All (Member + Episode) Member Episode More

Episodes (5)

- Start Date : 06/29/2024
Episode ID : 24135
Admit Date :
Episode Type : IP
Status : OpenRequest
Provider : CENTRAL ...
Assigned To : Portal-L...
Diagnosis : E08
Auth Number : 240600668
Service Type : Acute In...
- Start Date : 06/28/2024
Episode ID : 23829
Admit Date : 06/28/2024
Episode Type : IP
Status : OpenRequest
Provider : CENTRAL ...
Assigned To : Portal-L...
Diagnosis : O80
Auth Number : 240600659
Service Type : Acute In...
- Start Date : 06/28/2024
Episode ID : 23837
Admit Date :
Episode Type : IP
Status : OpenRequest
Provider : CENTRAL ...
Assigned To : Portal-L...
Diagnosis : B59
Auth Number : 240600664
Service Type : Acute In...
- Start Date : 06/28/2024
Episode ID : 23840
Service Start Date : 06/28/2024
Episode Type : OP
Status : OpenRequest
Provider : CENTRAL ...
Procedure : 97110
Assigned To : Portal-O...
Diagnosis : M25.5
Auth Number : 240600666
Service Type : Rehab Th...
- Start Date : 06/28/2024
Assigned To : CCS Mom/...

Activities (0)

Due Date	Activity Type	Activities
No Records to Display		

Alerts (0)

Date	Message
No Records to Display	

Correspondence (0)

Correspondence Name	Created User	Created Date	Requested By	Printed	Emailed	Faxed
No Records to Display						

Diagnosis (Dx)

E08-Diabetes mellitus due to u...	
I12.81-Pneumonia Due To Sars...	

Notes (4)

- OP User : JIVA, CCAH
Note Encounter Date : 06/28/2024
testing and training [More](#)
- OP User : JIVA, CCAH
Note Encounter Date : 06/28/2024
training note [More](#)
- IP User : JIVA, CCAH
Note Encounter Date : 06/28/2024
training note. [More](#)

Documents (5)

Document Name	Document Type	Date Added	Document Received	Added User	Description
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Provider Portal – Working in Jiva

Click on gear (action) icon to view Episode abstract

Start Date : 06/29/2024

-  **View Episode Abstract**
-  View More Information
-  Open

There are restrictions to open any pending request, but user can view the Episode abstract in full detail.

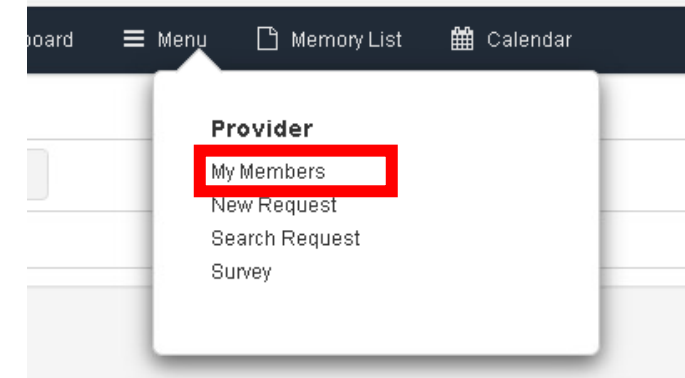
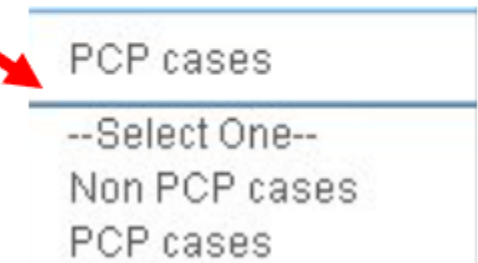
Episode Abstract			
Member Details	✓	Member Details	
Policy Holder		Name	Default, Member
Episode Overview	✓	Jiva Member ID	158440
Notes		Birth Sex	F
Diagnosis	✓	Gender Identity	-
Providers	✓	Marital Status	-
Activity		Sexual Orientation	-
Stay Summary	✓	Address	123 Maine rd, -, NEW YORK, NY, 10001
Service Summary		Preferred Pronoun	-
Physician Reviewer Q&A		DOB	01/01/1950
Assessment Summary	✓	Race	Not provided
Documents	✓	Phone	4084084000
		Ethnicity	Not provided
		Policy Holder	
		Episode Overview	
		Auth Number	240600668
		Start Date	06/29/2024
		Episode ID	24135
		Referral resource	Web
		Request Type	Pre-Service
		Subscriber ID	111111111
		External Episode ID	Reason for Request
			Inpatient Hospitalization
			Request Priority
			Routine
		Notes	



Provider Portal – Working in Jiva

Search for a Member

- From the menu, click 'My Members' Link
- Enter Name and select dropdown in 'View Cases' field
- **Note, member will only populate if associated with either PCP or non-PCP case.**

A screenshot of the 'My Members' search page in the Jiva Provider Portal. The page has a header with 'Jiva' logo and navigation links: 'Dashboard', 'Menu', 'Memory List', and 'Calendar'. The main form contains four input fields: 'Member Last Name' (highlighted with a red box), 'Member First Name', 'Member ID', and 'Member DOB' (with a calendar icon). To the right, there are three dropdown menus: 'View Cases' (highlighted with a red box and showing 'PCP cases'), 'Provider Name' (showing '--Select One--'), and 'Member Sorted By' (showing 'Last Name'). At the bottom left are 'Search' and 'Reset' buttons.

Provider Portal – Working in Jiva

Search for a Member

- Click on Member Name to go to their Member Overview (MCV- old “Member 360”)

Member DOB

Action	Jiva Member ID	Member Name	Member Date of Birth	Gender	Coverage ID	Coverage Start Date	Coverage End Date	Group Name
	158440	Default, Member	01/01/1950	Female	1	01/01/2024	12/31/9999	Mariposa Medi-Cal Managed Care Program

Jiva™ Dashboard Menu Memory List Calendar JIVA, CCAH

Default, Member (Female) DOB: 01/01/1950 (74y) Subscriber ID: 111111111 Product Type:

Address: 123 Maine rd NY Phone & Email: (408) 408-4000 Coverage: Mariposa Medi-Cal Managed Care Program Group: Mariposa Medi-Cal Managed Care Program PCP/PCM: Allergies:

Member Overview + Add Request

All (Member + Episode) Member Episode More

Episodes (6)

	Start Date: 06/30/2024 Episode ID: 24722 Service Start Date: 07/15/2024 Episode Type: OP Status: OpenRequest Provider: CENTRAL ... Procedure: CONSULT	Assigned To: Portal-E... Diagnosis: XXXXX Auth Number: 240600669 Service Type: Enhanced...
	Start Date: 06/29/2024 Episode ID: 24135 Admit Date: Episode Type: IP Status: OpenRequest Provider: CENTRAL ...	Assigned To: Portal-L... Diagnosis: E08 Auth Number: 240600668 Service Type: Acute In...
	Start Date: 06/28/2024 Episode ID: 23829	Assigned To: Portal-L... Diagnosis: O80

Activities (0)

Due Date	Activity Type	Activities
No Records to Display		

Alerts (0)

Date	Message
No Records to Display	

Correspondence (0)

Correspondence Name	Created User	Created Date	Requested By	Printed	Emailed	Faxed
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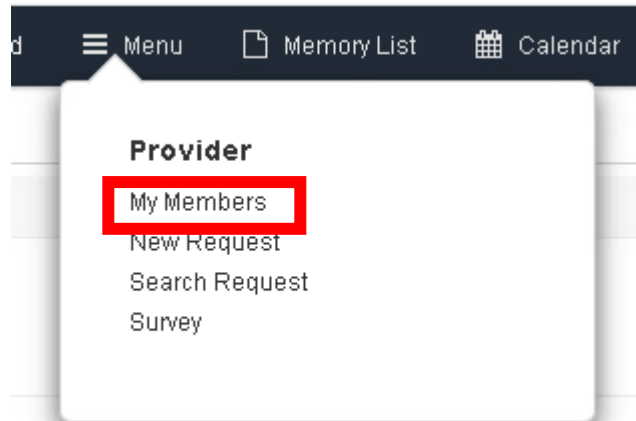
Notes (5)

OP User: JIVA, CCAH
Note Encounter Date: 06/30/2024
Please add document with HAP



Provider Portal – Working in Jiva

Search for a Member by Episode ID
Click on Menu and choose “My Members”



Jiva Dashboard Menu Memory List Calendar

Search Request

Member Last Name

Member First Name

Member DOB

Member ID

Request Status

Episode Type

Episode ID

Auth Number

RequestAdded From

RequestAdded To

View Auths

Provider Name

Created By

Submitted By

Action	Episode ID ↓	Member Name	Episode Type	Date of Service/Request Date	Auth Number	Diagnosis	Created By	Submitted By	Next Review Date	Initial Due Date	Status
	23829	Default, Member	IP	06/28/2024	240600659	O80 (Encounter For Full-Term Uncomplicated Delivery)	JIVA, CCAH	JIVA, CCAH			Pending Decision



Provider Portal – Working in Jiva

Search for a Member by Last Name

Jiva™

Dashboard

Menu

Memory List

Calendar

Search Request

Member Last Name

Default

Member First Name

First Name

Member DOB

Member ID

Request Status

--Select One--

Episode Type

--Select One--

Episode ID

Search

Reset

Menu

Memory List

Calendar


Provider

My Members

New Request

Search Request

Survey

Action	Episode ID ↓	Member Name	Episode Type	Date of Service/Request Date	Auth Number	Diagnosis
	24135	Default, Member	IP	06/29/2024	240600668	E08 (Diabetes mellitus due to underlying co
	23841	Default, Member	OP	06/28/2024	240600667	J12.81 (Pneumonia Due To Sars-Associater
	23840	Default, Member	OP	06/28/2024	240600666	M25.5 (Pain in joint)



Menu

Memory List

Calendar

Provider

My Members

New Request

Search Request

Survey

Search Request

Provider Portal – Working in Jiva

Search for a Member by Auth #

Memory List

Calendar

Member Last Name

Last Name

Member First Name

First Name

Member DOB

Member ID

Request Status

--Select One--

Episode Type

--Select One--

Episode ID

Auth Number

240600659

RequestAdded From

RequestAdded To

View Auths

--Select One--

Provider Name

--Select One--

Created By

--Select One--

Submitted By

--Select One--

Search

Reset

Action	Episode ID ↓	Member Name	Episode Type	Date of Service/Request Date	Auth Number	Diagnosis	Created By	Submitted By
<div></div>	23829	Default, Member	IP	06/28/2024	240600659	O80 (Encounter For Full-Term Uncomplicated Delivery)	JIVA, CCAH	JIVA, CCAH





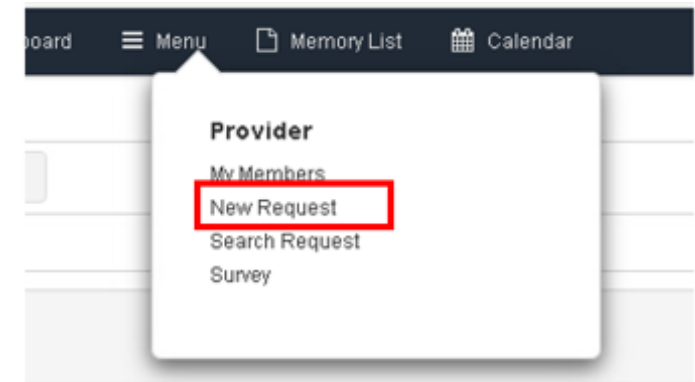
Entering New Request

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.

New Request



Member Last Name	<input type="text"/>	Client	<input type="text"/>
Member First Name	<input type="text"/>	Member ID Type *	<input type="text" value="Subscriber ID"/>
Member DOB	<input type="text" value=""/> 	Member ID *	<input type="text" value="11111111"/>
 <input type="button" value="Search"/> <input type="button" value="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><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	



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	Doe, Jane	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 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.**

Action
<div><div>Add Request ▼</div><div><div>Add Request</div><div>Inpatient</div><div>Outpatient</div></div></div>



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 *

Time Request

Request Priority *

Reason for Request *

Diagnosis

Code Type *

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

Request Priority *	<div>Routine</div>
Reason for Request *	<div>--Select One--</div> <div><div>--Select One--</div><div>Carve-Out</div><div>ECM</div><div>ECM CS</div><div>OON Referral</div><div>OP Pharmacy</div><div>OP Services</div><div>PCP Referral</div><div>Specialist to Specialist Referral</div><div>Transportation</div></div>
Diagnosis *	



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

Service Code

Diagnostic

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 *

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 Request

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

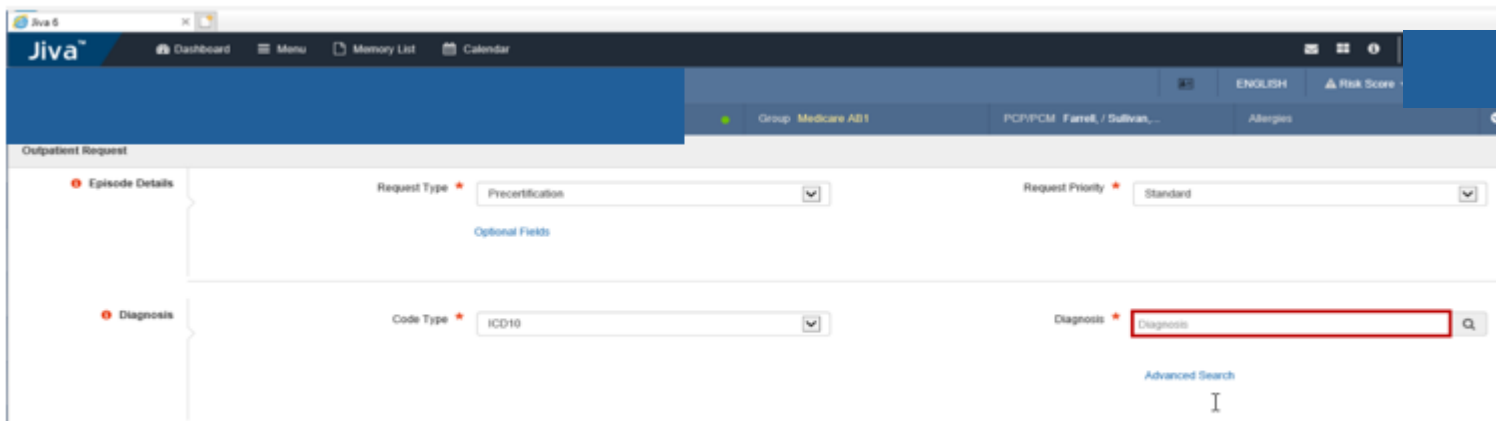
Request Priority *	<div>Routine</div>
Admit Type	<div>--Select One-- Routine Urgent</div>



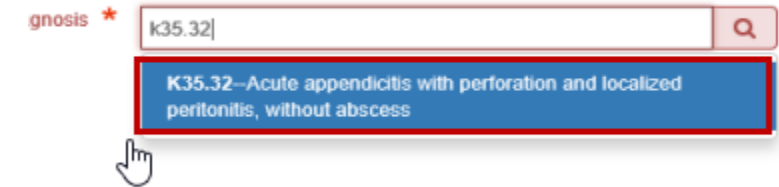
Provider Portal – Working in Jiva

- 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 6 Outpatient Request form. The top navigation bar includes 'Jiva 6', 'Dashboard', 'Menu', 'Memory List', and 'Calendar'. Below this, there's a header with 'Group: Medicare AB1', 'PCP/PCN: Farrell, / Sullivan...', and 'Abilities'. The main form area is titled 'Outpatient Request' and contains 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 border and contains the text 'Diagnosis'. Below this field is a link for 'Advanced Search'.



This close-up shows a search bar with the text 'K35.32' and a magnifying glass icon. Below the search bar, a blue box displays the search result: 'K35.32--Acute appendicitis with perforation and localized peritonitis, without abscess'. A hand cursor is pointing at the bottom left of this box.



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.

Code Type *

ICD10

Diagnosis *

Diagnosis

Q

[Advanced Search](#)

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	

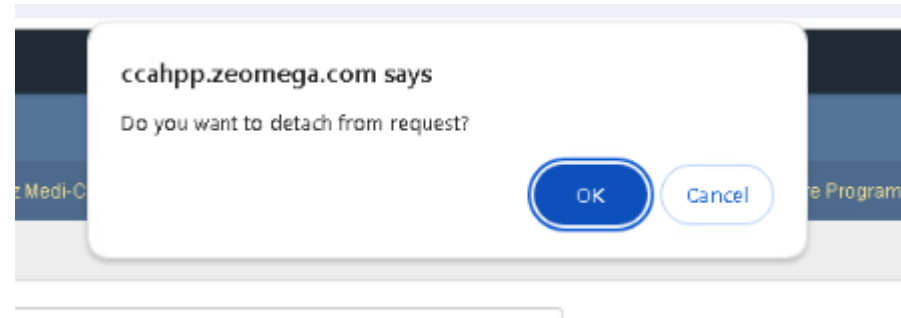
Notice that you now have an action icon next to the incorrect diagnosis because it is no longer the primary diagnosis



Provider Portal – Working in Jiva

Submitting 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

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)

Service Type *	<div>Diagnostic</div>
Place of Service	<div>--Select One--</div>
Code Type	<div>CUS</div>
Service Code	<div>--Select One-- HCPC CPT ICD9 ICD10 Revenue CDT CUS NDC DRG</div>



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 do a search for an MRI.

Service Type *

Place of Service

Code Type

Service Code

HCPC
CPT
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 A Request

If requesting a **referral**, code type must be 'CUS' for custom and under Service Code, type con (for consult) or fol (for follow-up) 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

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.

Provider Details

Attach Providers

Provider Details

ID	Name	Location	Role
1205610			Requesting ▾
1205610			Servicing ▾
		FREMONT, NE - 68025-2303 USA	

Attach Providers



Provider Portal – Working in Jiva

Submitting a Request

- In the attached providers screen, you must search by the practice or facility level (not an individual provider name) Search by facility or practice name or facility or practice level NPI and click 'Search'. 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

Provider ID

Search

Advanced Search

Search Results

	Provider ID	Provider Name	Location	Type	Provider Role	Specialty	In Network?	Provi
⚙				Physician	Treati		N	Out

Page 1 of 1

Attach

Cancel



Provider Portal – Working in Jiva

Submitting a Request

- Choose the type of provider from the dropdown menu.

Search Results

	Provider ID	Provider Name	Location	Type	Provider Role	Specialty	In Network?	Keyword
⚙	[REDACTED]			PHYSICIANS GROUP	Request	Radiologist,Diagnostic Radiology,Diagnostic Radiology,Radiologist	Y	Out of Area
					Admitting Facility Prescribing Referred To Rendering Requesting Servicing			
			USA					

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	
⚙	PRV_1000001	Farrell, Rene	P O I S U P (4
+	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 First Name

NPIN

Provider ID

Search

Advanced 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

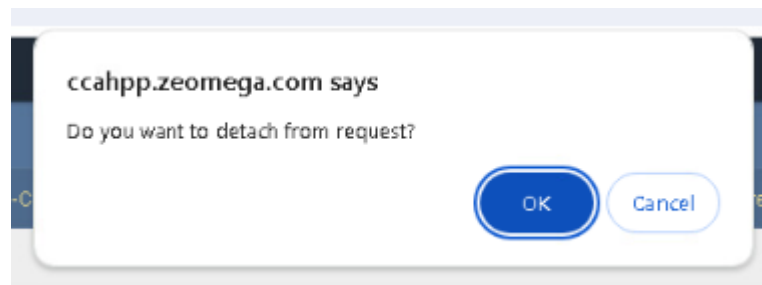


Provider Portal – Working in Jiva

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 1
⚙	<input type="checkbox"/>	44960(CPT)	1	07/16/2020	07/17/2020	Surgical

[Check For Review](#)

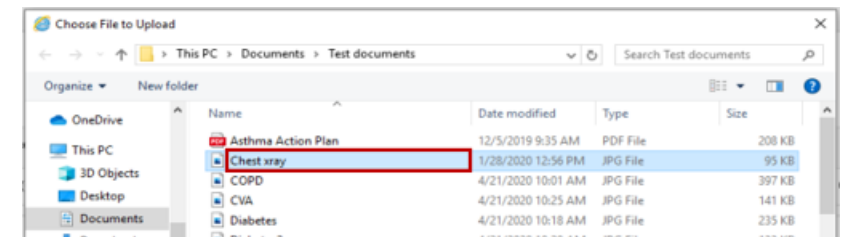
ments

Document Title

Document Type

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 Document [Browse](#) Chest xray.JPG



Provider Portal – Working in Jiva

Submitting a Request

Next, complete the Provider Contact Information section. Include the name of someone in the office to contact with questions, phone and fax numbers, and the name of the individual provider providing care or making the referral. 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. If using a template, choose the template icon as shown below.

The screenshot displays the 'Provider Contact Information' and 'Notes' sections of the Jiva Provider Portal. The 'Provider Contact Information' section includes fields for Office Contact Name, Contact Phone #, Contact Fax #, and Treating/Referring P... (all highlighted in yellow). The 'Notes' section features a 'Note Type' dropdown menu with options: --Select One--, Add Note to Request, Cancel Request, Change Request, and Web Note (highlighted with a red box). The 'Note Text' area also has a red box around the 'Web Note' option. The 'Note Encounter Date' is set to 07/31/2024 and the 'Note Encounter Time' is set to 17:13. The 'Note Text' area includes a rich text editor with buttons for Bold (B), Italic (I), Underline (U), Bulleted List (ABC), and a red box around the 'Web Note' option.

[Submit](#) [Save as Draft](#) [Cancel](#)

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

Dose:

Route:

Frequency:

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 episode or the 'Authorization Type' hyperlink to open the episode to add further details.

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

StatusOpenRequestPrimary DxM25.521Assigned ToPortal OP-DiagnosticAssigned ReviewerAuth Number240401013Auth CoverageMonterey Medi-Cal Managed Care ProgramReason For RequestRelated Episodes

Immediate Due Date 05/06/2024 18:25

Service Request

	Service Type	Service Code	Modifier	Due Date	Decision	Reason for Decision	Auth Start Date
<input type="checkbox"/>	Initial	Diagnostic		05/06/2024 18:25	-		
<input type="checkbox"/>	Initial	Diagnostic		05/06/2024 18:25	-		

Page 1 of 1

Specialty Drug Request

No Specialty drug request added

Note

Username : Sheridan, ElizabethTitle :testNote Type : Web NoteSource : Add Episode NoteNote Encounter Date : 04/29/2024 18:25:0004/29/2024 18:40:14

Diagnosis

Add Diagnosis

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

Documents

Add Document

Episodes ViewMember View

Name	Type	Document Received Date	Date Added	Added User	Description
HP		04/29/2024 18:25:00	04/29/2024 18:40:14	Sheridan, Elizabeth	



Provider Portal – Working in Jiva

Submitting a Request

From the Episode Abstract, you may print a copy 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.



OP

2



Edit Request



View Episode Abstract

Printable View

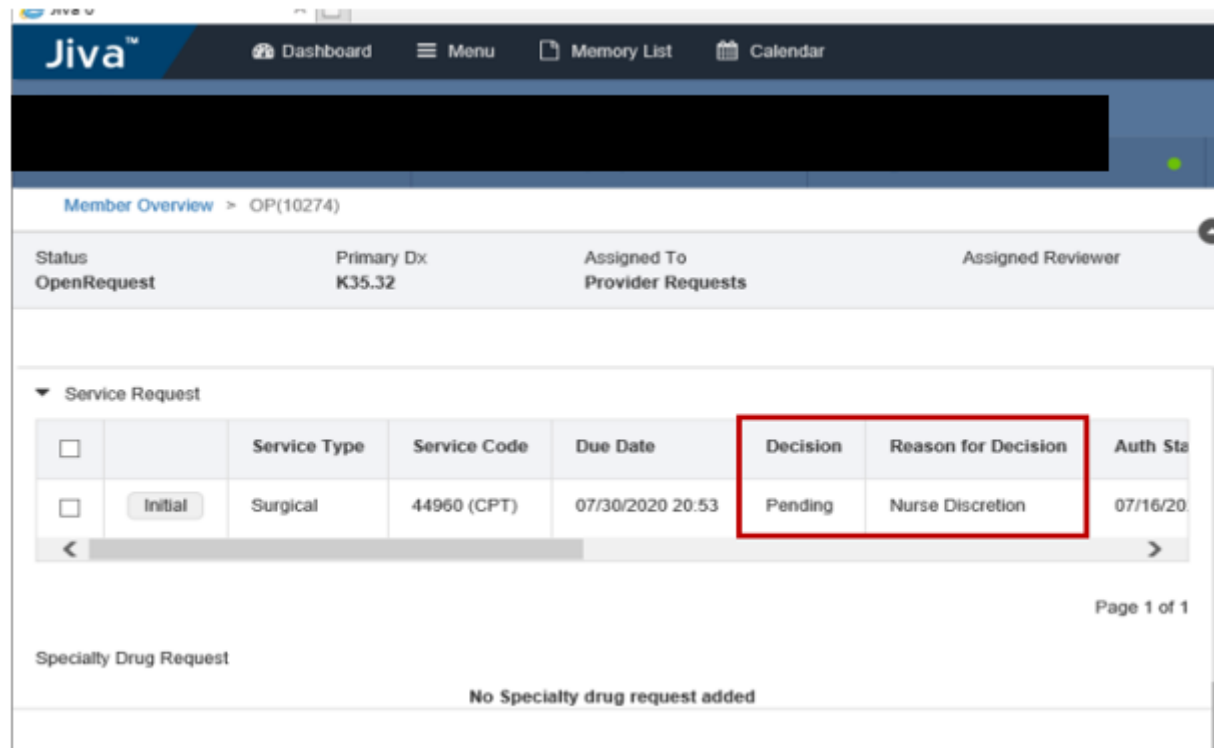
Member Details					
Name	Default, Member	Jiva Member ID	158600	Member ID	1
Birth Sex	F	Gender Identity	-	Subscriber ID	111111111
Marital Status		Sexual Orientation	-		
Address	123 Maine rd, -, NEW YORK, NY, 10001		Preferred Pronoun	-	
DOB	01/01/1950	Race	Not provided		
Phone	4084084000	Ethnicity	Not 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 black bar obscures some information. The main content area shows a 'Member Overview' for 'OP(10274)'. A table below this table provides details about the request:

Status	Primary Dx	Assigned To	Assigned Reviewer
OpenRequest	K35.32	Provider Requests	

Below the table, there is a section titled 'Service Request' with a dropdown arrow. It contains a table with the following data:

<input type="checkbox"/>		Service Type	Service Code	Due Date	Decision	Reason for Decision	Auth Sta
<input type="checkbox"/>	Initial	Surgical	44960 (CPT)	07/30/2020 20:53	Pending	Nurse Discretion	07/16/20

At the bottom of the screen, there is a section for 'Specialty Drug Request' with the message 'No Specialty drug request added'.



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 : 05/06/2020

Authorization Type : OP

Episode Number : 1809826

Episode Status : Closed

Cert Number 200500001

Authorization Details

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

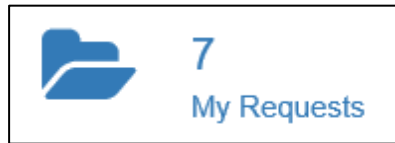
No Specialty Drug Requests Added



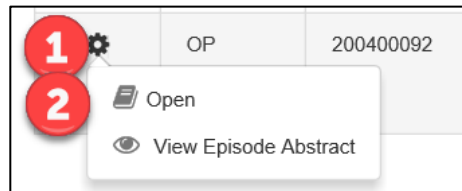
Provider Portal –Working in Jiva

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.



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 a summary.



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.

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, Pamila

Vang, Pamila

Pending Decision

IP

05/28/2024

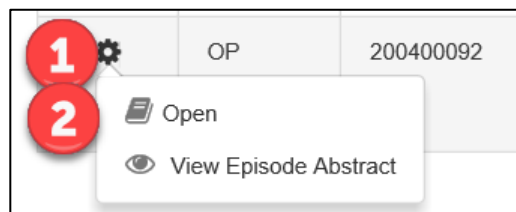
Vang, Pamila

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 a summary.





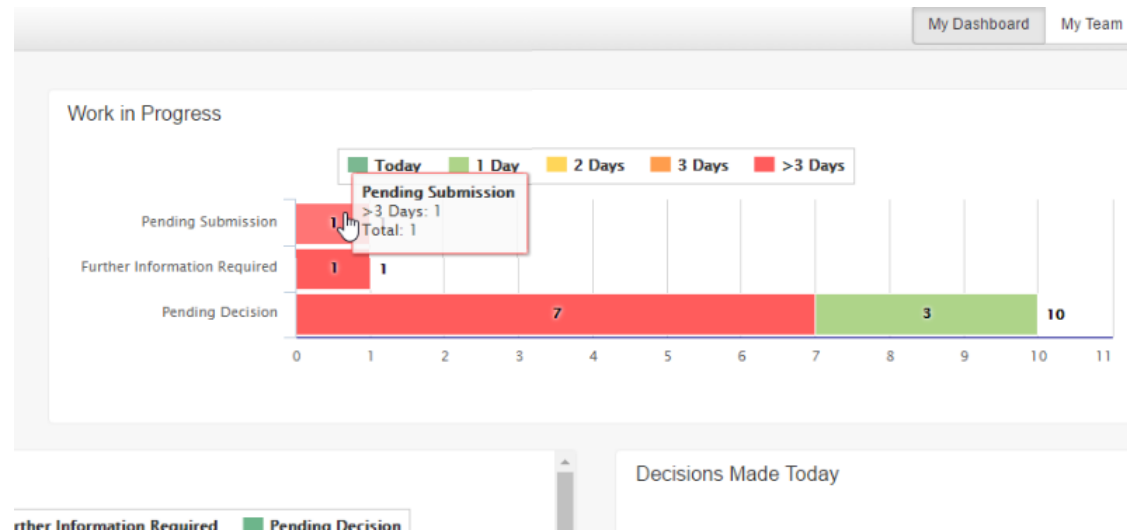
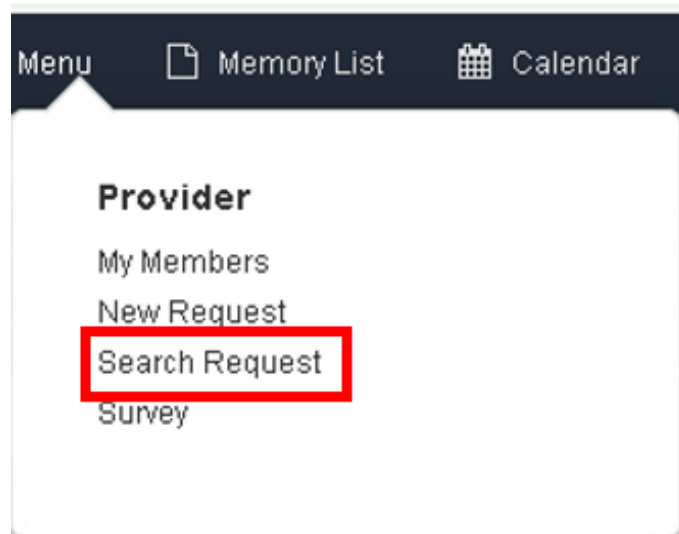
Modifying Requests

Jiva Training

Provider Portal –Working in Jiva

Modifying a Saved Request (Not yet Submitted)

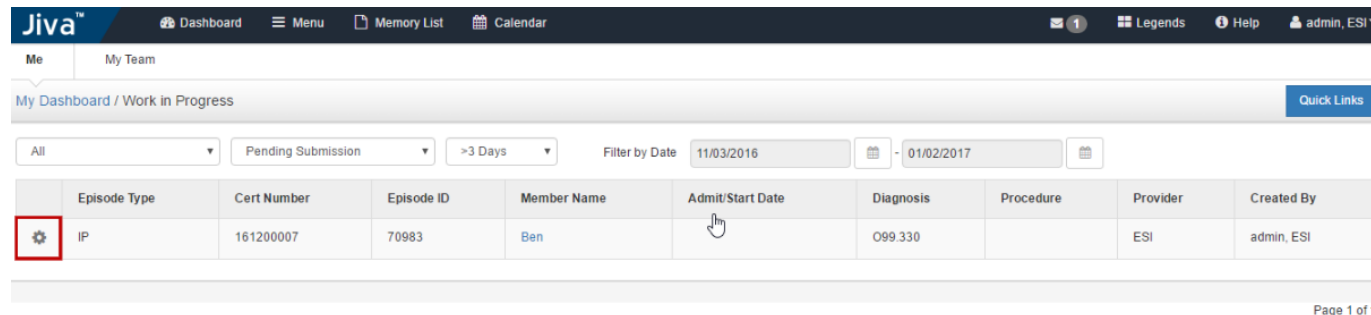
Access saved requests to update stay or service details, provider, or documents. The **Search Request** function allows a search for submitted requests. Alternatively, you can click on the pending submission bar in the **Work in Progress** Widget to work on a saved request.



Provider Portal –Working in Jiva

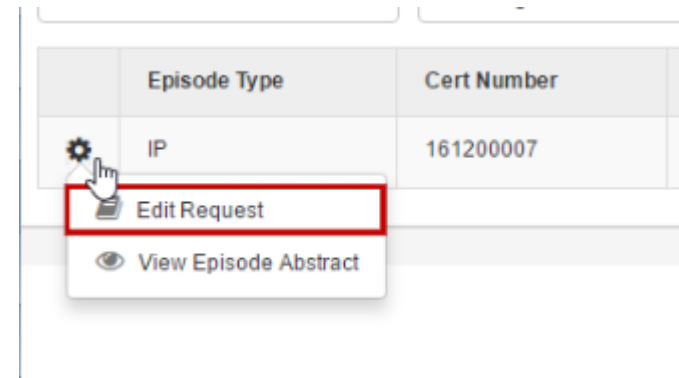
Modifying a Saved Request (Not yet Submitted)

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's a navigation bar with 'Jiva' logo, 'Dashboard', 'Menu', 'Memory List', 'Calendar', 'Legends', 'Help', and a user profile 'admin, ESI'. Below this is a 'My Dashboard / Work in Progress' section with a 'Quick Links' button. A filter section includes 'All', 'Pending Submission', '>3 Days', and a date range from '11/03/2016' to '01/02/2017'. The main table has columns: Episode Type, Cert Number, Episode ID, Member Name, Admit/Start Date, Diagnosis, Procedure, Provider, and Created By. The first row contains 'IP', '161200007', '70983', 'Ben', and 'O99.330'. A gear icon in the first column of this row is highlighted with a red box.

	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 or 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 cannot delete a request that has already been submitted.

Notes

Note Type

Note Encounter Date

Note Encounter Time

Note Text

File Edit Insert View Format Tools


B *I* U ABC [Clipboard Icon] [Table Icon]

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 screenshot shows the Jiva system interface. At the top, there's a navigation bar with 'Jiva' logo and various menu items. Below it, a patient summary section displays 'Status: Open/Request', 'Primary Dx: K05.200', 'Assigned To: Portal IP - Acute', and 'Assigned Reviewer'. A red arrow points from the 'Add Notes' button in the 'Notes' section to the 'Add Notes' button in the 'Add Episode Notes' section.

The Episode screen will open.

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

The screenshot shows the 'Note Type' dropdown menu. The dropdown is open, showing options: 'Add Note to Request', 'Cancel Request', 'Change Request', and 'Web Note'. A blue box highlights 'Add Note to Request'. A callout box points to 'Web Note' with the text 'Do not use Web Note for change request'.

When submitting a provider change request (PCR) to an existing requests, only select note type as **Add Note to Request, Cancel Request, or Change Request.**



Add notes in the dialogue box or, 1) click on Insert and Insert Template. 2) Choose the correct template and click 'OK'. 3) This will pull the template into your note. Complete your note and 4) click the green Save button.

Notes

Note Type

Web Note

1

Note Text

File ▾

Edit ▾

Insert ▾

View ▾

Format ▾

B

I

U

Insert template

Insert template [X]

Templates: Requesting Provider Contact Information ▾

5000481_555112_13582_OP

- Your Name:
- Your Contact Phone #:
- Your Contact Fax #:
- Other Contact Information:

[Ok] [Cancel]

2

Note Text

File ▾

Edit ▾

Insert ▾

View ▾

Format ▾

Tools ▾

B

I

U

ABC ✓



3

- Your Name:

- Your Contact Phone #:

4

Save

Cancel



You (and the nurse) will see the note in the Member Overview screen (the 'old' member 360 - also known in Jiva as Nurse Portal or Nurse View).

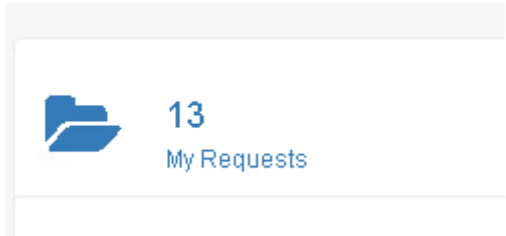
▼ Note

Add NotesView Episode Notes

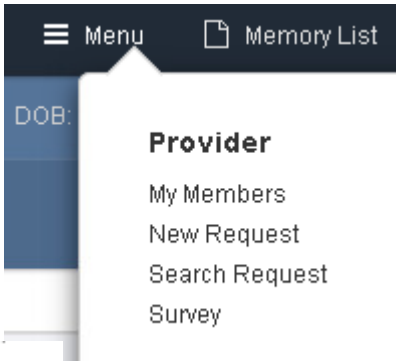
<div><div><div>Username : Sheridan, Elizabeth</div><div>Title :</div><div>Note Type : Web Note</div><div>Source : Episode Note</div><div>Note Encounter Date : 04/24/2024 20:36:00</div></div></div> <div><div>testing</div><div>04/24/2024 20:39:14</div></div>
--



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

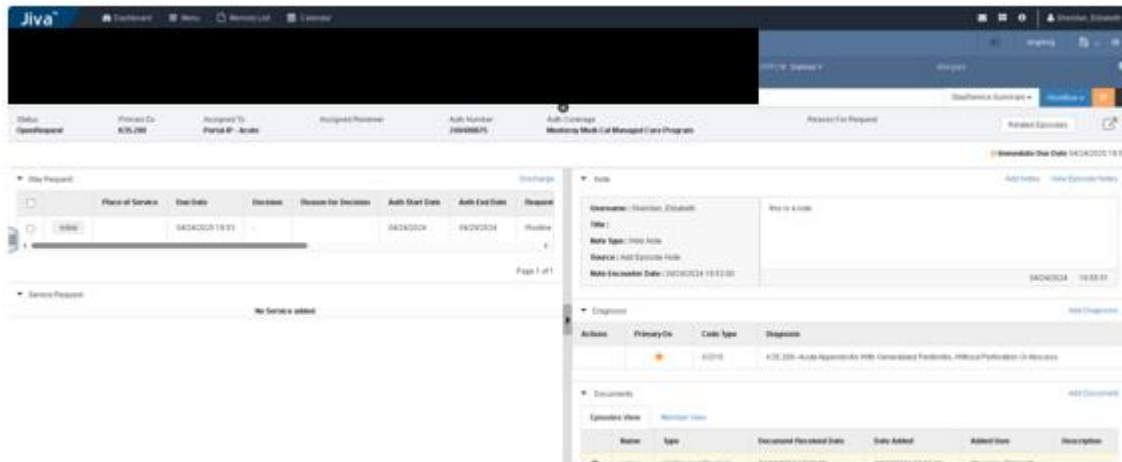
Actions	Auth Type	Auth Number	Member Name	Requested/Created Date	Diagnosis	Procedure	Pro
	IP	240400693		04/19/2024	I50.9		WIL
	IP	240400694		04/19/2024	I50.9		WIL

	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'



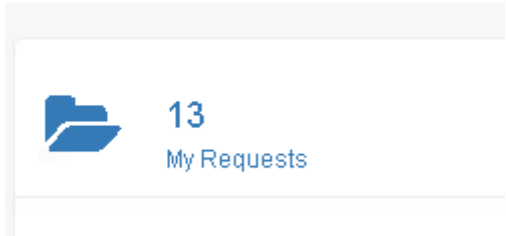
Enter the diagnosis and click the green 'Done' button. You will be returned to the Episode screen and can confirm that the Diagnosis has been added

 A screenshot of the 'Add Diagnosis' dialog box. It has a title bar with a question mark and a close button. The main area contains a 'Code Type' dropdown menu set to 'ICD10' and a 'Diagnosis' text input field with a search icon. Below the input field is a link for 'Advanced Search'. At the bottom left is a green 'Done' button.

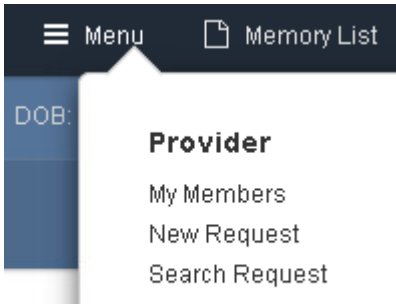
▼ Diagnosis				Add Diagnosis
Actions	Primary Dx	Code Type	Diagnosis	
	★	ICD10	K35.200--Acute Appendicitis With Generalized Peritonitis, Without Perforation Or Abscess	
⊘	★	ICD10	A40.0--Sepsis Due To Streptococcus, Group A	



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

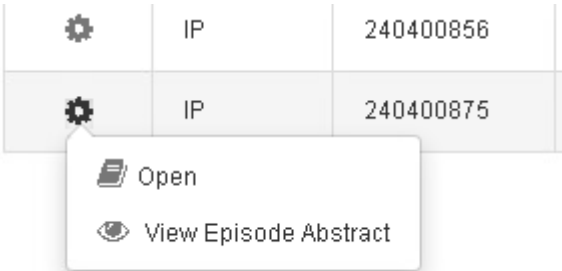
All

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™ Dashboard Menu Memory List Calendar | Sheridan, Elizabeth

PCPPC: Salma V Allergies Start/Service Summary Workflow

Status Open/Request	Primary Dx K35.200	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

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

Page 1 of 1

Discharge

Service Request

No Service added

Add Notes View Episode Notes

Note

Username: Sheridan, Elizabeth

Title:

Note Type: Web Note

Source: Add Episode Note

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

This is a note

Diagnosis

Add Diagnosis

Actions	Primary Dx	Code Type	Diagnosis
	★	ICD10	K35.200-Acute Appendicitis With Generalized Peritonitis, Without Perforation Or Abscess

Documents

Add Document

Episodes View Member 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 Member Overview 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





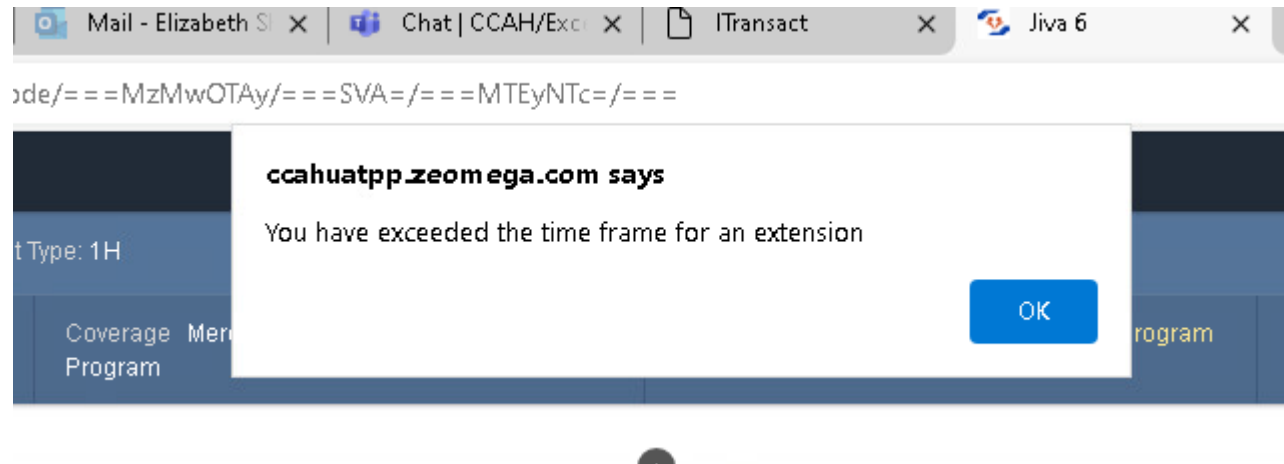
Extending Inpatient Stay

Jiva Training

Provider Portal – Working in Jiva

Extending an Inpatient Stay Request

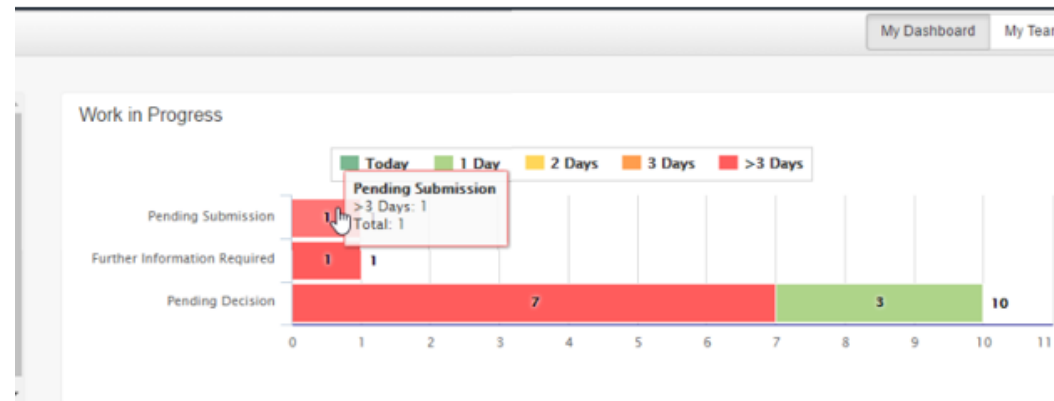
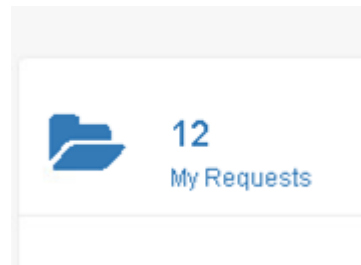
You can extend the inpatient stay request for the requests that are submitted. There is a limitation to the number of days that a provider can request an extension. If you try to request for an extension beyond the maximum number of days or beyond the days of the initial request, you will receive an error message.



Provider Portal – Working in Jiva

Extending an Inpatient Stay Request

To extend a stay request, click on My Requests or the corresponding bar in the WIP widget.



When the work in Progress screen opens, click on the settings icon next to the request you want to extend and then click open

⚙	IP	240400694	SW
⚙	IP	240400695	WI
⚙	IP	240400753	JO
⚙		00854	SW
⚙		240400855	SW

Open
 View Episode Abstract



Provider Portal – Working in Jiva

Extending an Inpatient Stay Request

From this screen you can extend an inpatient stay request

Jiva™

[Dashboard](#)

[Menu](#)

[Memory List](#)

[Calendar](#)

Auth Coverage

Monterey Medi-Cal Managed Care Program

Group

Monterey Medi-Cal Managed Care Program

PCP/PCM

SALINAS V

AI

[Member Overview](#) > IP(11319)

StatusOpenRequest

Primary DxI50.9

Assigned ToPortal-IP - Acute

Assigned Reviewer

Auth Number240400753

Auth CoverageMonterey Medi-Cal Managed Care Program

Reason For Request

▼ Stay Request

Initial

Place of Service

Due Date

04/22/2025 21:07

Decision

-

Reason for Decision

Auth Start Date

04/22/2024

Auth End Date

04/23/2024

Request

Routine

Discharge

Page 1 of 1

▼ Service Request

No Service added

▼ Note

▼ Diagnosis

Actions	Primary Dx	Code Type	Diagnosis
	★	ICD10	I50.9--Heart Failu

▼ Documents

Episodes View

Member View

	Name	Type	Document Received Date	Date Added
--	------	------	------------------------	------------



Provider Portal – Working in Jiva

Extending an Inpatient Stay Request

First, select the check box next to an initial or extended stay request and then click the Extension button. In the extend stay screen, enter the appropriate values in the required fields. NOTE: All the values in the Extend Stay screen are auto populated, and you must enter the required value in the LOS Requested # field to extend the length of stay

Status OpenRequest	Primary Dx I50.9	Assigned To Portal-IP -
------------------------------	----------------------------	-----------------------------------

ReviewExtension

▼ Stay Request

<input checked="" type="checkbox"/>		Place of Service	Due Date
<input checked="" type="checkbox"/>	Initial		04/22/2025 21:07

Jiva™

DashboardMenuMemory ListCalendar

Sherridan, Elizabetheng

Monterey Medi-Cal Managed Care

Group: Monterey Medi-Cal Managed Care Program

POP/PCM: SALINAS V

Allergies

Stay/Service SummaryWorkflow

Status OpenRequest	Primary Dx I50.9	Assigned To Portal-IP - Acute	Assigned Reviewer	Auth Number 240400753	Auth Coverage Monterey Medi-Cal Managed Care Program	Reason For Request	Related Episodes
------------------------------	----------------------------	---	-------------------	---------------------------------	--	--------------------	------------------

SaveCancel

Service Type	Place of Service	Level of Care	LOS Requested #	Expected Admit Date	Actual Admit Date
Acute Inpatient			3	04/22/2024	

Request Received Date *

04/24/2024

Request Received Time *

14

03

Request Type *

--Select One--

Request Priority *

--Select One--

Time Request

Due Date

LOS Requested # *

2

Requested Level Of Care

--Select One--

SaveCancel

Provider Portal – Working in Jiva

Extending an Inpatient Stay Request

Once you have finished entering the details (remember all fields marked with a * are mandatory), click Save to save the extension details. You will receive a confirmation

The screenshot shows the 'Extend Stay' form in the Jiva Provider Portal. The top navigation bar includes 'Jiva™', 'Dashboard', 'Menu', 'Memory List', and 'Calendar'. The user 'Sheridan, Eliza' is logged in. The form header displays patient information: 'Member Overview > IP(11319) > Extend Stay', 'Group: Monterey Medi-Cal Managed Care Program', 'PCP/PCM: SALINAS V', and 'Allergies'. Below this is a table with columns: Status (OpenRequest), Primary Dx (I50.9), Assigned To (Portal-IP - Acute), Assigned Reviewer, Auth Number (240400753), Auth Coverage (Monterey Medi-Cal Managed Care Program), Reason For Request, and Related Episodes. A 'Save' button is present. The main form area contains several fields: 'Service Type' (Acute Inpatient), 'Place of Service', 'Level of Care', 'LOS Requested #' (3), 'Expected Admit Date' (04/22/2024), and 'Actual Admit Date'. Below these are input fields for 'Request Received Date' (04/24/2024), 'Request Received Time' (14:03), 'Request Type' (dropdown), 'Request Priority' (dropdown), 'Time Request', and 'Due Date'. A 'Save' button is at the bottom left.

Status	Primary Dx	Assigned To	Assigned Reviewer	Auth Number	Auth Coverage	Reason For Request	Related Episodes
OpenRequest	I50.9	Portal-IP - Acute		240400753	Monterey Medi-Cal Managed Care Program		

Save Cancel

Service Type	Place of Service	Level of Care	LOS Requested #	Expected Admit Date	Actual Admit Date
Acute Inpatient			3	04/22/2024	

Request Received Date * 04/24/2024

Request Received Time * 14 03

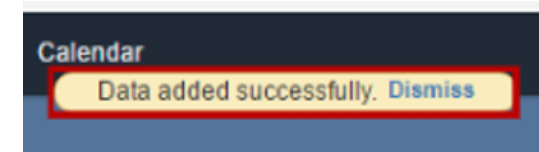
Request Type * --Select One--

Request Priority * --Select One--

Time Request

Due Date

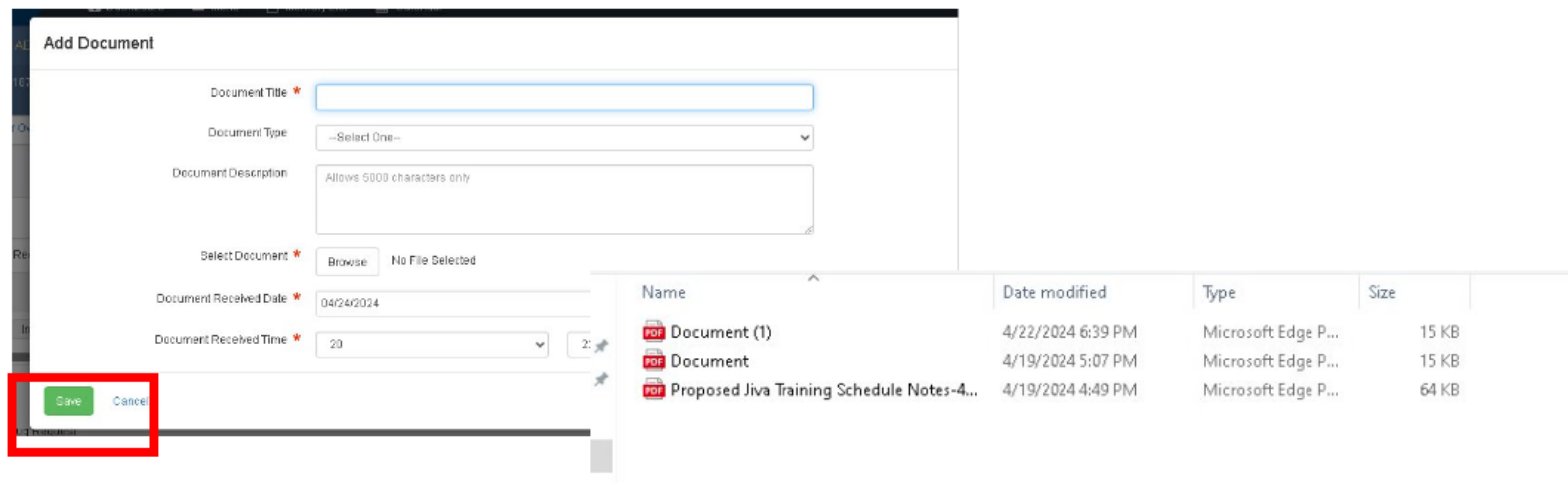
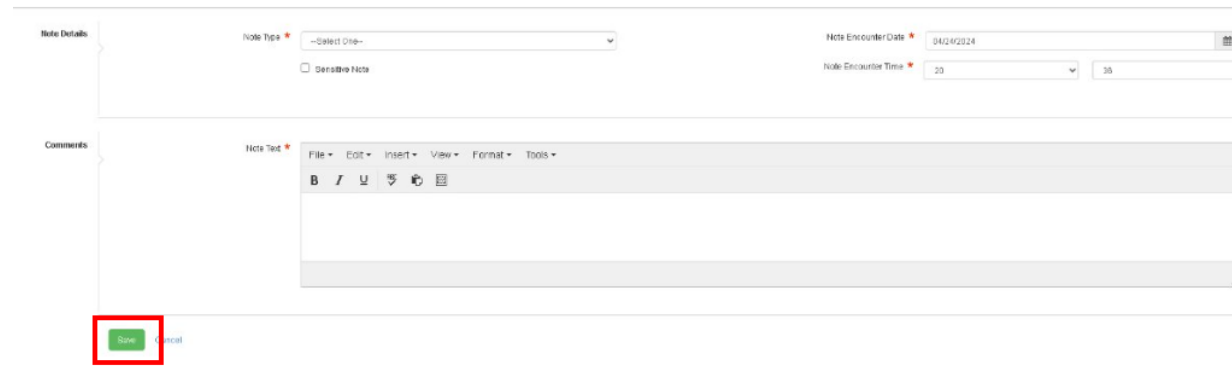
Save Cancel



Provider Portal – Working in Jiva

Extending an Inpatient Stay Request

Once you have saved the extension request, add a note and upload documents as previously described.



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





Responding to Request for Additional Information

Jiva Training

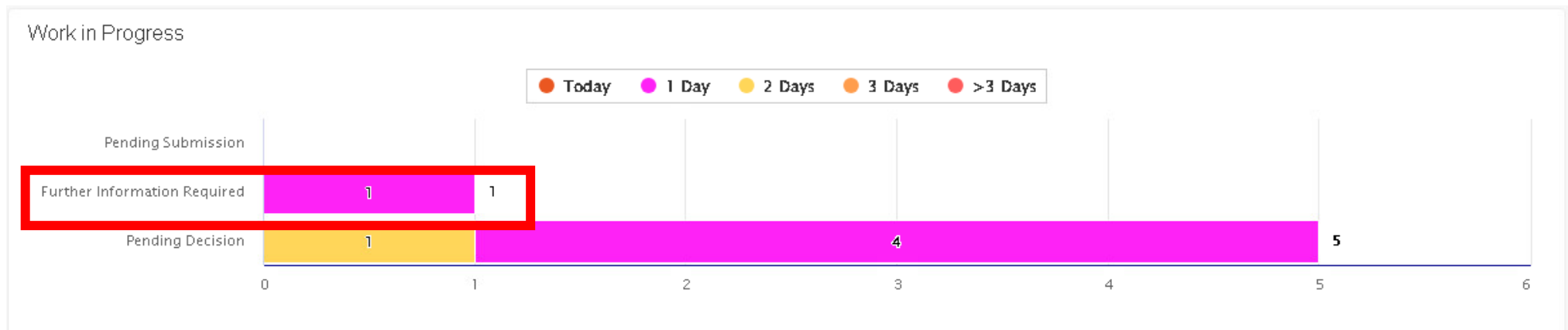
Provider Portal – Working in Jiva

Responding to Requests for Additional Information

After being notified that reviewers need additional documentation for your request, you can quickly provide it by adding it to the existing request.

Requests that require more information for a determination to be made will appear as a bar on 'Further Information Required' bar in the 'Work in Progress' widget of the Dashboard.

To provide additional information to a request, click the "Further Information Required" bar to open a list of all requests that need more information.




Provider Portal – Working in Jiva



Responding to Requests for Additional Information

To open the desired Episode, click the settings icon and select 'Open' from the resulting drop-down menu.

Work in Progress

All Further Information Required Today Filter by Date 08/04/2020

	Episode Type	Cert Number	Episode ID	Member Name	Admit/Start Date
	OP		1810236	MEMBER, TEST	08/04/2020

 Open
 View Episode Abstract



Provider Portal – Working in Jiva

Responding to Requests for Additional Information

Jiva displays the Request Overview screen. Look at the Notes section for the UM Reviewer's documentation of what information is needed.

Member Overview > OP(1809591)

Stay/Service Summary Workflow

Status: OpenRequest Primary Dx: R69 Assigned To: Auth/Referral Cases-WEB Assigned Reviewer: Cert Number: 200300018 Auth Coverage: FIMC APPLE HEALTH - FAMILY Related Episodes

Immediate Due Date

Service Request

Service Type	Service Code	Due Date	Decision	Auth Start Date	Auth End Date
Initial CT: Abdomen and Pelvis	76376 (CPT)	03/15/2020 09:30	Pending	03/10/2020	06/10/2020

Page 1 of 1

Specialty Drug Request

No Specialty drug request added

Note

Add Notes View All Notes

Username : Casebolt, Amy
Title : Portal Trainer
Note Type : Web Note
Source : Utilization Management Service Note
Note Encounter Date : 04/22/2020 16:50:00

Request received with no clinical information.
More information requested from Provider.

04/22/2020 16:51:31

Diagnosis

Add Diagnosis

Actions	Primary Dx	Code Type	Diagnosis
	★	ICD10	R69-Illness, unspecified



Provider Portal – Working in Jiva

Responding to Requests for Additional Information

In this same screen, choose the link needed in order to add the needed information to the request.

The screenshot displays the Jiva Provider Portal interface. At the top, there's a navigation bar with 'Member Overview' and 'OP'. Below this, a header section contains fields for 'Status' (OpenRequest), 'Primary Dx' (R69), 'Assigned To' (Auth/Referral Cases-WEB), 'Assigned Reviewer', 'Cert Number' (200800012), and 'Auth Coverage' (FIMC APPLE HEALTH - FAMILY). A 'Related Episodes' link is also present. A red box highlights the 'Add Notes' button in the top right corner, with a red arrow pointing to it and the text 'Add new notes by clicking "Add Notes"'. Below the header, there's a 'Service Request' section with a table of requests. The table has columns: Service Type, Service Code, Due Date, Decision, Auth Start Date, Auth End Date, Request Priority, and Request. The table contains 7 rows of data. A red box highlights the 'Add Diagnosis' button in the top right corner of the 'Diagnosis' section, with a red arrow pointing to it and the text 'Add a diagnosis by clicking "Add Diagnosis"'. Below the 'Diagnosis' section, there's a 'Documents' section with a table of documents. The table has columns: Name, Type, Date Added, Added User, and Description. The table contains 1 row of data. A red box highlights the 'Add Document' button in the top right corner of the 'Documents' section, with a red arrow pointing to it and the text 'Upload additional documents by clicking "Add Document"'. Below the 'Documents' section, there's a 'Providers' section with a table of providers. The table has columns: ID, Name, Location, Role, Network, and Phone. The table contains 1 row of data. A red box highlights the 'Attach Providers' button in the top right corner of the 'Providers' section, with a red arrow pointing to it and the text 'Attach Providers by clicking "Attach Providers"'. At the bottom of the page, there's a 'Specialty Drug Request' section with the text 'No Specialty drug request added'.

Service Type	Service Code	Due Date	Decision	Auth Start Date	Auth End Date	Request Priority	Request	
Initial	Therapy: Occupational LE	97165 (CPT)	08/10/2020 10:14	Pending	08/04/2020	12/31/2020	Standard	6
Initial	Therapy: Occupational LE	97119 (CPT)	08/10/2020 10:14	Pending	08/04/2020	12/31/2020	Standard	6
Initial	Therapy: Occupational LE	97166 (CPT)	08/10/2020 10:14	Pending	08/04/2020	12/31/2020	Standard	6
Initial	Therapy: Occupational LE	97167 (CPT)	08/10/2020 10:14	Pending	08/04/2020	12/31/2020	Standard	6
Initial	Therapy: Occupational LE	97168 (CPT)	08/10/2020 10:14	Pending	08/04/2020	12/31/2020	Standard	6
Initial	Therapy: Occupational LE	97530 (CPT)	08/10/2020 10:14	Pending	08/04/2020	12/31/2020	Standard	6
Initial	Therapy: Occupational LE	97535 (CPT)	08/10/2020 10:14	Pending	08/04/2020	12/31/2020	Standard	6

Name	Type	Date Added	Added User	Description
Clinical Notes	Medical Document	08/04/2020 16:59:04	Casebolt, Amy	

ID	Name	Location	Role	Network	Phone
80008	JONES, HENRY, M		Requesting	Out of Network	





Viewing Correspondence

Jiva Training

Provider Portal

A Note about Correspondence

- You can view the determination of your request in the service request section of the episode screen:

▼ Service Request

<input type="checkbox"/>		Service Type	Service Code	Modifier	Due Date	Decision	Reason for Decision	Auth Start Date
<input type="checkbox"/>	Initial	Diagnostic			05/01/2024 12:37	Approved	Criteria Approval	04/25/2024

Page 1 of 1

You are also able to view letters by following the process on the following screens.



Provider Portal

Reviewing Correspondence

From the Episode screen, click on 'Workflow' and choose 'Correspondence'

The screenshot displays the Provider Portal interface. At the top, a blue header bar contains navigation links and user information. Below this, a 'Member Overview' section shows details for a member with ID IP(11255). A 'Workflow' dropdown menu is highlighted with a red circle, and its options are shown in a separate window, with 'Correspondence' selected and highlighted by a red rectangle. The main content area is divided into several sections: 'Stay Request', 'Service Request', 'Note', 'Diagnosis', and 'Documents'. Each section contains a table of data related to the member's care.

Status	Primary Dx	Assigned To	Assigned Reviewer	Auth Number	Auth Coverage	Reason For Request
Open	150.9	Teater, Liz		240400695	Merced Medi-Cal Managed Care Program	

Stay Request								Discharge
	Department	Due Date	Decision	Reason for Decision	Auth Start Date	Auth End Date	Request	
<input type="checkbox"/>	Initial	04/19/2025 22:21	In Process	Member not discharged			Routine	

Service Request							
	Service Type	Service Code	Modifier	Due Date	Decision	Reason for Decision	Auth Start Date
<input type="checkbox"/>	Initial	Acute Inpatient	83466 (CPT)		04/19/2025 22:21	-	

Diagnosis				Add Diagn
Actions	Primary Dx	Code Type	Diagnosis	
	★	ICD10	150.9-Heart Failure, Unspecified	

Documents						Add Docum
Episodes View		Member View				
Name	Type	Document Received Date	Date Added	Added User	Description	
⚙️ H&P	H and P	04/19/2024 22:21:00	04/19/2024 22:34:50	Sheridan, Elizabeth		



Provider Portal

A Note about Correspondence

Click on the box next to the letter you wish to review.

	<input type="checkbox"/>	Letter Name	Created Date	Created User	Requested By	Stay / Service	Printed	Emailed	Faxed
	<input type="checkbox"/>	Appeal Medi-Cal Acknowledgment- Spanish MA-Appeal	03/25/2024 13:37	Sentinel, Ze			03/25/2024 15:19		

The letter will populate, and you can click on the gear icon to print or review the letter.



Print All | Email All | Fax All


	<input type="checkbox"/>	Letter Name	Created Date	Created User	Requested By	Stay / Service	Printed	Print Status
	<input checked="" type="checkbox"/>	Appeal Medi-Cal Acknowledgment- Spanish MA-Appeal	03/25/2024 13:37	Sentinel, Ze			03/25/2024 15:19	Completed


Subject: Appeal Medi-Cal Acknowledgment- Spanish


Member


		Member	Address	Email ID	Fax No	Printed	Print Status
	<input checked="" type="checkbox"/>	[REDACTED]	[REDACTED]	<input type="text"/>	<input type="text"/>	03/25/2024 15:19	Completed

 Print

 Email

 Fax

 PDF Preview

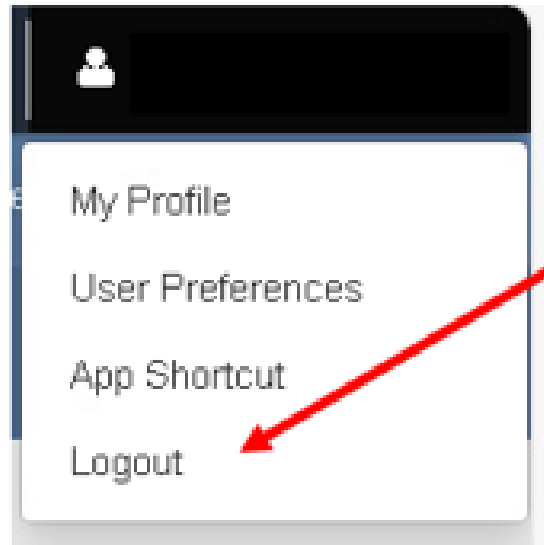
 View Log



Provider Portal

Logout

- Click on your profile name and choose 'Logout' to exit the Jiva application





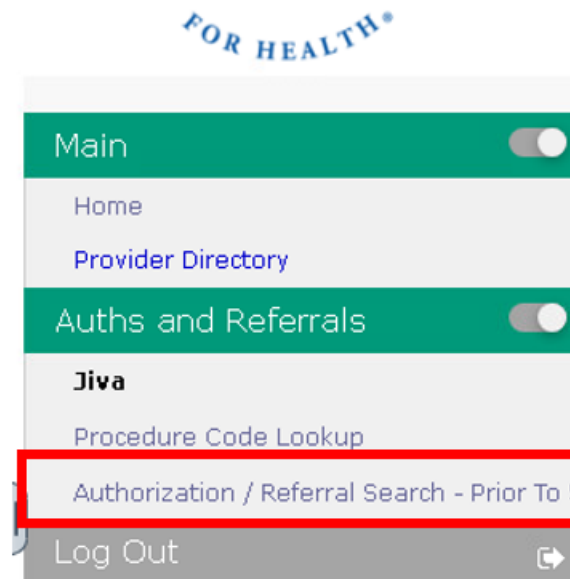
Viewing Requests Submitted Prior to July 15

Jiva Training

Provider Portal

View Authorizations entered prior to Jiva implementation

- From Provider Portal, under Auths and Referrals, choose Authorization / Referral Search – Prior to <go-live date>



Provider Portal

View Authorizations entered prior to Jiva implementation

- You will be directed to the old Search screen to search for your request.
- **NOTE:** this is *only* to view requests entered prior to the Jiva implementation (go-live date). Any new requests must be entered into Jiva. Any extensions or modifications to a historical request must be entered into Jiva as a new request.

Search Criteria

Auth Number:

Member ID:

Member First Name:

Member Last Name:

Member SSN:

Member DOB:

Authorization Class:

--- Display All ---

Authorization Sub Class:

--- Display All ---

Authorization Status:

--- Display All ---

Created Date Range:

to

SEARCH



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.)

