Create® Provider Portal: Prior Authorization Submission Instructions

June 2025

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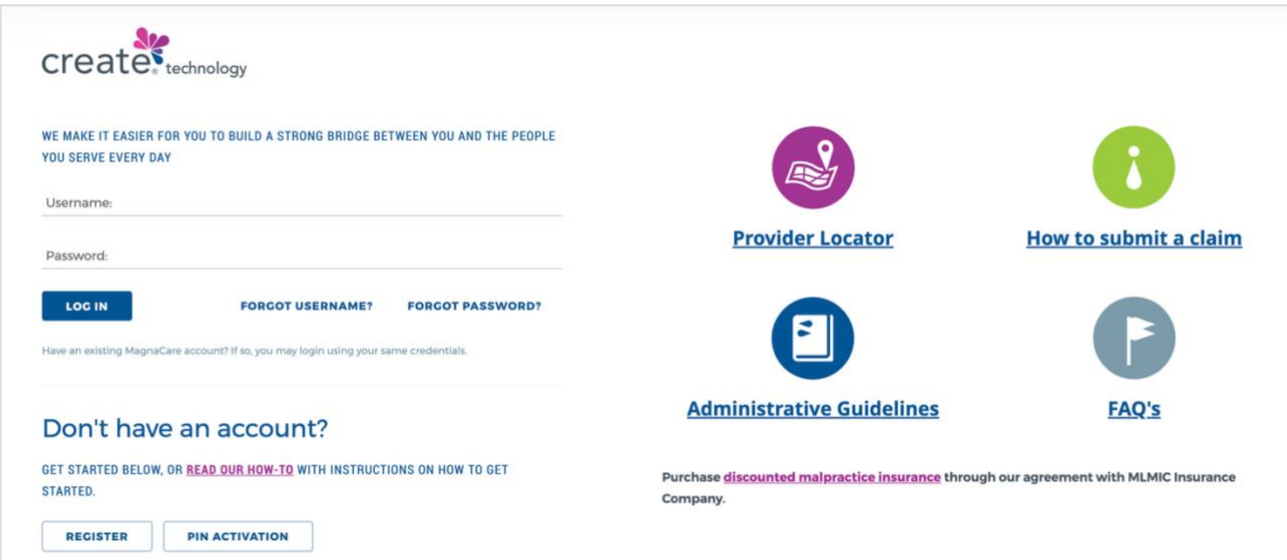
Log into the Create® Portal

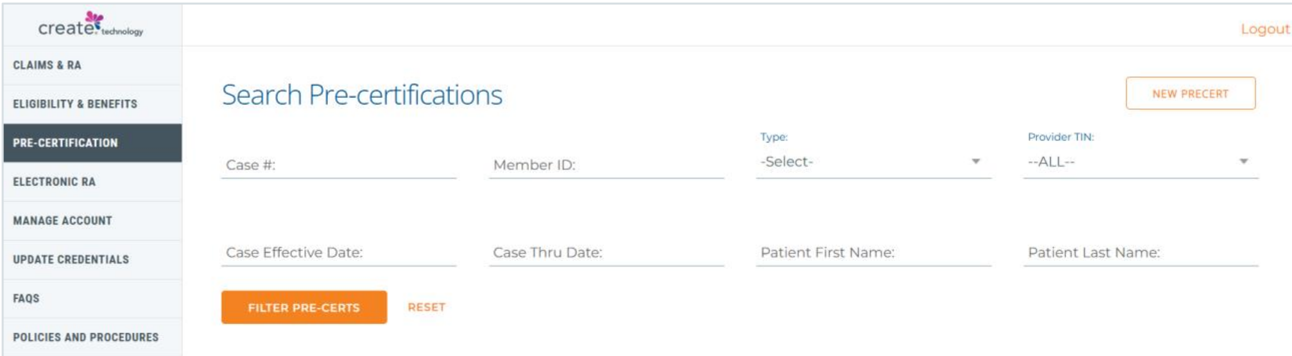
Visit **www.mycreatehealth.com/secure/provider/login**. Enter your username and password, then click "**Log In**."



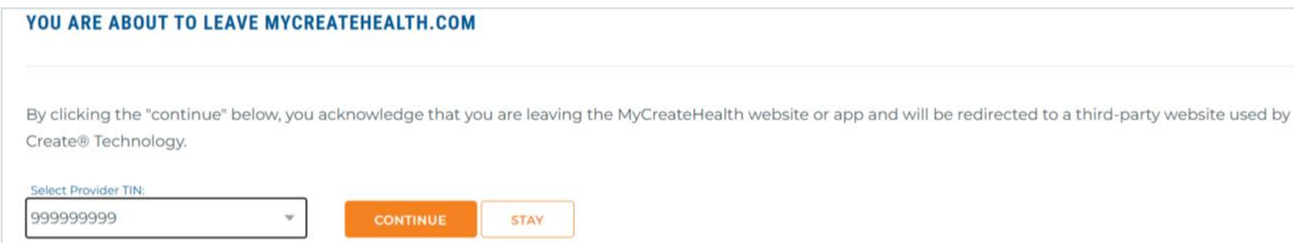
Create a New Authorization Request

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

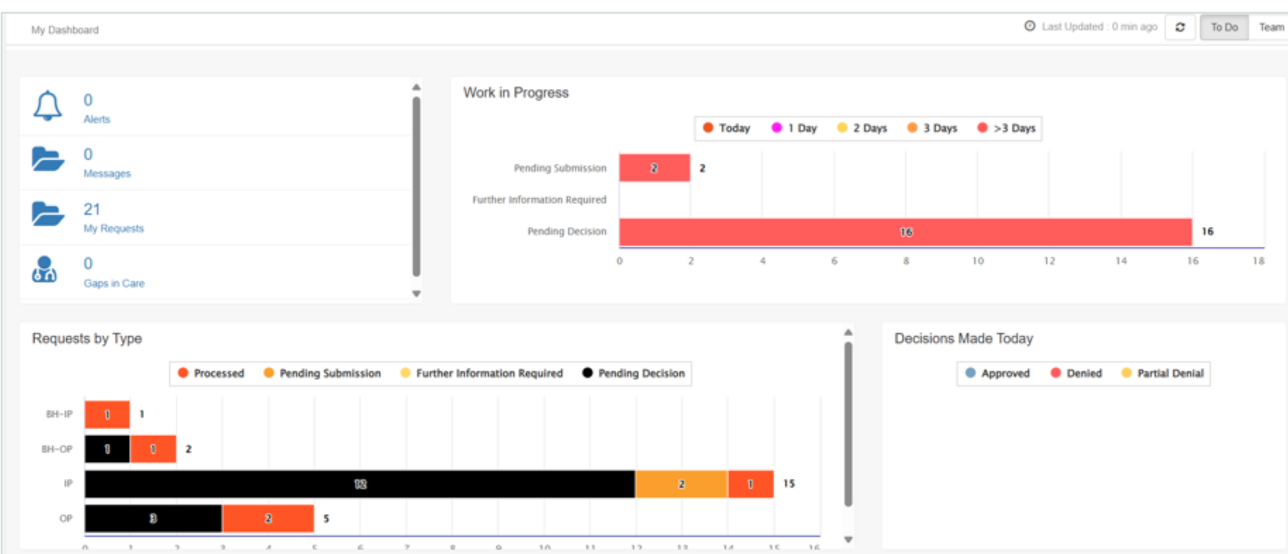
Select "**New Precert**" in the top right corner.



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

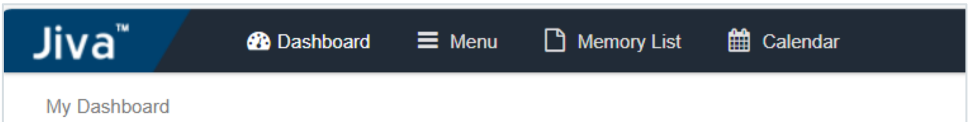


A new window will open and route you to the JIVA dashboard. At first, your Dashboard will not show any active cases — you will need to enter your cases in order to see them here. Once you've added your cases, you will see a list of case submissions and what stage they are in.



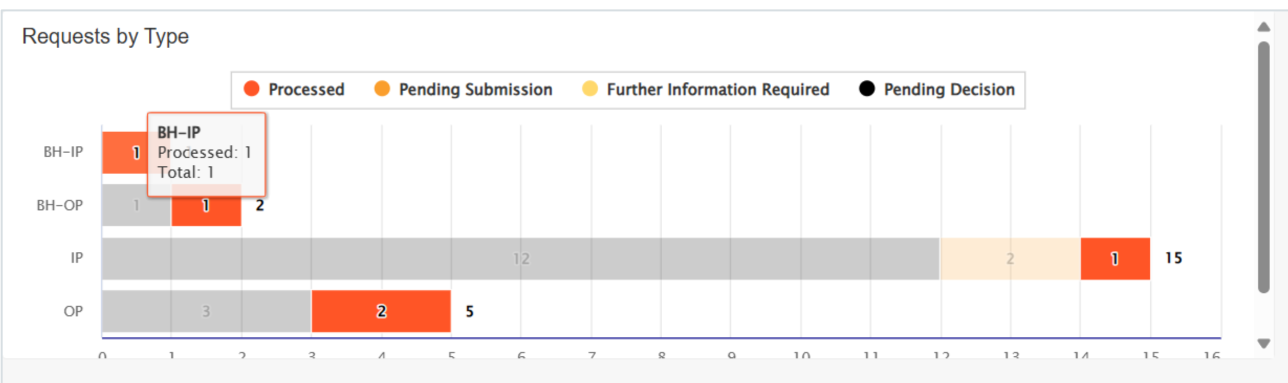
Dashboard Overview

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

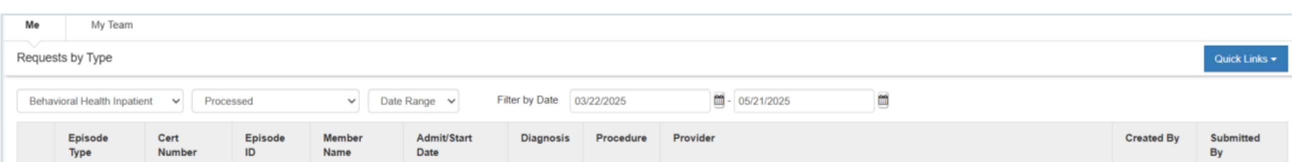


Click "**Menu**" to see your members, create a new auth request, search for previous requests and review the medical policies and MCG guidelines used in clinical decision-making.

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.

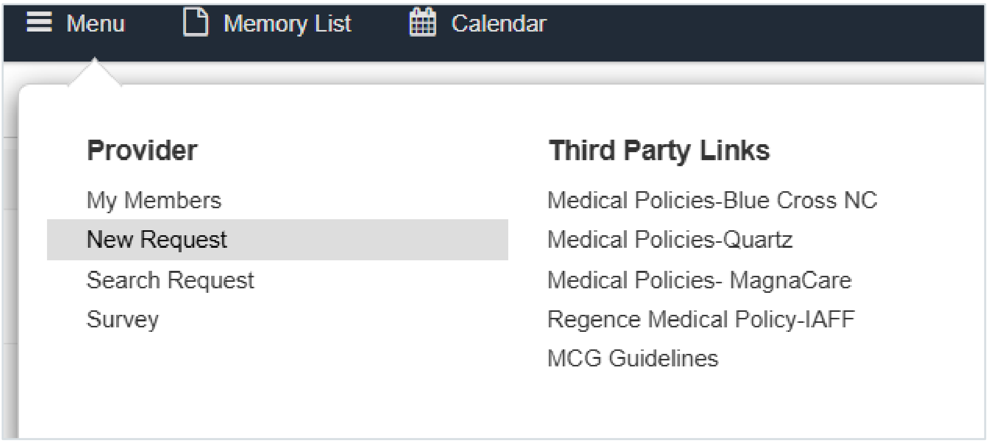


If you click on one of the status bars, this is what the view will look like:

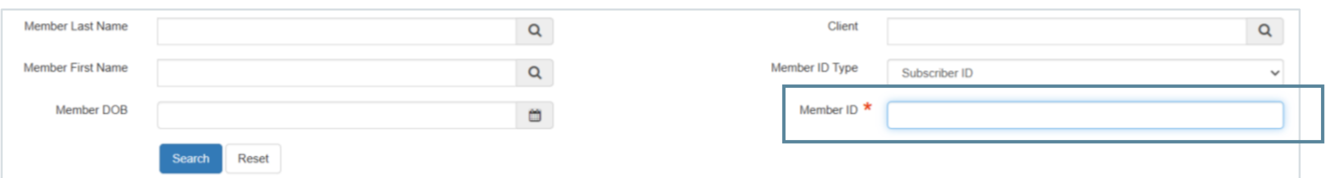


Create a New Case

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

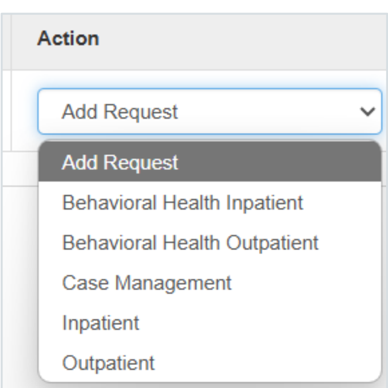


2. Enter the Member ID and select "**Search**." (Note: * denotes a required field)

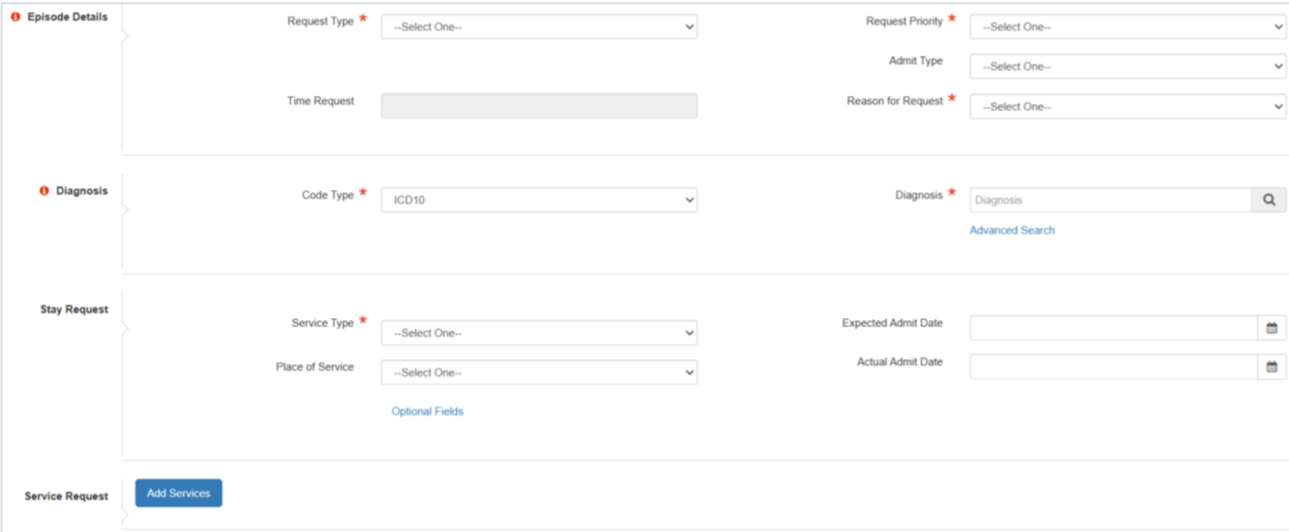


3. The information bar will populate with the member information below:

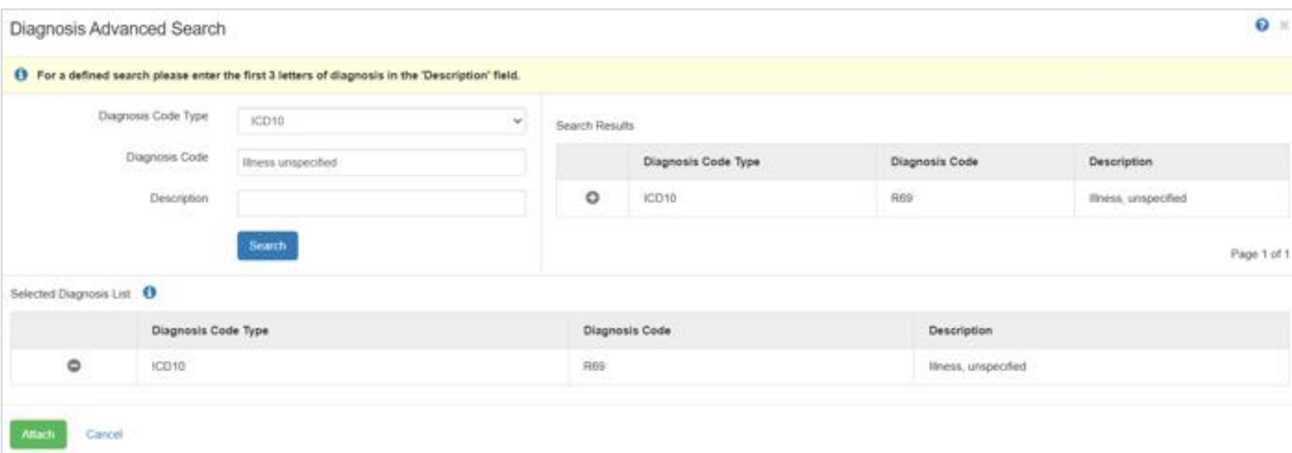
4. Under "**Action**," select the dropdown and choose the case type you are requesting:



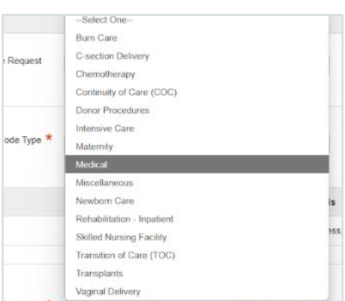
5. This will take you to the beginning of your authorization. (Note: * denotes a required field.)



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.

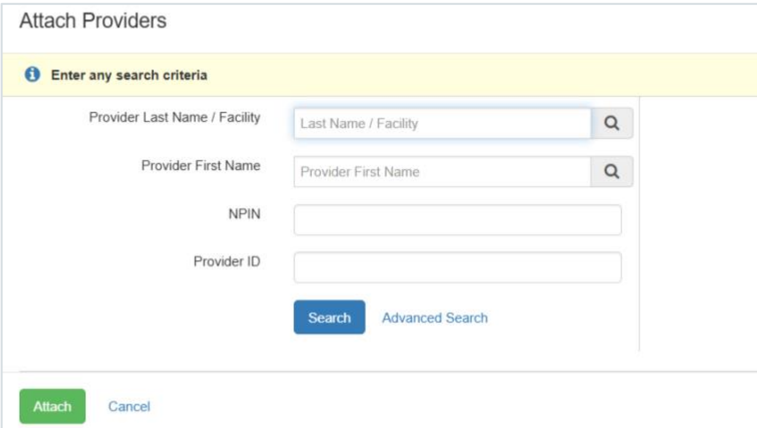


6. Select the stay request type applicable to the patient. Complete the subsequent field for customer service requests, as applicable for outpatient requests.

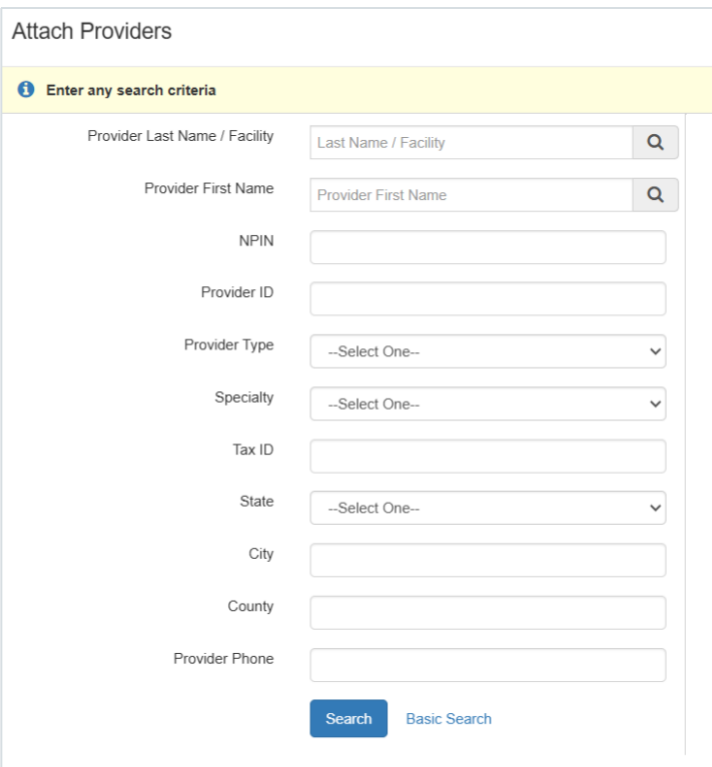


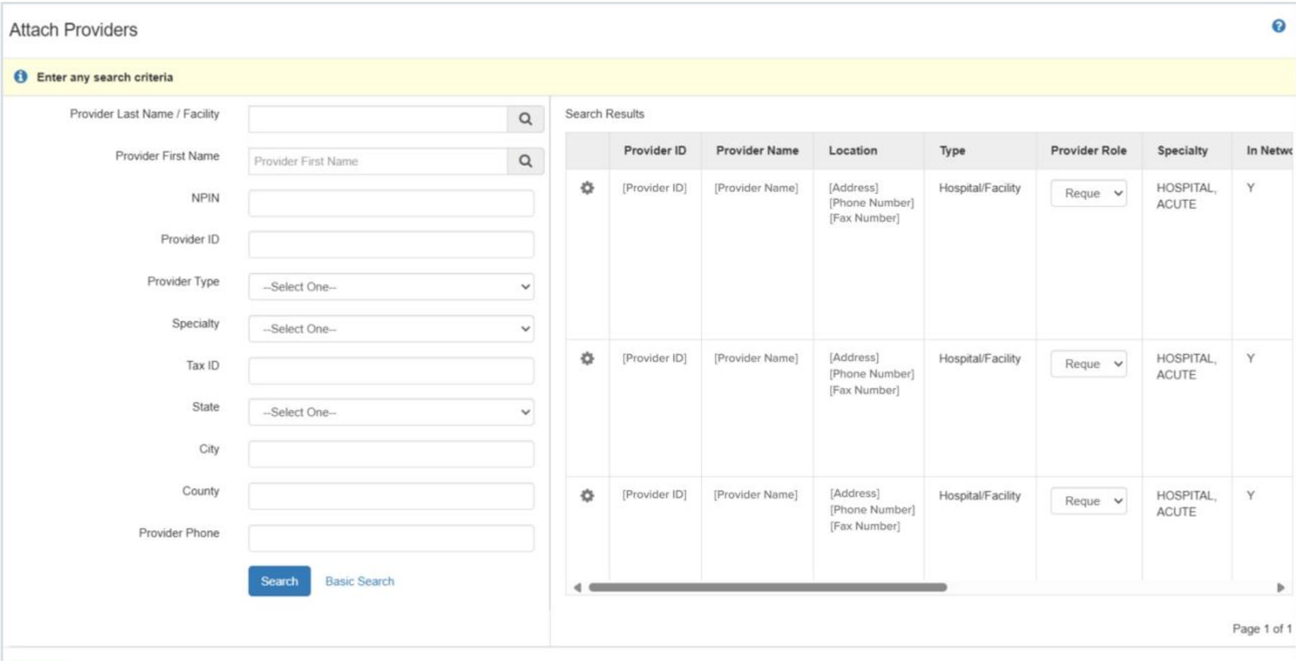
Under Provider Details:

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



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





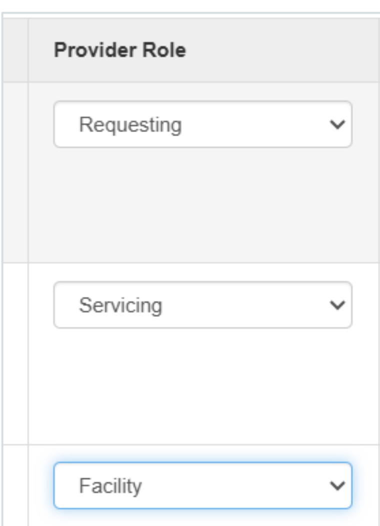
You will see providers populate to the right of your screen. Select the cog wheel to the left of the information and chose single or multiple attachments pending the provider role this individual/facility has. Note: A Requesting, Servicing and Facility provider are required for all services. If any are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

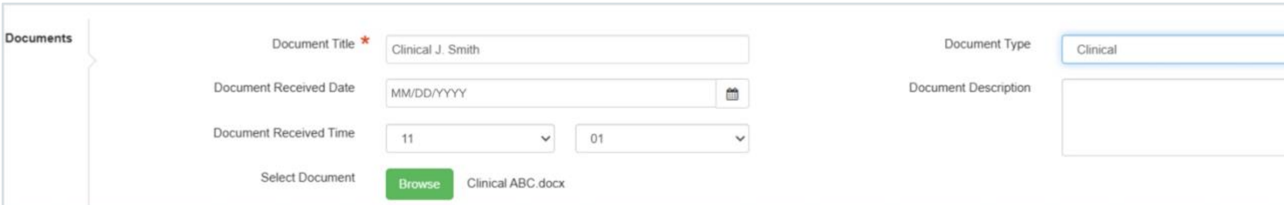
Select the documents to upload from your local machine by selecting "**Browse**."



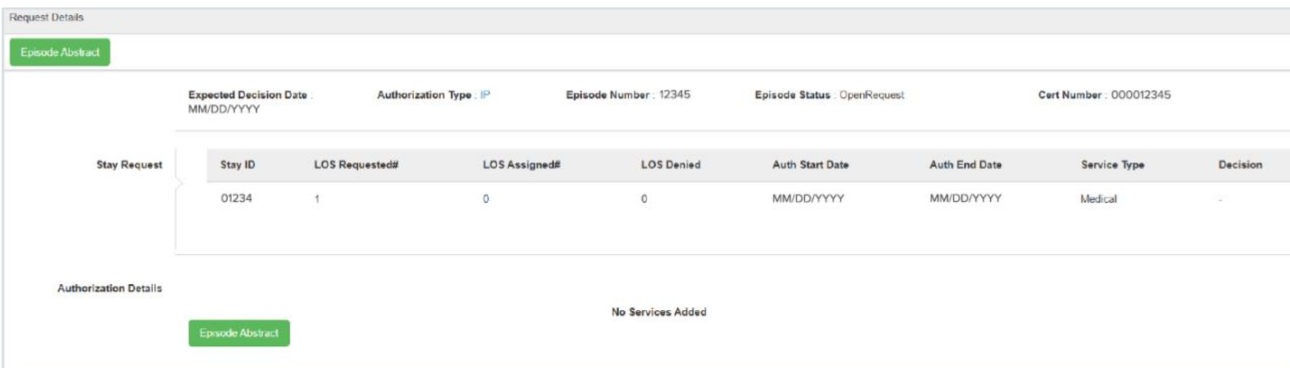
7. Complete the notes portion. If you have additional notes for the clinical team:

a. Note Type: Defaults to Web Note.

b. Encounter Date/Time will automatically default to current date/time.



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

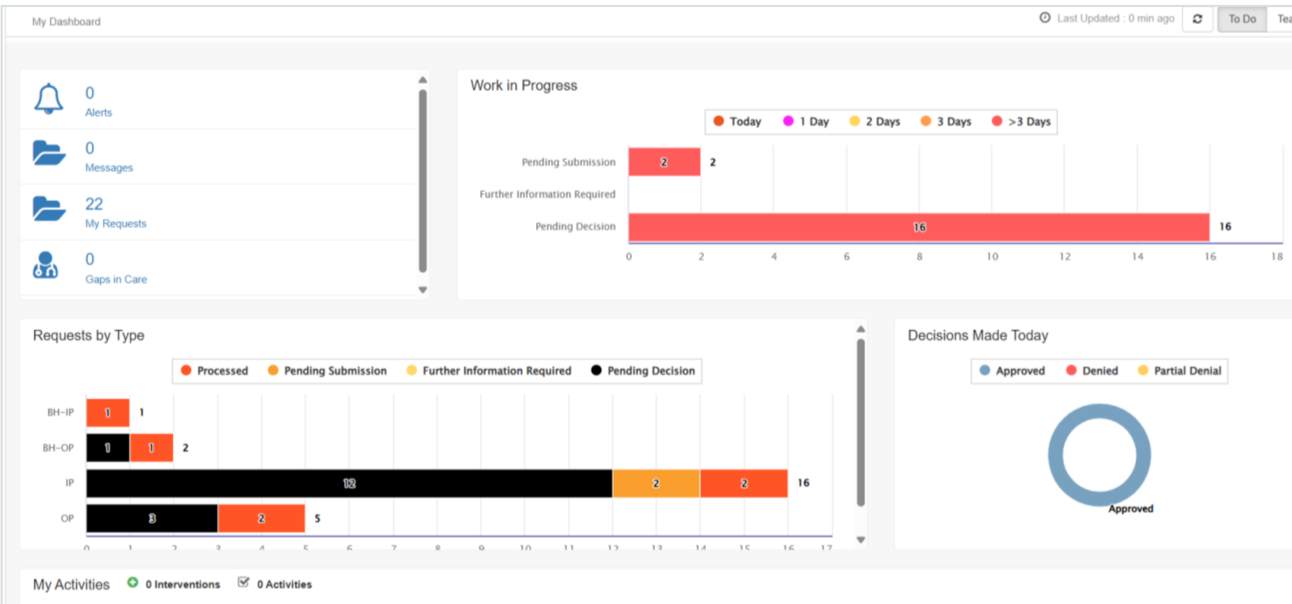
To see your correspondence when additional information is requested, or your determination letter is completed, start from your Dashboard.

There are 3 ways to navigate to view your correspondence:

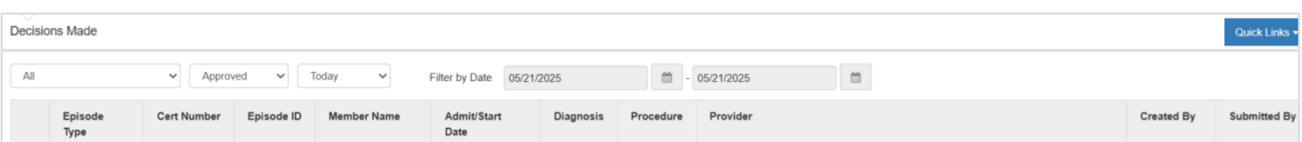
1. Select the "**My Requests**" folder from the top left corner of your Dashboard.

2. Select the circle from the bottom right hand of your screen labeled "**Decisions Made Today**."

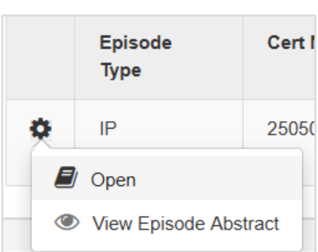
3. Under "**Requests by Type,**" choose the orange line that corresponds to "**Processed**" under the case type on the bottom left of your screen.



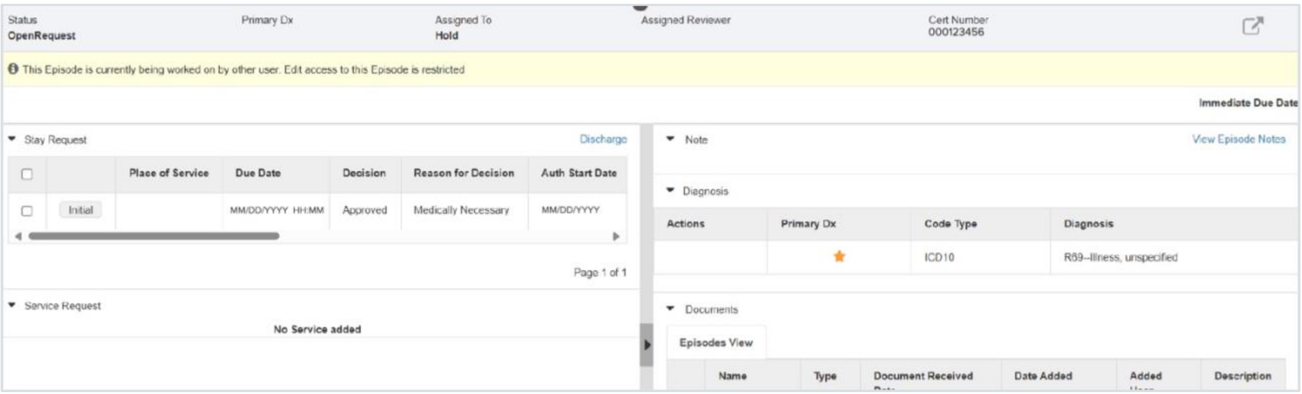
Following selection of your case, you will see this screen:



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.



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.