



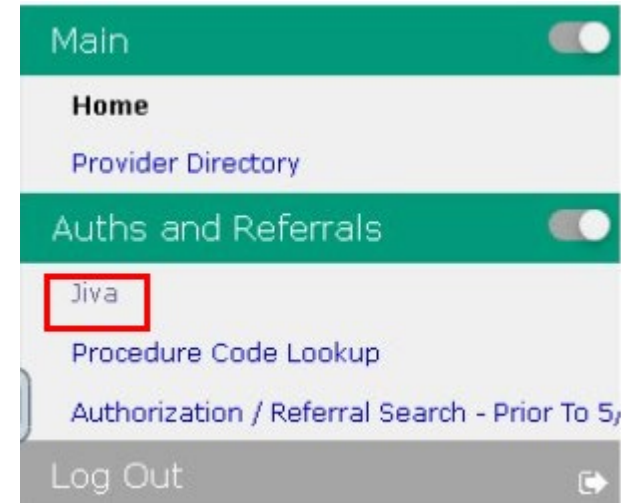
BH Authorization/Referral Requests in the Provider Portal - JIVA

Jiva Training

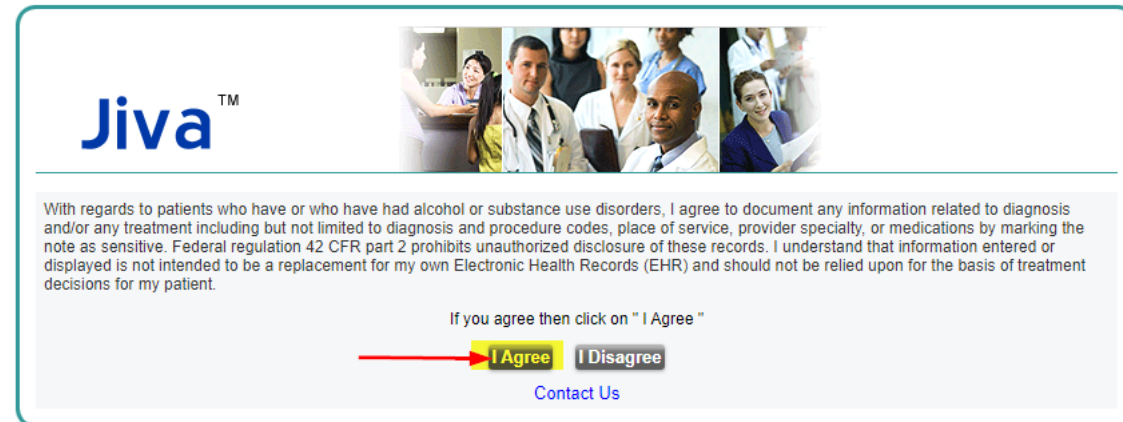
Provider Portal

Log In

From the Provider Portal, toggle on Auth and Referral and select Jiva



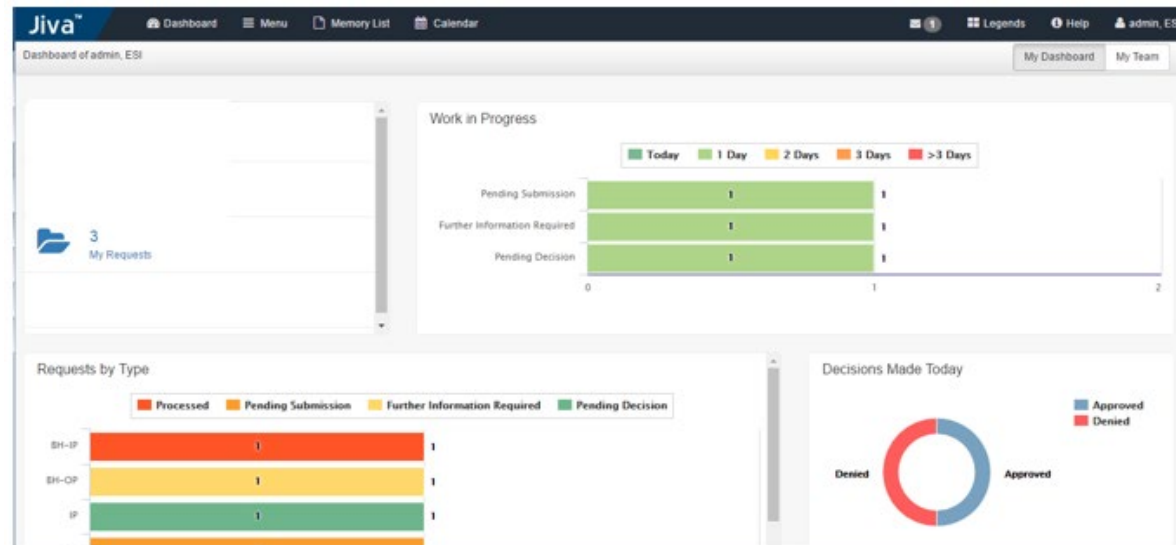
Each time you sign on to Jiva, you will need to agree to the disclaimer



Provider Portal – JIVA Dashboard

The Dashboard

Once signed on to JIVA, you will be directed to your dashboard. Your dashboard provides you quick access to the task list and notifications for the episodes assigned to you.





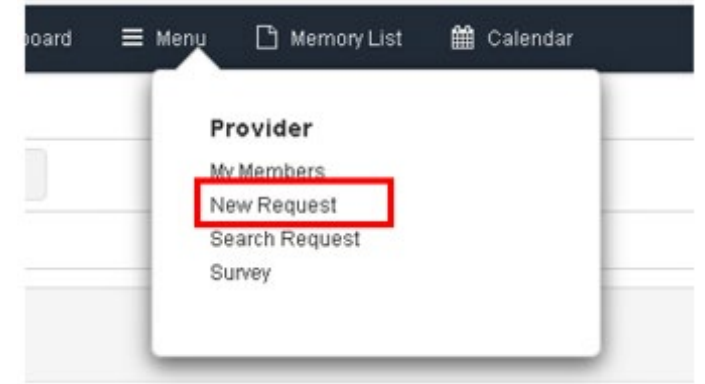
Entering New Behavioral Health Request in Jiva

Jiva Training

Provider Portal – Working in Jiva

Submitting a BH Request – Member Search

- Select “New Request” from the Menu



You must use Subscriber ID as the Member ID. Click Search.

A screenshot of the 'New Request' form. The form has a header 'New Request' and several input fields: 'Member Last Name', 'Member First Name', and 'Member DOB'. To the right, there are fields for 'Client', 'Member ID Type' (set to 'Subscriber ID'), and 'Member ID'. A blue callout box points to the 'Member ID' field with the text: 'Enter member ID #. You must have the member ID # in order to search and enter a new request'. A red arrow points to the 'Search' button.

Provider Portal – Working in Jiva

Submitting a BH Request

- Member Populates
- On any row (if more than one) click “Add Request” under Action
- Choose type of request – for behavioral health will always be OP

	Jiva Member ID	Member Name	Member Date of Birth	Gender	Coverage ID	Subscriber ID	Coverage Start Date	Coverage End Date	Group Name	Insurance Type	Is Primary	Action
⚙	5 [REDACTED]	[REDACTED]	[REDACTED]	F	[REDACTED]	[REDACTED]	12/01/2024	01/31/2025	[REDACTED]	P5	N	Add Req. ▾
⚙	5 [REDACTED]	[REDACTED]	[REDACTED]	F	[REDACTED]	[REDACTED]	02/01/2025	03/31/2025	[REDACTED]	P5	N	Add Req. ▾
⚙	5 [REDACTED]	[REDACTED]	[REDACTED]	F	[REDACTED]	[REDACTED]	04/01/2025	12/31/9999	[REDACTED]	P5	Y	Add Req. ▾ Add Request Inpatient Outpatient

If submitting for behavioral health referral or authorization, select "Outpatient"

Provider Portal – Working in Jiva

Submitting a BH Request

You can also add a request by clicking on the member's name (blue hyperlink) which takes you to the MCV. Click on **+ Add Request** and choose inpatient or outpatient.

Either method will allow you to enter an inpatient or outpatient requests and the process is the same for both.

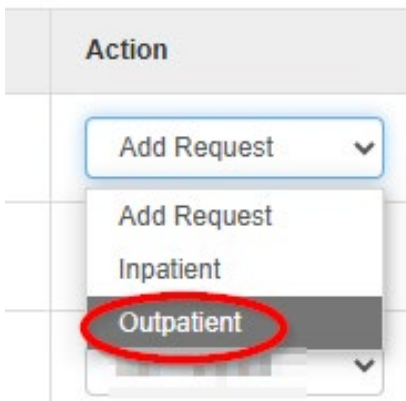
Note: Behavioral Health referral and treatments are outpatient requests.

My Requests

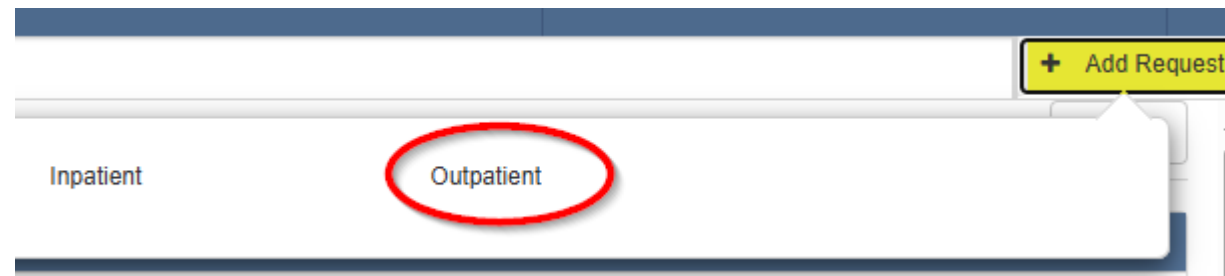
All All Filter by Date 04/27/2024 - 06/26/2024

Actions	Auth Type	Auth Number	Member Name	Requested/Created Date	Diagnosis	Procedure
	OP	240600041	Doe, Jane	06/10/2024	M25.51	97810

From member search



From member centric view (MCV)



Provider Portal – Working in Jiva

Submitting a BH Request

90% of BH services with the Alliance do not require authorization.

Services that required auth/referral approval are:

- Refer member to an out of network (OON) provider
- OP BH Services: BH Treatment, Intensive OP Services, and Partial Hospitalization

In Jiva, mandatory fields have a *.

Enter **Request Type** and **Reason for Request**.

NOTE: For BH Services **Reason for Request**, please use either OON Referral or OP Behavioral Health.

Outpatient Request

Episode Details

Request Type * Pre-Service

Request Priority * Routine

Time Request 5 Business Days

Reason for Request * --Select One--

Diagnosis

Code Type * ICD10

Diagnosis *

- Select One--
- Carve-Out
- ECM
- ECM CS
- Historical Carelon
- Historical CCS SAR
- OON Referral**
- OP Behavioral Health**
- OP Pharmacy

Provider Portal – Working in Jiva

Submitting a BH Request - Enter the Diagnosis or Diagnosis Code

Notice you can free-text search for a diagnosis in addition to simply entering the actual diagnosis code.

Outpatient Request

Request Type * Precertification

Request Priority * Standard

Optional Fields

Diagnosis * Code Type * ICD10

Diagnosis * diagnosis

Advanced Search

Diagnosis * k35.32

K35.32—Acute appendicitis with perforation and localized peritonitis, without abscess

Primary Dx	Code Type	Diagnosis	Actions
★	ICD10	T67.1xS—Heat Syncope, Sequela	
★	ICD10	R12—Heartburn	

ccahuat2pp.zeomega.com says

Do you want to detach from request?

OK Cancel

If you incorrectly enter a diagnosis, you can remove by click on the delete icon under actions and you will receive an alert asking if you are sure you want to delete the diagnosis. Click ok and you will see that the incorrect diagnosis is gone.

Provider Portal – Working in Jiva

Submitting a BH Request – Attach Providers

Next, Click '**Attach Providers**'> You must add a **Requesting** and **Servicing** Provider. **Requesting** Provider should always be the submitter's facility/organization.

Provider Details

Attach Providers

- Click the blue 'Attach Providers' button.
- A new attached providers screen will pop up, you can search by **last name, facility name, first name, NPIN, or Provider ID**. Choose an option and click 'Search'. The results will appear to the right.
- Verify to make sure the address location is correct for the provider.
- Click on the Provider Role drop-down of the provider you wish to attach and select the role.
- Click the settings icon on the left and select Multiple Attach to add provider below. You must repeat this step one more time to add both Requesting and Servicing Providers.
- Once you have both desired providers listed below, click the green "**Attach**" button to attach providers to your request.

Attach Providers

Enter any search criteria

Provider Last Name / Facility

Provider First Name

NPIN

Provider ID

Search Results

Provider ID	Provider Name	Location	Type	Provider Role	Specialty	In Network?	Keyword
9050	CEN...	1600 GREEN HILLS RD SCOTTS VALLEY, CA - 95066-4981 USA Phone: (831) 430-5500	MISCELLANEOUS	Reque --Select One-- Requesting Servicing	Home Health	N	In Area

Selected Providers List



Provider ID	Provider Name	Location	Provider Role
9050	CENTRAL CALIFORNIA ALLIANCE FOR HEALTH	1600 GREEN HILLS RD SCOTTS VALLEY, CA - 95066-4981 USA Phone: (831) 430-5500	Requesting
9050	CENTRAL CALIFORNIA ALLIANCE FOR HEALTH	1600 GREEN HILLS RD SCOTTS VALLEY, CA - 95066-4981 USA Phone: (831) 430-5500	Servicing

Provider Portal – Working in Jiva

Submitting a BH Request

If you incorrectly attached a provider, you can remove the provider by clicking on the delete icon (minus sign) while in the provider attach screen or in the request form. **Note** that you must attach 2 providers (Requesting and Servicing) in order to submit your request.

Selected Providers List ⓘ



	Provider ID	Provider Name	Location	Provider Role
	9050	CENTRAL CALIFORNIA ALLIANCE FOR HEALTH	1600 GREEN HILLS RD SCOTTS VALLEY, CA - 95066-4981 USA Phone: (831) 430-5500	Requesting
	9050	CENTRAL CALIFORNIA ALLIANCE FOR HEALTH	1600 GREEN HILLS RD SCOTTS VALLEY, CA - 95066-4981 USA Phone: (831) 430-5500	Servicing

[Attach](#) [Cancel](#)

ccahuat2pp.zeomega.com says
Do you want to detach from request?

[OK](#) [Cancel](#)

Provider Details

ID	Name	Location	Role	Network	Phone	Action
9050	CENTRAL CALIFORNIA ALLIANCE FOR HEALTH	1600 GREEN HILLS RD SCOTTS VALLEY, CA - 95066-4981 USA Phone: (831) 430-5500	Servicing	Out of Network	(831) 430-5500	
9050	CENTRAL CALIFORNIA ALLIANCE FOR HEALTH	1600 GREEN HILLS RD SCOTTS VALLEY, CA - 95066-4981 USA Phone: (831) 430-5500	Requesting	Out of Network	(831) 430-5500	

[Attach Providers](#)

Provider Portal – Working in Jiva

Submitting A BH Request – Referral

If requesting a **referral to an out of network** provider, Reason for Request must be **OON Referral**. code type must be 'CUS' for custom and under Service Code, type con (for consult) or fol (for follow-up) and make appropriate choice.

Reason for Request * OON Referral

Service/Specialty Drug Request

Service Type * Referral *Select "Referral" in the drop-down as Service Type*

Department --Select One--

Code Type * CUS *All Referral must use Custom (CUS in the drop-down) Code*

Service Code * con *Enter "con" or "fol" for code to populate*

CONSULT--Consultation Visit
CONSULTVISITS--Consultation With Follow-up Visits

Modifier Search Modifier

Start Date * 03/20/2025

End Date * 03/21/2025

Requested # * 10

Add *Complete the required field (*) above and click Add to add service line below.*

Service Request

Action	Service Code	Requested#	Start Date	End Date	Service Type	Department
⊖	CONSULTVISITS(CUS)	10	03/20/2025	03/21/2025	Referral	

Provider Portal – Working in Jiva

Submitting a BH Request – OP Behavioral Health

If requesting for Behavioral Health Treatment, Intensive OP Services, and Partial Hospitalization services, please use **OP Behavioral Health** as Reason for Request

Reason for Request *

Service Type *

Department

Code Type *

Service Code *

Document Title

Received Date

Received Time

Service Type *

Department

Code Type *

Service Code *

Service Type *

Department

Code Type *

Service Code *

H2000—Comprehensive Multidisciplinary Evaluation (Not Payable By Medicare)

H2001—Rehabilitation Program, Per 1/2 Day (Not Payable By Medicare)

H2010—Comprehensive Medication Services, Per 15 Minutes (Not Payable By Medicare)

H2011—Crisis Intervention Service, Per 15 Minutes (Not Payable By Medicare)

Health Day Treatment, Per Hour (Not

Service Request

Action	Service Code	Requested#	Start Date	End Date	Service Type	Department
<input type="button" value="⊖"/>	97152(CPT)	1	06/25/2025	08/21/2025	Partial Hospitalization	

Provider Portal – Working in Jiva

Submitting a BH Request – Attach document

You need to attach a document with relevant clinical information supporting the request being made on behalf of the member. To upload supporting documents, **enter document title**, type and then, hit **browse**.

Service request

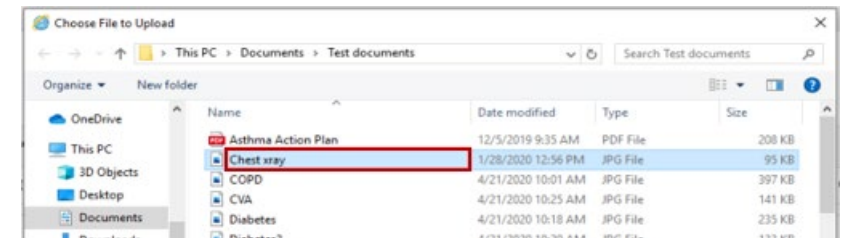
Action	Service Code	Requested#	Start Date	End Date	Service
<input type="checkbox"/>	44960(CPT)	1	07/16/2020	07/17/2020	Surgical

Document Title

Document Type

Select Document No File Selected

Double click on the document to upload.



The uploaded document title is displayed next to the Browse button

Document Title

Document Type

Select Document

Provider Portal – Working in Jiva

Submitting a BH Request – Add user contact information

You, the requester, will need to add your contact information in this section of the request form.

- Office Contact Name: Enter your name as the portal user who's submitting the request
- Your or office contact phone number
- Your or office contact fax number
- Your provider name . If not applicable, put N/A

Provider Contact Information

Office Contact Name: *	<input type="text"/>	Contact Fax #: *	<input type="text"/>	Treating/Referring Pr... *	<input type="text"/>
Contact Phone #: *	<input type="text"/>	Additional Contact Info:	<input type="text"/>		

Provider Portal – Working in Jiva

Submitting a BH Request – Add Notes

If you wish to include a note for the nurse reviewer, you may do so. Please choose **Web Note** as the note type, add your note and then click green “Submit” button to submit request.

Notes

Note Type: --Select One--

Note Encounter Date: 03/21/2025

Note Encounter Time: 15:29

Note Text

Web Note

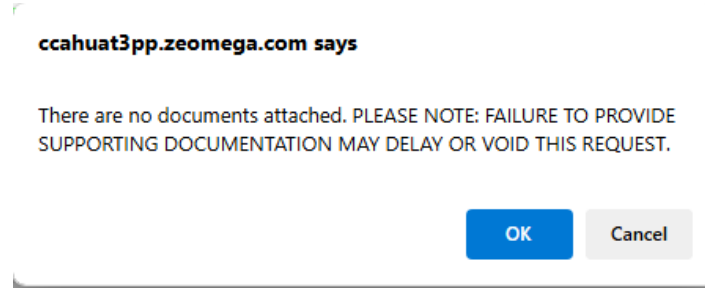
When add notes, use "Web Note" as Note Type, then enter notes here.

Submit Save as Draft Cancel

Note: You may click 'Save as Draft' to finish later, or 'Cancel' to cancel request. If you are ready to submit, click the green 'Submit'

Provider Portal – Working in Jiva

Submitting a BH Request - confirmation



As you click submit, there will be a popup alert for not attaching document if there is no document attached. Click **OK** to submit the request or **Cancel** and add document.

Request Details

[Episode Abstract](#)

Expected Decision Date : 03/28/2025 Authorization Type : OP Episode Number : 433381 Episode Status : OpenRequest **Auth Number : 250300184**

Service ID	Service Code	Requested #	Assigned #	Denied	Auth Start Date	Auth End Date	Service Type	Frequency
571501	92524(CPT)	10	0	0			Behavioral Health Treatment	Per Day

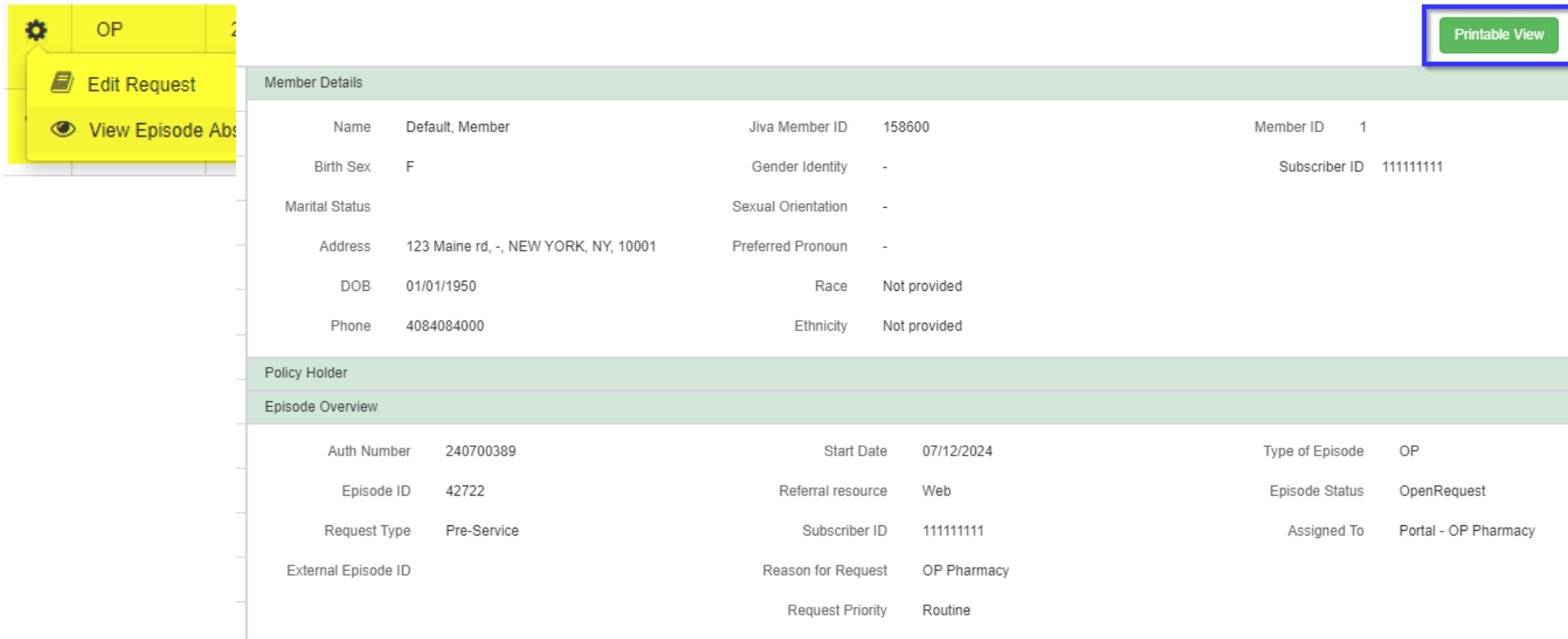
Authorization Drug Details

[Episode Abstract](#) No Specialty Drug Requests Added

Provider Portal – Working in Jiva

Submitting a BH Request

If you prefer to fax your request after enter in Jiva or fax an attach document, you will need to print the view episode abstract and faxed to 831-430-5851 for Rx-PAD, all other request types faxed to 831-430-5850.



The screenshot displays the Jiva Provider Portal interface. On the left, a yellow sidebar contains a gear icon, the text 'OP', and a dropdown menu with 'Edit Request' and 'View Episode Abstract' options. The main content area is divided into sections: 'Member Details', 'Policy Holder', and 'Episode Overview'. The 'Member Details' section contains a table with personal information. The 'Episode Overview' section contains a table with request details. A green 'Printable View' button is located in the top right corner of the main content area, enclosed in a blue rectangular box.

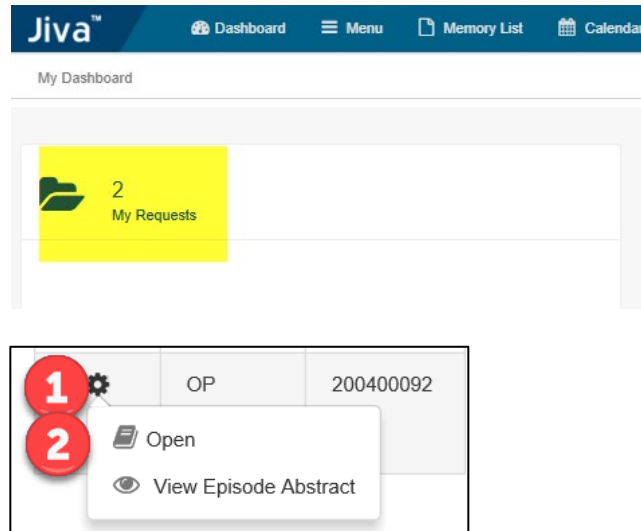
Member Details			
Name	Default, Member	Jiva Member ID	158600
Birth Sex	F	Member ID	1
Gender Identity	-	Subscriber ID	111111111
Sexual Orientation	-		
Address	123 Maine rd, -, NEW YORK, NY, 10001	Preferred Pronoun	-
DOB	01/01/1950	Race	Not provided
Phone	4084084000	Ethnicity	Not provided

Episode Overview			
Auth Number	240700389	Start Date	07/12/2024
Episode ID	42722	Type of Episode	OP
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 –Working in Jiva

Checking status of a Request

Jiva provides real-time request status. To find a list of all your requests and their status, you can locate the **My Request** widget on your dashboard which reflects the total number of open requests submitted by you.



Click the blue text to open the complete listing of all requests submitted by the user.

After opening My Requests, open the settings icon at the left of the desired line item and select either “Open” to access the whole request, or “View Episode Abstract” to view a summary.

Provider Portal – Working in Jiva

Checking status of a Request

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Click the blue text to open the complete listing of all requests submitted by the user.

User can filter requests by type, status, and date. Requests can be sorted by auth type, member name, date, and status,

My Requests

All All Filter by Date 05/13/2024 - 07/12/2024

Inpatient
Outpatient
All

Further Information Required
Pending Decision
Processed

Name	Requested/Created Date	Diagnosis	Procedure	Provider	Created By	Submitted By	Status
	07/12/2024				Vang, Pamila	Vang, Pamila	Pending Decision
	05/28/2024				Vang, Pamila	Vang, Pamila	Processed

Filter requests by date, type, and status.

Click here to sort requests by date



After opening My Requests, open the settings icon at the left of the desired line item and select either “Open” to access the whole request, or “View Episode Abstract” to view a summary.

Any questions or concerns, please
email portalhelp@thealliance.health

Thank you!