



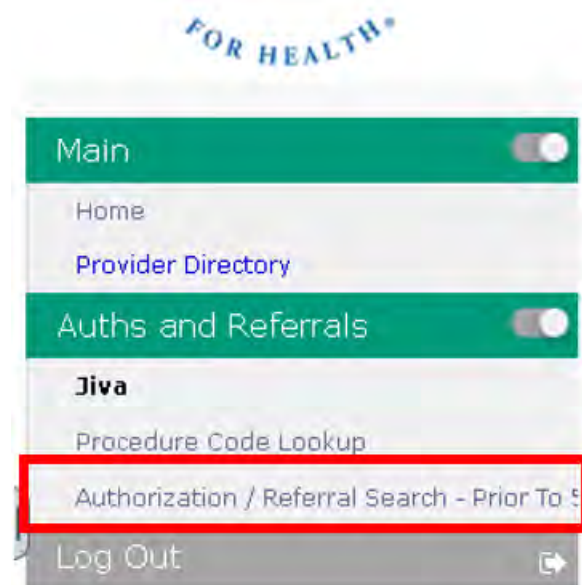
Viewing Requests Submitted Prior to July 15

Jiva Training

Provider Portal

View Authorizations entered prior to Jiva implementation

- From Provider Portal, under Auths and Referrals, choose Authorization / Referral Search – Prior to <go-live date>



Provider Portal

View Authorizations entered prior to Jiva implementation

- You will be directed to the old Search screen to search for your request.
- **NOTE:** this is *only* to view requests entered prior to the Jiva implementation (go-live date). Any new requests must be entered into Jiva. Any extensions or modifications to a historical request must be entered into Jiva as a new request.

Search Criteria


Auth Number:


Member ID:


Member First Name:


Member Last Name:



Member SSN:


Member DOB: 

Authorization Class: 

Authorization Sub Class: 

Authorization Status: 

Created Date Range:  to 

 **SEARCH**



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.)

