



Create® Provider Portal: Prior Authorization Submission Instructions

June 2025

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Log into the Create® Portal

Visit www.mycreatehealth.com/secure/provider/login. Enter your username and password, then click "Log In."



WE MAKE IT EASIER FOR YOU TO BUILD A STRONG BRIDGE BETWEEN YOU AND THE PEOPLE YOU SERVE EVERY DAY

Username:

Password:

LOG IN [FORGOT USERNAME?](#) [FORGOT PASSWORD?](#)

Have an existing MagnaCare account? If so, you may login using your same credentials.

Don't have an account?

GET STARTED BELOW, OR [READ OUR HOW-TO](#) WITH INSTRUCTIONS ON HOW TO GET STARTED.

REGISTER **PIN ACTIVATION**



[Provider Locator](#)



[How to submit a claim](#)



[Administrative Guidelines](#)



[FAQ's](#)

Purchase [discounted malpractice insurance](#) through our agreement with MLMIC Insurance Company.

Create a New Authorization Request

Navigate to the "**Pre-Certification**" tab on the menu on the left.

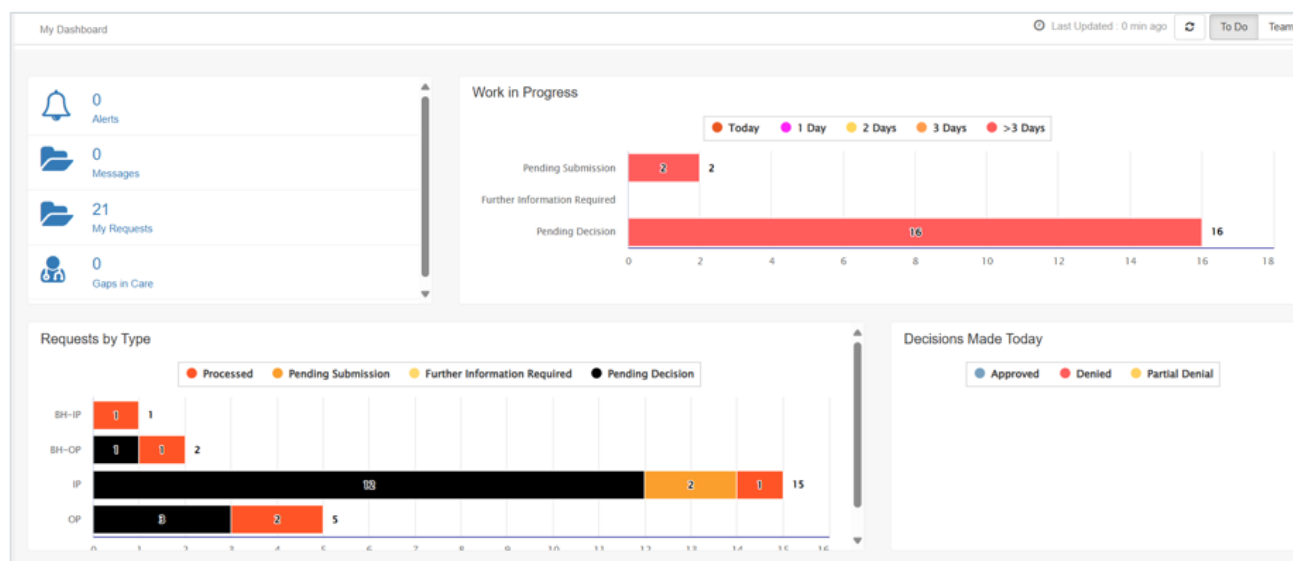
Select "**New Precert**" in the top right corner.

The screenshot shows the 'Pre-Certification' tab selected in the left-hand menu. The main area is titled 'Search Pre-certifications' and includes a 'NEW PRECERT' button in the top right. Search filters include Case #, Member ID, Type (dropdown), and Provider TIN (dropdown). Below these are fields for Case Effective Date, Case Thru Date, Patient First Name, and Patient Last Name. At the bottom are 'FILTER PRE-CERTS' and 'RESET' buttons.

The pop-up below will display. Select your TIN, then press "**Continue**."

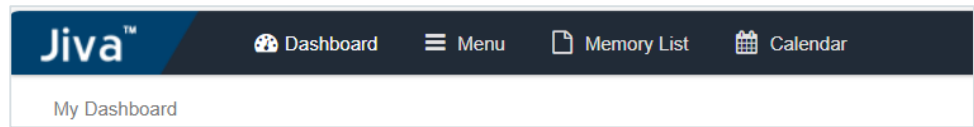
The pop-up dialog is titled 'YOU ARE ABOUT TO LEAVE MYCREATEHEALTH.COM'. It contains a warning message: 'By clicking the "continue" below, you acknowledge that you are leaving the MyCreateHealth website or app and will be redirected to a third-party website used by Create® Technology.' Below the message is a 'Select Provider TIN:' dropdown menu with '999999999' selected. To the right of the dropdown are 'CONTINUE' and 'STAY' buttons.

A new window will open and route you to the JIVA dashboard. At first, your Dashboard will not show any active cases — you will need to enter your cases in order to see them here. Once you've added your cases, you will see a list of case submissions and what stage they are in.

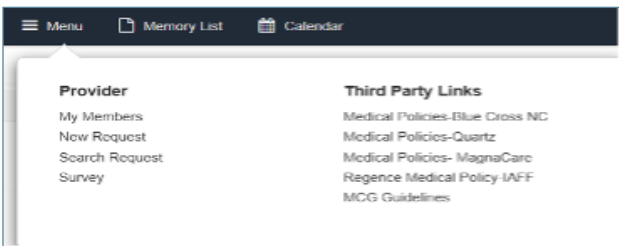


Dashboard Overview

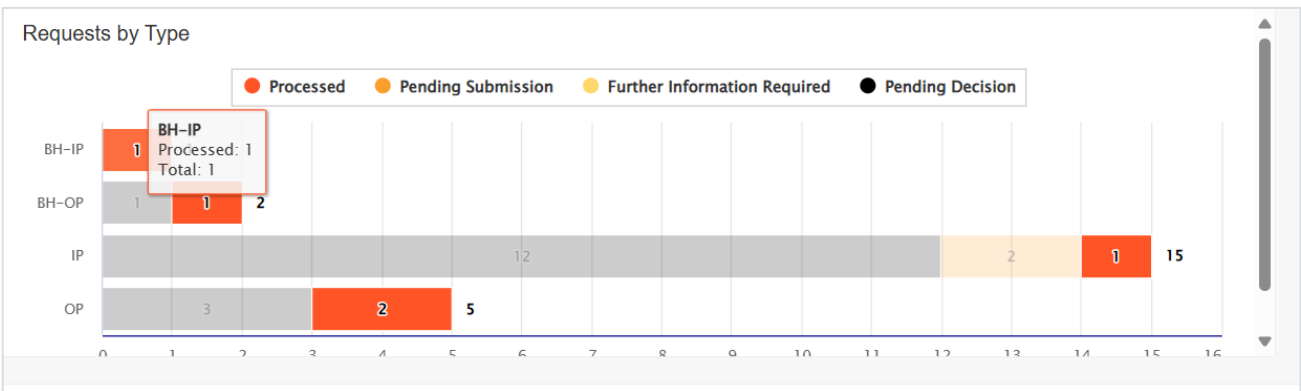
Clicking "**Dashboard**" on the navigation bar at the top of the page will always bring you to the main screen.



Click "**Menu**" to see your members, create a new auth request, search for previous requests and review the medical policies and MCG guidelines used in clinical decision-making.



The **Memory List** will allow you to see your last 10 cases. To view any cases in a set status bar, you can choose to hover your cursor over the bars and then click on a given area to be taken to those cases.

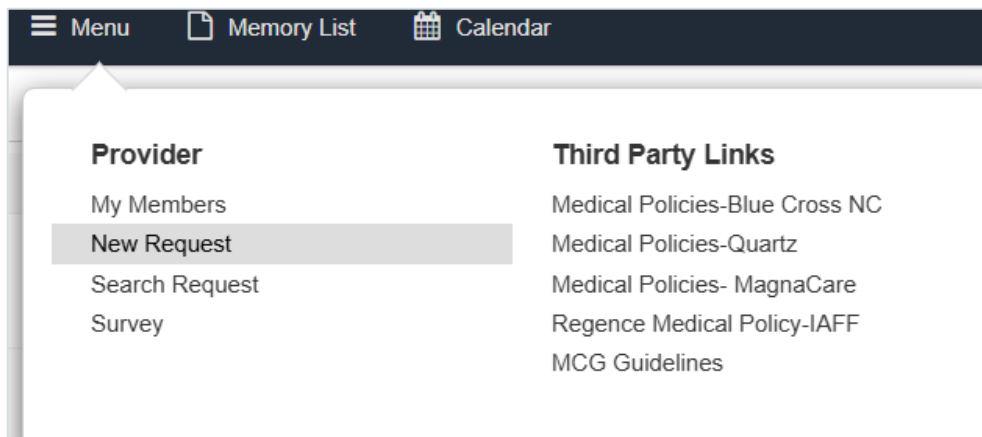


If you click on one of the status bars, this is what the view will look like:

Me		My Team											
Requests by Type												Quick Links ▾	
Behavioral Health Inpatient ▾		Processed ▾		Date Range ▾		Filter by Date		03/22/2025		05/21/2025			
Episode Type	Cert Number	Episode ID	Member Name	Admit/Start Date	Diagnosis	Procedure	Provider			Created By	Submitted By		

Create a New Case

1. Go to the navigation bar on your dashboard, select “**Menu**” and then select “**New Request.**”



2. Enter the Member ID and select “**Search.**” (Note: * denotes a required field)

3. The information bar will populate with the member information below:

Jiva Member ID	Member Name	Member Date of Birth	Gender	Subscriber ID	Coverage Start Date	Coverage End Date	Group ID	Insurance Type	Is Primary	Action
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4. Under “**Action**,” select the dropdown and choose the case type you are requesting:

5. This will take you to the beginning of your authorization. (Note: * denotes a required field.)

Episode Details

Request Type * --Select One--

Request Priority * --Select One--

Admit Type --Select One--

Time Request

Reason for Request * --Select One--

Diagnosis

Code Type * ICD10

Diagnosis *

[Advanced Search](#)

Stay Request

Service Type * --Select One--

Expected Admit Date

Place of Service --Select One--

Actual Admit Date

[Optional Fields](#)

Service Request

You may add in the codes if you have them, or select “**Advanced Search**” for the ability to utilize keyword searching as seen below. Select the + sign next to the code you wish to select and it will move to the bottom of the screen. Continue this process to add additional secondary/tertiary diagnoses as desired.

Diagnosis Advanced Search

For a defined search please enter the first 3 letters of diagnosis in the 'Description' field.

Diagnosis Code Type ICD10

Diagnosis Code Illness unspecified

Description

Search Results

	Diagnosis Code Type	Diagnosis Code	Description
+	ICD10	R69	Illness, unspecified

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Selected Diagnosis List

	Diagnosis Code Type	Diagnosis Code	Description
x	ICD10	R69	Illness, unspecified

6. Select the stay request type applicable to the patient. Complete the subsequent field for customer service requests, as applicable for outpatient requests.

Request

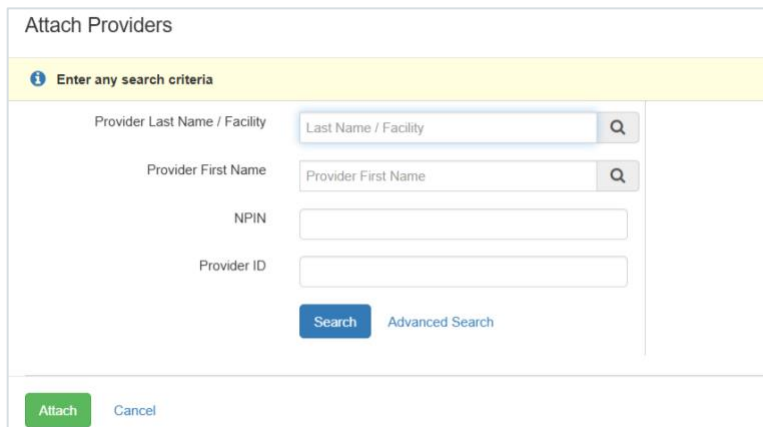
code Type *

Medical

Request Type *

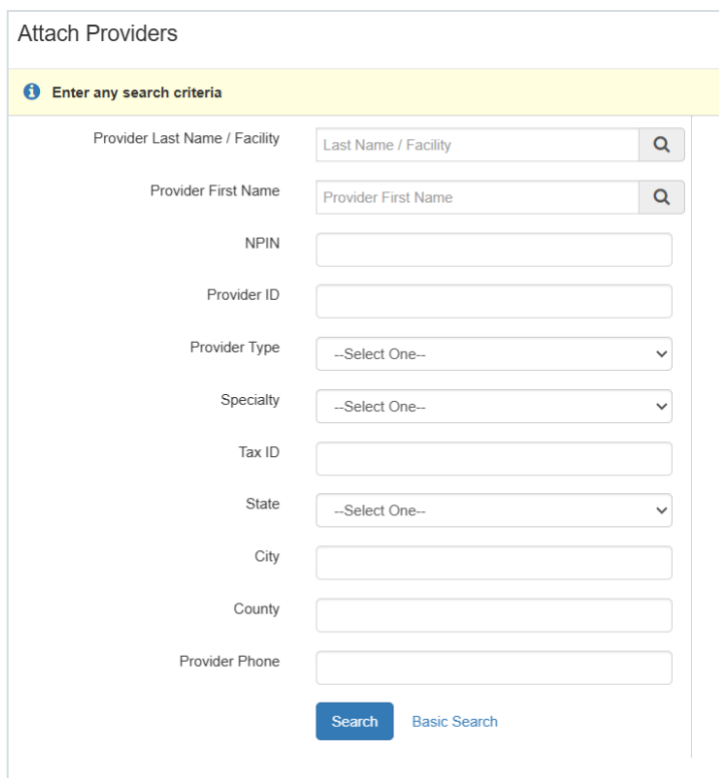
Under Provider Details:

Select "**Attach Providers**," which will bring you to a pop-up screen.



The "Attach Providers" form in its basic search view. It features a yellow header bar with the text "Enter any search criteria" and an information icon. Below this, there are four input fields: "Provider Last Name / Facility" (containing "Last Name / Facility"), "Provider First Name" (containing "Provider First Name"), "NPIN", and "Provider ID". Each of the first two fields has a magnifying glass icon to its right. At the bottom of the form area are two buttons: "Search" and "Advanced Search". At the very bottom of the pop-up are two buttons: "Attach" and "Cancel".

Add your information and select "**Search**." "**Advanced Search**" will expand the ways to find your provider listing.



The "Attach Providers" form in its advanced search view. It has the same yellow header bar as the basic view. Below the header, there are more input fields: "Provider Last Name / Facility" (with "Last Name / Facility" and a magnifying glass icon), "Provider First Name" (with "Provider First Name" and a magnifying glass icon), "NPIN", "Provider ID", "Provider Type" (a dropdown menu showing "--Select One--"), "Specialty" (a dropdown menu showing "--Select One--"), "Tax ID", "State" (a dropdown menu showing "--Select One--"), "City", "County", and "Provider Phone". At the bottom of the form area are two buttons: "Search" and "Basic Search".

Attach Providers ?

Enter any search criteria

Provider Last Name / Facility Q

Provider First Name Q

NPIN

Provider ID

Provider Type

Specialty

Tax ID

State

City

County

Provider Phone

Search Basic Search

Search Results

	Provider ID	Provider Name	Location	Type	Provider Role	Specialty	In Netw
⚙	[Provider ID]	[Provider Name]	[Address] [Phone Number] [Fax Number]	Hospital/Facility	Reque	HOSPITAL, ACUTE	Y
⚙	[Provider ID]	[Provider Name]	[Address] [Phone Number] [Fax Number]	Hospital/Facility	Reque	HOSPITAL, ACUTE	Y
⚙	[Provider ID]	[Provider Name]	[Address] [Phone Number] [Fax Number]	Hospital/Facility	Reque	HOSPITAL, ACUTE	Y

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You will see providers populate to the right of your screen. Select the cog wheel to the left of the information and chose single or multiple attachments pending the provider role this individual/facility has. Note: A Requesting, Servicing and Facility provider are required for all services. If any are the same for multiple roles, please select the same provider and update the provider role. Then select “**Attach.**”

You will route back to your authorization to complete the documents portion. Clinical is required for all submissions.

Label the title of the document you're submitting. For example, document titles could include Clinical, H&P, Operative Report, Lab Report or Imaging Report.

Document Date/Received Time will default to current date/time.

Select the documents to upload from your local machine by selecting “**Browse.**”

Provider Role
Requesting ▼
Servicing ▼
Facility ▼

7. Complete the notes portion. If you have additional notes for the clinical team:
 - a. Note Type: Defaults to Web Note.
 - b. Encounter Date/Time will automatically default to current date/time.

Documents

Document Title *

Clinical J. Smith

Document Received Date

MM/DD/YYYY

Document Received Time

11

01

Select Document

Browse

Clinical ABC.docx

Document Type

Clinical

Document Description

8. Complete your request by selecting **“Submit.”** You will see a case summary displayed. For a more in depth view, select **“Episode Abstract.”**

Request Details

Episode Abstract

Expected Decision Date : MM/DD/YYYY

Authorization Type : IP

Episode Number : 12345

Episode Status : OpenRequest

Cert Number : 000012345

Stay Request

Stay ID	LOS Requested#	LOS Assigned#	LOS Denied	Auth Start Date	Auth End Date	Service Type	Decision
01234	1	0	0	MM/DD/YYYY	MM/DD/YYYY	Medical	

Authorization Details

No Services Added

Episode Abstract

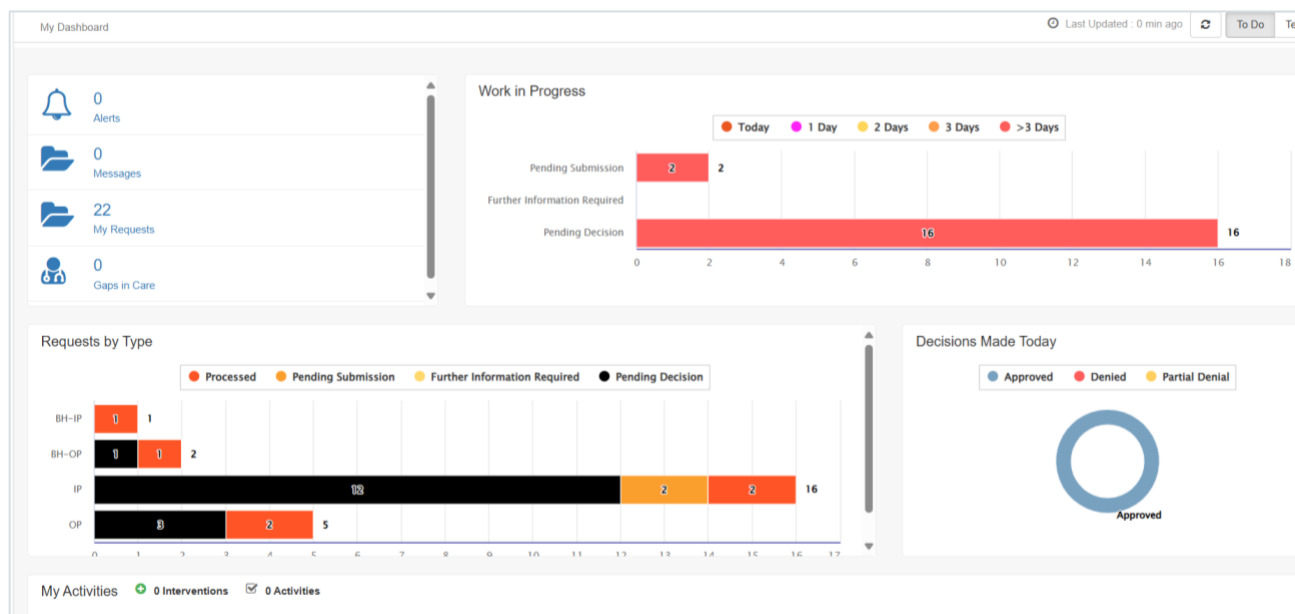
To return to the main page, use the **“Dashboard”** button in the top navigation bar. You may now search your case from the main screen or select it in one of the widget bars.

View Correspondence

To see your correspondence when additional information is requested, or your determination letter is completed, start from your Dashboard.

There are 3 ways to navigate to view your correspondence:

1. Select the **"My Requests"** folder from the top left corner of your Dashboard.
2. Select the circle from the bottom right hand of your screen labeled **"Decisions Made Today."**
3. Under **"Requests by Type,"** choose the orange line that corresponds to **"Processed"** under the case type on the bottom left of your screen.



Following selection of your case, you will see this screen:

Decisions Made										Quick Links
All	Approved	Today	Filter by Date		05/21/2025		05/21/2025			
Episode Type	Cert Number	Episode ID	Member Name	Admit/Start Date	Diagnosis	Procedure	Provider	Created By	Submitted By	

If there is more than one case submission listed, navigate to the appropriate case and select the cog wheel to the far left of the Member's case. Select **"Open."**



You will see the case overview open.

StatusOpenRequestPrimary DxAssigned ToHoldAssigned ReviewerCert Number000123456

This Episode is currently being worked on by other user. Edit access to this Episode is restricted

Immediate Due Date

Stay RequestDischarge

	Place of Service	Due Date	Decision	Reason for Decision	Auth Start Date
☐	Initial	MM/DD/YYYY HHMM	Approved	Medically Necessary	MM/DD/YYYY

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Service RequestNo Service added

NoteView Episode Notes

Diagnosis

Actions	Primary Dx	Code Type	Diagnosis
	★	ICD10	R99-Illness, unspecified

Documents

Episodes View

Name	Type	Document Received	Date Added	Added	Description
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In the top right of your screen, select the orange “hamburger” box. You will see the “**Episode View – Correspondence**” tab. Select this link and download the PDF letter for your case decision. Note: This will also be sent to the fax number provided for the case.

Stay/Service SummaryWorkflow

Member ViewDiagnostics Data

Episode ViewCorrespondence