

Provider Update

Virginia Premier Provider Update: New Provider Portal and Prior Authorization List Tools Available

Date: December 1, 2019

Summary: Beginning January 1, 2020, Virginia Premier will be using the **Jiva Provider Portal** software to submit authorization requests online. Providers will still access the tool through the Virginia Premier Provider Portal and will be able to submit requests, view authorization status and communicate with Virginia Premier clinical staff through the portal.

Virginia Premier is also enhancing our online **Prior Authorization List** tool to give providers valuable information on authorization guidelines for all Virginia Premier products. This enhancement aligns with our continued aim for operational excellence, and is intended to create administrative efficiency for our providers and improve member care.

Why We Are Making This Change

Earlier this year, Virginia Premier adopted **Jiva**, an industry-leading clinical management software system. Jiva replaces the Clear Coverage portal and includes the Jiva Provider Authorization Portal tool in the suite of services available for our providers. Our goal is to create the most effective tool to manage member care and authorization data, while giving providers a way to request and review authorizations in real time.

What This Means for You

Requesting and reviewing authorizations online is a faster and more efficient than spending time on the phone or with a fax machine. Providers can access the Jiva portal using the same portal login as they had when using Clear Coverage. The procedures and requirements for submitting and reviewing authorizations using Jiva will be familiar.

Please note, authorizations prior to **September 30, 2019**, will not be visible in the Jiva portal. You can obtain this information from Clear Coverage prior to **January 1, 2020**; afterwards, the information will no longer be available in Clear Coverage or in Jiva.

Providers can access the portal for free. A login can be created in a few minutes. Just go to our website – VirginiaPremier.com – click on **For Providers**, then **Medicaid**, and then **Provider Portal**.

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Training Made Easy

We hope the Jiva portal will serve as your one-stop shop for managing authorizations. We offer several methods of training, including provider self-training, virtual training and on-site training.

Please contact your Provider Relations Representative or (804) 968-1529 for more details.

Prior Authorization List (PAL) Tool

Virginia Premier has created a more robust online Prior Authorization List tool. The new PAL tool will create better alignment between our portal functions and our claim payment system, and also provide additional key detail regarding authorization requirements by product, authorization functions managed by vendors and even covered and non-covered service information.

Please note: Virginia Premier's clinical leadership evaluated all authorization requirements currently enforced, and updated requirements for some services to align with industry standards. Providers should refer to the PAL to stay up-to-date on current authorization requirements.

Navigating the PAL

Providers will continue to use the same interface for authorization requests:

www.authorization.virginiapremier.com

Because some authorization services are coordinated by our vendor partners, we are now providing additional information to identify carved-out services. Details can be found in the table on the following page.

Thank You

We appreciate your continued partnership, and hope these tools help you in caring for our members. If you have any questions or concerns, please contact our **Provider Help Line** at (804) 968-1529.

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Reference Grid for PAL Authorization Tool

Below is the authorization requirement key for service codes.

Code	Service
DQ	Authorization managed by DentaQuest (dental)
EPIC	Authorization managed by EPIC (audiological devices)
NIA	Authorization managed by NIA (radiology)
VSP	Authorization managed by VSP (vision)
DC	Discontinued code
N	Authorization not required
NC	Not a covered service
Y	Authorization required