



JIVA PROVIDER PORTAL USER GUIDE



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Jiva Provider Portal

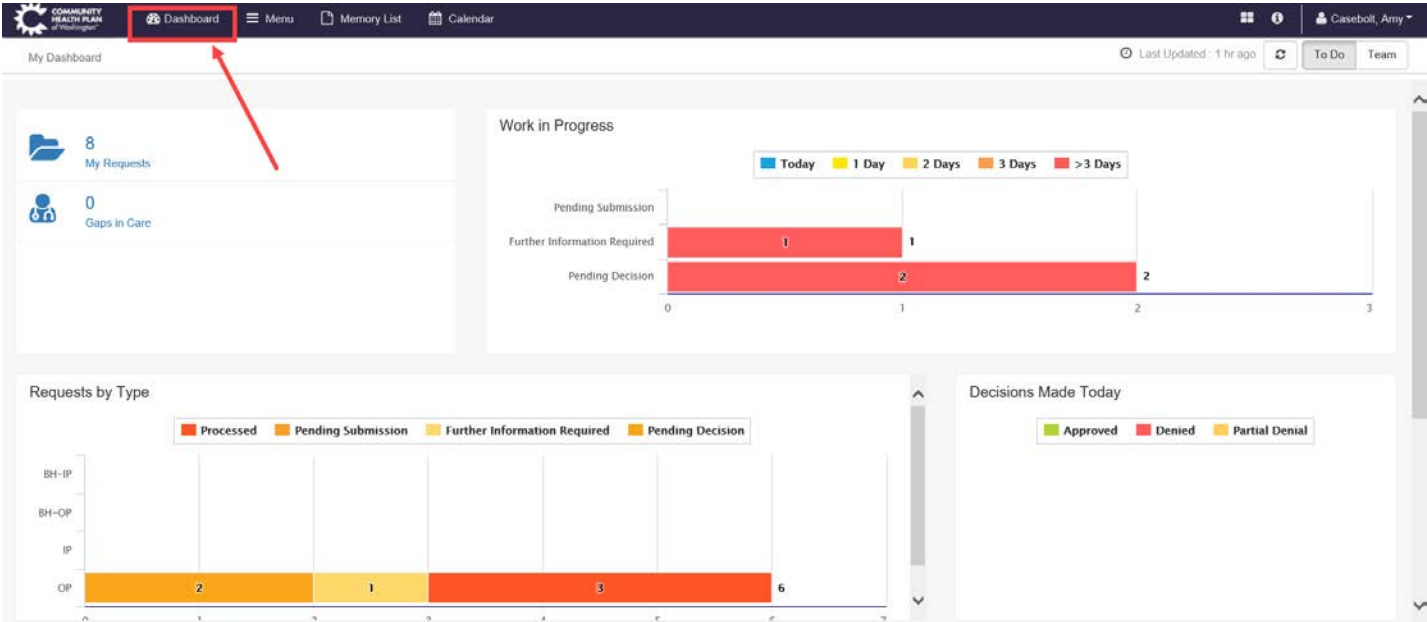
Providers use CHPW’s Care Management portal Jiva to submit authorization requests online 24/7, check eligibility and authorization status, and print approval letters.

For registration issues or technical assistance contact Portal Support at portal.support@chpw.org.

Jiva Provider Portal URL:

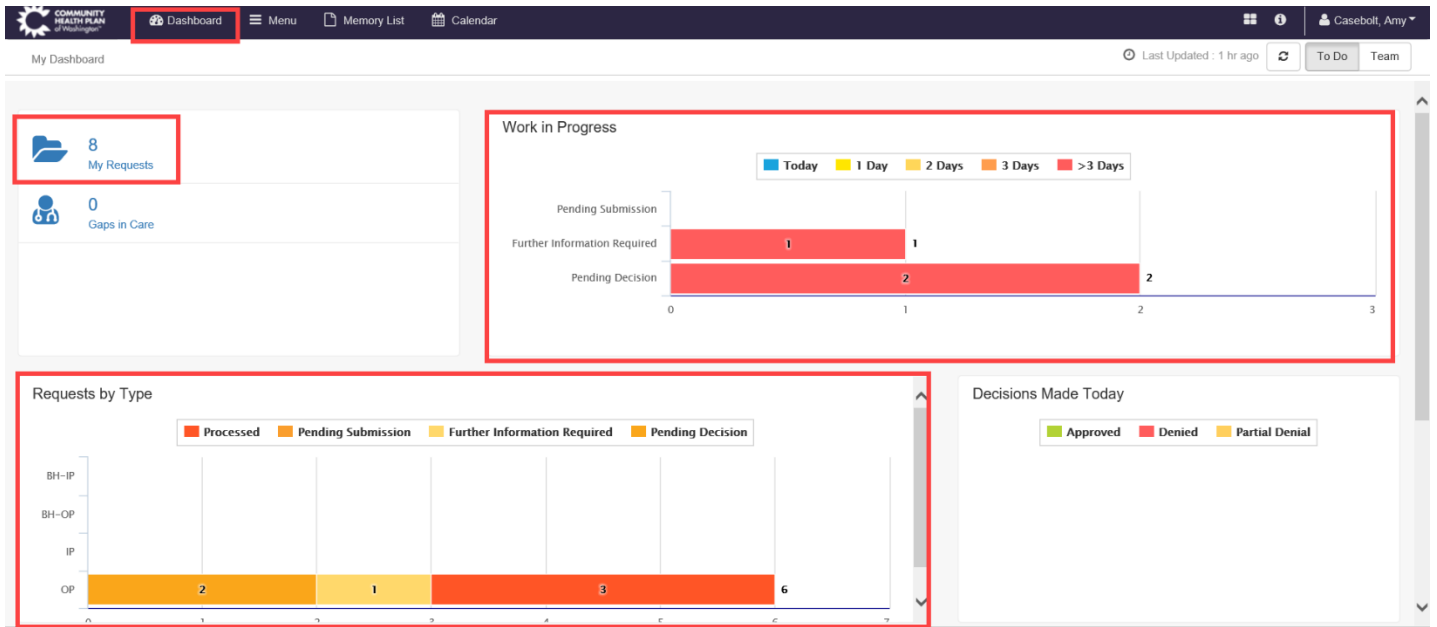
<https://jiva.chpw.org/cms/ProviderPortal/Controller/providerLogin>

The Dashboard

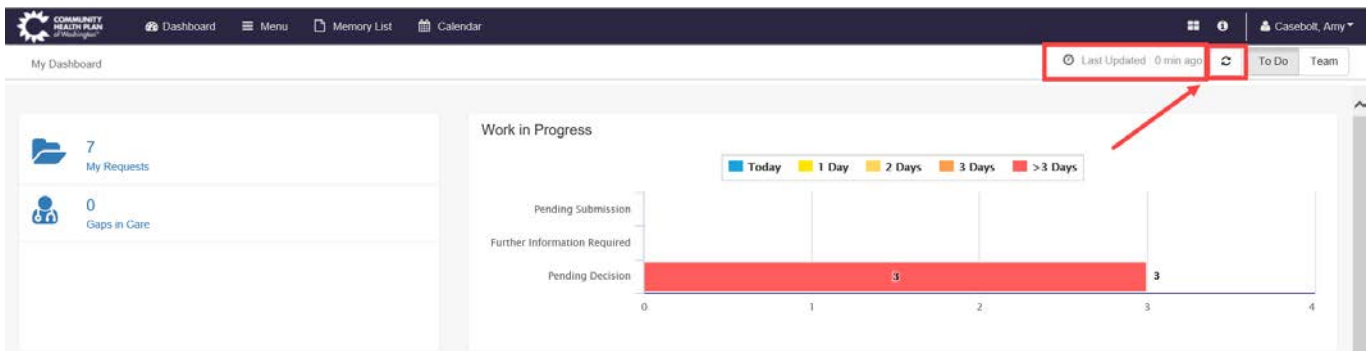


Widgets

A widget is a “sneak peek” into a larger set of information. Jiva’s widgets track work and facilitate communication between CHPW and providers.



The widgets on the Dashboard will not update unless the “Refresh” button is clicked. Jiva displays the time since the last refresh next to the “Refresh” button.



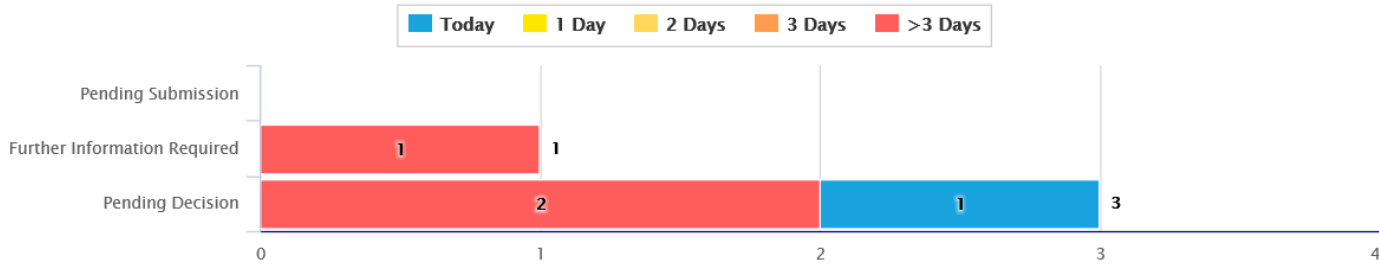
Personal Productivity

- My Requests Widget links to a list of all open requests for the user. Changes can be made to requests in this view. See [“Providing Additional Information.”](#)



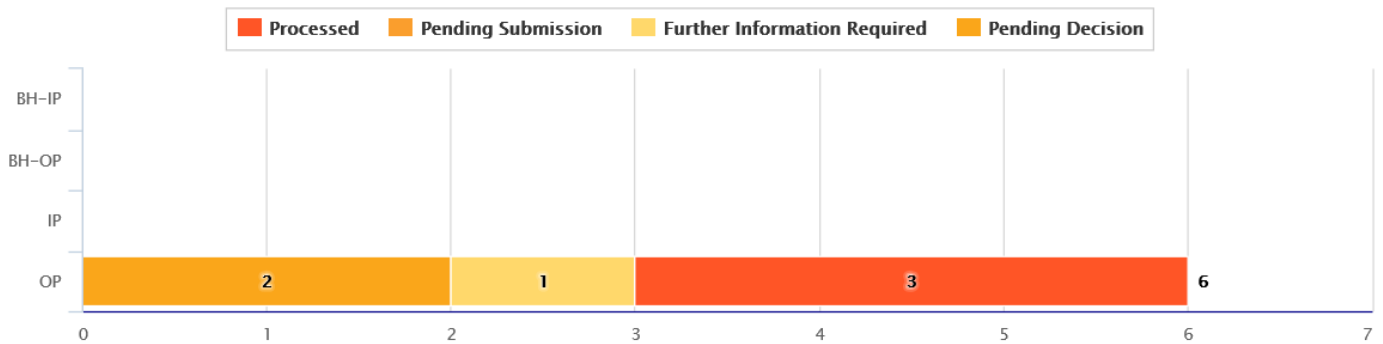
- Work in Progress Widget graphically represents the status of requests in real time. Click on any bar in the graph to view the request(s).

Work in Progress



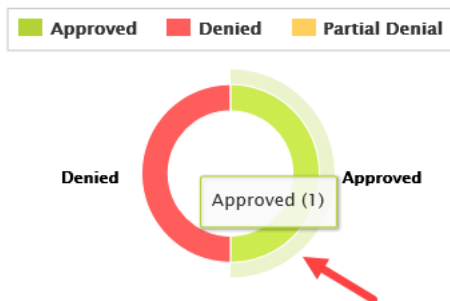
- **Requests by Type Widget** Graphically displays the status of each open request by request type (Outpatient, Inpatient, Behavioral Health-Outpatient and Behavioral Health-Inpatient). Click on any bar in the graph to view the request(s).

Requests by Type



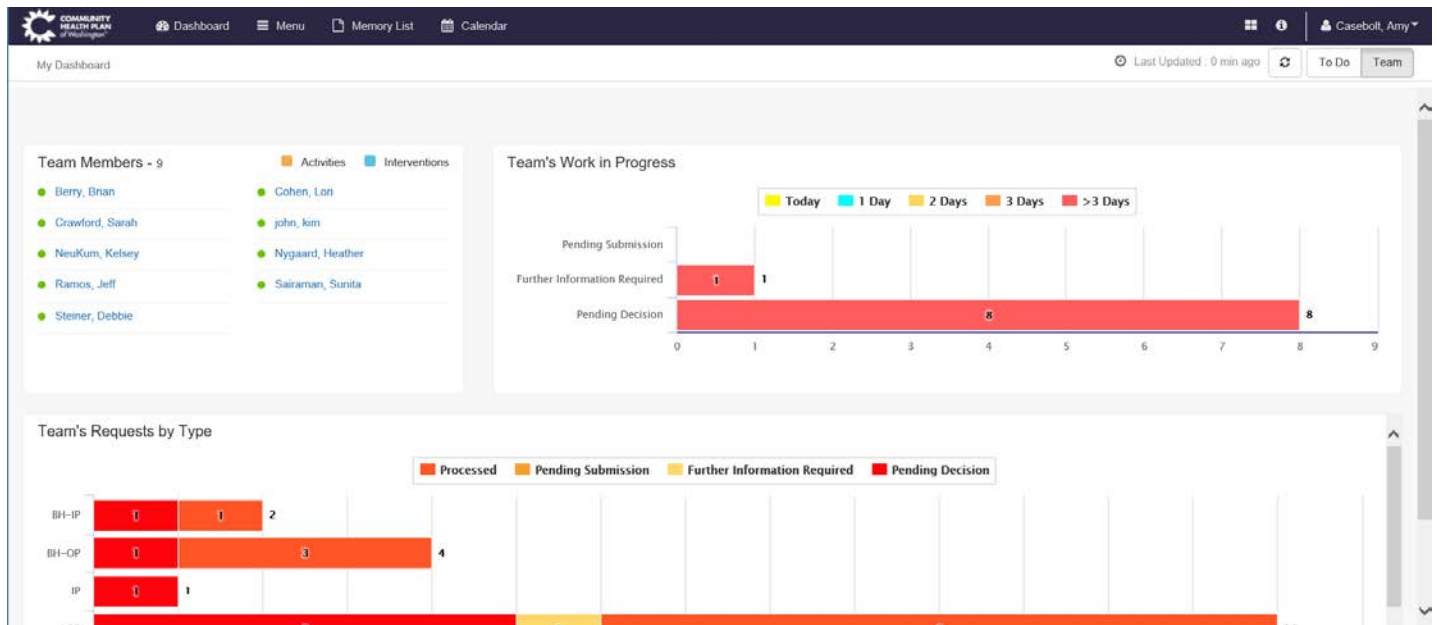
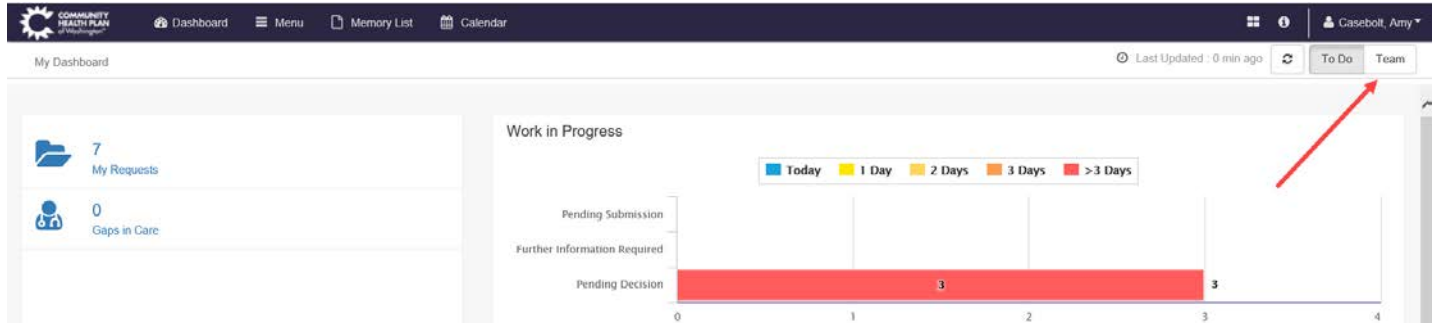
- **Decisions Made Today Widget** graphically represents CHPW’s authorization decisions in real time. Click on any bar to view the request(s).

Decisions Made Today



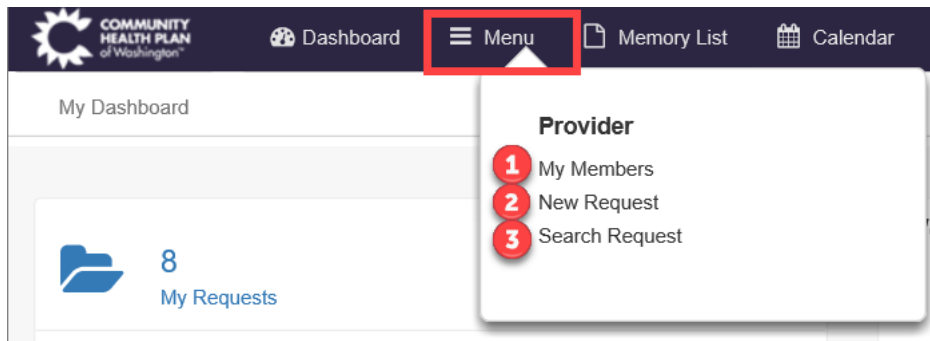
Team Productivity

Note: CHPW must add this for your facility or office. If you want this configuration, please submit a request to Portal.Support@chpw.org.



- Team Members
 - Displays all users configured to the selected team and shows their availability on a given day
- Team's Work in Progress
 - Graphically represents the requests created by the team that are being reviewed by CHPW staff and reflects the status in real time
 - See "[Tracking a Request](#)"
- Team's Requests by Type
 - Graphically displays the status of each open request created by team members by request type (outpatient or inpatient)

Menu

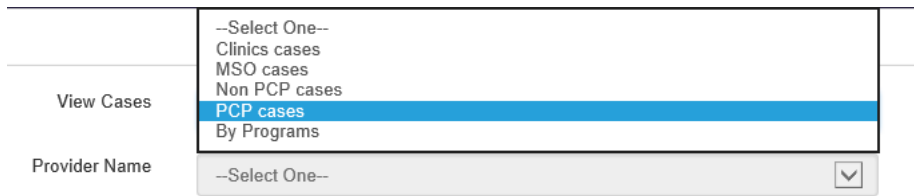


1. My Members

My Members

Member Last Name	<input type="text"/>	View Cases	<input type="text" value="PCP cases"/>
Member First Name	<input type="text"/>	Provider Name	<input type="text" value="--Select One--"/>
Member ID	<input type="text"/>	Member Sorted By	<input type="text" value="Last Name"/>
Member DOB	<input type="text"/>		

- A search of all members for whom the logged in user has submitted a request
- You may need to change your selection in the “View Cases” dropdown



2. New Request

- The screen from which you can create a request
- If the signed-in user has not submitted a request in the past for the patient, they will be required to search by the Member Identification Number for the initial request. This is intended to protect patient confidentiality and accidental disclosure of PHI.
- See [“Submitting a Request”](#)

3. Search Request

- Search for a previously submitted request by various criteria

- See [“Tracking a Request”](#)

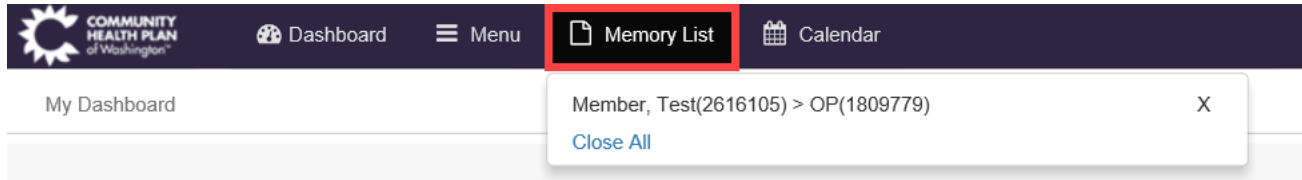
Memory List

The Memory List is intended to aid in navigation of the provider portal and to save steps for users submitting requests.

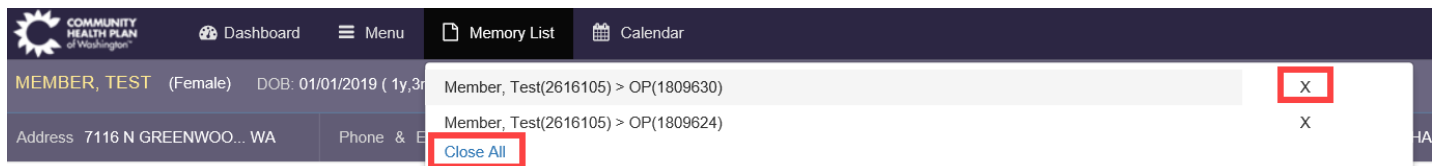
The Memory List holds the last 10 records left open. “Records” include pages such as the request initiation screen, searches, and patient panel.

Requests “held” in a user’s memory list *cannot be accessed to edit by other users*. This ensures that duplicate work does not take place. Consequently, it is important to release an episode from your memory list once you are done making changes.

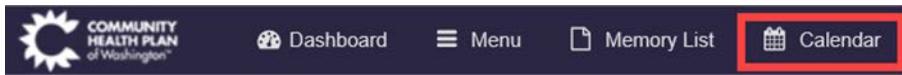
Open the “Memory List” by clicking “Memory List” on Jiva’s top menu bar.



In the resulting drop-down list, click the “x” on the far-right side of the line you wish to remove, or click “Close All” to close all.



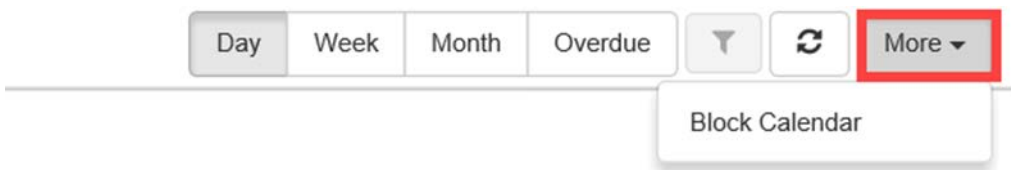
Calendar



The calendar function allows a user to track their work and schedule tasks. The calendar can be “blocked” in order to reflect team availability in the Team tab of the dashboard.

HOW TO BLOCK CALENDAR

1. Select “More” from the top right corner of the calendar



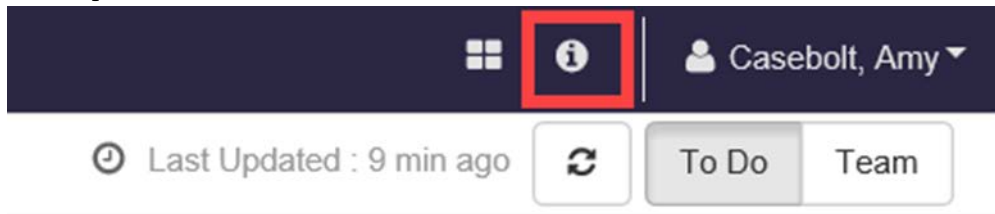
2. Select “Block Calendar”
3. Complete fields as appropriate

The image shows a modal window titled 'Block Calendar'. It contains the following fields:

- From Date ***: A date input field with '12/27/2018' and a calendar icon.
- From Time ***: Two time selection dropdowns, the first set to '15' and the second to '19'.
- To Date ***: A date input field with '12/27/2018' and a calendar icon.
- To Time ***: Two time selection dropdowns, the first set to '15' and the second to '49'.
- Block Entire Day**: An unchecked checkbox.
- Comments**: A large text area for entering notes.

At the bottom of the modal are two buttons: a green 'Block' button and a blue 'Cancel' button.

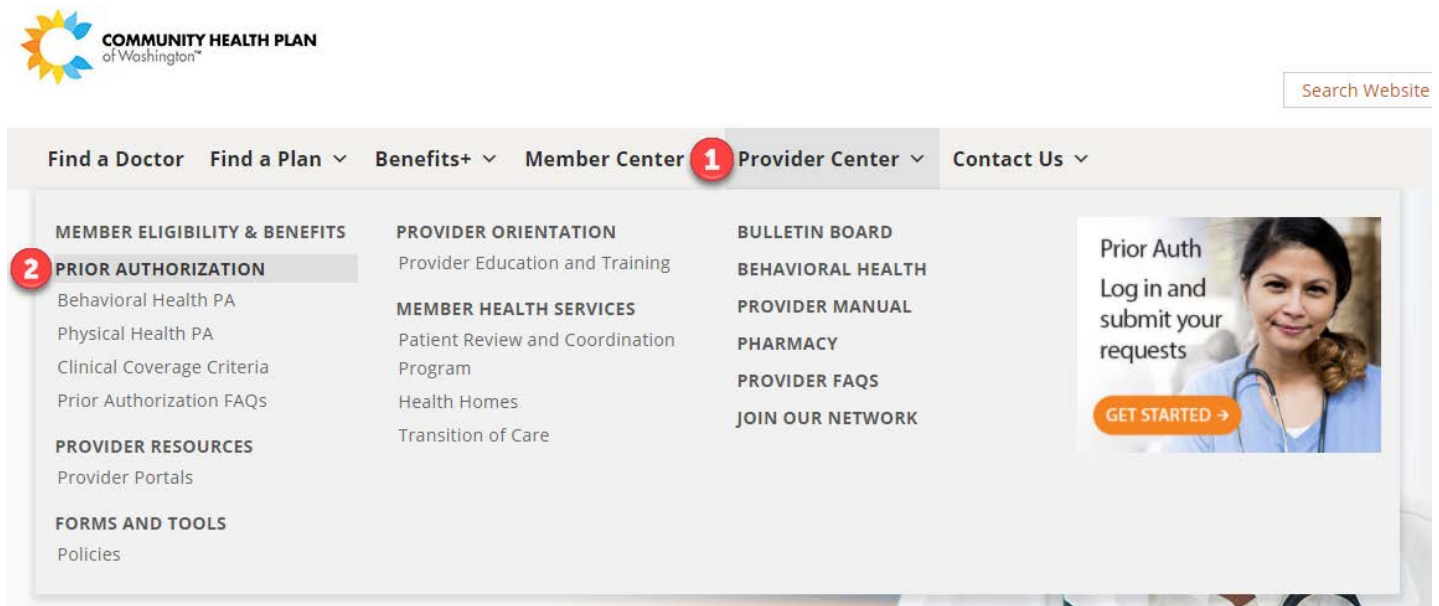
Help Function



The “Help” button guides users to information that applies to the page from which it is launched. For example, if “Help” is clicked while in the calendar screen, Jiva displays information specific to the Calendar.

How to Find Out if Authorization is Required

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 of how to find these resources, [click here](#).

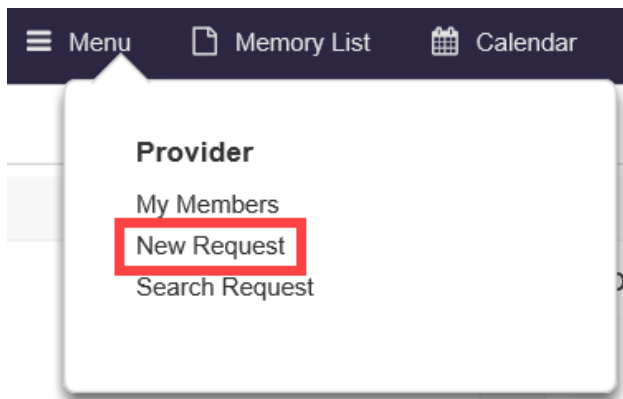
This same page also contains a link to CHPW’s [Procedure Code Lookup Tool](#), which

provides more details about specific codes, including if prior authorization is required and any documentation required for review. For a short video demonstration on how to use the Procedure Code Lookup Tool, [click here](#).

Working in Jiva Provider Portal

Submitting a Request

First, in order to create a request, select “New Request” from the menu



Enter the member ID #

Note: If the signed-in user has not submitted a request in the past for the patient, search for the Member Identification Number for the initial request. This is intended to protect patient confidentiality and accidental disclosure of PHI.

*The member ID# is a 10-digit number ending in 01. Example:
1234567801*

All 10 digits must be included. No other search fields are required when performing a search by member ID#.

A screenshot of the 'New Request' form in the Jiva Provider Portal. The form has a light gray header with the text 'New Request'. Below the header, there are four input fields: 'Member Last Name', 'Member First Name', 'Member DOB' (with a calendar icon), and 'Client'. To the right of the 'Client' field is a 'Member ID' field with an asterisk and a red arrow pointing to it. The 'Member ID' field contains the text '1234567801'. At the bottom left of the form, there are two buttons: 'Search' (in blue) and 'Reset' (in white).

Cascade Select members will be effective January 1, 2021. Their member ID#s start with an alpha prefix of “BT.” Example: BT1234567801

New Request

Member Last Name

Member First Name

Member DOB

Client

Member ID *

Click the blue "Search" button

Jiva drops down the search results

Member First Name

Member DOB

Member ID *

Jiva Member ID	Member Name	Member Date of Birth	Gender	Coverage ID	Coverage Start Date	Coverage End Date	Group Name	Action
2616107	MEMBER, TEST	01/01/2003	F	333333333	04/01/2019		FIMC APPLE HEALTH - FAMILY	<input type="button" value="Add Request"/>

Select the type of request from the drop-down on the right side of the screen

Note: Outpatient requests are typically submitted via "Prior Authorization." You may, depending on your practice and the situation, submit the other types of requests such as "Behavioral Health Inpatient," "Behavioral Health Outpatient," and "Inpatient Services." You will never submit "Case Management" or "Disease Management" requests, though, so these are lined out in the screenshot below.

Group Name	Action
FIMC APPLE HEALTH - FAMILY	<ul style="list-style-type: none"> Add Request Behavioral Health Inpatient Behavioral Health Outpatient Case Management Disease Management Inpatient Services Prior Authorization

Jiva displays the "Prior Authorization Request" screen

Complete all required fields in the Episode Details section using the dropdown menus.

Prior Authorization Request

Episode Details

Request Type *

Request Priority *

Admit Type

Optional Fields

Complete all required fields in the Diagnosis section using the drop-down menus.

Diagnosis

Code Type *

Diagnosis *

Advanced Search

Notice you can free-text search for a diagnosis in addition to simply entering the actual diagnosis code.

Diagnosis *

- D47.02--Systemic mastocytosis
- J70.5--Respiratory conditions due to **smoke** inhalation
- K02.61--Dental caries on **smooth** surface limited to enamel
- K02.62--Dental caries on **smooth** surface penetrating into dentin
- K02.63--Dental caries on **smooth** surface penetrating into pulp
- K13.24--Leukokeratosis nicotina palati
- O99.330--**Smoking** (tobacco) complicating pregnancy, unspecified trimester

Complete the "Provider Details" section by clicking the blue "Attach Providers" button.

Provider Details

No Providers Attached.

Jiva displays the "Attach Providers" screen.

Upon entering your search criteria, Jiva displays a drop-down of possible options, with one option highlighted in blue.

Attach Providers

i Enter any search criteria

Provider Last Name

Provider First Name

NPIN

Provider ID

Click away so that this sub-menu disappears and then click the blue “Search” button.

Attach Providers

i Enter any search criteria

Provider Last Name

Provider First Name

NPIN

Provider ID

[Advanced Search](#)

Jiva displays a list of Providers that match your search criteria.

Enter any search criteria

Provider Last Name:

Provider First Name:

NPIN:

Provider ID:

[Advanced Search](#)

Search Results

	Provider ID	Provider Name	Location	Type	Provider Role	Specialty	In P
	99777	THOMAS, RICHARD, J		OTHER PRACTITIONER	Treatin	CHIROPRACTOR	N
	393	Thomas E Hulse MD		MSO	Treatin		N
	63614	Thomas,MD, William, J		PHYSICIAN	Treatin	PEDIATRIC HEMATOLOGY - ONCOLOGY	Y

After finding the provider you wish to attach, select the appropriate role from the “Provider Role” dropdown. For example, inpatient episodes require the Provider Role to be “Admitting Facility,” and outpatient auth requests require the Provider Role to be “Treating Provider.” If the matching Provider Roles are not indicated, Jiva will display a message once you click “Submit” letting you know that the Provider Type needs to be changed.

Search Results

	Provider ID	Provider Name	Location	Type	Provider Role	Specialty	In P
	99777	THOMAS, RICHARD, J		OTHER PRACTITIONER	<div style="border: 1px solid black; padding: 2px;"> Requesting Treating </div>	CHIROPRACTOR	N

After selecting the correct role, press the gear symbol on the left side of the line item and select either “Single Attach” or “Multiple Attach” as appropriate.

Note: “Single Attach” is appropriate if you intend to attach only one provider.

“Multiple Attach” is appropriate for requests in which there are multiple

providers involved. Each Provider chosen in a “Multiple Attach” appears at the bottom of the screen while you to continue searching.

Search Results

	Provider ID	Provider Name
1	99777	THOMAS, RICHARD, J

2

- Single Attach
- Multiple Attach

Review all providers attached at the bottom of the page (if attaching multiple; if attaching a single provider, skip this step). Modify roles if necessary.

Selected Providers List

	Provider ID	Provider Name	Location	Provider I
	99777	THOMAS, RICHARD , J		Treating
	80008	JONES, HENRY , M		Treating

Attach Cancel

Once you are satisfied with the providers selected, click the green “Attach” button.

Selected Providers List

	Provider ID	Provider Name	Location	Provider I
	99777	THOMAS, RICHARD , J		Treating
	80008	JONES, HENRY , M		Treating

Attach Cancel

The Prior Authorization Request screen displays. Notice that the Providers chosen now appear in the Provider Details section.

Provider Details	ID	Name	Location	Role
	99777	THOMAS, RICHARD, J		Treating ▼
	80008	JONES, HENRY, M		Requesting ▼

[Attach Providers](#)

Complete the Service/Specialty Drug Request sections as appropriate. Click the blue “Add” button to complete the addition.

Service/Specialty Drug Request

Service Type *

Place of Service

Code Type *

Service Code *

[Advanced Search](#)

[Optional Fields](#)

Modifier

Start Date *

End Date *

Requested # *

Note: In the “Service Type” drop-down menu, note that the acronym “LE” appears. (See screenshot below) It stands for “Limited Extension.” Use the “LE” Service Type when requesting an extension of the amount, frequency, or duration of certain covered benefits ([WAC 182-543-7200](tel:3601825437200)).

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.

Service/Specialty Drug Request

Service Type *
 Place of Service
 Code Type *
 Service Code *

Specialist: Second Opinion
 Therapy: Occupational Adult Initial 6
Therapy: Occupational LE
 Therapy: Occupational Peds Initial 12
 Therapy: Physical Adult Initial 6 visits
Therapy: Physical LE
 Therapy: Physical Peds Initial 12 visits
 Therapy: Speech Adult Initial 6 visits
Therapy: Speech LE
 Therapy: Speech Peds Initial 12 visits
 Therapy: vision
 Transplant: Evaluation/Work-up
 Transplant: Post-transplant care
 Transplant: Pre-transplant care

Optional Fields

Add

Click the blue “Add” button.

Service/Specialty Drug Request

Service Type *
 Place of Service
 Code Type *
 Service Code *

Specialist: Second Opinion
 Therapy: Occupational Adult Initial 6
Therapy: Occupational LE
 Therapy: Occupational Peds Initial 12
 Therapy: Physical Adult Initial 6 visits
Therapy: Physical LE
 Therapy: Physical Peds Initial 12 visits
 Therapy: Speech Adult Initial 6 visits
Therapy: Speech LE
 Therapy: Speech Peds Initial 12 visits
 Therapy: vision
 Transplant: Evaluation/Work-up
 Transplant: Post-transplant care
 Transplant: Pre-transplant care

Optional Fields

Add

Jiva displays the Service in a bar right below the “Add” button. In this way, add as many Service Lines as are needed for your request.

Service Request

Action	Service Code	Requested#	Start Date	End Date	Service Type
⊖	97165(CPT)	6	08/04/2020	11/04/2020	Therapy: Occupational LE

Complete the Documents section. Attach a document with relevant clinical information supporting the request being made on behalf of the member. Add a descriptive title, select the document type, and press “Browse” to upload the desired document. Word documents, PDF, and JPEG are acceptable.

Documents

Document Title * Document Description

Document Type

Select Document Test Document 2.docx

Complete the Provider Contact Info. Faxback # is a required field.

Provider Contact Info: Faxback # * No parentheses or hyphens.
Enter numbers only Phone #

Complete the Notes section. Provide the CHPW reviewer any additional applicable information. **Include the fax number to which you wish to have correspondence sent regarding this request.**

Notes

Note Type Note Encounter Date

Note Encounter Time

Note Text

File Edit View Format Tools

B *I* U ABC

Authorization request for adult occupational therapy, additional 6 visits LE. Return fax # 123-456-7891.

Click the green "Submit" button.

Notes

Note Type Note Encounter Date

Note Encounter Time

Note Text

File Edit View Format Tools

B *I* U ABC

Authorization request for adult occupational therapy, additional 6 visits LE. Return fax # 123-456-7891.

Jiva displays the Request Details page.

Request Details

Episode Abstract

Expected Decision Date : 04/27/2020 Authorization Type : OP Episode Number : 1809779 Episode Status : OpenRequest Cert Number 200400092

Service ID	Service Code	Requested #	Assigned #	Denied	Auth Start Date	Auth End Date	Service Type	Frequency	Decision
7931316	97110(CPT)	6	0	0	04/27/2020	07/26/2020	Therapy, Occupational LE		Pending
7931317	97165(CPT)	6	0	0	04/27/2020	07/26/2020	Therapy, Occupational LE		Pending
7931318	97166(CPT)	6	0	0	04/27/2020	07/26/2020	Therapy, Occupational LE		Pending
7931319	97167(CPT)	6	0	0	04/27/2020	07/26/2020	Therapy, Occupational LE		Pending
7931320	97168(CPT)	6	0	0	04/27/2020	07/26/2020	Therapy, Occupational LE		Pending
7931321	97530(CPT)	6	0	0	04/27/2020	07/26/2020	Therapy, Occupational LE		Pending
7931322	97535(CPT)	6	0	0	04/27/2020	07/26/2020	Therapy, Occupational LE		Pending

Authorization Drug Details

No Specialty Drug Requests Added

Episode Abstract

Automatic Review of Requests

Jiva will automatically review some requests. This streamlines commonly approved authorization requests and will improve the speed in which your requests are completed.

Consequently,

- Jiva will automatically approve and close some requests upon submission
- Additional service codes may be automatically added to your request upon submission
- Your “Auth End Date” and “Requested #” may be updated with the standard approval dates and units upon submission.
- No information can be changed in the request once it is auto approved and closed
 - If a change is required, submit a new request and reference the cert # or Episode # of the previous request so that it can be easily found and voided

For a demonstration of what the auto-approval process looks like in Jiva, [click here](#).

If your request is auto approved, the Request Details screen will show the Decision as “Approved” and the Episode Status is “Closed.”

Request Details

Episode Abstract

Expected Decision Date : 05/06/2020 Authorization Type : OP Episode Number : 1809826 Episode Status : Closed Cert Number 200500001

Authorization Details

Service ID	Service Code	Requested #	Assigned #	Denied	Auth Start Date	Auth End Date	Service Type	Frequency	Decision
7931349	74150(CPT)	1	1	0	05/01/2020	07/30/2020	CT: Abdomen		Approved
7931350	74160(CPT)	1	1	0	05/01/2020	07/30/2020	CT: Abdomen		Approved
7931351	74170(CPT)	1	1	0	05/01/2020	07/30/2020	CT: Abdomen		Approved

Authorization Drug Details

No Specialty Drug Requests Added

Episode Abstract

Tracking a Request

Jiva provides real-time request status.

Dashboard Widgets

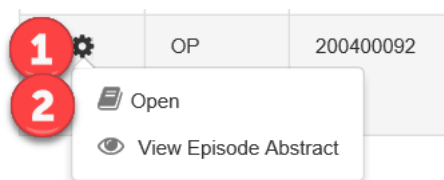
For an overview, see the appropriate [widget on the Jiva Dashboard](#).

Finding a List of all your Requests

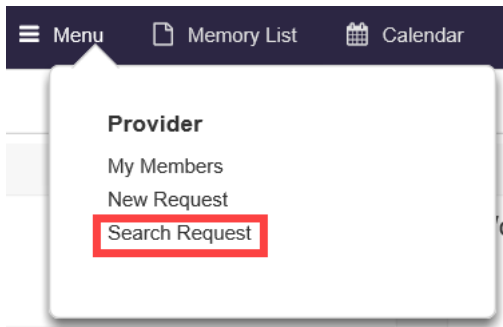
The **My Requests** widget will reflect the total number of open requests submitted by the user. Clicking on the blue text will open the complete listing of open requests submitted by the user.



After opening **My Requests**, open the gear menu at the left of the desired line item and select either “Open” to access the whole request, or “View Episode Abstract” to view a summary.



The **Search Request** function allows a search for submitted requests.



Enter a search term and click the green “Search” button.

Search Request

Member Last Name	<input type="text"/>	<input type="button" value="Q"/>	Cert Number	<input type="text"/>
Member First Name	<input type="text" value="First Name"/>	<input type="button" value="Q"/>	Request Added From	<input type="text"/>
Member DOB	<input type="text"/>	<input type="button" value="Q"/>	Request Added To	<input type="text"/>
Member ID	<input type="text"/>		View Cases	--Select One--
Request Status	--Select One--		Provider Name	--Select One--
Episode Type	--Select One--		Created By	--Select One--
Episode ID	<input type="text"/>		Submitted By	--Select One--

Viewing Work Submitted By Others

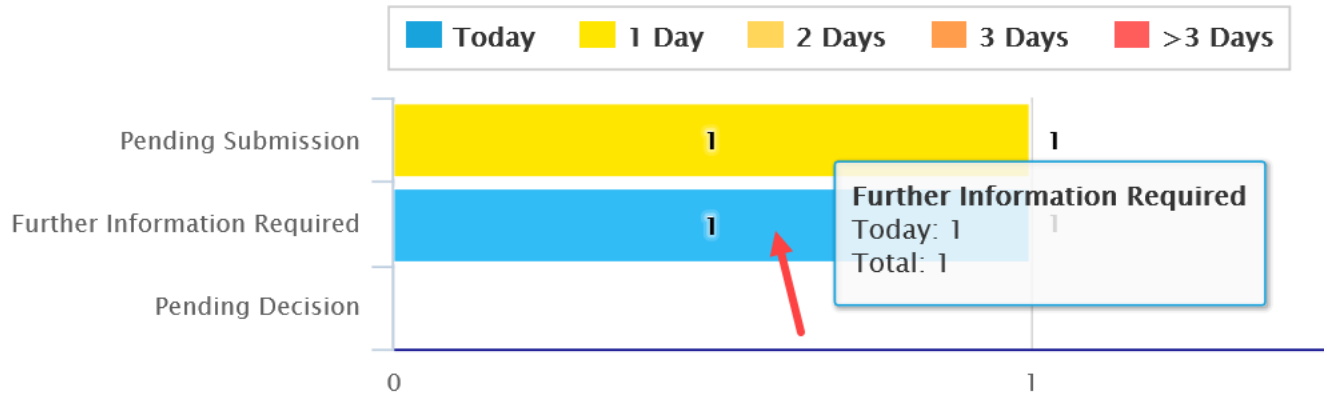
A user can view authorizations submitted by someone else in their practice. However, in order to facilitate this, each account must be tied to the same **Requesting Provider**. Requesting Provider is the criterion by which Jiva determines shared access.

Providing Additional Information

After being notified that CHPW reviewers need additional documentation for your request, you can quickly provide it by adding it to the existing request.

Requests that require more information for a determination to be made will appear as a bar in the “Work in Progress” widget of the Dashboard. Click on the bar to open a list of all requests that need more information.

Work in Progress



Jiva displays the Work in Progress screen. To open the desired Episode, click the Gear icon and then Open from the resulting drop-down menu.

Work in Progress

08/04/2020

	Episode Type	Cert Number	Episode ID	Member Name	Admit/Start Date
⚙️	OP		1810236	MEMBER, TEST	08/04/2020

- Open
- View Episode Abstract

Jiva displays the Request Overview screen. Look at the Notes section for the UM Reviewer’s documentation of what information is needed.

Member Overview > OP(1809591) Stay/Service Summary Workflow

Status: **OpenRequest** Primary Dx: **R69** Assigned To: **Auth/Referral Cases-WEB** Assigned Reviewer: **[Empty]** Cert Number: **200300018** Auth Coverage: **FIMC APPLE HEALTH - FAMILY** Related Episodes

Service Request

Initial	Service Type	Service Code	Due Date	Decision	Auth Start Date	Auth End Date	Request Priority	Request
<input type="checkbox"/>	CT: Abdomen and Pelvis	76376 (CPT)	03/15/2020 09:30	Pending	03/10/2020	06/10/2020	Standard	6

Page 1 of 1

Specialty Drug Request: **No Specialty drug request added**

Note Add Notes View All Notes

Username: Casebolt, Amy
 Title: Portal Trainer
 Note Type: Web Note
 Source: Utilization Management Service Note
 Note Encounter Date: 04/22/2020 16:50:00

Request received with no clinical information.
 More information requested from Provider.

04/22/2020 16:51:31

Diagnosis Add Diagnosis

Actions	Primary Dx	Code Type	Diagnosis
	★	ICD10	R69-Illness, unspecified

In this same screen, follow the color coding to find the link needed in order to add the needed information to the request.

Member Overview > OP: **[Empty]** Stay/Service Summary Workflow

Status: **OpenRequest** Primary Dx: **R69** Assigned To: **Auth/Referral Cases-WEB** Assigned Reviewer: **[Empty]** Cert Number: **200800042** Auth Coverage: **FIMC APPLE HEALTH - FAMILY** Related Episodes

Service Request

Initial	Service Type	Service Code	Due Date	Decision	Auth Start Date	Auth End Date	Request Priority	Request
<input type="checkbox"/>	Therapy: Occupational LE	97165 (CPT)	08/10/2020 10:14	Pending	08/04/2020	12/31/2020	Standard	6
<input type="checkbox"/>	Therapy: Occupational LE	97110 (CPT)	08/10/2020 10:14	Pending	08/04/2020	12/31/2020	Standard	6
<input type="checkbox"/>	Therapy: Occupational LE	97166 (CPT)	08/10/2020 10:14	Pending	08/04/2020	12/31/2020	Standard	6
<input type="checkbox"/>	Therapy: Occupational LE	97167 (CPT)	08/10/2020 10:14	Pending	08/04/2020	12/31/2020	Standard	6
<input type="checkbox"/>	Therapy: Occupational LE	97190 (CPT)	08/10/2020 10:14	Pending	08/04/2020	12/31/2020	Standard	6
<input type="checkbox"/>	Therapy: Occupational LE	97530 (CPT)	08/10/2020 10:14	Pending	08/04/2020	12/31/2020	Standard	6
<input type="checkbox"/>	Therapy: Occupational LE	97535 (CPT)	08/10/2020 10:14	Pending	08/04/2020	12/31/2020	Standard	6

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Specialty Drug Request: **No Specialty drug request added**

Note Add Notes New All Notes

Username: Casebolt, Amy
 Title: **Add new notes by clicking "Add Notes"** Add Notes
 Note Type: Web Note
 Source: Episode Note
 Note Encounter Date: 08/05/2020 11:00:23

Request clinical notes from Provider indicating medical necessity for this service.

Add a diagnosis by clicking "Add Diagnosis" Add Diagnosis

Diagnosis Add Diagnosis

Actions	Primary Dx	Code Type	Diagnosis
	★	ICD10	R69-Illness, unspecified

Documents Upload additional documents by clicking "Add Document" Add Document

Episodes View

Name	Type	Date Added	Added User	Description
Clinical Notes	Medical Document	08/04/2020 16:59:04	Casebolt, Amy	

Providers Attach Providers by clicking "Attach Providers" Attach Providers

ID	Name	Location	Role	Network	Phone
00008	JONES, HENRY, M		Requesting	Out of Network	

Letters

Providers can view letters added to their authorization requests. For a short video demonstration on how to view letters, [click here](#).

View letters

In the Request Overview screen

1. Click the "Hamburger" button on the upper right side of the screen. This button is so named because its 3 lines look like 2 sides of a bun with a hamburger in the middle.

2. In the resulting drop-down menu, click “Correspondence” under the “Episode View” column.

The screenshot shows the Jiva interface for a member overview. At the top, there is a header with 'Member Overview > OP(1809779)' and a 'Workflow' dropdown menu. A red arrow points to the 'Workflow' menu, and a red circle with the number '2' highlights the 'Correspondence' option under the 'Episode View' column. Below the menu, there is a table of service requests and a note section.

Service Type	Service Code	Due Date	Decision	Auth Start Date	A	
Initial	Therapy, Occupational LE	97110 (CPT)	04/27/2020 13:25	Pending	04/27/2020	0
Initial	Therapy, Occupational LE	97165 (CPT)	04/27/2020 13:25	Pending	04/27/2020	0
Initial	Therapy, Occupational LE	97166 (CPT)	04/27/2020 13:25	Pending	04/27/2020	0
Initial	Therapy, Occupational LE	97167 (CPT)	04/27/2020 13:25	Pending	04/27/2020	0
Initial	Therapy, Occupational LE	97168 (CPT)	04/27/2020 13:25	Pending	04/27/2020	0
Initial	Therapy, Occupational LE	97530 (CPT)	04/27/2020 13:25	Pending	04/27/2020	0
Initial	Therapy, Occupational LE	97535 (CPT)	04/27/2020 13:25	Pending	04/27/2020	0

Jiva displays the “Letters” screen. All letters added to the request are listed.

Only active letters with a Printed or Faxed timestamp should be viewed (Deactivated letters are grayed out).

Printed and Faxed timestamps appear in their columns.

The screenshot shows the 'Letters' screen for a member overview. At the top, there is a header with 'Member Overview > OP(1809630) > Letters' and a 'Workflow' dropdown menu. Below the header, there is a table of letters. The 'Printed' and 'Faxed' columns are highlighted with red boxes, and red arrows point to the timestamps in these columns for the 'Approval' letter.

Letter Name	Created Date	Created User	Requested By	Stay / Service	Printed	Emailed	Faxed
Denial_NonCovered_AH OP	03/23/2020 10:18	Casebolt, Amy	Casebolt, Amy	7931118, 7931115, 7931120			
Approval OP	03/23/2020 08:52	Sentinel, Sentinel			03/23/2020 10:19		03/23/2020 10:20

Member Overview > OP(1809630) > Letters

Status Closed Primary Dx R69 Assigned To Auth/Referral Cases-WEB Assigned Reviewer Cert Number 200300057 Auth Coverage Apple Health-Family

<input type="checkbox"/>	Letter Name	Created Date	Created User	Requested By	Stay / Service	Printed	Emailed	Faxed
<input checked="" type="checkbox"/>	Denial_NonCovered_AH OP	03/23/2020 10:18	Casebolt, Amy	Casebolt, Amy	7931118, 7931119, 7931120			
<input type="checkbox"/>	Approval OP	03/23/2020 08:52	Sentinel, Sentinel			03/23/2020 10:19		03/23/2020 10:20

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See to whom the letter was Printed or Faxed

1. Click the box next to the letter to select it
2. Scroll down to view

Member Overview > OP(1809630) > Letters

Status Closed Primary Dx R69 Assigned To Auth/Referral Cases-WEB Assigned Reviewer Cert Number 200300057 Auth Coverage Apple Health-Family

<input checked="" type="checkbox"/>	Letter Name	Created Date	Created User	Requested By	Stay / Service	Printed	Emailed	Faxed
<input checked="" type="checkbox"/>	Denial_NonCovered_AH OP	03/23/2020 10:18	Casebolt, Amy	Casebolt, Amy	7931118, 7931119, 7931120			
<input checked="" type="checkbox"/>	Approval OP	03/23/2020 08:52	Sentinel, Sentinel			03/23/2020 10:19		03/23/2020 10:20

Subject: Approval

Member							
Member	Address	Email ID	Fax No	Printed	Emailed	Faxed	Fax Status
MEMBER, TEST	7116 N GREENWOOD PL SPOKANE, WA 99208			03/23/2020 10:19			

Provider							
Provider	Address	Email ID	Fax No	Printed	Emailed	Faxed	Fax Status
Snyder, Sean	400 S 43rd St Renton, WA 980555714		Provider Default Fax (253) 395-1954			03/23/2020 10:20	


View the letter


1. Click the "Gear" icon to the left of the letter
2. Click "View PDF Preview" from the resulting drop-down menu

Member Overview > OP(1809630) > Letters

Status Closed Primary Dx R69 Assigned To Auth/Referral Cases-WEB Assigned Reviewer

<input type="checkbox"/>	Letter Name	Created Date	Created User
<input checked="" type="checkbox"/>	Denial_NonCovered_AH OP	03/23/2020 10:18	Casebolt, Amy
<input type="checkbox"/>	Approval OP	03/23/2020 08:52	Sentinel, Sentinel

1 

2 

For additional support refer to the Provider Portal Frequently Asked Questions document or e-mail portal.support@chpw.org.

Appendix 1 – How-to Videos

[How to find if Prior Authorization is required](#)

[Procedure Code Lookup Tool](#)

[Jiva Auto Approval example](#)

[How to view letters](#)