



Requesting a Referral

Jiva Instruction Manual

External Providers - Requesting a Referral

What is a Referral?

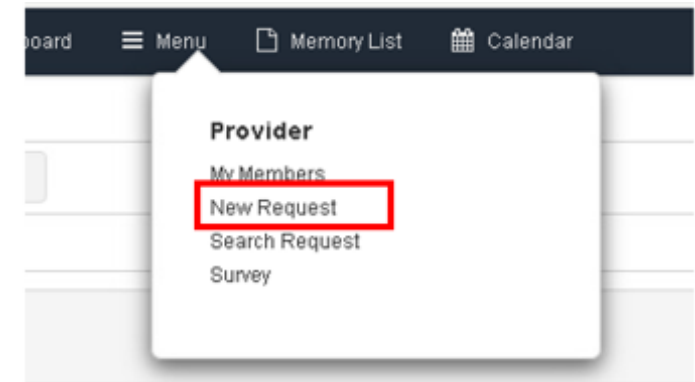
- A referral is a **request for an office visit**. Requests for outpatient services such as MRI, DME, procedures, physician administered drugs, etc. are requested as outpatient services. Only requests for office visit (consultation and follow up visits) are requested as referrals.
- A PCP initiates the initial request for a consultation or consultation with follow up visits.
- Additional follow up visits for continuing care may be requested by the Specialist if the provider has access to make requests through the portal or the specialist may ask the PCP to request additional follow up visits.
- A specialist may request member to be seen by another specialist.
- Through Jiva (online auth and referral request platform), you may request a PCP referral, OON referral, or a Specialist to Specialist Referral.



Provider Portal – Working in Jiva



Submitting a Referral

- 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 *	Subscriber ID
Member DOB	<input type="text"/> 	Member ID *	<input type="text" value="11111111"/>
 <input type="button" value="Search"/> <input type="button" value="Reset"/>			



Provider Portal – Working in Jiva

Submitting a Referral

- Member Populates,
- Select Add Request
- Choose type of request – a referral 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><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 Referral

- 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	06/10/2024	M25.51	97810

PCP/PCM MERCY MED Allergies ✓

+ Add Request

More ▼

+ Add Request

Inpatient Outpatient



Provider Portal – Working in Jiva

Submitting a Referral

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



Provider Portal – Working in Jiva

Submitting a Referral

In Jiva, mandatory fields have a *. Enter Request Type and Reason for Request. In the dropdown you may choose OON Referral, PCP Referral, or Specialist to Specialist Referral.

The screenshot shows the 'Outpatient Request' form in the Jiva Provider Portal. At the top, patient information is displayed: FLINSTONE, WILMA (Female), DOB: 04/02/1978 (46y), Subscriber ID: 9999999AB, and Product Type: M1. Below this, a header bar contains fields for Address (123 ROCKBOULDER... CA), Phone & Email, Coverage (Monterey Medi-Cal Managed Care Program), Group (Monterey Medi-Cal Managed Care Program), PCP/PCM (CENTRAL C), and Allergies. The main form is divided into two sections: 'Episode Details' and 'Diagnosis'. In the 'Episode Details' section, 'Request Type' is set to 'Pre-Service' and 'Request Priority' is set to 'Routine'. The 'Time Request' field is set to '5 Business Days'. In the 'Diagnosis' section, 'Code Type' is set to 'ICD10'. The 'Reason for Request' dropdown menu is open, showing options: '--Select One--', 'Carve-Out', 'ECM', 'ECM CS', 'OON Referral', 'OP Pharmacy', 'OP Services', 'PCP Referral' (highlighted in blue), 'Specialist to Specialist Referral', and 'Transportation'.

If the PCP is requesting an initial consultation, consultation with follow up visits, or just follow up visits for continuing care, choose **PCP Referral**.

If a specialist is requesting follow up visits for continuing care, or making a request for an initial consult/follow up with a different specialist, choose **Specialist to Specialist Referral**



Provider Portal – Working in Jiva

Submitting a Referral

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

Request Priority *

Routine

--Select One--

Routine

Urgent

Admit Type

Assessments

Assessment Title	Identified On	Status
Urgent Request Reason	06/20/2024	New
Requesting Provider Contact Information	06/20/2024	New

Submit

Save as Draft

Delete

Cancel



Provider Portal – Requesting a Referral

For Outpatient requests, the Service Type, Code Type and Service Code are also required. Referrals require code type 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 for referrals include CON to bring up choice of ConsultVisit or ConsultvVsit with FollowupVisit and FOL to bring up Follow Up Visit only for continuing care.

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

con

CONSULT--Consultation Visit

CONSULTVISITS--Consultation With Follow-up Visits

Service Code

fol

FOLLOWUPVISITS--Follow-up Visits ONLY



Provider Portal – Requesting a Referral

Continue as previously instructed to:

- Add diagnosis
- Attach providers
- Upload a document (if required)
- Complete Provider Contact Information
- Add a note (if required).

When you have completed the submission, click the green ***Submit*** button to submit.



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.)

