

Jiva Quick Reference Guide

To access the authorization submission site (Jiva), you must have access to the Health Plan provider portal, Doctor Referral Express (DRE).

To submit an authorization request via the Jiva platform, select "Auth Portal" as shown on the menu below.



Once selected, you will be routed to the Jiva Dashboard.

🔰 🕈 🖓 Dashboard 🗮 Menu 🗋 Mernory List 🏙 Calendar																	• •	📥 Pro	vide
/ly Dashboard														0	Last Upda	ated : 0 min	ago	To D	D Te
O Alerts	Work in Progress					🖲 Today	y •	1 Day	🦲 2 Day	🖲 3 Da	/s 🔴	>3 Days							
0 Messages	Pending Submission	1	1																
20 My Requests	Further Information Required Pending Decision	2	6	1			5				5					5			18
	0	1	2		3	4 5	6		7 8	9	10	11	12	13	14	15	16	17 1	3 1
equests by Type									*	Decision	s Made	Today							



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<u>Getting Started</u>

1. Select Menu



2. Select New Request

Provider	Third Party Lir	nks
My Members	NCD and LCD	
New Request		
Search Request		
Survey		

Note: All * are required fields.

3. Enter Member ID. You can search for members by entering the Health Plan Member ID Number; this number starts with '200 series'.

4. Select Search

On the Member Search Result, go to 'Action'.

New Re	quest											
		Member Last Name						Client				Q
		Member First Name						Member ID Type	Coverage ID			~
		Member DOB				8		Member ID *	54321			
			Search Reset									
	Jiva Member ID	Member Name	Member Date of Birth	Gender	Coverage ID	Subscriber ID	Coverage Start Date	Coverage E	nd Date	Group Name	Action	
٥	159145	Reeves, Keanu	01/01/1980	м	54321		07/01/2023	12/31/2030		Medi-Cal	Add Request	~
											Add Request Case Management Inpatient Outpatient	

5. Action

Select the dropdown.

Add Request	
Add Request	
Case Management	
Inpatient	
Outpatient	

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6. Select the 'Action' that applies to your authorization request.

7. Enter the details in the Episode Details section as described in the following table:

Request Type *	Prior Authorization	~	Request Priority *	Select One	~
c.	Optional Fields				
Code Type *	ICD10	~	Diagnosis *	Diagnosis	Q
				Advanced Search	
	Request Type *	Request Type * Prior Authorization Optional Fields Code Type * ICD10	Request Type * Prior Authorization Optional Fields Code Type * ICD10 V <!--</td--><td>Request Type * Prior Authorization Request Priority * Optional Fields Optional Fields Diagnosis *</td><td>Request Type * Prior Authorization Optional Fields Code Type * ICD10 Diagnosis * Diagnosis * Advanced Search</td>	Request Type * Prior Authorization Request Priority * Optional Fields Optional Fields Diagnosis *	Request Type * Prior Authorization Optional Fields Code Type * ICD10 Diagnosis * Diagnosis * Advanced Search

8. Request Type

Select the Request that applies to your authorization.



9. Request Priority

Select the Request that applies to your preauthorization.



10. Diagnosis

The default should always be ICD-10

Diagnosis	Code Type *	ICD10	~



You can search by the ICD10 code or description.

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Diagnosis *	M21	Q Diagnosis *		other acquired defor	Q			
	M21Other acquired deformities of limbs M21.0Valgus deformity, not elsewhere classified M21.00Valgus deformity, not elsewhere classified, unspecified site		M20.30Hallux varus (acquired), unspecified foot M20.31Hallux varus (acquired), right foot M20.32Hallux varus (acquired), left foot					
	M21.00Valgus deformity, not elsewhere classified, unspecified site M21.02Valgus deformity, not elsewhere classified, elbow			M20.5x1Other deformities of toe(s) (acquired), right foot M20.5x2Other deformities of toe(s) (acquired), left foot				
	M21.021Valgus deformity, not elsewhere classified, right elbow			M20.5x9-Other deformities of toe(s) (acquired), unspecified foot				
	M21.021Valgus deformity, not elsewhere classified, right elbow M21.022Valgus deformity, not elsewhere classified, left elbow	•		M21Other acquired deformities of limbs M21.531Acquired clawfoot, right foot	-			

Once you select the diagnosis code, the ICD10 will display.

Primary Dx	Code Type	Diagnosis	Actions
*	ICD10	M20.30Hallux varus (acquired), unspecified foot	
*	ICD10	M21.0Valgus deformity, not elsewhere classified	0

- The primary diagnosis should be marked with an orange star \star
- To select the primary diagnosis, click on the \star to change it to orange \star
- The minus symbol Θ allows the user to detach a diagnosis that is not needed.

11. Provider Details

Select 'Attach Providers'

Provider Details



You can search by the following:

- Provider Name/Facility
- National Provider Identification Number (NPIN)
- Provider ID (Health Plan Provider ID)

Attach Providers

Enter any search criteria

Provider Last Name / Facility	Last Name / Facility	Q
Provider First Name	Provider First Name	Q
NPIN		
Provider ID		
	Search Advanced Search	

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12. Select Search

Attach Providers														
1 Enter any search criteria	Enter any search criteria													
Provider Last Name / Facility	der Last Name / Facility GARCIA Q		Search Results											
Provider First Name	ERIN	Q		Provider ID	Provider Name	Location	Туре	Provider Role	Specialty	In Network?	Key			
NPIN			٥	PMP00000086365	GARCIA, ERIN, K	701 E CHANNEL	REGISTERED DIETICIAN	Treatin 🗸	Y	NO TEF				
Provider ID	Provider ID					ST STOCKTON,		Admitting Attending Equipment supplier						
	Search Advanced Search					052022628 US Phone: 2099444700 Fax:		Facility/Surge Inpatient Facil Requesting Servicing Treating	ry Center ity					
						2097626808								

- **13. Click on the wheel symbol** \clubsuit to select the provider **You can attach the providers by selecting the following**:
 - Single Attach (Allows you to select one provider)
 - Multiple Attach (Allows you to select multiple providers)



Required Details for the Provider Role

- Inpatient
 - \circ Requesting
 - \circ Attending
 - \circ Admitting
 - Facility- Inpatient Facility
- Outpatient
 - \circ Requesting
 - Servicing

Note: At a minimum, these roles are required to satisfy the authorization request to be

submitted for review.

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Example:

Provider Details	ID	Name	Location	Role
	PMP0000000037	COMMUNITY MEDICAL CENTER CHANNEL	701 E CHANNEL ST STOCKTON, CA - 952022628 US Phone: 2099444700 Fax: 2097626808	Requesting
	PMP00000086365	GARCIA, ERIN, K	701 E CHANNEL ST STOCKTON, CA - 952022628 US Phone: 2099444700 Fax: 2097626808	Servicing
	Attach Providers		Fax: 2097626808	

14. Service / Specialty Drug Request

This is for the service or drug being requested

Service/Specialty Drug Request	Service Type *	Select One	×	Modifier	Search Modifier	Q
	Place of Service *	Select One	~	Start Date *		Ê
	Code Type	Select One	~	End Date *		#
	Service Code	Search Service Code	Q		Please enter a value in this field.	
		Advanced Search		Requested # *	1	
		Optional Fields				
		Add				

- Services Type Specialty, Vendor, Facility
- Place of Service Where services are going to be rendered.
- Start Date The date generated.
- End Date (standard authorization; some specialties may differ from others due to specific criteria)
- Required # This can be units or days.
- Modifiers should be included for applicable service codes.

15. Add Documents (*this field is optional, not mandatory unless the services require supporting documentation***)**

- Click Upload
- Attach documents from the user's computer.
- Once you attach documents, scroll down to the bottom of the online form and save the document.
- You will repeat the same process to save additional documents.

Documents	Document Title *	Medical Notes	Document Type	Clinical Documentation	~
	Document Received Date	02/13/2024	Document Description	Second Opinion	
	Document Received Time	10 🗸 41			1.
	Select Document	Browse JIVA_Test Doc_Medical Docs.docx			



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16. Notes (Optional)

Notes	Note 1	Туре	Provider Portal	~	Note Encounter Date	02/13/2024			*
					Note Encounter Time	10	~	41	~
	Note	Text	File ▼ Edit ▼ View ▼ Format ▼ Tools ▼						
		1	B Z ⊻ ^{Rec} ©						
		1	Review clinical notes						
		-							
									lh.

17. Click Submit to finalize your submission.

Submit	Save as Draft	Delete	Cancel

Note: Once submitted, click the dashboard icon and select 'Refresh' to populate the authorization created.

Jiva [™] & Dashboard ≡ Me	nu 🗋 Memory List 🇰 Calendar		🜌 🎛 🔂 🛓 P. 📖
My Dashboard			② Last Updated : 21 min ago 7 To Do Team
My Dashboard			O Last Updated : 21 min ago 2 To Do Team
Δ °	Work in Progress		
Alerts		🔵 Today 🛛 🔍 Day 🥌	2 Days 🛛 S Days 🔍 S Days
0 Messages	Pending Submissi	on 1 1	
20	Further Information Requir	ed	
My Requests	Pending Decision	on 2 1 5	8 18
		0 1 2 3 4 5 6 7	8 9 10 11 12 13 14 15 16 17 18 19
Requests by Type		Í	Decisions Made Today
	Processed Pending Submission Further Information Required	Pending Decision	Approved Ornied Ornied Partial Denial
1P 40	•		
0.0	94		
Gr	UU	1 2 1/	
n 1 n 2	A Ε Ε 7 0 Λ 1Λ 11	10 10 14 12 12 17 10	

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Jiva Resource Guide

Click the ① for help.

Jiva[™] & Dashboard ≡ Menu 🗅 Memory List 🛗 Calendar





Administrative Functions	
Member Management	
Episode Management	
Configuring Entities	
Managing Preferred Drug List	
Managing User Accounts	
Working with Assessment Configuration Engine	
Working with Sentinel Rules Engine	
Configuring Correspondence Templates	
Other Administrative Functions	
Configuring Worklists	
Customizing and Reporting Billing Rates	
Configuring User Defined Fields	
About Performance Management Dashboards	
Introduction to Member Portal	
Provider Portal	
Client Portal	
Reinsurer Portal	

Key Words:

- Cert Number Authorization Number
- Processed Authorization with a decision (Approved, Denied, Partially Denied)
- Pending Submissions Authorization in Draft status, not submitted by the user.
- Further Information Required Nurses ask for more information.
- Pending Decision Authorization awaiting a decision
- My Request List of Authorization Created by the user

Main Menu My Dashboard

Widgets in the dashboard help you to access:

- Alerts: Messages and alerts addressed to you
- Messages: Gaps in Care (GIC) associated with members
- My Requests: Request that you have created



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Work In Progress



Request by Type



Decisions Made Today

Approved	Denied	🥚 Partial Denial	

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