Quick Start Guide (QSG) – Alaska Medicaid Division of Health Care Services

Inpatient Diagnosis-Related Group (DRG) Requests

Revised January 2024

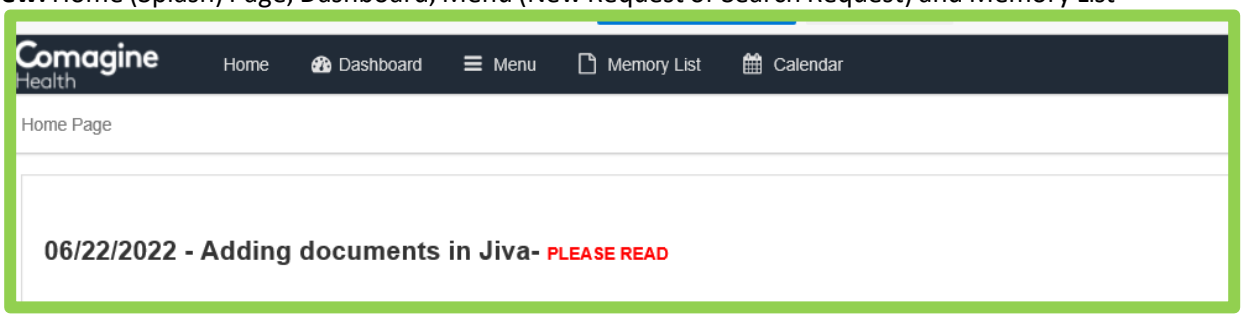
Purpose:

A QSG for submitting inpatient (IP) authorization requests via the Comagine Health Provider Portal (CHPP) specifically for DRG facilities.

**** Changes impacting a DRG request are highlighted in yellow throughout this document****

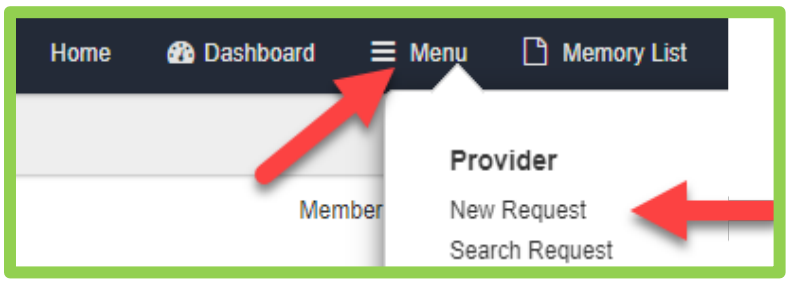
Procedure:

Main View: Home (Splash) Page, Dashboard, Menu (New Request or Search Request) and Memory List



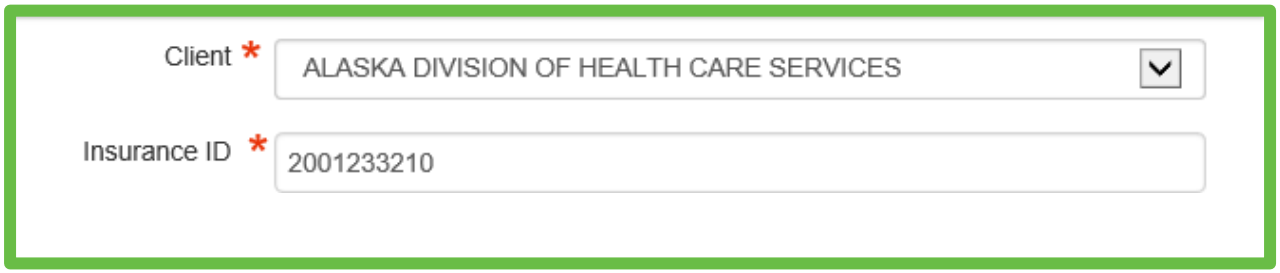
STEP 1: Submit a **New Request**

- Click on Menu for New Request



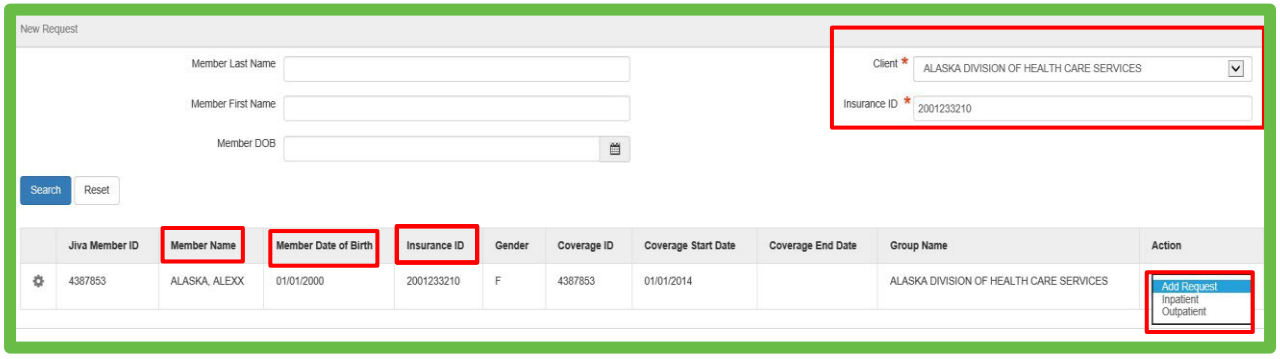
STEP 2:

- Under Client: Select ALASKA DIVISION OF HEALTH CARE SERVICES
- Under Insurance ID: Enter Medicaid number starting with 200 or 060



STEP 3: Under Action

- Verify correct member name, date of birth and insurance ID
- Select Add Request
- Select Inpatient (IP)
- Complete required fields in sequential order (top to bottom)

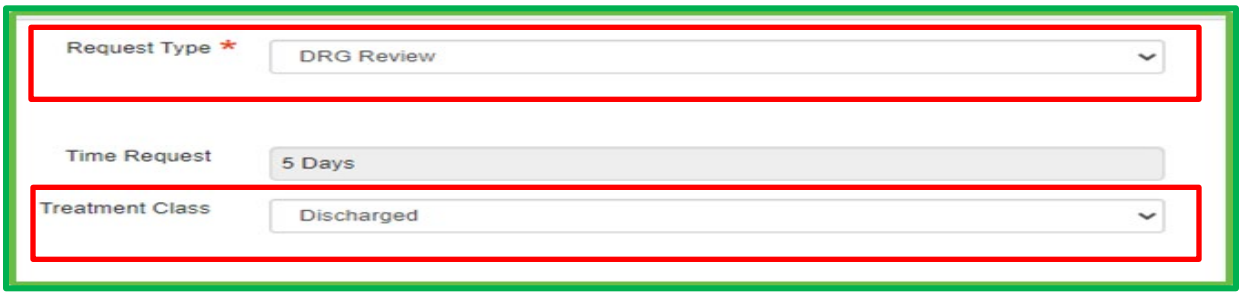


STEP 4: Fill out the **Episode Details** with the red asterisk including the Treatment Class

For **Inpatient** Requests complete:

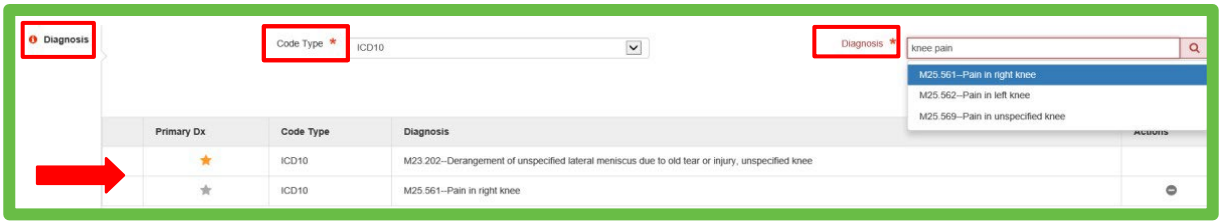
- **Request Type***: Select **DRG Review** from dropdown
- Time Request: Does not need to be filled in.
- **Treatment Class**: Select **Discharged** (MUST be completed even though an asterisk is not present)
- **Request Priority***: Non-Urgent will auto-populate
- **Treatment Type***: Select Medical, Neonatal, Obstetrics, Rehab, Surgical, or Transplant Inpatient

View:



STEP 5: Fill out the **Diagnosis** Section

- Code Type: ICD10 will Auto-populate
- Diagnosis: *Only Enter one diagnosis at a time
    - The diagnosis codes will appear in a drop-down menu as you start typing, then you can select it
    - Example: C25.4 will appear below once you select it by clicking on it
    - Primary DX can be amended by selecting the yellow star on the primary DX line



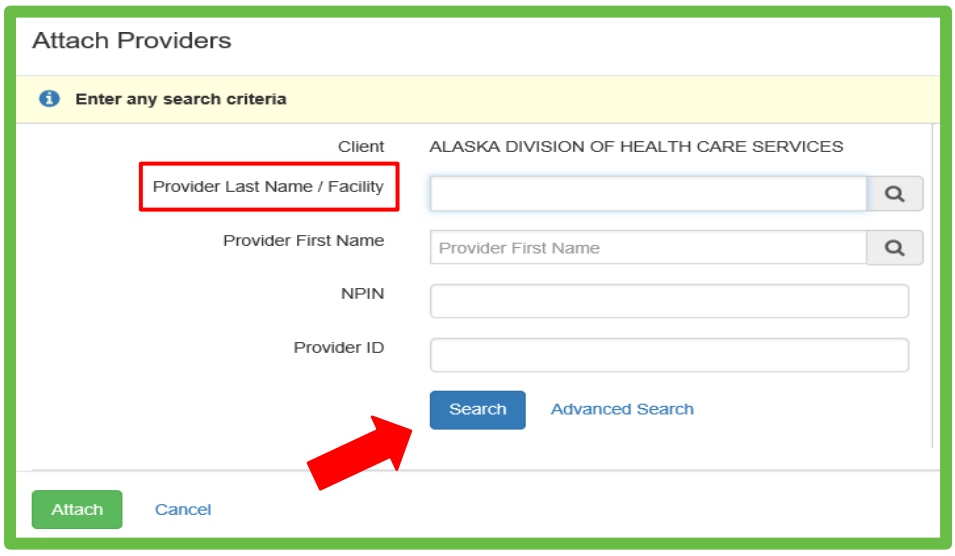
STEP 6: Fill out the **Provider Details** Section

A. Select **Attach Providers** by clicking on the blue **Attach Providers** button.

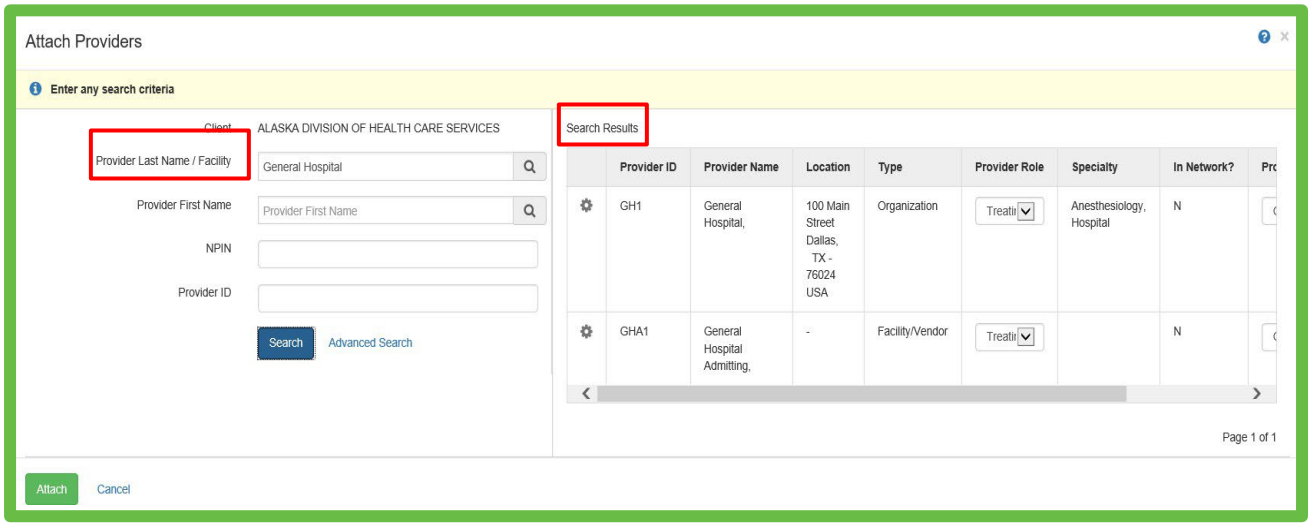


B. Once selected, you will see the screen below

C. You can do a basic **Search** or **Advanced Search** for Providers

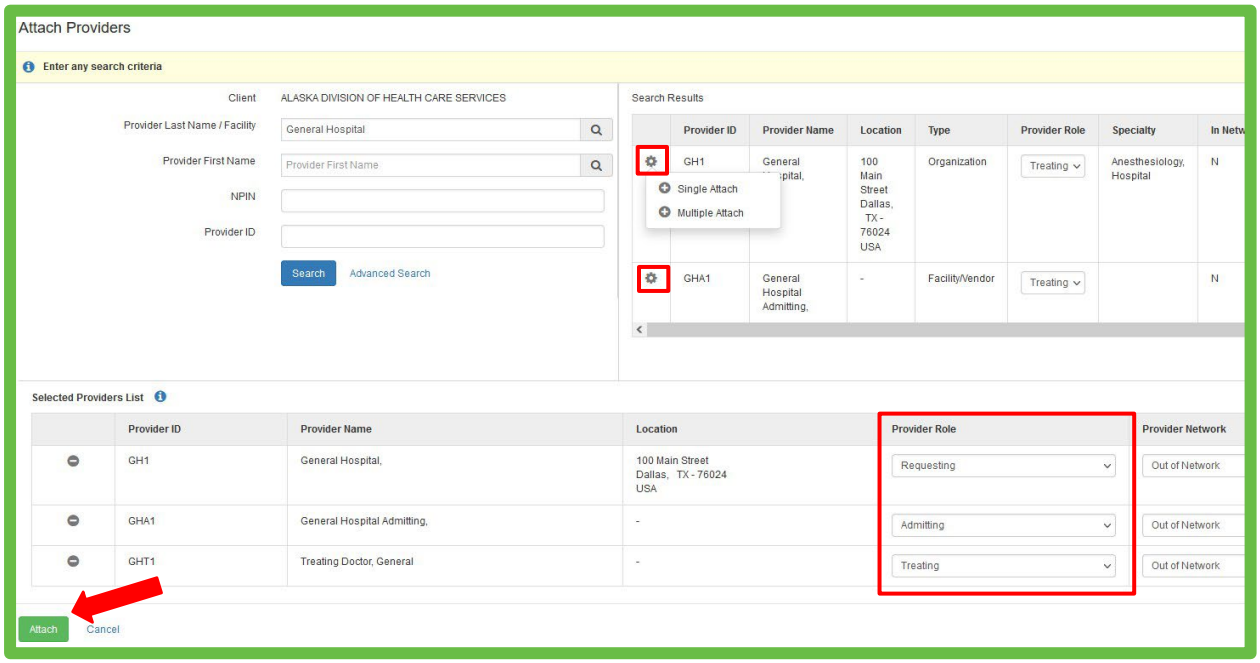


D. Enter the agency name under Provider Last Name/Facility, or Provider ID and select search
   i. The search results for the agency will appear on the right



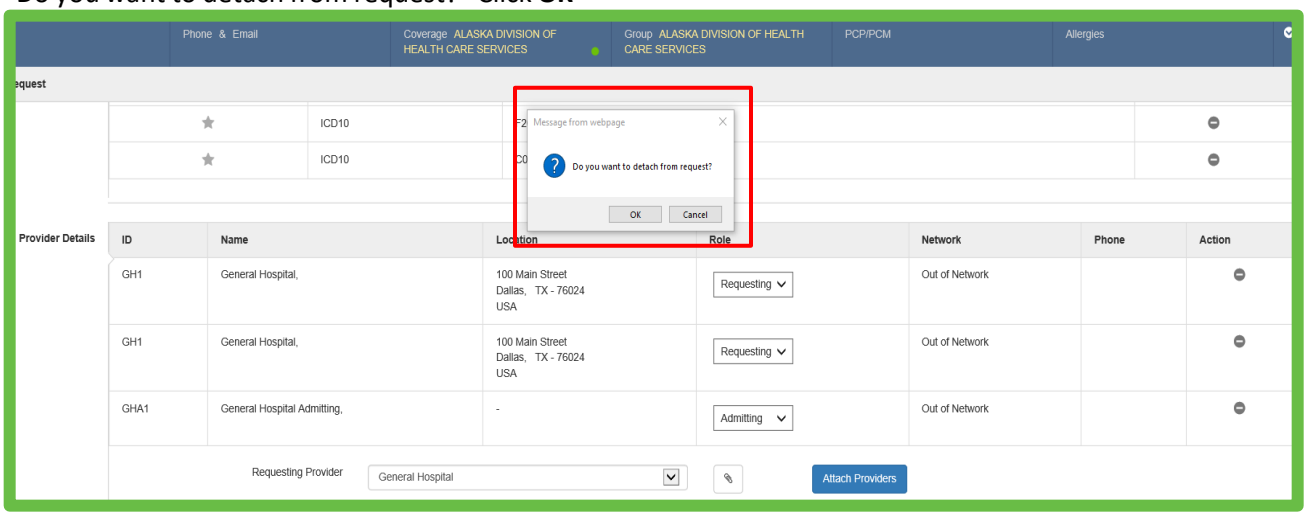
E. Click on the **gear (** ⚙ **)** under search results and chose **Multiple Attach**
   i. The list of the providers will appear **under Selected Provider's List**
   ii. Single Attach will allow you to attach one provider at a time and auto saves for you
   iii. Once all providers have been selected then click on green **Attach** button to save all providers

F. Select each **provider role** from the drop-down
   - Admitting
   - Treating
   - Requesting *Ensure QH ID is selected; this allows access to the episode*

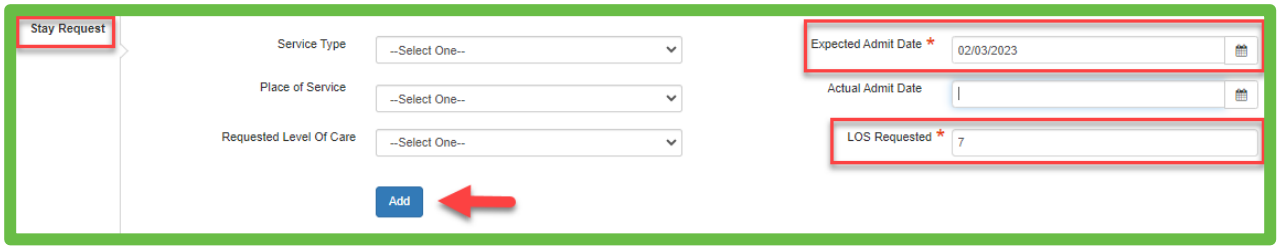


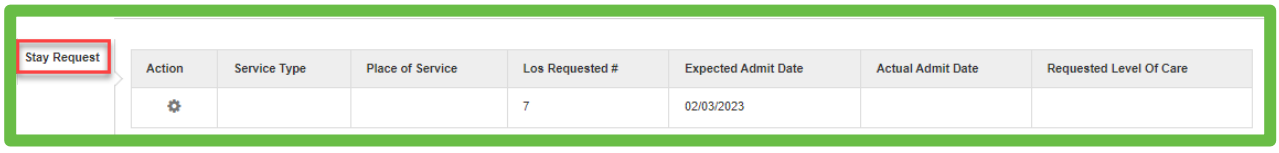
G. The providers will appear under **Provider Details.** Each episode requires;
- Admitting
- Treating
- Requesting

H. If a provider is selected in error; **click the icon under Action** to detach the provider; a pop up message will ask "Do you want to detach from request?" Click **OK**



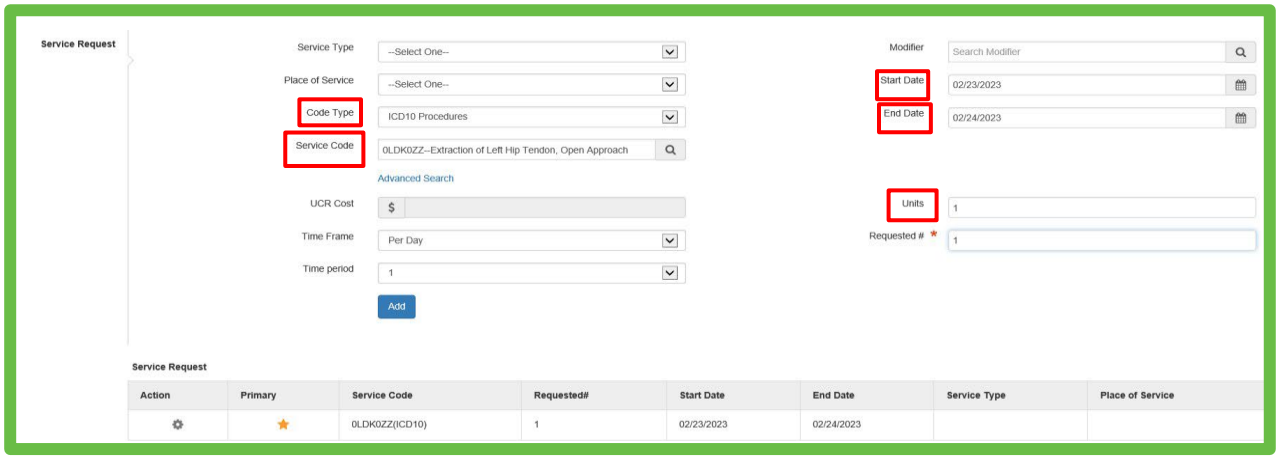
STEP 7: **Stay Request** Section for Inpatient (IP) admits only**:**
- Service Type: Leave blank
- Place of Services: Leave blank
- Requested Level of Care: Select Acute Medical/Surgical, Rehab or N/A (May be useful)
- **Expected Admit Date***: Enter Date
- **Actual Admit Date**: Enter Date (if already admitted)
- **LOS Requested** *: Enter number of days requested. For example, 5 days





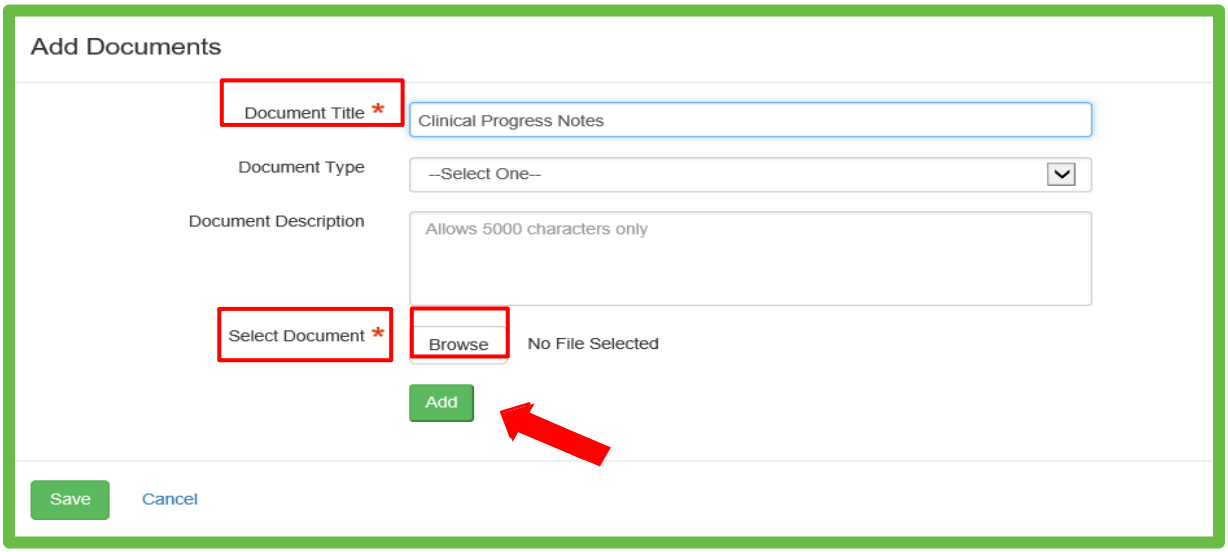
STEP 8: Service Request Section for Inpatient (IP) Surgical/Procedure requests only:

- Service Type: Leave blank
- Place of Services: Leave blank
- **Code Type**: Select ICD-10 Procedures
- **Service Code**: Enter code or select search button to find code
- Time Frame: Auto-populates to Per Day
- Time Period: Auto-populates to 1
- Modifier: Leave blank
- **Start Date**: Enter date
- **End Date**: Auto-populates and can be adjusted
- **Units**: Enter units to match Requested # *
- **Requested #***: Enter number requested (this should match the units above)



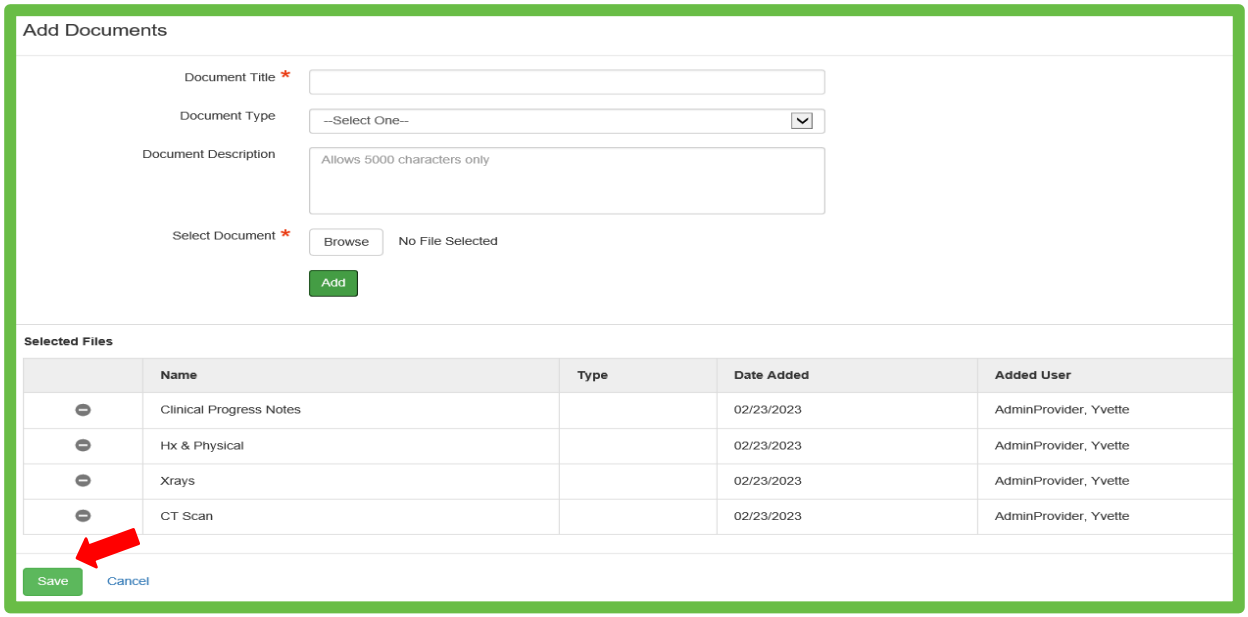
STEP 9: **ADD Documents** Section

A. Click on blue Add **Documents** button
B. Document Title: Enter name of the document
C. Select Document: optional to select
D. Document Description: Leave Blank
E. Select document by clicking browse button
F. New window opens to select document
G. Select green **Add** button

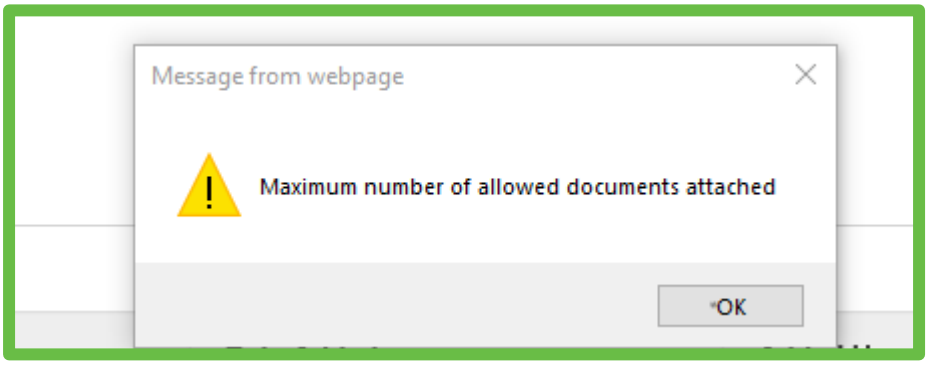


Steps to upload documents - If multiple documents repeat each step:

A. Choose the Browse button next to Select Document *
B. A window will pop up from your personal folder on your computer
C. Select the document you want to attach
D. Click Open
E. Select **Add**
F. Once all documents have been uploaded
G. Select **Save**



- If the number of uploaded documents exceeds 4- an error message will appear
- The maximum number of allowed documents attached is 4.
- If you need to add more than 4 documents, the process will be provided on Step 14- after the steps for submitting the episode to Comagine Health

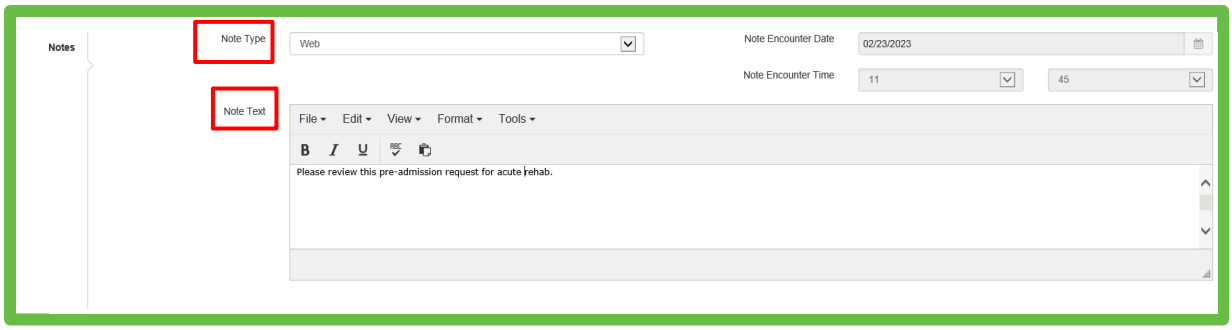


Step 10: Notes Section

A. Note Type: Auto Populates to **Web**
   - Note Text: Add notes according to the request, i.e., additional information submitted

B. Note Encounter: Auto Populates the date

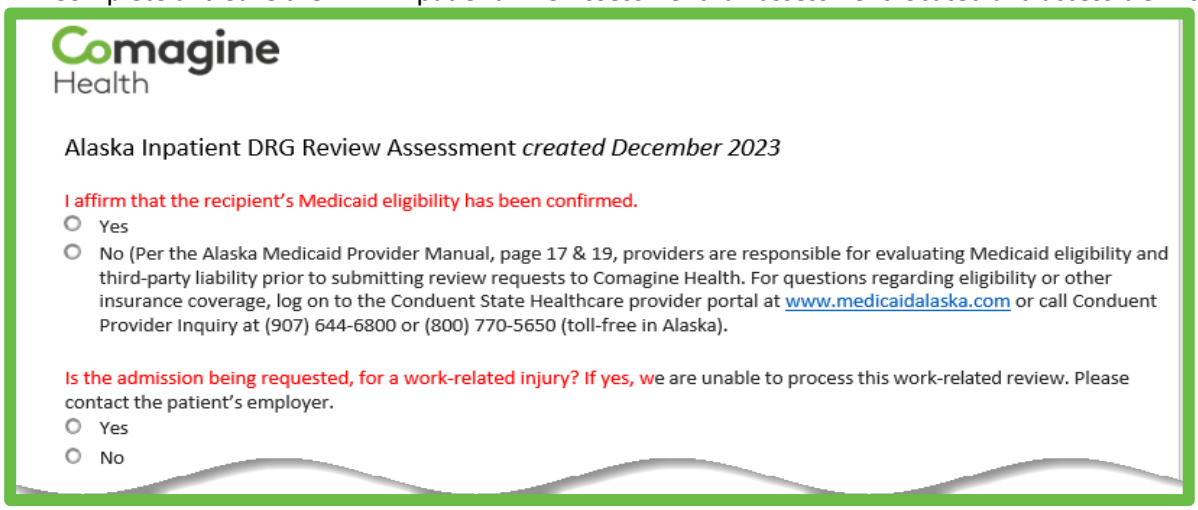
C. Note Encounter Time: Auto-populates the time



Step 11: Assessment

A. Final process

i. Complete and Save the AKM Inpatient DRG Assessment- an assessment located and accessible in the CHPP.

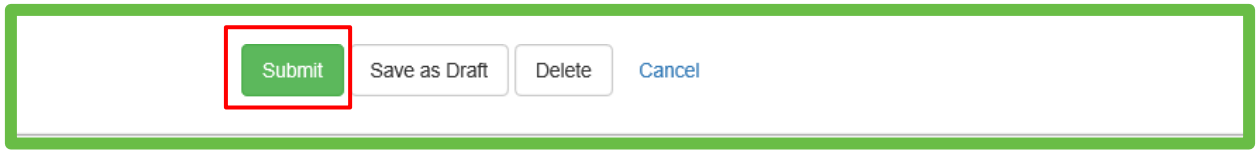


Step 12: Submit- Review and select SUBMIT request – it will ask you to confirm.

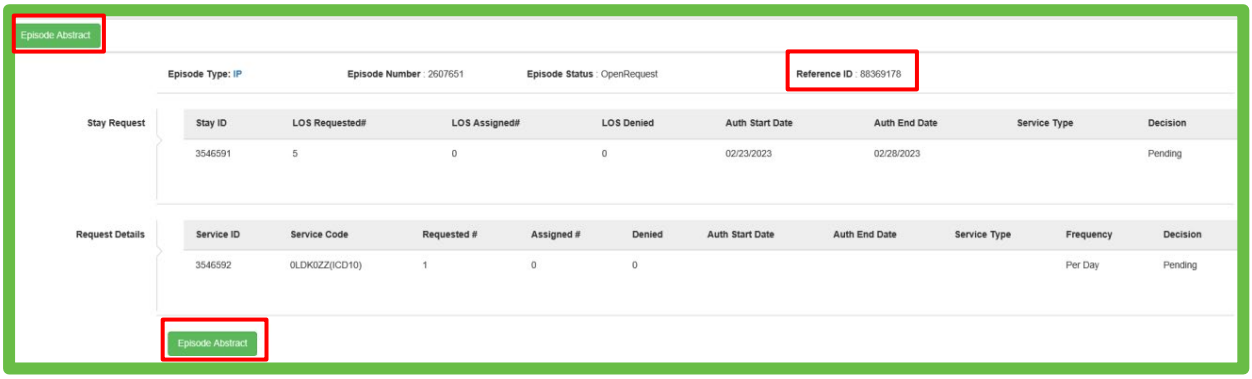
A. Submit: Episode will be submitted to Comagine Health

B. Save as Draft: Episode will not submit to Comagine Health; but will be saved for later to edit

C. Delete: The request will be deleted

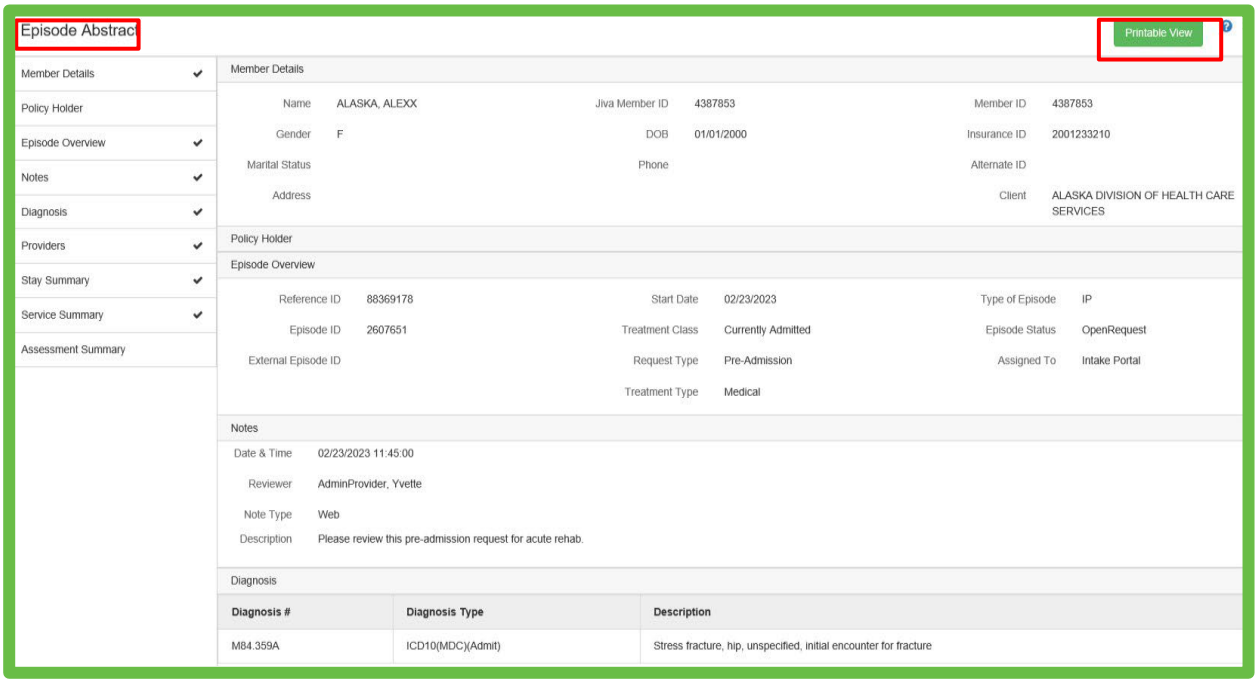


Step 13: Make a note of the CHPP Reference ID number for your records to locate the episode faster

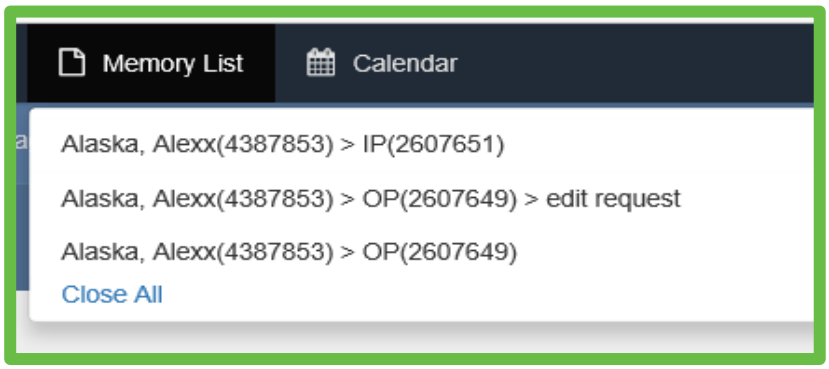


A. Selecting Episode Abstract allows you to review what was submitted, however you cannot edit from here.

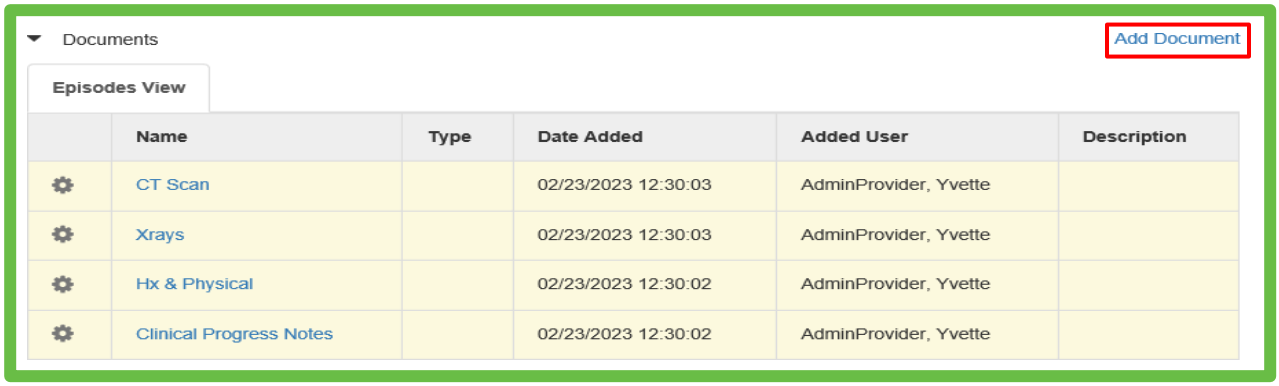
B. You can print by selecting Printable View



Step 14: If you need to submit additional documents. Go to your memory list at the top of the screen



- Select the episode you were working on.
- Click on Add Document and follow Step 9 Add Documents (above)



If you need further assistance:

- CHPP TECHNICAL ASSISTANCE: 1-888-240-0437
- CHPP LOG-ON LINK: https://comaginepp.zeomega.com