

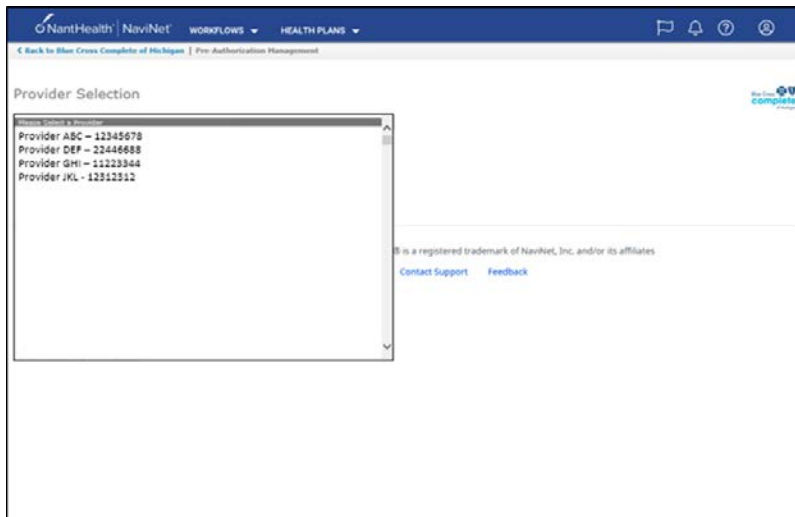
MCG message

Title: **JIVA – Upcoming change adds step requiring users to select provider for login**

Posting date: **August 31, 2021**

The login functionality within the Jiva provider portal is changing **Thursday, September 9, 2021**. This update will create an additional step in which users will need to select a provider from a drop-down list before Jiva can launch.

To access Jiva, [NaviNet](#)* will display a new drop-down menu prompting users to select the provider making the authorization request. Users can scroll through the alphabetized list of providers or type the name of the provider to locate theirs within the drop-down.



This change will help resolve ongoing system issues reported by users within in the application and improve overall reliability.

Visit mibluccrosscomplete.com for more information. If you have any questions, contact your Blue Cross Complete provider account executive, or call Provider Inquiry at: **1-888-312-5713**.

*Our website is mibluccrosscomplete.com. While website addresses for other organizations are provided for reference, Blue Cross Complete does not control these sites and is not responsible for their content.