



Extending Inpatient Stay

Jiva Training

Provider Portal – Working in Jiva

Extending an Inpatient Stay Request

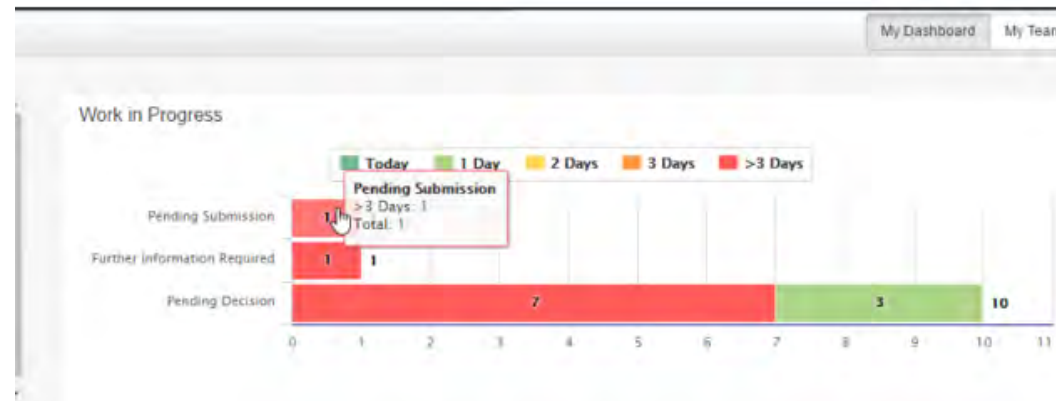
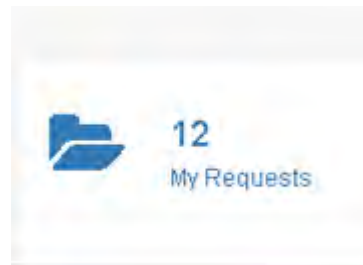
You can extend the inpatient stay request for the requests that are submitted. There is a limitation to the number of days that a provider can request an extension. If you try to request for an extension beyond the maximum number of days or beyond the days of the initial request, you will receive an error message.



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Extending an Inpatient Stay Request

To extend a stay request, click on My Requests or the corresponding bar in the WIP widget.



When the work in Progress screen opens, click on the settings icon next to the request you want to extend and then click open

⚙️	IP	240400694	SM
⚙️	IP	240400695	WI
⚙️	IP	240400753	JO
📄		00854	SM
👁️		240400855	SM



Provider Portal – Working in Jiva

Extending an Inpatient Stay Request

From this screen you can extend an inpatient stay request

The screenshot displays the Jiva Provider Portal interface. At the top, there is a navigation bar with the Jiva logo and links for Dashboard, Menu, Memory List, and Calendar. Below this, a member overview section shows details for IP(11319), including coverage for Monterey Medi-Cal Managed Care Program and a group for Monterey Medi-Cal Managed Care Program. The main content area is divided into several sections:

- Member Overview:** Shows status as OpenRequest, Primary Dx as I50.9, Assigned To as Portal-IP - Acute, Assigned Reviewer, Auth Number as 240400753, Auth Coverage as Monterey Medi-Cal Managed Care Program, and Reason For Request.
- Stay Request:** A table with columns for Place of Service, Due Date, Decision, Reason for Decision, Auth Start Date, Auth End Date, and Request. One request is visible with an Initial status, Due Date of 04/22/2025 21:07, and a Routine request type.
- Service Request:** A section indicating that no service has been added.
- Diagnosis:** A table showing a diagnosis of I50.9--Heart Failure with a Primary Dx of I50.9 and a Code Type of ICD10.
- Documents:** A section with tabs for Episodes View and Member View, and a table with columns for Name, Type, Document Received Date, and Date Added.



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First, select the check box next to an initial or extended stay request and then click the Extension button. In the extend stay screen, enter the appropriate values in the required fields. NOTE: All the values in the Extend Stay screen are auto populated, and you must enter the required value in the LOS Requested # field to extend the length of stay

Status	Primary Dx	Assigned To
OpenRequest	I50.9	Portal-IP -

▼ Stay Request

<input checked="" type="checkbox"/>	Place of Service	Due Date
<input checked="" type="checkbox"/>	Initial	04/22/2025 21:07

Jiva™ Dashboard Menu Memory List Calendar

Monterey Medi-Cal Managed Care Group: Monterey Medi-Cal Managed Care Program POPPCM: BALINAB V Alerts

Stay/Service Summary Worklow

Status	Primary Dx	Assigned To	Assigned Reviewer	Auth Number	Auth Coverage	Reason For Request	Related Episodes
OpenRequest	I50.9	Portal-IP - Acute		240400753	Monterey Medi-Cal Managed Care Program		

Service Type	Place of Service	Level of Care	LOS Requested #	Expected Admit Date	Actual Admit Date
Acute Inpatient			3	04/22/2024	

Request Received Date * 04/24/2024

Request Received Time * 14 03

Request Type * --Select One--

Request Priority * --Select One--

Time Request

Due Date

LOS Requested # * 2

Requested Level Of Care --Select One--



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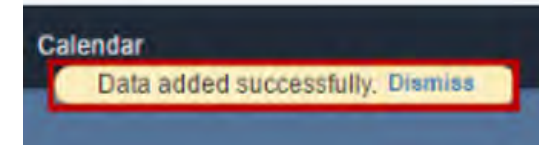
Once you have finished entering the details (remember all fields marked with a * are mandatory), click Save to save the extension details. You will receive a confirmation

The screenshot shows the 'Extend Stay' form in the Jiva Provider Portal. The form is for a member with ID IP(11319) and is currently in an 'OpenRequest' status. The primary diagnosis is I50.9, and the assigned reviewer is Portal-IP - Acute. The auth number is 240400753, and the auth coverage is Monterey Medi-Cal Managed Care Program. The service type is Acute Inpatient, with a level of care of 3 and a requested LOS of 3. The expected admit date is 04/22/2024. The form includes several mandatory fields marked with a red asterisk (*): Request Received Date (04/24/2024), Request Received Time (14:03), LOS Requested # (2), Request Type, Request Priority, and Requested Level Of Care. There are 'Save' and 'Cancel' buttons at the top and bottom of the form.

Status	Primary Dx	Assigned To	Assigned Reviewer	Auth Number	Auth Coverage	Reason For Request	Related Episodes
OpenRequest	I50.9	Portal-IP - Acute		240400753	Monterey Medi-Cal Managed Care Program		

Service Type	Place of Service	Level of Care	LOS Requested #	Expected Admit Date	Actual Admit Date
Acute Inpatient			3	04/22/2024	

Request Received Date * 04/24/2024
Request Received Time * 14:03
Request Type * --Select One--
Request Priority * --Select One--
Time Request
Due Date
LOS Requested # * 2
Requested Level Of Care --Select One--



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Extending an Inpatient Stay Request

Once you have saved the extension request, add a note and upload documents as previously described.

Note Details

Note Type * --Select One--

Note Encounter Date * 04/20/2024

Note Encounter Time * 23

Comments

Note Text *

File * Copy * Insert * View * Print * Done *

B / / / / /

Save

Add Document

Document Title *

Document Type --Select One--

Document Description

Select Document * Browse No File Selected

Document Received Date * 04/26/2024

Document Received Time * 23

Save

Name	Date modified	Type	Size
Document (1)	4/22/2024 6:39 PM	Microsoft Edge P...	15 KB
Document	4/19/2024 5:07 PM	Microsoft Edge P...	15 KB
Proposed Jiva Training Schedule Notes-4...	4/19/2024 4:49 PM	Microsoft Edge P...	64 KB



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.)

