



Searches

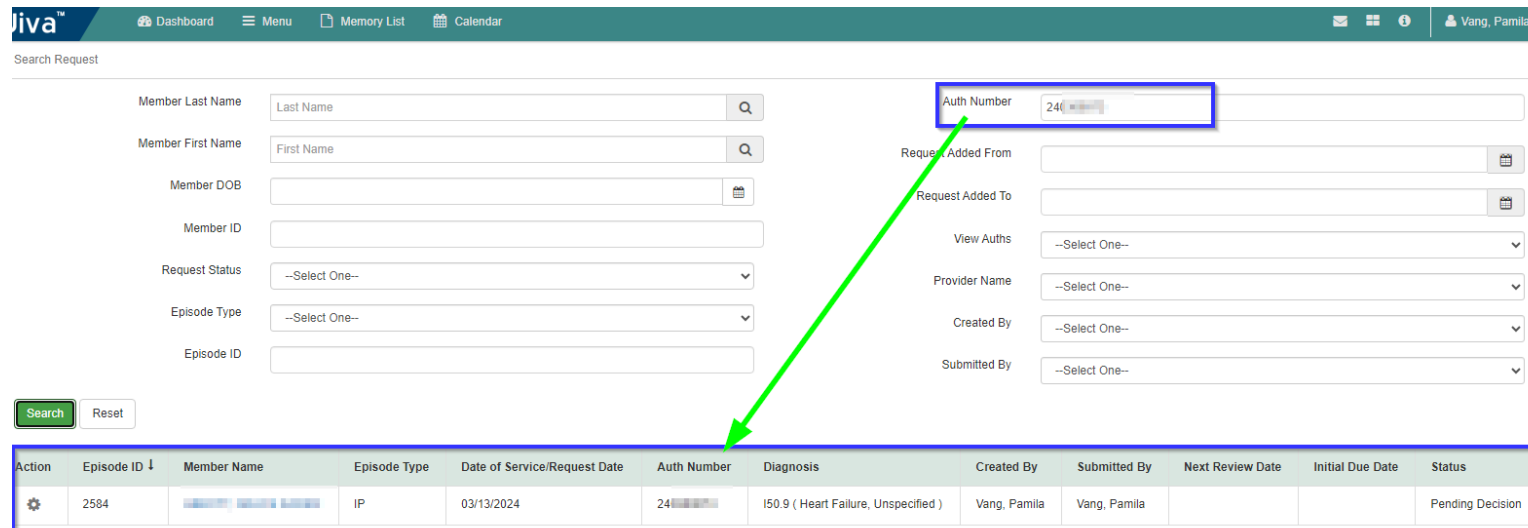
Jiva Training

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:

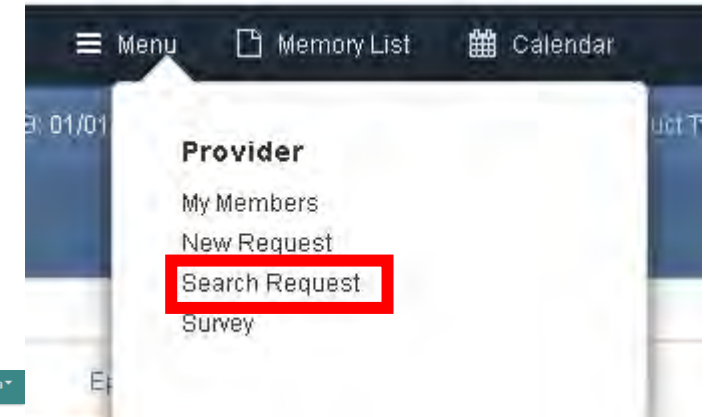
View Auths:

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
	2584		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--

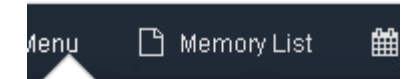
Created By --Select One--

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



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

Last Name

Q

Member First Name

First Name

Q

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

Reset

Action	Episode ID	Member Name	Episode Type	Date of Service/Request Date	Auth Number	Diagnosis	Created By	Submitted By
⚙	42726	First Name Last Name	OP	07/12/2024	2457654321	2457654321 (2457654321)	First Name Last Name	
⚙	42672	First Name Last Name	OP	07/11/2024	2457654321	2457654321 (2457654321)	First Name Last Name	
⚙	42661	First Name Last Name	OP	07/10/2024	2457654321	2457654321 (2457654321)	First Name Last Name	
⚙	42611	First Name Last Name	IP	07/10/2024	2457654321	2457654321 (2457654321)	First Name Last Name	
⚙	35961	First Name Last Name	OP	07/09/2024	2457654321	2457654321 (2457654321)	First Name Last Name	

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

Request Added From

Request Added To

View Auths Non PCP cases

Provider Name --Select One--

Created By --Select One--

Submitted By --Select One--

--Select One--

Vang, Pamila



Provider

My Members

New Request

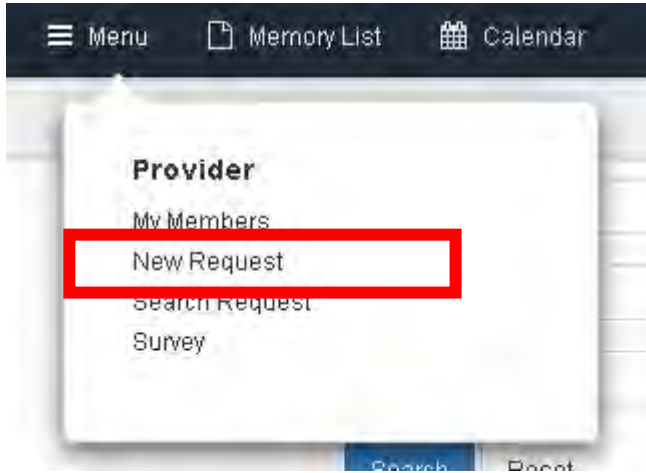
Search Request

Survey



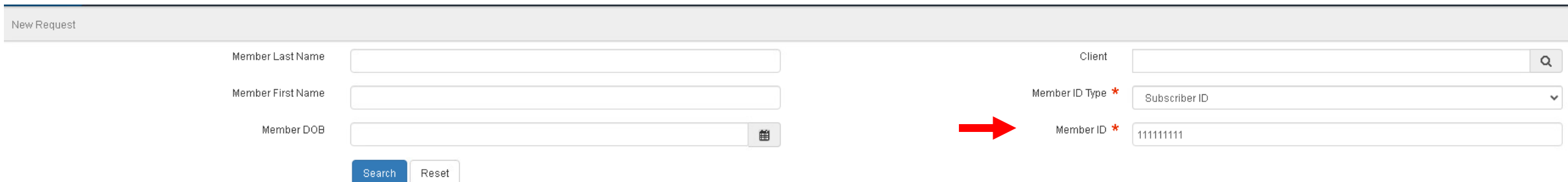
Provider Portal – Working in Jiva

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, there is a 'Client' search field with a magnifying glass icon. Below these, there is a 'Member ID Type' dropdown menu with 'Subscriber ID' selected, and a 'Member ID' text field containing the number '11111111'. A red arrow points from the text 'Search by Subscriber ID' to the 'Member ID' field. At the bottom left of the form, there 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




Member First Name

Member DOB 

Client

Member ID Type *

Member ID *

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

The screenshot displays the Jiva Provider Portal interface. At the top, a navigation bar includes links for Dashboard, Menu, Memory List, and Calendar. Below this, a header section provides member details: Default Member (Female), DOB: 01/01/1950 (74y), Subscriber ID: 111111111, and Product Type. Further down, address and contact information are listed: Address: 123 Main rd NY, Phone & Email: (408) 408-4000. Coverage and group information are also shown: Coverage: Mariposa Medi-Cal Managed Care Program, Group: Mariposa Medi-Cal Managed Care Program, PCP/PCM, and Allergies.

The main content area is divided into several sections. On the left, a red box highlights the 'Episodes (5)' section, which lists five episodes with details such as Start Date, Episode ID, Admit Date, Episode Type, Status, Provider, Assigned To, Diagnosis, Auth Number, and Service Type. The other sections on the right include 'Activities (0)', 'Alerts (0)', 'Correspondence (0)', 'Notes (4)', and 'Documents (5)'. Each of these sections contains a table with columns for various data points, but they all display 'No Records to Display' except for the 'Notes' section, which shows four notes with details like User, Note Encounter Date, and Note Description.



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.

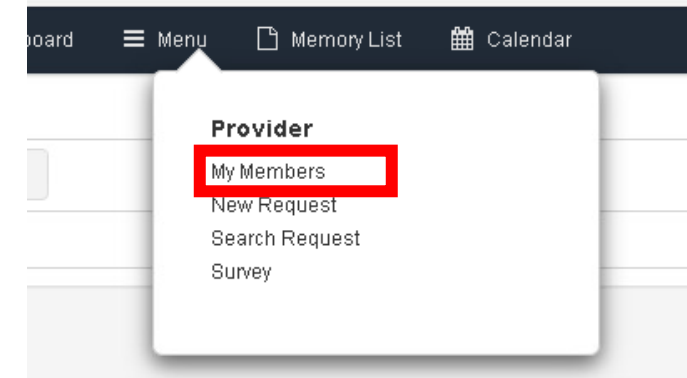
Episode Abstract			
Member Details ✓	Member Details		
Policy Holder	Name	Default, Member	Jiva Member ID 158440
Episode Overview ✓	Birth Sex	F	Gender Identity -
Notes	Marital Status		Sexual Orientation -
Diagnosis ✓	Address	123 Maine rd, -, NEW YORK, NY, 10001	Preferred Pronoun -
Providers ✓	DOB	01/01/1950	Race Not provided
Activity	Phone	4084084000	Ethnicity Not provided
Stay Summary ✓	Policy Holder		
Service Summary	Episode Overview		
Physician Reviewer Q&A	Auth Number	240600668	Start Date 06/29/2024
Assessment Summary ✓	Episode ID	24135	Referral resource Web
Documents ✓	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 form in the Jiva application. The form includes input fields for 'Member Last Name', 'Member First Name', 'Member ID', and 'Member DOB'. A 'View Cases' dropdown menu is highlighted with a red box, and a red arrow points to its expanded list of options: 'PCP cases', '-Select One--', 'Non PCP cases', and 'PCP cases'. The 'PCP cases' option is selected. The form also has 'Search' and 'Reset' buttons at the bottom left.

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 <input type="text"/>								
<input type="button" value="Search"/> <input type="button" value="Reset"/>								
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: englang

Address: 123 Main rd NY | Phone & Email: (408) 408-4000 | Coverage: Mariposa Medi-Cal Managed Care Program | Group: Mariposa Medi-Cal Managed Care Program | PCP/PCW: | Allergies: | Add Request

Member Overview | 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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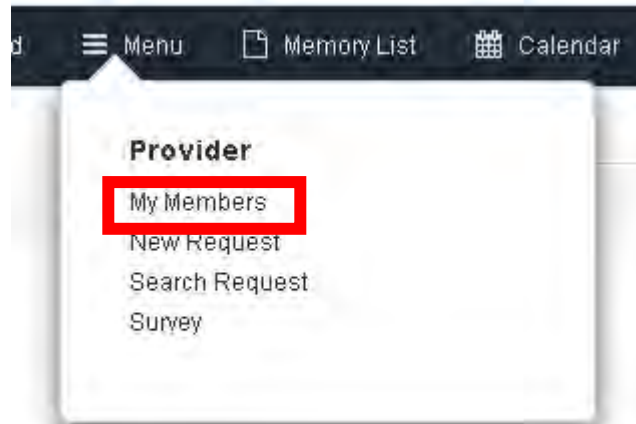
Notes (5)

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”


A screenshot of the Jiva Search Request form. The form is titled 'Search Request' and contains several input fields for searching for a member. The 'Episode ID' field is highlighted with a red box and contains the value '23829'. Below the form is a table with search results. A red arrow points to the first row of the table, which contains the following data: Action (gear icon), Episode ID (23829), Member Name (Default, Member), Episode Type (IP), Date of Service/Request Date (06/28/2024), Auth Number (240600659), Diagnosis (O80 (Encounter For Full-Term Uncomplicated Delivery)), Created By (JIVA, CCAH), Submitted By (JIVA, CCAH), Next Review Date, Initial Due Date, and Status (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 

Member First Name 




Member DOB 




Member ID

Request Status 

Episode Type 

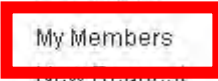
Episode ID

  Search  Reset

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

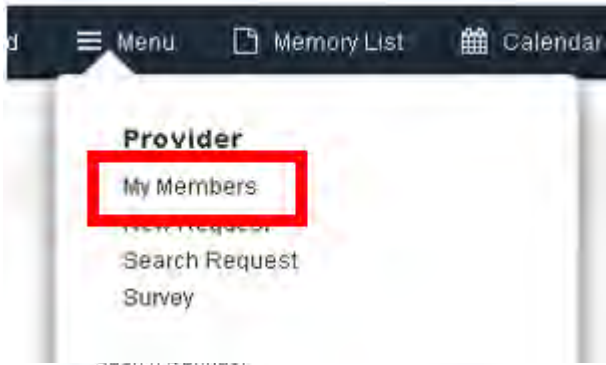
 My Members

New Request

Search Request

Survey





Provider Portal – Working in Jiva

Search for a Member by Auth #



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
	23829	Default, Member	IP	06/28/2024	240600659	O80 (Encounter For Full-Term Uncomplicated Delivery)	JIVA, CCAH	JIVA, CCAH



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.)

