

PROVIDERALERT



To: AmeriHealth Caritas Louisiana Providers

Date: June 28, 2021

Subject: Monthly Training for AmeriHealth Caritas Louisiana's Prior Authorization Tool (Jiva)

Summary: AmeriHealth Caritas Louisiana is offering no-cost, monthly 2-hour webinar training sessions for Jiva.

In addition to requesting authorizations by telephone or facsimile transmissions, authorizations may be requested using our online tool via the Provider Portal in [NaviNet](#). Requesting authorizations online is most beneficial and provides advantages such as enhanced efficiencies, stream-lined processes and time-saving benefits. Please visit [NaviNet](#) to register for access, or contact your Account Executive for assistance with registration.

AmeriHealth Caritas Louisiana's prior authorization tool, Jiva, is the authorization repository. In efforts to help familiarize your practice with Jiva, please find a list of the webinar offerings below.

Sessions are offered in both morning and afternoon formats for your convenience. Sessions are specific to inpatient and outpatient requests; please choose according to the needs of your practice.

Please review the dates and times offered below, then use the registration link to register for your selection. Please register at least one day prior to the session you wish to attend.

Follow this link to register: <https://www.surveymonkey.com/r/PPMONTHLY>.

Jiva Monthly Training Sessions		
DATE	OUTPATIENT	INPATIENT
July 19, 2021	1 pm to 3 pm CST	8 am to 10 am CST
August 16, 2021	8 am to 10 am CST	1 pm to 3 pm CST
September 27, 2021	1 pm to 3 pm CST	8 am to 10 am CST

October 25, 2021	8 am to 10 am CST	1 pm to 3 pm CST
November 29, 2021	1 pm to 3 pm CST	8 am to 10 am CST
December 13, 2021	8 am to 10 am CST	1 pm to 3 pm CST

Once registered, mark your calendars and look for a confirmation email with details on how to join the webinar. Please plan to join us about 10 minutes before the scheduled start time.

Your Account Executive will be able to provide your practice with ongoing assistance and a training manual.

Questions: Thank you for your continued support and commitment to the care of our members. If you have questions about this communication, please contact AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

Missed an alert?

You can find a complete listing of provider alerts on the [Provider Newsletters and Updates](#) page of our website.

Where can I find more information on COVID-19?

AmeriHealth Caritas Louisiana has updated its website to streamline communications and important notifications about COVID-19. Please visit <http://amerihealthcaritasla.com/covid-19> for up-to-date information for both providers and members, including frequently asked questions, and important provider alerts from AmeriHealth Caritas Louisiana and the Louisiana Department of Health.