

Step-by-Step Guide

Commercial Authorization Requests in the JIVA Provider Portal

Please refer to the prior authorization list (PAL) Tool at pal.sentarahealthplans.com for fully-insured authorization requirements for in-network providers.

1. In Jiva, from the dashboard, select **Menu**.
2. Select **New Request**.
3. Enter **Member ID Type** and **Member ID Number**.
4. **Add Request:** Outpatient.
5. **Request Type:** Preservice.
6. **Request Priority:** Nonurgent Preservice or Urgent Preservice.
7. **Reason for Request:** Advanced Imaging; durable medical equipment (DME)/Prosthetics; Early Intervention; Home Health; IV Therapy (for specialty meds requiring authorization); Outpatient Medical (for outpatient procedures/ambulatory surgery center (ASC) surgeries); Therapies [physical therapy (PT)/occupational therapy (OT), speech therapy (ST)].
8. ICD-10 and enter diagnosis code(s).
9. **Service Type:** Advanced Imaging = ORF; DME/Prosthetics = DME; Early Intervention = PT/OT/ST (**please enter therapy being requested**); IV Therapy for specialty meds = REF; Outpatient Medical = O; Therapies = PT/OT/ST (**please enter therapy being requested**).
10. **Place of Service:** Advance Imaging = Outpatient Hospital or Office; DME/Prosthetics = Home; Early Intervention = Other place of service; IV Therapy for specialty meds = Office; Outpatient Medical = ASC or Outpatient Hospital; Therapies = Other place of service. **Note: These are not all-inclusive lists. Please choose what best corresponds to where the service is being performed.**
11. **Start and End date:** Start date of request and enter an end date (**authorizations cannot span more than 365 days and will be adjusted accordingly upon approval**).
12. Enter CPT codes one at a time. You must click the blue **ADD** button after each one.
13. Click the green **ADD** button.

Step-by-Step Guide

Commercial Authorization Requests in the JIVA Provider Portal

14. Click blue **Attach Providers** button: Enter the NPI number of hospital, facility, or HH/DME company, then Search > Select the one that has Y in the **"In Network"** column > Hospital, facility, or DME/HH company = Treating Provider *Click the cogwheel and select **Multiple Attach**; Enter the name or NPI number of the ordering physician or provider then Search > Select physician or provider with address associated with facility if/when possible > MD/provider = Requesting Provider *Click the cogwheel and select **Multiple Attach** ***Treating provider** is the facility or location where the service is being performed or DME/HH provider. **Requesting provider** is the provider requesting the procedure or service to be performed / item delivered. **Therapy authorizations** must be entered with the facility where the therapy is being provided for both the treating and requesting providers.
15. Click **Attach**.
16. **Requesting Clinician** and **Phone Number** are required fields.
17. Add a note if applicable.
18. Click **Submit** > You will receive a message: "There are stay/service lines that need to be reviewed."
19. Go back up to **Service Request**.
20. Click **Review**.
21. Click **Document Clinical**.
22. Complete the Milliman Criteria Guidelines (MCG) based on the clinical provided, or click **"No Guideline Applies"** if not completing MCG criteria.
23. Click **Save**.
24. Click **Submit Request** (will return to authorization form).
25. Click **Submit**.
26. You will receive a message in a yellow bubble at the top of your Jiva banner: "Request successfully saved as a draft."
27. **Cert number** will be displayed as well as **"Pending"** status.