

Entering an IP (Inpatient) Emergency Admission

Purpose:

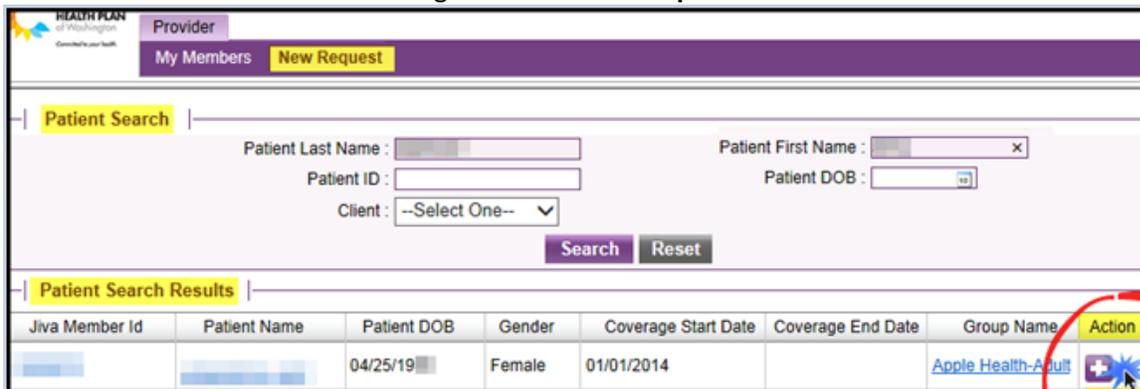
The purpose of this document is to provide step-by-step instructions on how to enter an IP Emergency Admission.

Step-by-Step Instructions

Starting the Request

IP Emergency Admissions are entered by the hospital staff to request services for a member who was admitted into the facility. This document starts with the process after the member's eligibility is verified.

1. Click on the **Action**  icon to navigate to the **Add Request** screen.



The screenshot shows a web interface for patient search. At the top, there are tabs for 'Provider', 'My Members', and 'New Request'. Below this is a 'Patient Search' section with input fields for Patient Last Name, Patient First Name, Patient ID, Patient DOB, and a Client dropdown menu. There are 'Search' and 'Reset' buttons. Below the search section is a 'Patient Search Results' table. The table has columns for Jiva Member Id, Patient Name, Patient DOB, Gender, Coverage Start Date, Coverage End Date, and Group Name. The first row shows a patient with DOB 04/25/19 and Gender Female. The 'Action' column for this row contains a plus icon, which is circled in red in the original image. Below the plus icon is a yellow 'Add Request' button.

Jiva Member Id	Patient Name	Patient DOB	Gender	Coverage Start Date	Coverage End Date	Group Name	Action
		04/25/19	Female	01/01/2014		Apple Health-Adult	 Add Request

2. Click on the **Episode Type** drop down window located in the **Add New Request** section. Click on **Inpatient** then click **Save**.

Add Request	Delete Request	
Member Name :	Member ID :	Jiva Member Id:
Gender : Female	DOB(Age): 11/18/19	Address :
Preferred Phone # :	Elig. Start Date: 04/01/2014	Elig. End Date:
Product Type: -(-)	Employer : Unknown	Client : State Progra
Group Apple Health-Adult		

Add New Request

* Episode Type :

-
-
-
-

- Several windows will auto populate after the **Save** button is clicked. Work the windows in the following order:
 - Episode Class:**
 - Admission
 - Urgency :**
 - Urgent/Expedited
 - Diagnosis#:**
 - Type the ICD-9 Code here

Add New Request

* Episode Type :

* Episode Class :

Time Request :

ICD Code Type : ICD9

* Urgency :

Reason for Request :

* Diagnosis# :

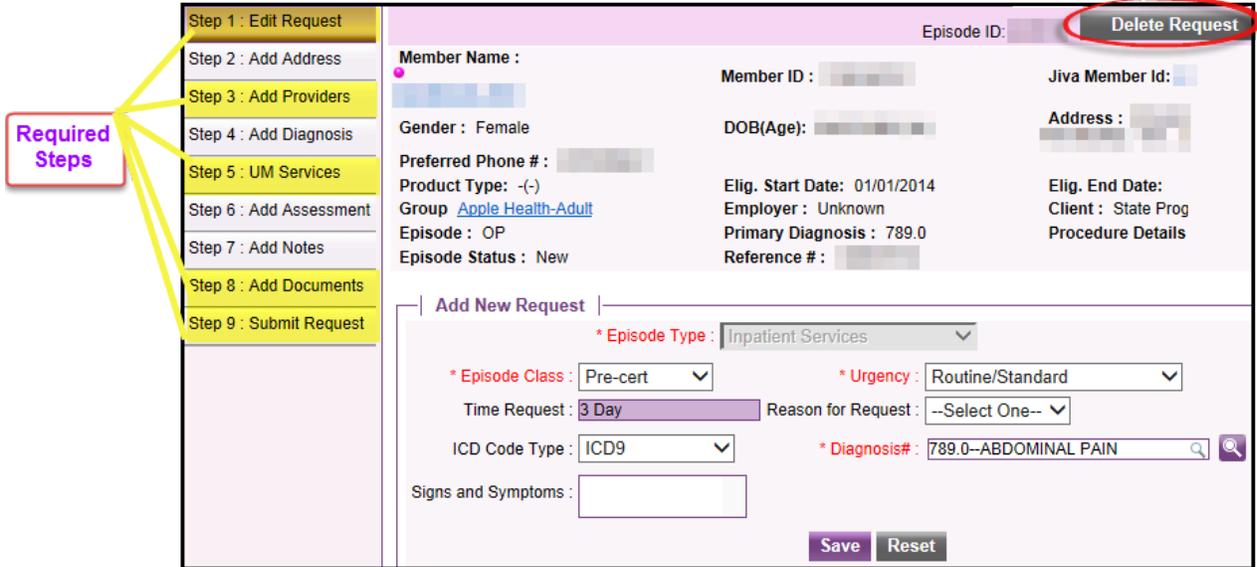
Signs and Symptoms :

-
-
-

Required Steps

Clicking the save button starts the request process. Steps 1 thru 9 are now listed on the left side of the screen. Not all steps are requires to be worked. This section gives step-by-step instructions about each required step along with the required sections to be entered within each step.

Note: If the user clicks the save button then later realizes the request is no longer needed; click the delete request button on the top right corner of the screen.



The screenshot shows a web interface for adding a new request. On the left, a sidebar titled 'Required Steps' lists steps 1 through 9. Step 1, 'Edit Request', is highlighted in yellow. The main form area is titled 'Add New Request' and contains several fields:

- * Episode Type: Inpatient Services (dropdown)
- * Episode Class: Pre-cert (dropdown)
- * Urgency: Routine/Standard (dropdown)
- Time Request: 3 Day (dropdown)
- Reason for Request: --Select One-- (dropdown)
- ICD Code Type: ICD9 (dropdown)
- * Diagnosis#: 789.0--ABDOMINAL PAIN (text input with search icon)
- Signs and Symptoms: (text input)

 At the bottom right of the form are 'Save' and 'Reset' buttons. In the top right corner of the main form area, there is a 'Delete Request' button circled in red. The top of the form displays 'Episode ID:' followed by a blurred value. Member information is also visible, including Member Name, Member ID, Gender (Female), and DOB(Age).

Required steps:

- **Step 1: Edit Request**
 - This is the same information that's populated under **Add New Request**.
- **Step 3: Add Providers**
 - Admitting Facility:
 - Name of the facility the patient is having the services. (PCP)
 - Admitting Physician:
 - Provider who is admitting the member to the facility. (Specialist)
- **Step 5: UM Services**
 - Adding the service type (CPT/HCPCS codes)
- **Step 8: Add Documents**
 - Upload clinical chart notes, labs, x-rays, or any pertinent information to show medical necessity.
- **Step 9: Submit Request**
 - The request will not process if step 9 is not complete.

Entering Appropriate Fields

Step 1: Edit Request:

This step allows the user to edit three sections of the **Add New Request: Episode Class, Urgency, and Diagnosis**. Clicking the widget on dropdown windows will allow the user to edit what was previously entered.

Step 3: Add Providers:

1. Click **Step 3: Add Provider** then click **Attach New**.

Step 1 : Edit Request	Episode ID: [REDACTED] Delete Request	
Step 2 : Add Address	Member Name : [REDACTED]	
Step 3 : Add Providers	Member ID : [REDACTED]	Jiva Member Id: [REDACTED]
Step 4 : Add Diagnosis	Gender : Female	DOB(Age): 04/25/19[REDACTED] Address : [REDACTED]
Step 5 : UM Services	Preferred Phone # : [REDACTED]	Elig. Start Date: 01/01/2014 Elig. End Date:
Step 6 : Add Assessment	Product Type: -(-)	Employer : Unknown Client : State Programs
Step 7 : Add Notes	Group Apple Health-Adult	Primary Diagnosis : 789.0 Procedure Details :
Step 8 : Add Documents	Episode : OP Referral	Reference # : [REDACTED]
Step 9 : Submit Request	Episode Status : New	
	Providers	
	no providers attached to this episode	
	Attach New	

2. Click in the **Provider Last Name** section to add the facility, group, or the specialist last name the member is being referred to then click **Search** to attach the treating and/or requesting provider.
3. Scroll down to **Search Results**. Click the dropdown window of **Provider Network** and **Provider Role** to select the network and role of the admitting facility or admitting physician.
 - **Provider Network:**
 - In-network
 - Preferred
 - Unknown
 - Out-of-Network
 - **Provider Role:**
 - Admitting Facility
 - Admitting Physician

Attach Provider

Provider Type : --Select One--

Provider Last Name : st joseph medical center Provider First Name :

Specialty : --Select One--

NPIN(National Provider Identification Number) : Provider ID :

Network : --Select One-- State : --Select One--

Tax ID : County :

Zip :

City : Provider Phone :

Search Results

Provider Name	Service Location	Type	Specialty	Tax ID	County	In Network?	Provider Network	Provider Role	Actions
<u>ST JOSEPH MEDICAL CENTER</u>	2200 E WASHINGTON	HOSPITAL	HOSPITAL			N	In Network	--Select One--	

In Network
Preferred Provider
Unknown
Out of Network

--Select One--
Admitting Facility
Admitting Physician

4. Click the **Attach New** button within the **Providers** section to add the second provider role; admitting facility or admitting physician to the episode.

Providers

Name	Service Location	Provider Type	Provider Role	Network Status	Specialty	Fax	Notes	Actions
ST JOSEPH MEDICAL CENTER	1717 S J ST TACOMA, WA -	HOSPITAL	Admitting Facility	In Network	HOSPITAL			

5. Follow step 2 above to add the other provider role. E.g. If the first choice for the provider role is **Admitting Facility** then the next provider role entered would be **Admitting Physician**.
- **Note:** There is not a specific order the provider role has to be entered. No more than two roles are allowed to be attached to the episode at any given time; one admitting facility the other admitting physician.

Provider Type: --Select One--

Provider Last Name: **harris** Provider First Name: **a**

Specialty: --Select One--

NPIN(National Provider Identification Number): Provider ID: State: --Select One--

Network: --Select One-- County: Tax ID: City: Provider Phone: Zip:

Search **Cancel**

Search Results

Provider Name	Service Location	Type	Specialty	Tax ID	County	In Network?	Provider Network	Provider Role	Actions
HARRIS, A , B	900 S AUBURN ST KENNEWICK, WA - 993365621 USA Phone: 5095866111 Fax: N/A	PHYSICIAN	EMERGENCY MEDICINE	910595030	BENTO	N	In Network	Admitting Physician	

- Attached will show the two provider roles entered. The message **Provider added successfully** will appear at the top of the screen.

Provider added successfully. [Dismiss this message](#)

Name	Service Location	Provider Type	Provider Role	Network Status	Specialty	Fax	Notes	Actions
ST JOSEPH MEDICAL CENTER		HOSPITAL	Admitting Facility	In Network	HOSPITAL			
HARRIS, A , B		PHYSICIAN	Admitting Physician	In Network	EMERGENCY MEDICINE			

Attach New

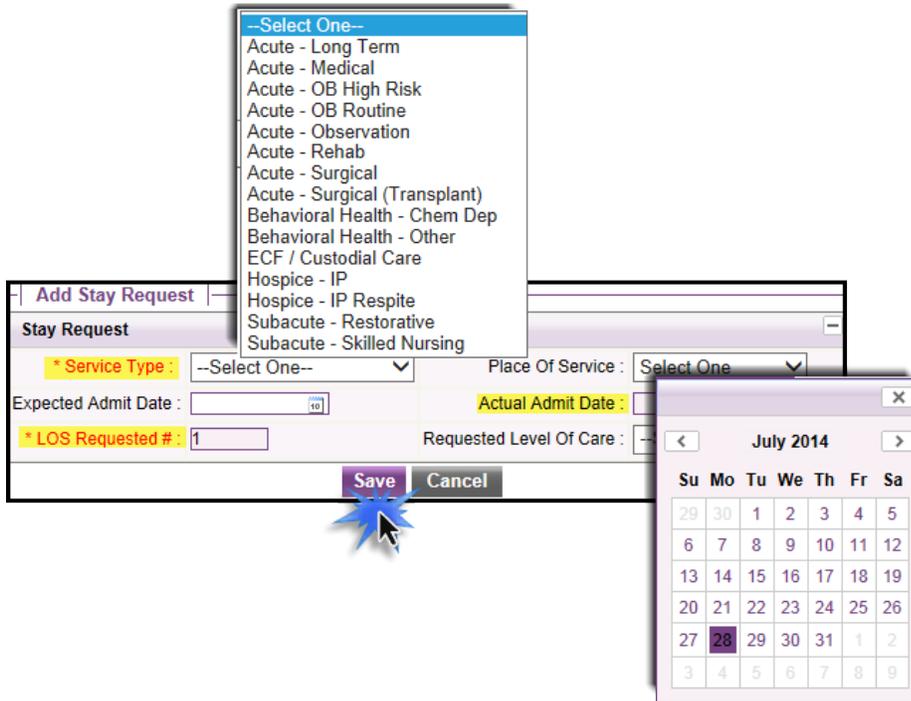
Step 5: UM Services:

- Click **Step 5: UM Services** then click **Add Stay**; located in the **Stay Request** section.

Step 1 : Edit Request	Episode ID: [redacted] Delete Request
Step 2 : Add Address	Member Name : [redacted]
Step 3 : Add Providers	Member ID : [redacted] Jiva Member Id: [redacted]
Step 4 : Add Diagnosis	Gender : Female DOB(Age): 02/21/19[redacted] Address : [redacted]
Step 5 : UM Services	Preferred Phone # : [redacted]
Step 6 : Add Assessment	Product Type: -(-) Elig. Start Date: 10/01/2013 Elig. End Date:
Step 7 : Add Notes	Group Apple Health-Family Employer : Unknown Client : State Progr
Step 8 : Add Documents	Episode : IP Primary Diagnosis : 789.0 Procedure Details :
Step 9 : Submit Request	Episode Status : New Reference # : [redacted]
	Stay Request No Stay Request has been added Add Stay
	Service Request No services are added. Add Service

2. Complete the following within the **Add Stay Request** section:

- **Service Type:**
 - Select the services that will be performed
- **Expected Admit Date:**
 - Add the date the member was admitted
- **LOS Requested #:**
 - Add the number of days the member is expected to stay in the facility



Add Stay Request

Stay Request

* Service Type : --Select One-- Place Of Service : Select One

Expected Admit Date : Actual Admit Date :

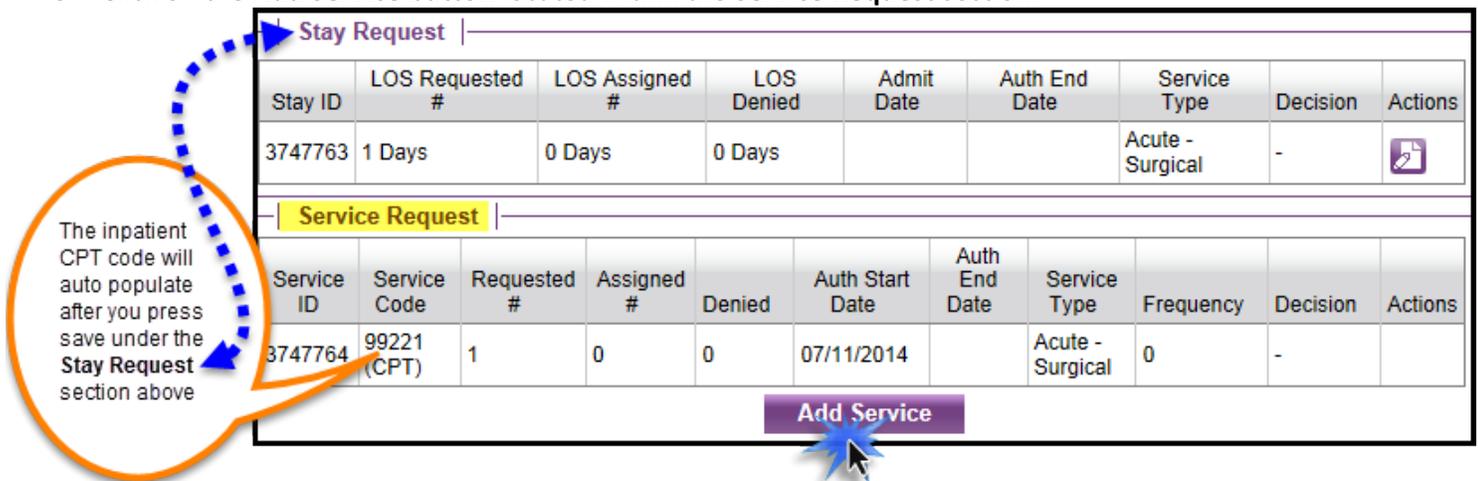
* LOS Requested # : 1 Requested Level Of Care :

Save Cancel

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Su	Mo	Tu	We	Th	Fr	Sa
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

3. Click on the **Add Service** button located within the **Service Request** section.



The inpatient CPT code will auto populate after you press save under the **Stay Request** section above

Stay ID	LOS Requested #	LOS Assigned #	LOS Denied	Admit Date	Auth End Date	Service Type	Decision	Actions
3747763	1 Days	0 Days	0 Days			Acute - Surgical	-	

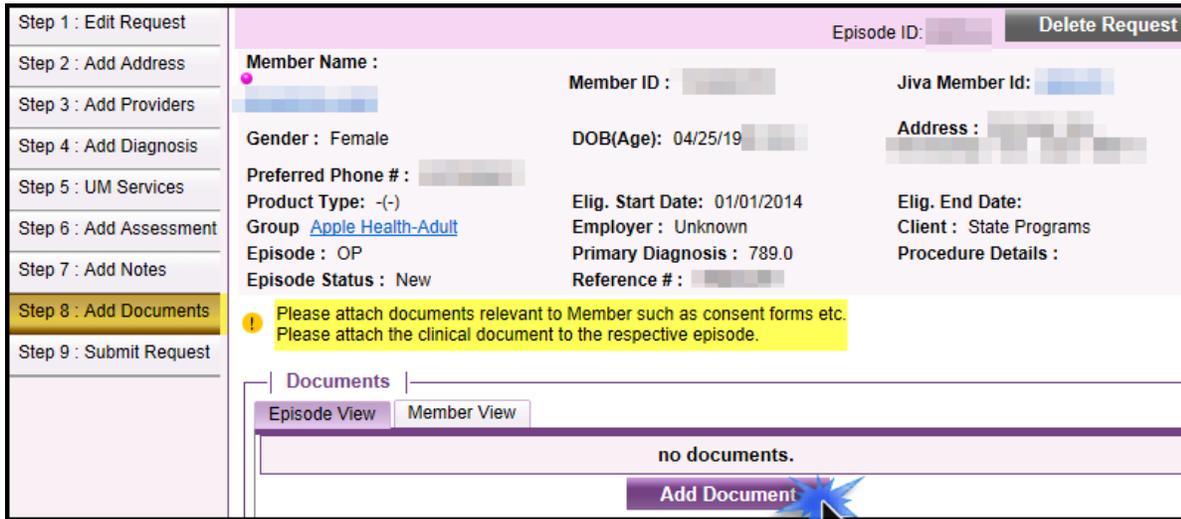
Service Request

Service ID	Service Code	Requested #	Assigned #	Denied	Auth Start Date	Auth End Date	Service Type	Frequency	Decision	Actions
3747764	99221 (CPT)	1	0	0	07/11/2014		Acute - Surgical	0	-	

Add Service

Step 8: Add Documents:

1. Click on **Step 8: Add Documents** then click the **Add Documents** button.



Step 1 : Edit Request

Step 2 : Add Address

Step 3 : Add Providers

Step 4 : Add Diagnosis

Step 5 : UM Services

Step 6 : Add Assessment

Step 7 : Add Notes

Step 8 : Add Documents

Step 9 : Submit Request

Episode ID: [redacted] **Delete Request**

Member Name : [redacted] **Member ID :** [redacted] **Jiva Member Id:** [redacted]

Gender : Female **DOB(Age):** 04/25/19 [redacted] **Address :** [redacted]

Preferred Phone # : [redacted] **Elig. Start Date:** 01/01/2014 **Elig. End Date:**

Product Type: (-) **Employer :** Unknown **Client :** State Programs

Group [Apple Health-Adult](#) **Primary Diagnosis :** 789.0 **Procedure Details :**

Episode : OP **Reference # :** [redacted]

Episode Status : New

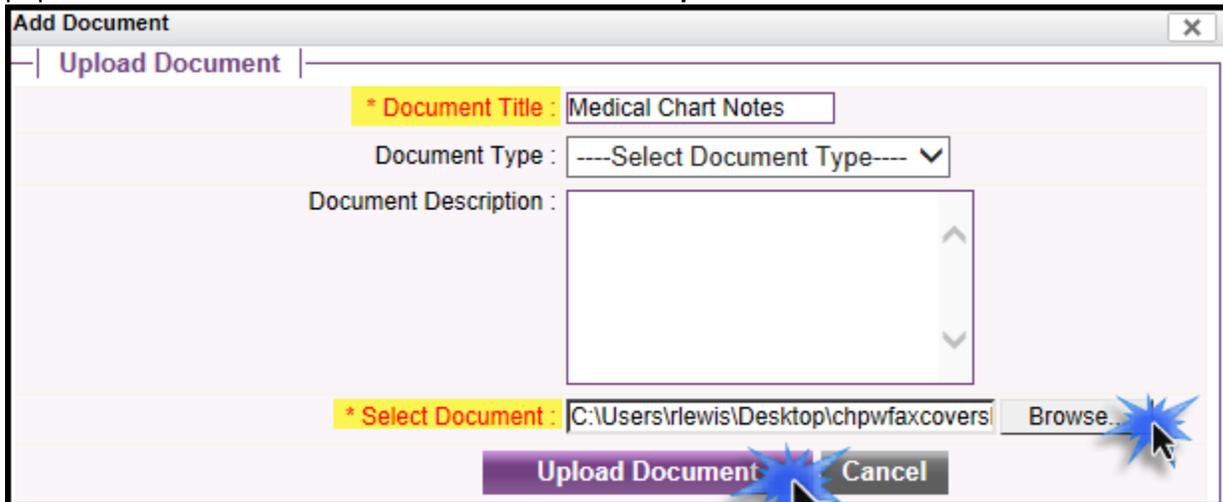
Please attach documents relevant to Member such as consent forms etc. Please attach the clinical document to the respective episode.

Documents | Episode View | Member View

no documents.

Add Document

-
-
- 2. Type the title of the document within the **Document Title** section. The title will be whatever makes sense of what will be attached. Click on **Browse...** to find the document that will be uploaded. The document will populate in the **Select Document** section then click **Upload Document**.



Add Document [X]

Upload Document

*** Document Title :** Medical Chart Notes

Document Type : ----Select Document Type----

Document Description :

*** Select Document :** C:\Users\rlewis\Desktop\chpwoffaxcovers **Browse...**

Upload Document **Cancel**

-
- The message **Document uploaded successfully** will appear within the **Documents** section of **Step 8: Add Documents**.

Step 9: Submit Request:

1. Click on **Step 9: Submit Request**, then click the **Submit Request** button.

Step 1 : Edit Request	Episode ID: [REDACTED] Delete Request	
Step 2 : Add Address	Member Name : [REDACTED]	Member ID : [REDACTED] Jiva Member Id: [REDACTED]
Step 3 : Add Providers	Gender : Female	DOB(Age): 04/25/19[REDACTED] Address : [REDACTED]
Step 4 : Add Diagnosis	Preferred Phone # : [REDACTED]	Elig. Start Date: 01/01/2014 Elig. End Date:
Step 5 : UM Services	Product Type: -(-)	Employer : Unknown Client : State Programs
Step 6 : Add Assessment	Group Apple Health-Adult	Primary Diagnosis : 789.0 Procedure Details :
Step 7 : Add Notes	Episode : OP Referral	Reference # : [REDACTED]
Step 8 : Add Documents	Episode Status : New	
Step 9 : Submit Request	Submit Request	View Abstract

- 2. Click **OK** to complete the submission.

