



Jiva Guidance and Troubleshooting

12/30/20

Updated 12/14/20

The majority of Jiva™ log-in and authorization request submission issues have now been resolved. Utilizing Jiva is the most efficient means of submitting and having authorization requests processed and approved. If you are having issues submitting authorization requests in Jiva, contact Wellmark Technical Support at 800-407-0267.

Wellmark is only accepting faxed medical authorization requests that are defined as expedited. Requests are considered expedited when a delay in medical care or treatment can:

- Seriously jeopardize the life or health of the member or the member's ability to regain maximum function, OR
- Subject the member to severe pain that cannot be adequately managed without the care or treatment requested.

Troubleshooting

Additionally, there are troubleshooting tips that should help the submission process as well:

Added 12/30/20

- Submitting episodes
 - Once an episode is submitted within Jiva, no changes can be made and the user cannot delete the episode. However, providers have the option to create and submit a new episode.
 - If you want to add additional documentation or request that an episode be deleted, you can use the Web Note function within the Jiva Episode. If adding additional documentation, copy and paste the documents into a Web Note.
 - More information on Web Notes can be found by accessing the [Medical Authorization User Guide \(Jiva\)](#) on the provider portal and typing Ctrl+F then searching for "Web Notes."
- Out-of-network (OON) referrals
 - This is a request to receive OON benefits for a Blue Advantage, Blue Access, Wellmark Value Health Plan contract, or level one benefits for a Blue Choice Point of Service (POS) contract when needed services are not available from a network provider.
 - OON requests should be submitted in Jiva the same way other types of requests are submitted.
 - In the "Attach Providers" section the user would need to attach a provider with the role of "treating provider" or "admitting provider" depending on request type and "facility/vendor" provider.
 - In addition, OON referrals also require a "Requesting Provider" role that is in-network. This means three lines of providers are selected:
 - Requesting provider
 - Treating or admitting provider, and



- Facility/vendor
 - After attaching the providers with the appropriate roles, the next section is where the user would select “Out Of Network” for the requested service type.
- Different request types
 - The authorization table indicates which type of review is required in Jiva based on the service code or description. It is important to select the appropriate request type in Jiva. Here are some common definitions:
 - Prior Approval
 - A request to determine medical necessity prior to a treatment, procedure, service or supply being provided. This request type should also be used if the authorization table indicates “Pre-Authorization.”
 - Notification
 - Notification helps identify and initiate discharge planning and care management needs as necessary.
 - Notification is required and applies to services and/or admissions to a facility. This authorization requirement is mandatory but penalties do not apply if the notification is not made.
 - Precertification
 - A process to determine whether a service or admission to a facility is medically necessary.
 - This authorization requirement is mandatory; however, it does not apply to maternity within the federal mandate. Penalties apply if precertification is not obtained in scenarios where the authorization table indicates it is required. Note: the Federal Employee Plan (FEP) requires pre-certification for admissions.

Added 12/11/20

- Request Type
 - Be sure to update the default option of “pre-certification” to the appropriate request type (i.e. notification, prior approval, etc.).
- Code Type
 - If you are not finding your codes in Jiva, be sure you are selecting the correct code type (i.e. HCPCS vs CPT).
- Attaching providers
 - Be sure you are attaching providers with the required roles based on what is in the user guide.
- Launching InterQual Criteria
 - You may need to disable the pop-up blocker for your web browser for this feature to work.

Added 12/10/20

- If it is a user’s first time logging-in to Jiva, there may be some slowness in using the tool.



- If you will be performing multiple requests during one login session, close the item in your memory list after submitting the new request to make it accessible to Wellmark internal users. This can be accomplished by clicking the “x” next to the patient name. The memory list is reset when you log out.
- Browser requirements ([Medical Authorization User Guide \(Jiva\)](#), pg. 2):

Browser name	Browser versions
Internet Explorer (IE)	IE 11 (Please note IE 10 is not supported)
Firefox (FF)	FF – 41 – 46
Google Chrome	Chrome 45 – 50

- Member search (Jiva user guide pg. 23, step 3)
 - Do not include 3-letter prefix when searching for members
- Modifier requirements (Jiva user guide, pg. 40)
 - There are a subset of services that require modifiers. Most often the modifier that’s required is RT (right side) or LT (left side).
 - The Jiva user guide includes a table of procedures that require modifiers (i.e. MR lower extremity, upper extremity).
- When finishing InterQual review, be sure that you mark “Complete” before closing out of the InterQual browser. This is an important step that will pull the InterQual review back into your Jiva episode (Jiva user guide, pg 62)
- Uploading documents (Jiva user guide pg. 42, step 16)
 - Select “Browser,” as outlined in the below screenshot, which will allow you to search your computer and upload the document(s) you would like to attach:

Documents

Document Title

Document Type

Select Document No File Selected

Added 12/9/20

- To ensure **inpatient notifications** are routed and processed correctly, be sure to select “Notification” in the drop-down box for the Inpatient Request Type, as shown below:



Inpatient Request

Episode Details

Request Type *

- Precertification
- Select One--
- Concurrent/Continued Stay Review
- Notification
- Peer to Peer (Migration Only)
- Precertification
- Prior Approval
- Prior Approval - South Dakota
- Reconsideration

- Please make sure to clearly populate the “Contact Information for Request” fields with your **name and best phone number** so the Wellmark Health Services team can contact you if needed. This information does not auto-populate based on your login information.
- Wellmark has received questions about incorrect addresses displaying when searching for providers to attach. To clarify, if the provider is searching by their group NPI, they still may not be able to pull up their group. This is because providers are loaded into Jiva based on their credentialed rendering NPI. It is not known who the rendering provider will be in some situations (i.e. radiology). Here is additional information from [the post-webinar Q&A](#):
 - Q1. Does the referring provider have to select the facility and the individual provider that will be performing the procedure? In the case of radiology, the individual provider may not be known prior to the procedure.
 - A1. Referring providers may select themselves for the treating provider role since a treating provider and a facility/vendor provider role both need to be attached to the outpatient episode to submit the request. Provider may call in to have internal staff update treating provider information once known or they may include this information in a web note. Providers cannot update this information once the request is submitted.

Next steps

We are currently working to resolve the issues related to submitting authorizations in Jiva. We will notify you through WINS when the issues have been resolved. If you continue to have issues, you may contact Wellmark Technical Support at 800-407-0267, or email Techsupport@wellmark.com. When submitting issues to that email address, it is helpful to submit screenshots to help clearly define the problems.

Additionally, please continue to use the [Medical Authorization User Guide \(Jiva\)](#) as a resource for help using the tool.