

STEP 1: EDIT REQUEST

SET UP (TAB 1)

1. Member Search: Client + Insurance ID
2. Episode Type: OUTPATIENT
3. Episode Class: PRIOR AUTHORIZATION or RETROSPECTIVE
4. Urgency: Non-Urgent
5. Treatment Type: DME
6. Diagnosis: ICD-10 diagnosis code per client auth
7. SAVE

STEP 2: ADD PROVIDERS

ALWAYS NEED 3 PROVIDERS (TAB 2)

1. Requesting: DME
(name under which the Provider Portal access was set up)
2. Admitting: DME
3. Treating: DME

STEP 3: ADD DIAGNOSIS

***ONLY ENTER PRIMARY DIAGNOSIS PER CLIENT AUTH (TAB 3)**

1. per client auth – set diagnosis as primary (star)

STEP 4: UM SERVICES

ADD SERVICE LINES (TAB 4)

***SERVICE LINE NEEDED FOR EACH HCPC CODE REQUIRING PA**

1. CLICK ADD SERVICE – Repeat for each HCPC code being requested
2. CODE TYPE: HCPCS
3. MODIFIER: RR FOR RENTAL (DME)
4. SERVICE CODE: ACTUAL HCPC CODE BEING REQUESTED
5. NUMBER OF UNITS/DAYS/MONTHS
6. ENTER START DATE & END DATE
7. CLICK SAVE

STEP 5: ADD ASSESSMENTS

NO ASSESSMENTS - SKIP (TAB 5)

STEP 6: ADD CONTACT INFO

NEED ONLY: NAME/PHONE/EMAIL

STEP 7: ADD NOTES

ONLY SELECT WEB NOTES (TAB 6)

1. AUTH SERVICE REQUEST TYPE (S)
2. DATES OF SERVICE
3. PA FORM
4. CERTIFICATE OF MEDICAL NECESSITY
5. ANY ADDITIONAL CLINICAL INFORMATION

STEP 8: ADD DOCUMENTS

ONLY ADD REQUIRED DOCUMENTATION (TAB 10)

1. PA Request Form
2. Certificate of Medical Necessity
3. MD Orders
4. Clinical Progress Notes

STEP 9: SUBMIT REQUEST

REVIEW AND HIT SUBMIT REQUEST - APPROVAL APPEARS

**Always make note of the Jiva episode number or reference ID number
for easy access in locating the episode**
