

June 17, 2021

RE: JIVA application upgrade – additional free webinar demonstrations offered

Dear Provider,

An upgrade to Jiva – our Provider Portal application for prior authorization management – went live on **March 15, 2021**. With this upgrade, the look and feel of the Jiva application has changed, but the functionality to manage inpatient and outpatient prior authorizations has not changed. You will continue to access Jiva through NaviNet as you do today. You must use Internet Explorer in order to access the Jiva Provider Portal.

AmeriHealth Caritas Pennsylvania Community HealthChoices is offering additional 2-hour webinar demonstrations to help familiarize your practice with the upgraded version of Jiva. Additionally, your Account Executive will be able provide your practice with ongoing assistance and a training manual.

Below please find a list of the additional webinar offerings to help familiarize your practice with the upgraded version of Jiva. Sessions are offered in a morning or afternoon format for your convenience and are specific to inpatient and outpatient requests; please choose according to the needs of your practice.

Please review the dates and times offered below, then use the registration link to register for your selection. **Please register at least one day prior to the session you wish to attend.** Once registered, mark your calendars and look for a confirmation email with details on how to join the webinar. Please plan to join us about 10 minutes before the scheduled start time.

AmeriHealth Caritas Pennsylvania			
SESSION TYPE	July 20, 2021	July 21, 2021	July 22, 2021
OUTPATIENT	2 pm to 4 pm EST	9 am to 11 am EST	2 pm to 4 pm EST
INPATIENT	9 am to 11 am EST	2 pm to 4 pm EST	9 am to 11 am EST
TO REGISTER	https://www.surveymonkey.com/r/PAPP		

If you have any questions about this communication, please contact your Hospital Account Executive.