



**AmeriHealth Caritas**  
District of Columbia

**To:** All AmeriHealth Caritas DC Providers

**Date:** May 19, 2016

**Subject: Jiva 5.6 system upgrade**

To improve our operating systems, AmeriHealth Caritas District of Columbia (DC) has upgraded its medical management platform to Jiva 5.6.

Jiva 5.6 requires Internet Explorer 11 (IE11) to operate. The Jiva Provider Portal is accessed through NaviNet using single login functionality. IE11 is also considered optimal for NaviNet, so please update your Web browser at your earliest convenience if you have not already done so.

Due to the Jiva upgrade, all previously entered cases and authorizations will remain valid, but will only be accessible by our internal AmeriHealth Caritas DC staff. Therefore, if you need to extend previously approved prior authorizations or obtain previous case information, please follow these guidelines:

- **Inpatient cases**  
All inpatient cases will remain in the old system and will be followed by our Utilization Management staff until discharge. To extend a previously approved prior authorization, please call 1-888-605-4807 or fax to 202-408-1031.
- **Outpatient**  
Requests will be considered complete in the old system and any request for additional dates of service on an existing authorization will need to have a case started in the new system. You can start a new case in the system by calling AmeriHealth Caritas DC at 1-888-605-4807 **or** by creating a new prior authorization in the upgraded Jiva Provider Portal.

Additionally, for your reference and assistance, our updated Jiva Provider Portal Reference Guide has been posted to our website at [www.amerihealthcaritasdc.com](http://www.amerihealthcaritasdc.com) > **Provider > Resources > JIVA** (located under self-service tools).

### Questions?

If you have questions about this communication, please contact your provider account executive or the Provider Services department at 202-408-2237 or 1-888-656-2383.