

## Provider Portal Frequently Asked Questions

### Q. How do I create a request?

A. Creating and submitting a request in Jiva is easy! Just select “New Request” from the menu and follow the prompts or view a step-by-step guide on page 9 of the *Jiva Provider Portal User Guide*, which can be found here:

[https://www.chpw.org/resources/Training\\_PDFs/Jiva\\_Provider\\_Portal\\_User\\_Guide.pdf](https://www.chpw.org/resources/Training_PDFs/Jiva_Provider_Portal_User_Guide.pdf)

### 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”. Selecting this widget will populate a complete listing 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. Or, go to page 15 of *Jiva Provider Portal User Guide* for step-by step-instructions.

### Q. How do I change the clinical acuity of a request?

A. Once a request has been created in the Jiva Provider Portal, it cannot be changed from routine to expedited or vice versa. This can, however, be accomplished via fax or phone call.

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

A. As a rule, including as much detail as possible will assist us in processing your request in the most timely way possible. At a minimum, the following should be included:

- Request Type
- Request Priority
- Diagnosis
- Inpatient Stay Admit Date (actual or expected) as applicable
- The service(s) being requested by specific code
- Clinical documentation as applicable

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

A. Jiva has powerful widgets to help you understand your overall workload, and specifically to facilitate communication between the providers giving our members care and CHPW staff. In order to view this widget, log in to the dashboard or landing page of the Jiva portal. On the top right, you will see the “Work in Progress” widget. Any requests that have been marked as “Further Information Required” will be shown graphically there. To view the specific requests in question, simply click the bar in the graph.

Additional information and step by step instructions can be found on page 15 of the *Jiva Provider Portal User Guide*.

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

**A.** There is a small information icon at the top of every page of the Jiva portal. This will open a help article that explains all the functions of the page from which it is launched. This is a helpful tool to access timely help on specific questions.

**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 page 15 of the *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 of *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. All Jiva accounts that are associate with your “team” must first be set up to the same NPI before they can be selected in Team View. Your accounts and the team configuration must be configured by CHPW. Please contact [portal.support@chpw.org](mailto: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.