



**To:** AmeriHealth Caritas Louisiana Providers

**Date:** May 2, 2016

**Subject:** **Now Available — “Quick-Start Guide” to Electronic Prior Authorization Requests Through ZeOmega Jiva**

**Summary:** Jiva is the AmeriHealth Caritas Louisiana medical management system, available through NaviNet (a free, web-based provider portal application), that providers can use to electronically submit prior authorization requests for common medical and behavioral health services. AmeriHealth Caritas Louisiana now offers a “Quick-Start Guide” to help you achieve quick and easy adoption of this online tool. Read on to learn more.

### **Did you know?**

Via single-login to NaviNet, you also have access to Jiva — an online application that allows you to:

- Request prior authorization for select services including inpatient, outpatient, home care, durable medical equipment (DME), personal care, hospice, behavioral health and residential services.
- Verify elective admission authorization status.
- Receive admission notifications and view authorization history.
- Submit extension-of-service requests.
- Submit clinical review for potential autoapproval of requests for services.

### **What are the benefits of Jiva?**

Jiva improves your workflow by allowing you to:

- Submit a request online at your convenience; no waiting on the phone for a representative.
- Receive a certification number instantly upon submission of your request; no waiting for a return fax or phone call.
- Potentially achieve autoapproval for certain services based on the nature of the request.

### **How do I get started?**

Think Jiva might be a good fit to help your organization or practice? Check out the new “Quick-Start Guide” to Jiva, now available at [www.amerihealthcaritasla.com](http://www.amerihealthcaritasla.com) > **Providers** > **Resources**.

If you request authorizations for your practice and do not see **Pre-Authorization Management** in the left menu when logged into NaviNet, please reach out to your NaviNet office administrator. Your administrator can grant access to Jiva by logging into NaviNet and going to **NaviNet Central** > **NaviNet Administration** > **Office Management** > **Office Transaction Management**.

### **Questions:**

Contact your account executive or the Provider Services department at **1-888-922-0007**.