Jiva Provider Portal Frequently Asked Questions

Q. How do I create a request?

A. Select "New Request" from the menu and follow the prompts or view a step-by-step guide on page 11 of the Jiva Provider Portal User Guide.

Q. How do I upload a document to an already-existing request?

A. On the dashboard (landing page) of Jiva, there is a widget called "My Requests". Click this widget. Jiva displays a list of all active requests placed by the person logged in. Simply open the request you wish to add document(s) to and upload via the "Add Document" link. Pages 22-23 of the Jiva Provider Portal User Guide provide step-by step-instructions.

Q. Can I change the clinical acuity of a request?

A. No. Once a request has been created in the Jiva provider portal, it cannot be changed from standard to expedited or vice versa.

Q. How much detail should I include in my request?

A. As a rule, including as much detail as possible will assist CHPW in processing the request as quickly as possible. Make sure to include:
- Applicable clinical documentation
- Requestor's return fax number
- Treating provider's fax number
- Facility's fax number, if applicable

Q. How can I determine the status of my request?

A. Jiva has powerful widgets to help you understand your overall workload. These widgets appear in the Dashboard, to which Jiva opens upon login. View "Work in Progress," "Requests by Type" and "Decisions Made Today" widgets on this page. Click on any bar or number in the graphs to open that request.

Additional information and step-by-step instructions can be found on page 4 and 21 of the Jiva Provider Portal User Guide.

Q. Do I have to finish my request once I start it?

A. Yes. The process for submitting a request is simple. If an interruption stops your process, start again.

Q. How can I get more information about how to use a specific function?

A. In every page of the Jiva portal, there is a small icon ( ) at the top of every page. Click this icon. Jiva displays a help article that explains all the functions of the page from which it is launched.

Q. How do I know if the nurse or physician reviewer needs additional clinical documentation to make a determination?

A. As mentioned above, Jiva employs multiple widgets to help users track their workload. One of the most important widgets is the "Work in Progress" widget. This widget reflects all requests that are pending submission (meaning the person logged in is still working on creating the request), require additional information, and are pending a decision from CHPW reviewers.
This widget will reflect in real time any requests that have been flagged by reviewers as needing additional documentation.
For more details and step by step instructions, see pages 4 and 21 of Jiva Provider Portal User Guide.

Q. How can I track my work and productivity in Jiva?

A. The widgets in Jiva reflect the status of all in-progress work. Visit the dashboard (landing page) of Jiva and review the widgets. For additional information about each widget, see page 3 and 4 of the Jiva Provider Portal User Guide.

Q. How can I track my team's work and productivity in Jiva?

A. In addition to displaying personal productivity, the Jiva dashboard can be configured to reflect "team" productivity. This must be specially configured and can be requested by emailing portal.support@chpw.org.

Q. Why can't I see requests submitted by other users in my office?

A. A user can view authorizations submitted by someone else in their practice. However, in order to facilitate this, each account must be tied to the same Requesting Provider. Requesting Provider is the criterion by which Jiva determines shared access.

Q. What does "LE" mean?

A. LE stands for "Limited Extension." An LE request applies to an extension of the amount, frequency, or duration of certain covered benefits (WAC 182-543-7200). LE is only available to Apple Health members. A request for LE must be made before the extended service is rendered. If the service has already occurred, LE will not be approved. Providers must include a reason for requesting above the HCA limit to help justify the excess amount.
Choose the correct Service Type when submitting an LE request. Use the Service Type with "LE" in the name. See page 17-18 of the Jiva Provider Portal User Guide.

Q. Why can't I edit a previously submitted request?

A. It may be that the request was auto approved and then closed in Jiva. Once a request is auto-approved and closed, the request can only be viewed. No changes can be made. If a change is required, submit a new auth request and reference the cert # or Episode # of the previous request so that it can be easily found and voided. For a short video demonstration of an auth request being auto-approved, click here.

Q. Can I view letters that have been sent out regarding my auth request?

A. A user can view, save, and print letters created and sent for their auth request. For detailed steps on how to view letters regarding your auth request, see page 24 of the Jiva Provider Portal User Guide. For a short video demonstration on how to view letters, click here.

Q. How can I find out if Prior Auth is required?

A. CHPW.org has several resources to assist in finding out if auth is required. Go to CHPW.org, click "Provider Center" and then click "Prior Authorization" from the resulting drop-down menu. From this webpage, you will find links to summaries of whether auth is needed. These include Medical & Surgical Services, Behavioral Health Services, and Professionally Administered Medications. For a short video demonstration on where to find these resources, click here.

This same page also contains a link to CHPW's Procedure Code Lookup Tool, which provides more details about specific codes, including if prior authorization is required and any documentation required for review.

Q. How can I use the Procedure Code Lookup Tool?

A. For a short video demonstration on how to use the Procedure Code Lookup Tool, click here.