

Quick-Start Guide: ZeOmega[®] Jiva[™]

What is Jiva?

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.

What does Jiva do?

Jiva allows you to submit electronic requests for prior authorization of services, or to check on the status of a previously submitted request.

- Via single-sign-on to NaviNet, you can access Jiva to:
 - Request prior authorization for select services including inpatient, outpatient, home care, durable medical equipment (DME) services, 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.

See page 2 for
directions on how to
access Jiva.

What are the benefits of using 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.

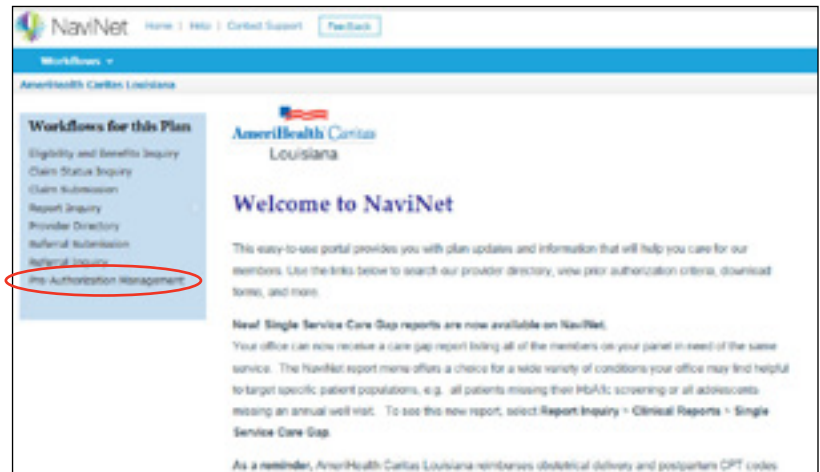
How can I learn more?

- Refer to the step-by-step guidance in the *Jiva Provider Portal Reference Guide* at www.amerihealthcaritasla.com.
- Contact your Provider account executive to request training.

How can I access Jiva?

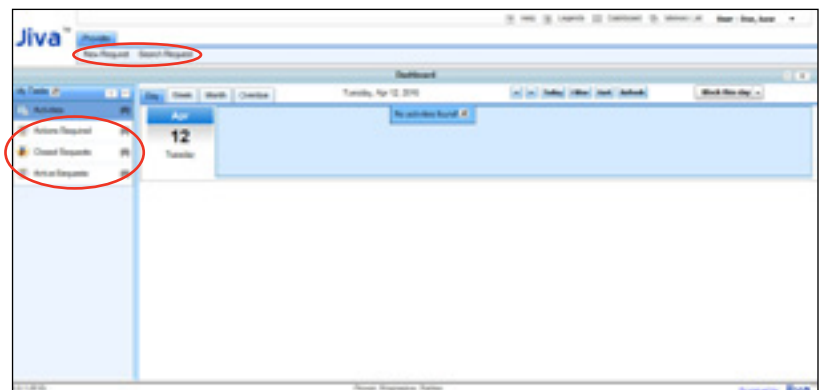
- Jiva is available through a free, online provider portal, called NaviNet.
- Create a new account or log in to NaviNet at www.navinet.net.

- Once logged in to NaviNet, select **Pre-Authorization Management** from the left-side menu on the AmeriHealth Caritas Louisiana “Plan Central” page to launch the **Jiva** application.



- The Jiva dashboard will be displayed.
- From the main menu at the top of the dashboard, you can choose **New Request** or **Search Request**.
 - The **New Request** tab allows you to start a new request.
 - The **Search Request** tab allows you to search for an existing request and view the determination of a request.
- From the “My Tasks” menu in the left navigation pane, you can view the following:

- **Active Requests** — requests for services that have been submitted and the review process is ongoing; the member is still receiving services.
- **Closed Requests** — requests that have recently been closed by the health plan.
- **Actions Required** — requests that were submitted but require additional clinical information; the completion of the request may take place through Jiva or by fax or telephone.



- Begin a new request by searching for a member, then populate the appropriate information in fields that appear in red. Red indicates mandatory information.

Detailed guidelines and Jiva functionality are outlined in the *Jiva Provider Portal Reference Guide* available at www.amerihealthcaritasla.com.

