



Viewing Correspondence

Jiva Training

Provider Portal

Reviewing Correspondence

From the Episode screen, click on 'Workflow' and choose 'Correspondence'


The screenshot displays the Provider Portal interface. At the top, there is a navigation bar with the text 'Member Overview > IF (11255)'. Below this, a table lists member information: Status (Open), Primary Dx (I50.9), Assigned To (Teater, Liz), Assigned Reviewer, Auth Number (240400095), Auth Coverage (Merced Medi-Cal Managed Care Program), and Reason For Request. A 'Workflow' dropdown menu is open, with 'Correspondence' highlighted in a red box. Below the table, there are sections for 'Stay Request' and 'Service Request', each with a table of details. The 'Stay Request' table has columns for Department, Due Date, Decision, Reason for Decision, Auth Start Date, Auth End Date, and Request. The 'Service Request' table has columns for Service Type, Service Code, Modifier, Due Date, Decision, Reason for Decision, and Auth Start Date. On the right side, there are sections for 'Note', 'Diagnosis', 'Documents', and 'Episodes View'. The 'Diagnosis' section shows a table with columns for Actions, Primary Dx, Code Type, and Diagnosis, with a row for ICD10 I50.9-Heart Failure, Unspecified. The 'Documents' section shows a table with columns for Name, Type, Document Received Date, Date Added, Added User, and Description, with a row for H&P, H and P, 04/19/2024 22:21:08, 04/19/2024 22:34:50, Sheridan, Elizabeth.



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Or, from the member Overview screen, click on the expand icon in the Correspondence widget

Episodes (7)		
	Start Date : 07/26/2024 Episode ID : 21393 Admit Date : 08/04/2024	Assigned To : Portal-I... Diagnosis : F03.90 Auth Number : 240700714

Correspondence (0) 				
Correspondence Name	Created User	Created Date	Requested By	Pri



Provider Portal

A Note about Correspondence

Click on the box next to the letter you wish to review.

<input type="checkbox"/>	Letter Name	Created Date	Created User	Requested By	Stay / Service	Printed	Emailed	Faxed
<input checked="" type="checkbox"/>	Appeal Medi-Cal Acknowledgment- Spanish My Appeal	03/25/2024 13:37	Sentinel, Ze			03/25/2024 15:19		


The letter will populate, and you can click on the gear icon to print or review the letter.

Print All Email All Fax All

<input type="checkbox"/>	Letter Name	Created Date	Created User	Requested By	Stay / Service	Printed
<input checked="" type="checkbox"/>	Appeal Medi-Cal Acknowledgment- Spanish My Appeal	03/25/2024 13:37	Sentinel, Ze			03/25/2024 15:19

Subject: Appeal Medi-Cal Acknowledgment- Spanish

Member

Member	Address	Email ID	Fax No	Printed	Print Status
				03/25/2024 15:19	Completed

- Print
- Email
- Fax
- PDF Preview
- View Log



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.)

