



# Responding to Request for Additional Information

Jiva Training

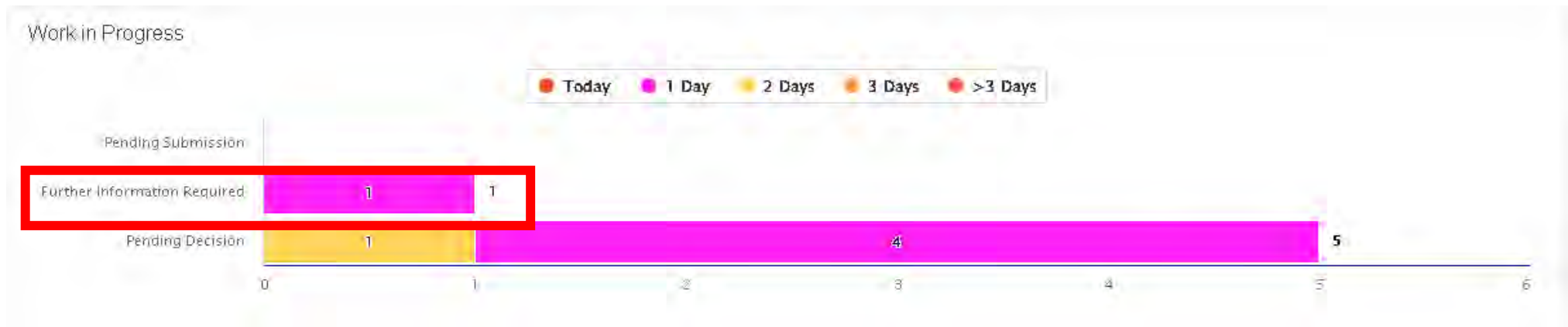
# Provider Portal – Working in Jiva

## 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

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

The screenshot displays the Jiva Member Overview screen for member OP1808591. The top navigation bar includes links for Slay/Service Summary, Workflow, and a menu icon. The main header shows the request status as 'OpenRequest', primary diagnosis 'R69', assigned to 'Auth/Referral Cases-WEB', and assigned reviewer '200300018'. The auth coverage is 'FIMC APPLE HEALTH - FAMILY'. A 'Related Episodes' link is also present.

The 'Service Request' section shows a table with the following data:

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

Below the table, it indicates 'No Specialty drug request added'.

The 'Note' section shows a note from 'Casebolt, Amy' with the title 'Portal Trainer'. The note type is 'Web Note' and the source is 'Utilization Management Service Note'. The note encounter date is '04/22/2020 16:51:31'. The note content, highlighted with a red box, states: 'Request received with no clinical information. More information requested from Provider.'

The 'Diagnosis' section shows a table with the following data:

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



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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 header with 'Member Overview' and 'JIP'. Below this, a navigation bar shows 'Status: OpenRequest', 'Primary Dx: D69', 'Assigned To: Auth/Referral Cases-WEB', 'Assigned Reviewer', 'Cert Number: 200000012', 'Auth Coverage: FIMC APPLE HEALTH - FAMILY', and 'Related Episodes'. A red banner at the top right indicates an 'Immediate Due Date 05/10/2020 10:10'. The main content area is divided into two sections. The left section, titled 'Service Request', contains a table with columns: Service Type, Service Code, Due Date, Decision, Auth Start Date, Auth End Date, Request Priority, and Request. The table lists several requests, all with a status of 'Pending'. The right section, titled 'Note', contains a form for adding a new note. It includes fields for 'Username: Casabolt, Amy', 'Title', 'Note Type: Web Note', 'Source: Episode Note', and 'Note Encounter Date: 05/05/2020 10:59:00'. Below the form, there's a 'Diagnosis' section with a table showing 'Primary Dx: ICD10' and 'Diagnosis: R69.00, unspecified'. The 'Documents' section shows a table with columns: Name, Type, Date Added, Added User, and Description. It lists a document named 'Clinical Notes' of type 'Medical Document' added on '05/04/2020 10:59:04' by 'Casabolt, Amy'. The 'Providers' section shows a table with columns: ID, Name, Location, Role, Network, and Phone. It lists a provider named 'JONES, HENRY, M.' with role 'Requesting' and network 'Out of Network'. Red callouts with arrows point to the 'Add Notes', 'Add Diagnosis', 'Add Document', and 'Attach Providers' buttons, each with a corresponding instruction.

**Add new notes by clicking "Add Notes"**

**Add a diagnosis by clicking "Add Diagnosis"**

**Upload additional documents by clicking "Add Document"**

**Attach Providers by clicking "Attach Providers"**



## 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](mailto:listaauthcoordinators@ccah-alliance.org)

Non-emergency Medical Transportation (NEMT) - Ph: 831-430-5640,  
email: [listnemtauthorizations@ccah-alliance.org](mailto:listnemtauthorizations@ccah-alliance.org)

Enhanced Care Management/Community Supports -  
email: [listecmauthorizations@ccah-alliance.org](mailto:listecmauthorizations@ccah-alliance.org) (change requests or questions on specific authorizations) or [listecmteam@ccah-alliance.org](mailto:listecmteam@ccah-alliance.org) (all other questions such as program questions, claims questions, capacity updates, etc.)

