



Printing an Auth (Episode)

Jiva Instruction Manual

Provider Portal – Working in Jiva

Printing an Auth (Episode)

After submitting a request, the Request Details Page will be displayed. You can click on **Episode Abstract** to review the auth (episode abstract). From the Episode Abstract, you may print a pdf 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



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.Once the Episode Abstract opens, you may print by clicking on “Printable View”. This will open a pdf that you can print.

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 – Printing an Auth (Episode)

If you need to print an auth for a request you previously submitted, you need to navigate to that episode. From either My Requests Widget or by choosing the Search Request in the Menu dropdown, navigate to the My Requests 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	Provider
	IP	[Redacted]	[Redacted]	04/19/2024	I50.9		Will
	IP	[Redacted]	[Redacted]	04/19/2024	I50.9		Will

My Requests 13 My Requests

Menu Memory List

Provider

- My Members
- New Request
- Search Request
- Survey









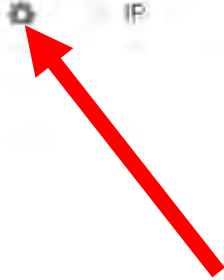
Provider Portal – Printing an Auth (Episode)



From the settings icon next to the correct request, choose '***View Episode Abstract***'


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	Pr...
	IP			04/19/2024	I50.9		WII
	IP			04/19/2024	I50.9		WII



	IP	240400856
	IP	240400875

 Open

 View Episode Abstract



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Printable View

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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.)

