



To: AmeriHealth Caritas Louisiana Providers

Date: December 12, 2016

Subject: Increased functionality coming soon to Jiva

Summary: Coming first quarter 2017, providers using Jiva, available through the Navinet provider portal, will be able to submit member information not associated with prior authorizations.

AmeriHealth Caritas Louisiana is working to make Jiva more robust, offering more functionality for our providers. Coming early next year, providers will be able to easily and quickly add member assessments and forms, even if the documents are not related to a prior authorization.

Beginning December 12, 2016, you may notice the placeholder icon in Jiva for this function. AmeriHealth Caritas Louisiana expects this function to become available during the first quarter of 2017.

We will keep you posted on our progress and will notify providers about this new feature as soon as it is available for use.

The screen shots below show where you will find the new icon:

New icon on search results

Last Trans. Date	Episode ID	Member Name	Episode Type	Request Submit Date	Carl Number	Diagnosis	Submitted By	Status	Decision	Reason for Decision	Action
11/09/2016 16:41:55	0197735	Yalove, Orlan	CP	11/09/2016	1011002159	R00 (Dress, unspecified)	Lori Egan	InProcess	Approved	1st Appeal Approval	

New icon on member search results

Jiva Member ID	Member Name	Member DOB	Member ID	Gender	Effective Date	Termination Date	Group Name	Action
12666203	Yalove, Orlan	12/09/1942	T280014		10/01/2015		Essity World	

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’s Provider Services department at 1-888-922-0007 or your Provider Network Management Account Executive.