

PROVIDERALERT



To: AmeriHealth Caritas Louisiana Providers

Date: November 19, 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 with additional training dates added for year 2022.

Below please find a list of the webinar offerings to help familiarize your practice with Jiva.

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
January 31, 2022	1 pm to 3 pm	8 am to 10 am
February 28 th , 2022	8 am to 10 am	1 pm to 3 pm
March 28, 2021	1 pm to 3 pm	8 am to 10 am

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 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.

Need to update your provider information? Send full details to network@amerihealthcaritasla.com.

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.