

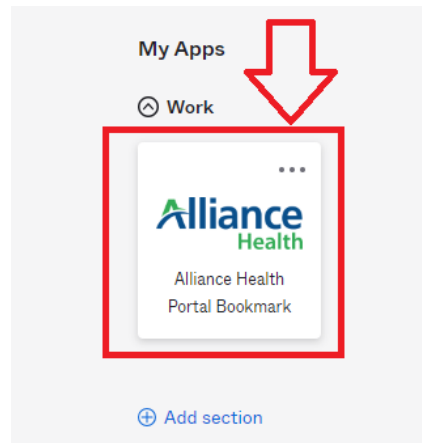
Jiva Provider Portal Frequently Asked Questions

HOW DO I LOGIN TO JIVA PROVIDER PORTAL?

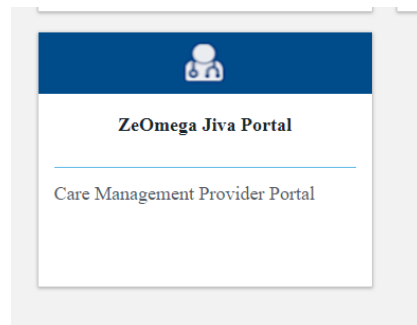
In order to access Jiva Provider Portal, you will log in to the Okta Single Sign On at the link below:

<https://alliancehealth.okta.com/>

If you have already has a login to Okta, you will log in and select the Alliance Health Portal Bookmark



Select the ZeOmega Jiva Portal tile and Jiva Provider Portal will open on your screen.



If you did not already have access to Okta, you would have received an auto generated e-mail from Okta with instructions on how to log in. Please check your Spam/Junk folder

WHEN WILL I GET ACCESS TO JIVA?

Have you submitted the necessary forms?

If no, then please go to the following link to complete the Jiva Provider Portal Service Agreement.

You can also reference the Jiva Provider Portal Service Agreement Instructions.

<https://www.alliancehealthplan.org/providers/network/um-jiva-provider-portal-forms-and-instructions/>

The completed forms need to be submitted to privacysecurity@alliancehealthplan.org.

Please allow 2-3 business days for access to Jiva to be granted.

If yes, you have submitted a signed Jiva Provider Portal Service Agreement and Attachment A to

privacysecurity@alliancehealthplan.org:

- Please send an email to privacysecurity@alliancehealthplan.org with the following information:
 - Agency Name
 - Staff name who does not have access to Jiva
 - Email contact for the provider staff member

ERROR MESSAGE WHEN LOGGING IN TO JIVA

There has been an error in processing the request
Provider ID S_ [REDACTED] does not exist in Jiva
Please contact ZeOmega Customer Service.

If you receive the error shown above when logging in to Jiva please Contact the Provider Helpdesk at 855-759-9700 or providerhelpdesk@alliancehealthplan.org to report this error.

Please include the following in the email:

Name

Email

Phone Number

Provider Name

Provider ID noted in the error message

IF AN OUT OF NETWORK PROVIDER REQUESTS ACCESS TO JIVA

Out of Network (OON) providers will not have access to the Jiva Provider Portal for authorization requests.

OON providers will continue or begin using the OON process by submitting the PA Request at:

<https://link.edgepilot.com/s/1074f469/zX9priyId0C0h8xAKyG8cQ?u=https://www.alliancehealthplan.org/document-library/60019/>

The completed form should be sent to UMOutOfNetwork@AllianceHealthPlan.org.

QUESTIONS REGARDING TRAINING MATERIALS AND USER GUIDE

Training is not required for providers; however, strongly recommended.

You can access Jiva Provider Portal forms, instructions, and videos on our website at

<https://www.alliancehealthplan.org/providers/network/um-jiva-provider-portal-forms-and-instructions/>.

You can also access the User Guide, recorded training, and live training sessions in KnowledgePoint at

<https://alliancehealthplan.docebosaa.com/>.

A quick reference guide is located here: [KnowledgePoint Quick Reference Guide](#).

Questions regarding KnowledgePoint can be sent to knowledgepoint@alliancehealthplan.org

Live virtual trainings for behavioral health providers are ongoing through the month of May. There are two separate training types:

- Jiva Provider Portal Trainings MH/SUD/IDD/TBI Psychiatric Inpatient only
- Jiva Provider Portal Trainings MH/SUD/IDD/TBI non-hospital Training

The recorded training video is located in the course titled Jiva Provider Portal Training: Behavioral Health.

The Jiva Provider Portal User Guide BH-IP (Behavioral Health Inpatient) and Jiva Provider Portal User Guide BH-OP (Behavioral Health Outpatient) are located in the Content tab of each training in KnowledgePoint.

You must be registered for the course to download any content files.

Note: Live trainings for physical health providers will be scheduled in KnowledgePoint for the month of June.

HOW DO I KNOW WHICH PROVIDER SITE TO ATTACH TO A REQUEST?

Effective May 1, 2024, authorizations will no longer be site-specific and will be authorized at the provider level.

Therefore, please search by the Provider Name (this is the provider name that matches how you are enrolled in NCTracks) or Tax ID (in Advanced Search). This will bring up a limited number of provider IDs, from which you will select your agency/practice.

More information can be found in the Provider News Update here: <https://www.alliancehealthplan.org/provider-updates/important-information-regarding-jiva-and-authorizationprocess-for-in-network-providers/>

You will select the main site for their provider in Jiva.

If you have trouble locating your provider site in Jiva, please search for your agency name in the Provider Last Name/Agency Name field.

Click out of the dropdown box and click the blue Search button.

Note: Do not click in the dropdown menu.

Attach Providers

Search Historical Servicing Providers

Provider Last Name alexander youth

Provider First Name Alexander Youth Network

NPIN Alexander Youth Network

Provider ID Alexander Youth Network

Search er Youth Network

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Please click out of the drop down and then click the blue Select Button

If you still cannot locate your provider site, please contact your assigned Network Relations Specialist.

Please include the following information:

- Name
- Email
- Phone Number
- Provider Name
- Site ID

Find your Network Relations Specialist here: <https://www.alliancehealthplan.org/providers/network/assignments/>

CALLER RECEIVES A POP-UP/ERRORS WHEN I TRY TO SUBMIT A REQUEST

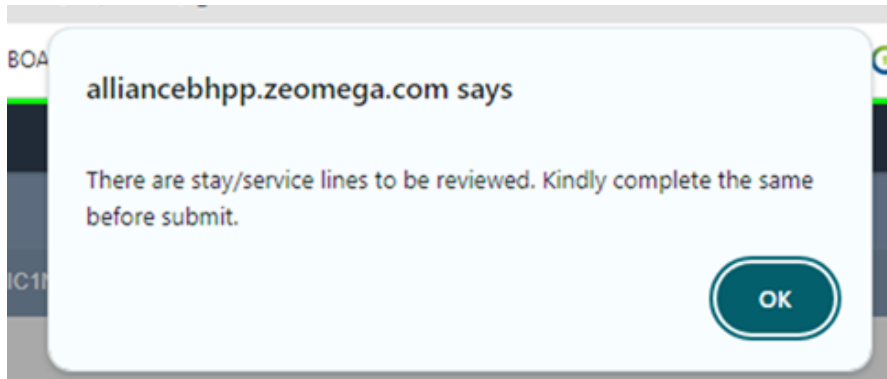
There are a few different pop-up/error messages that can appear when a provider tries to submit a new request.

Please see examples and solutions below.

POP-UP STATES "THERE ARE STAY/SERVICE LINES TO BE REVIEWED..."

When you click Submit on a request, you will receive the pop-up stating "there are stay/service lines to be reviewed, kindly complete before moving forward".

Click "Ok."



You will then click the check box next to the Service Code and click the green "Review" button to proceed into the MCG guidelines for review.

This is covered in the Jiva Provider Portal User Guide in the "Performing MCG Reviews" section.

Below is a screenshot of the beginning of those instructions.

1. When creating an Episode after you click Submit, a pop-up message will appear.



2. Click OK.

For BH-OP: The green Review button will now appear in the Service Request section. Select the checkbox in the Service Request header.

Note: You cannot select individual request lines/service codes as Jiva groups all of the request lines/service codes for review. Each line should reflect a decision (Pending or Approved). If any lines do not have a decision after completing the review process, select the header checkbox again to repeat the review for those lines.

Review

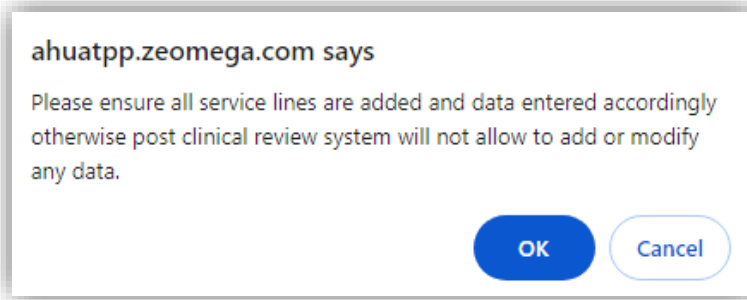
Service Request

Action	<input checked="" type="checkbox"/>	Service Code	Requested#	Start Date	End Date	Service Type	Place of Service	Decision	Review Status
	<input checked="" type="checkbox"/>	H0040(HCPC)	24	02/28/2024	08/01/2024	Assertive Community Treatment		-	

After you click Review, you will receive the pop-up message below. You will click OK and a new browser tab should open for MCG.

Note: If a new browser tab does not open, check if you are using a pop-up blocker.

If so, you will need to click to allow pop-ups from that site. Then you will go back to click Review and click OK in the pop-up again and MCG should open in a new browser tab.



POP-UP STATES "PLEASE LOOK INTO THE HIGHLIGHTED FIELDS"

You may receive a pop-up stating "Please look into the highlighted fields" when you click to Submit your request.



Currently the Document Type is required, even when not attaching a new document.

You must select an option from the dropdown menu in order to click Submit.

Please note: This does not attach another document nor is a document required.

Documents

Document Title

Select Document No File Selected

Document Type *

Document Description

Alliance is aware of this glitch and is working with our vendor to correct it.

POP-UP STATES “MEMBER IS INELIGIBLE AS OF TODAY”

In the Service Request section, when a provider enters the desired Service Code and clicks Add, you may receive a pop-up stating “Member is Ineligible as of Today”. This will appear if the date range you have selected extends beyond the current coverage end date in Jiva.

You can click OK and proceed with submitting your request.

