Comagine Health

Comagine Health's Jiva Provider Portal Training

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Objectives

- Review the Comagine Health Provider Portal (CHPP)
- Review Log-on Information
- View Dashboard Features
- How to Enter an Authorization Request Demonstration

Everyone in the webinar will remain on mute throughout the presentation, but if you have questions feel free to put them into the chat box throughout the presentation and we will address them during Q&A at the end.

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What’s New!

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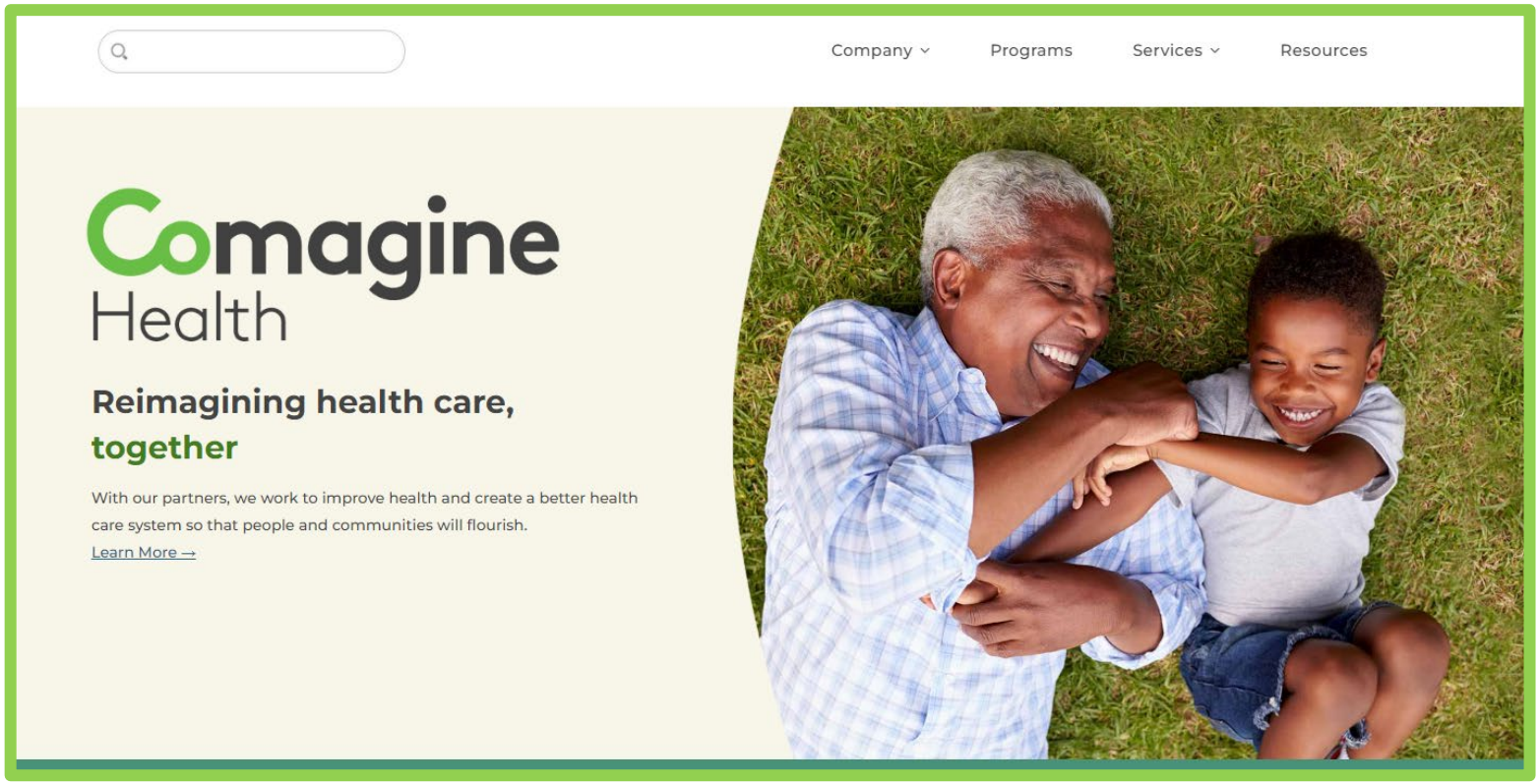
Provider Portal Upgrade

- **Effective June 5th, 2023**, the Jiva care management system will be upgraded, and the Comagine Health Provider Portal (CHPP) will look different.
- Staff are prepared to provide support, answer questions and share resources.
- Staff are also able to provide resources for new provider portal registration if you are not already registered for CHPP access.

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Comagine Health Provider Portal (CHPP)

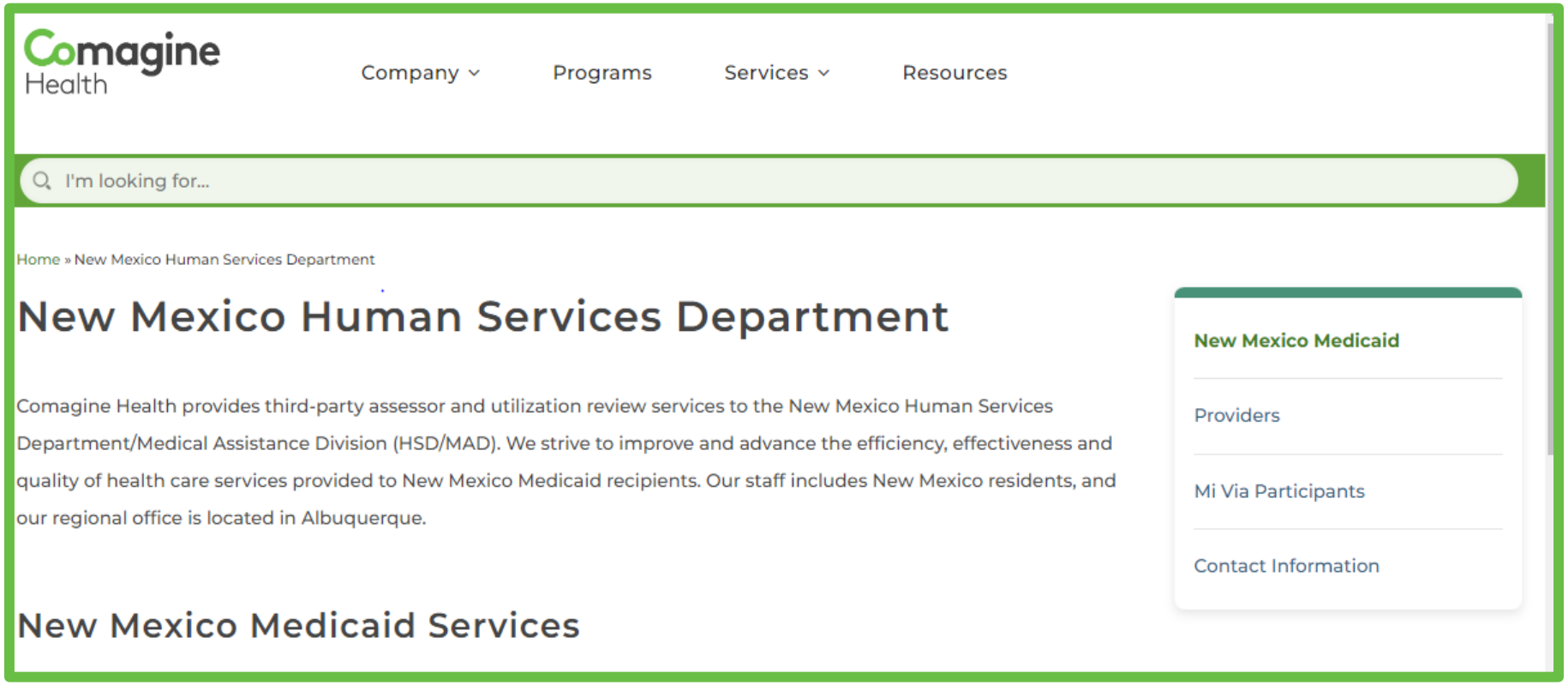
- Submit reviews within the CHPP
- Go to Comagine Health's website - http:www.//comagine.org



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Comagine Health Website

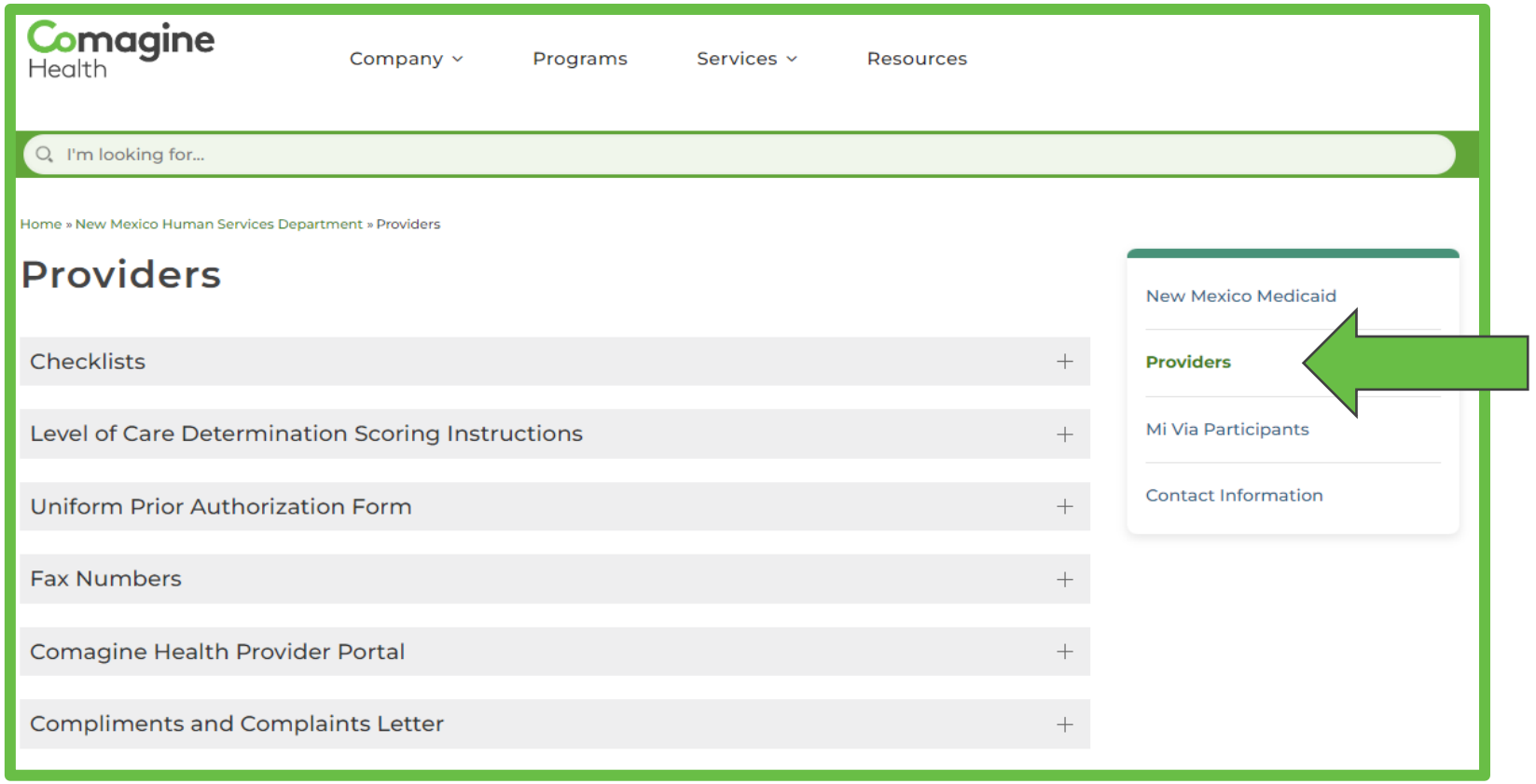
- Click on Programs, then select New Mexico Medicaid Services



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Provider Portal Access

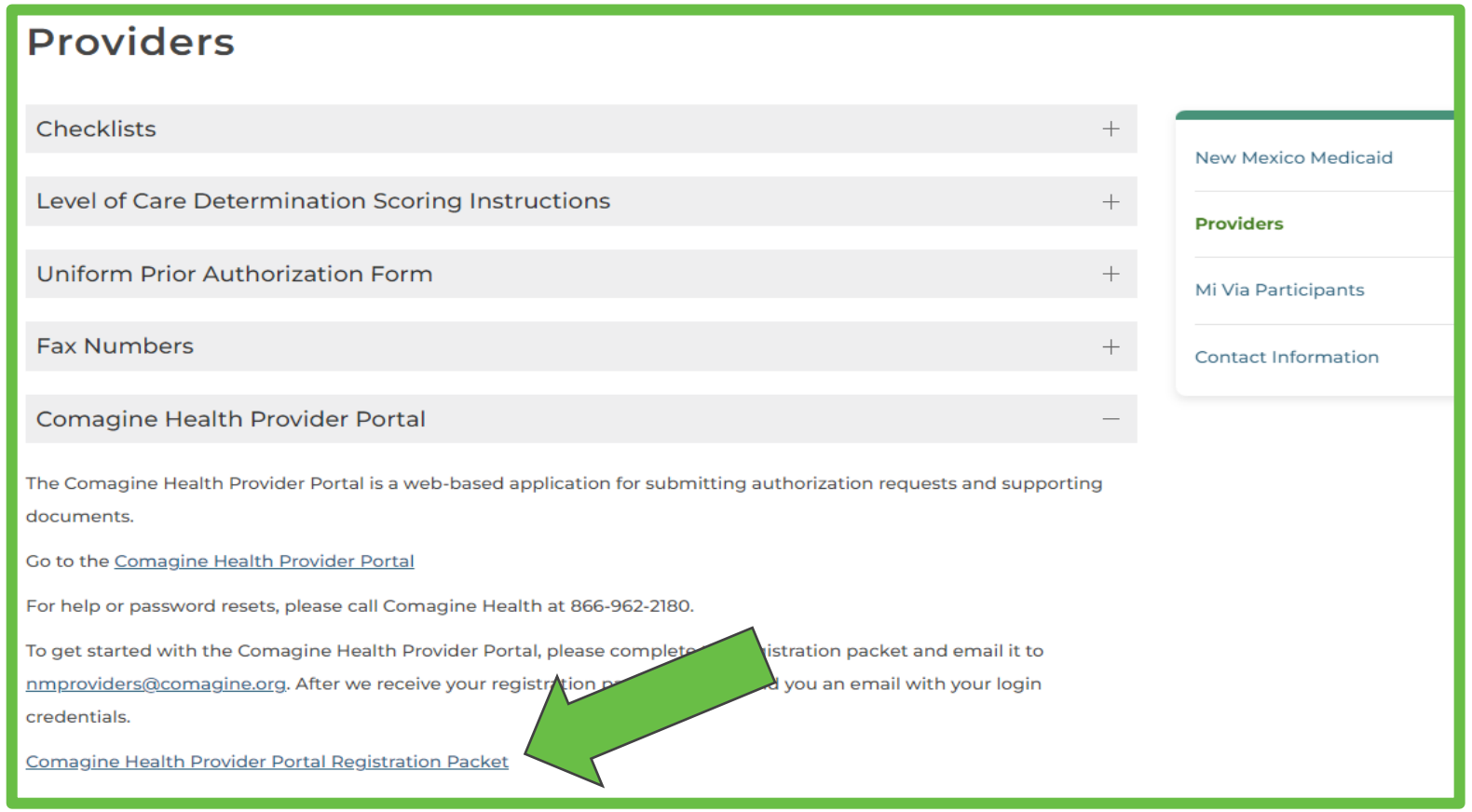
- Select '*Providers*' on the right-side panel will display the Provider page with the Provider Portal Link



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Provider Registration Packet

- Select '*Comagine Health Provider Portal*', on the left-side navigation panel to download the registration packet



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Submitting a Request for Portal Access

- **Submit via email:**
  - Email: nmproviders@comagine.org
- **Submit all completed forms:**
  - Executive Agreement
  - Provider Portal Administrator Agreement
  - Provider Portal Administrator Registration Form
  - Provider Portal User Agreement
  - Provider Portal User Registration Form
- Once Comagine Health processes your registration packet, you will receive an email with your CHPP access information.

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Provider Portal Administrators

- **Administrators have additional system access and system tasks to perform**
- **Staff who need access to the CHPP are required to contact their Administrators**
- **Provider Portal Administrators are responsible for:**
  - Adding all User accounts
  - Managing all User accounts
  - Keeping the User account registration information
  - Resetting the passwords for User accounts and
  - Deactivating User accounts

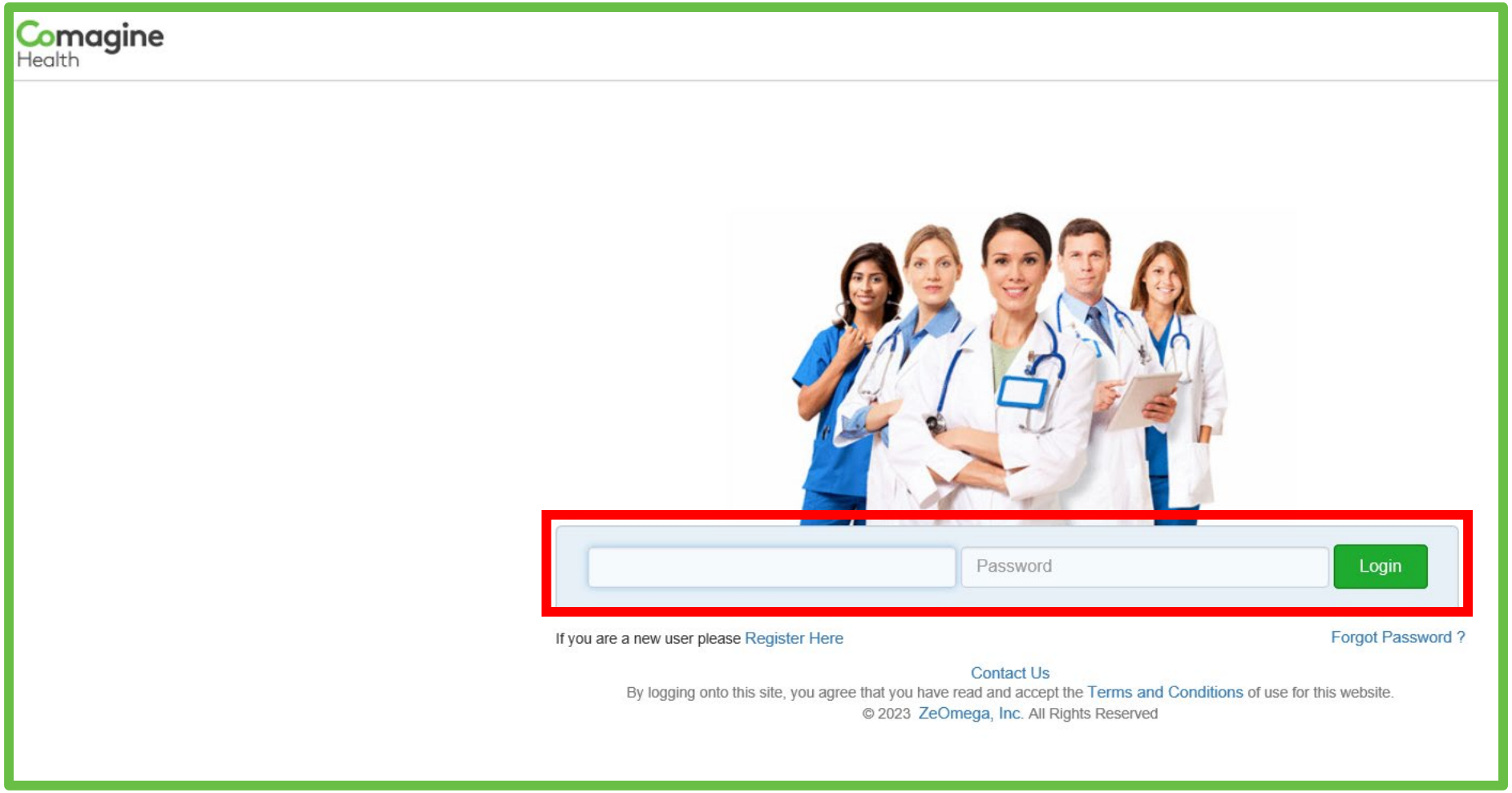
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Provider Portal Access



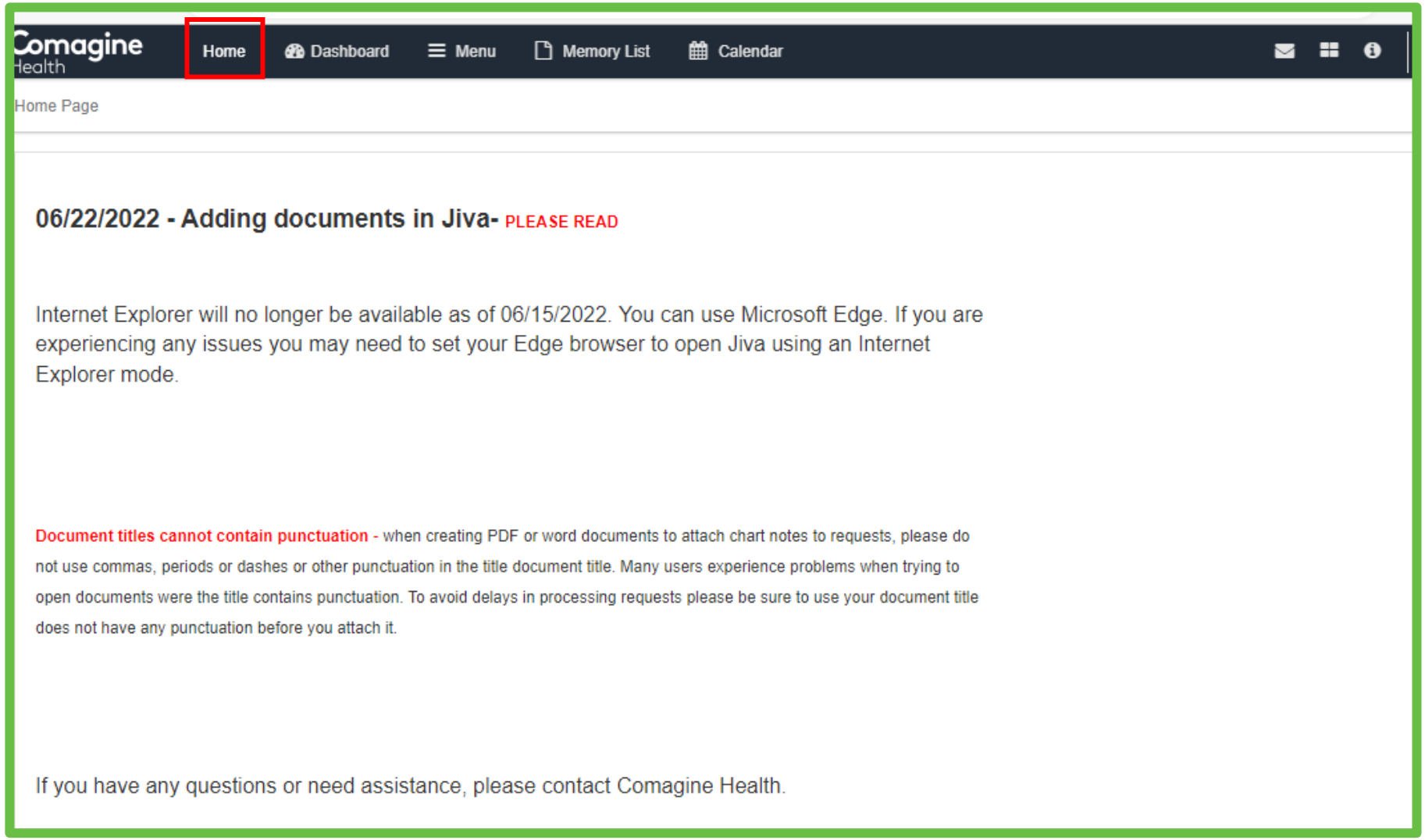
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How to Log Into the Provider Portal



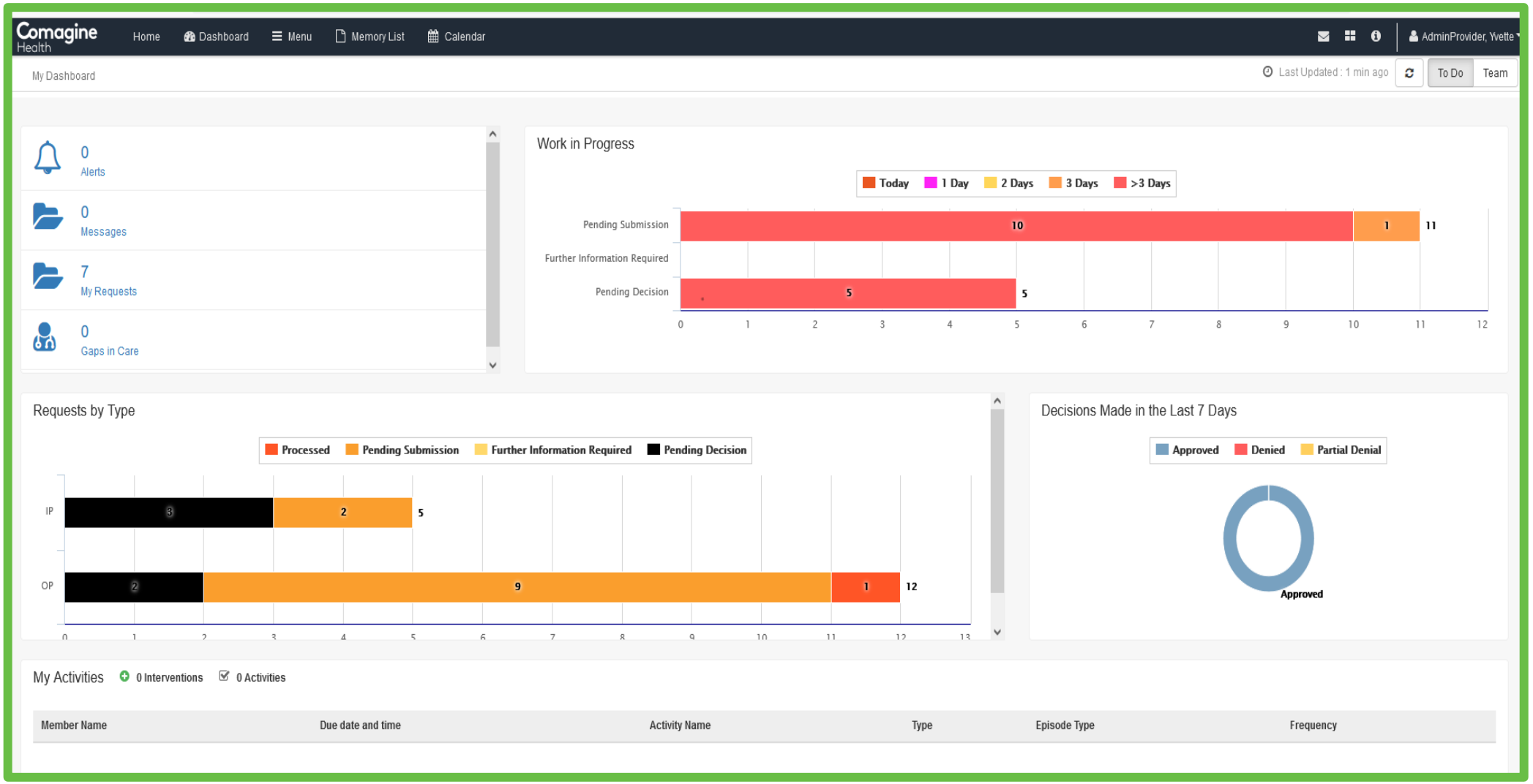
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Provider Home Page – View Posted Announcements



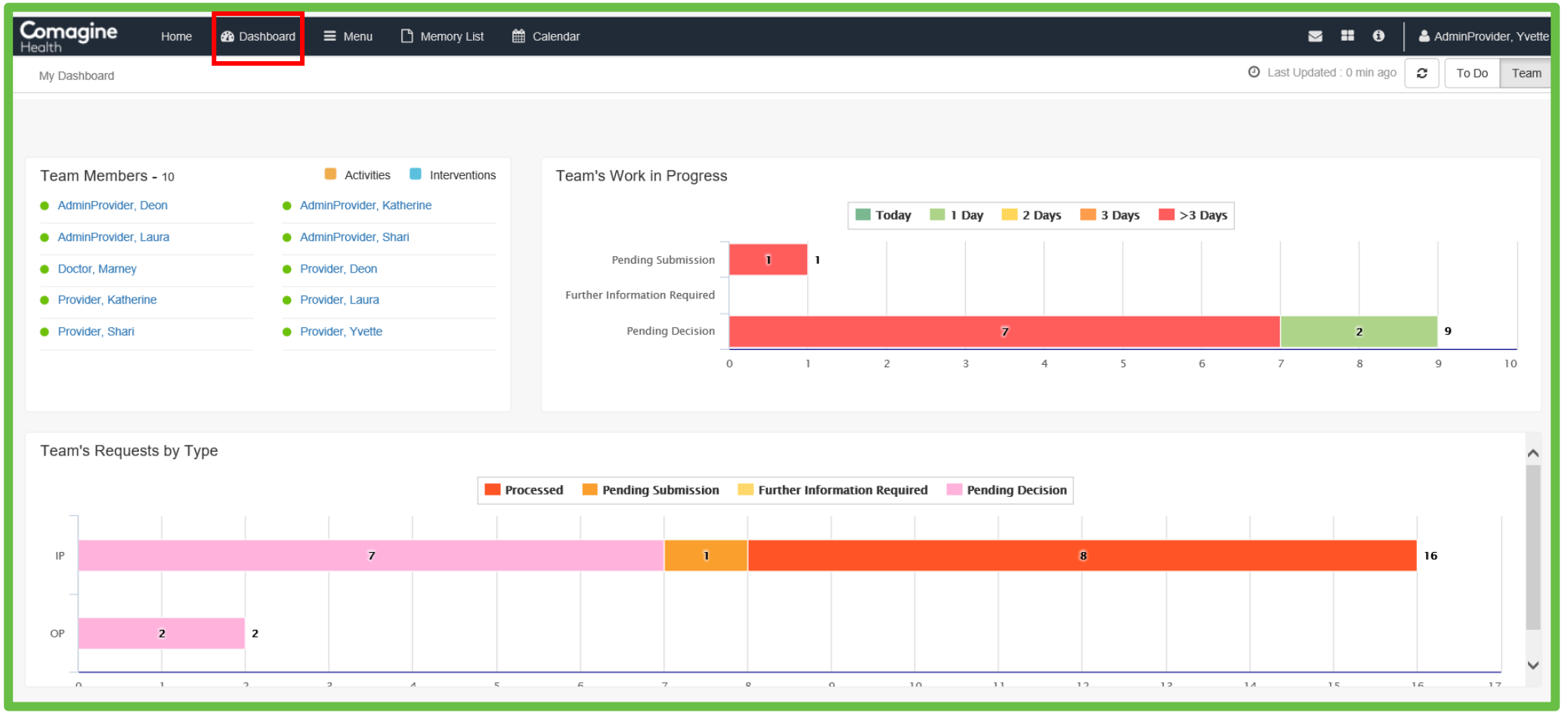
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Provider Dashboard - To Do



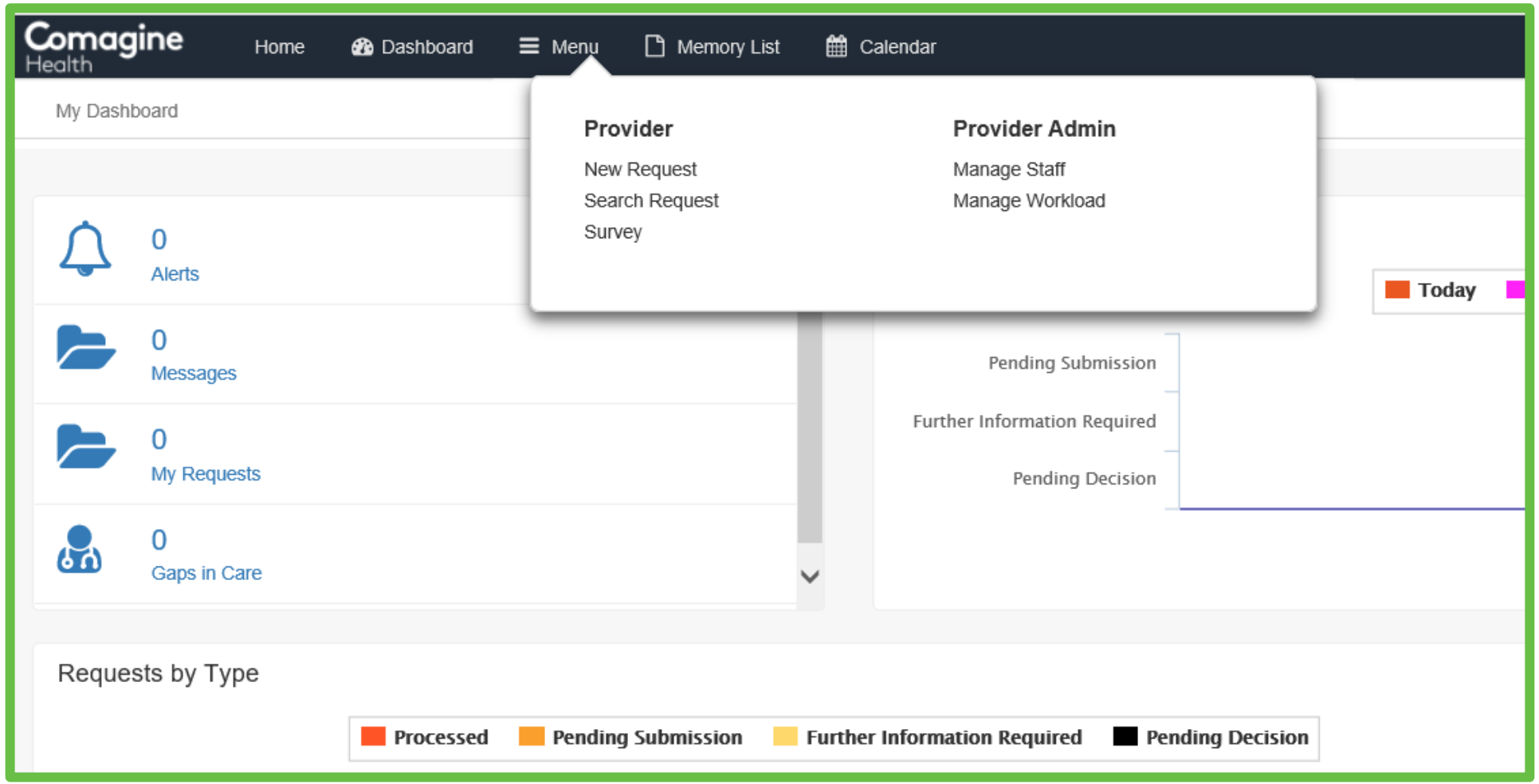
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Provider Dashboard - Teams



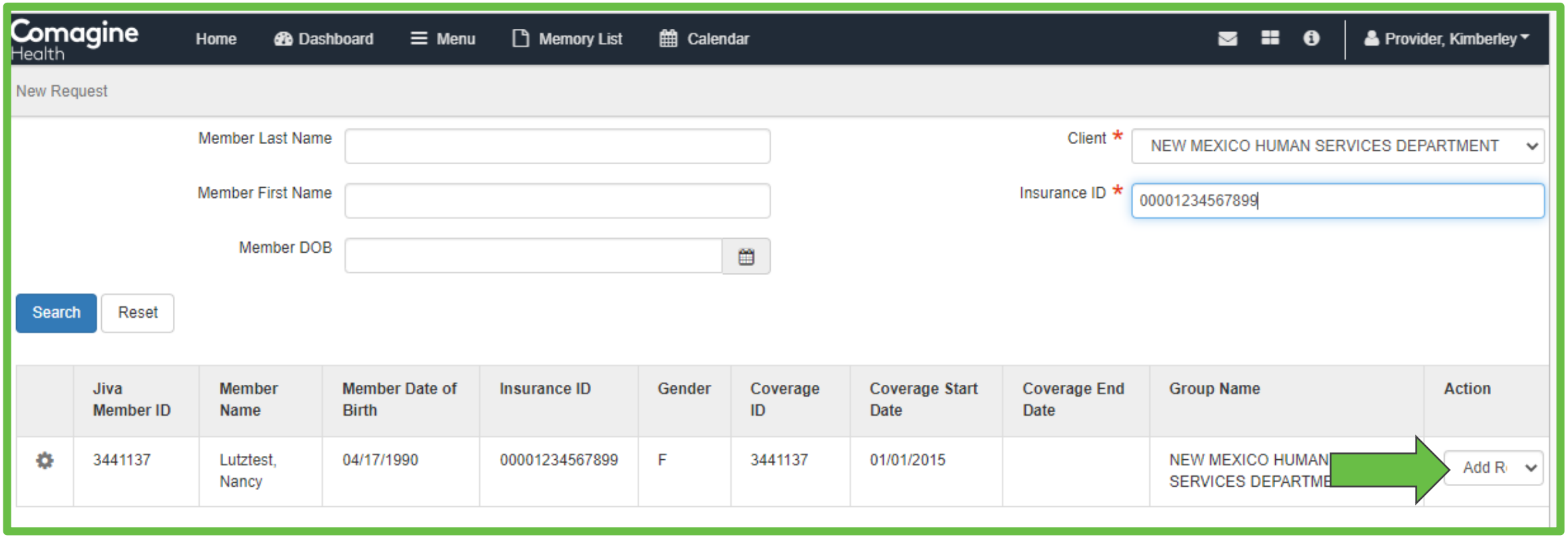
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How to Search or Submit a New Request



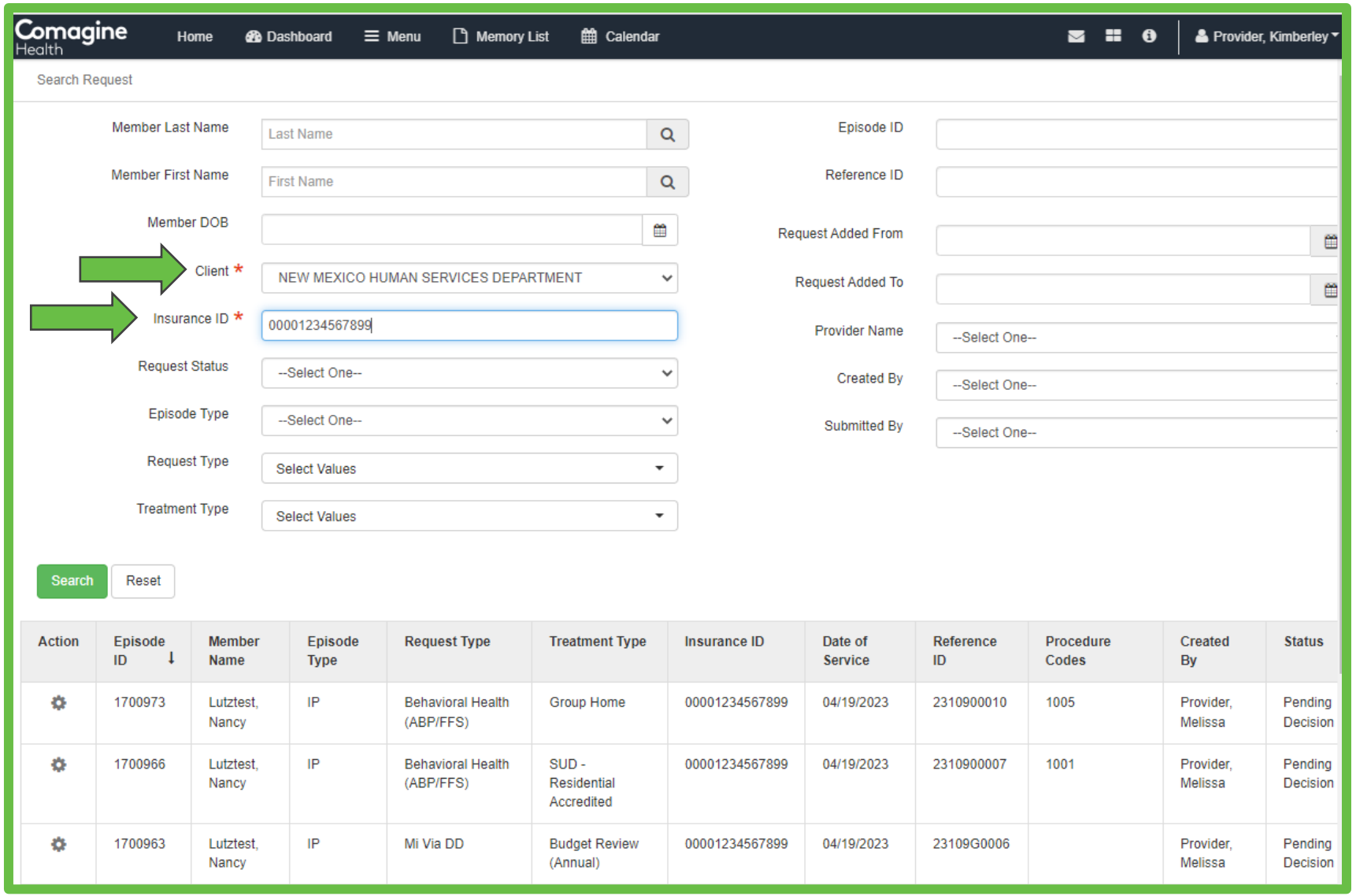
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Submit a New Request



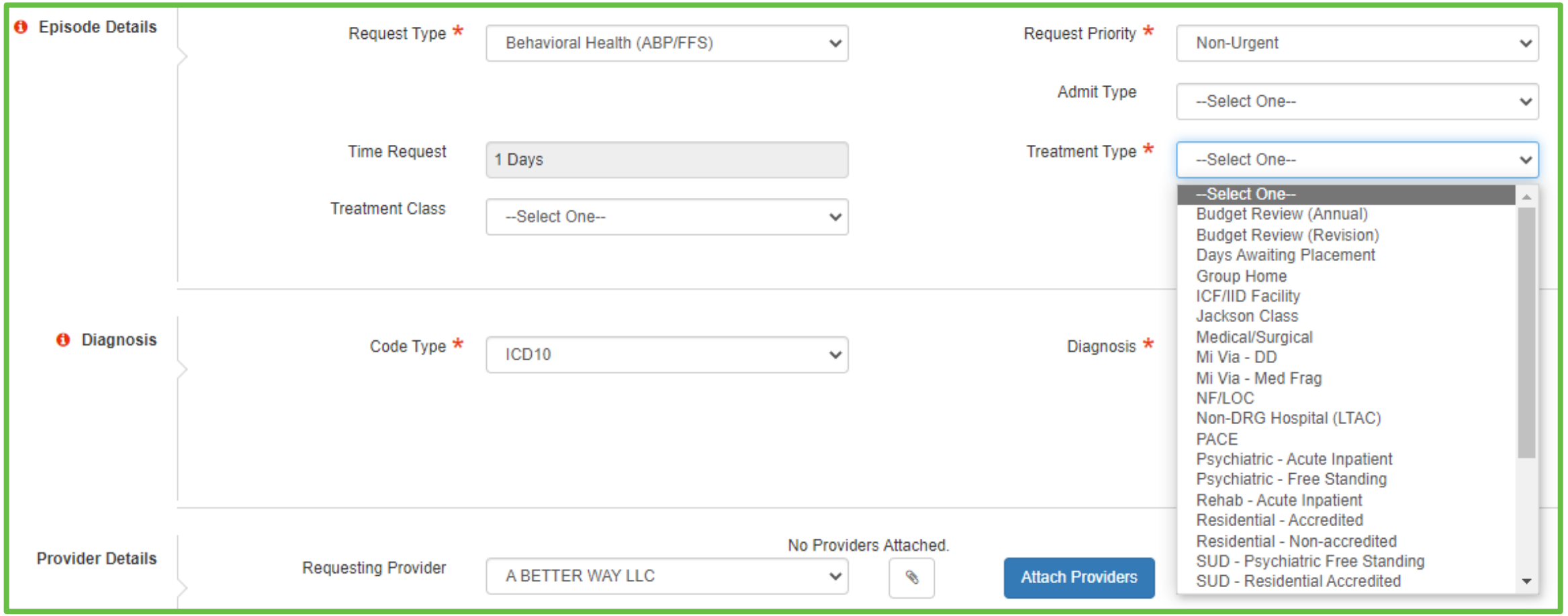
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Search Request



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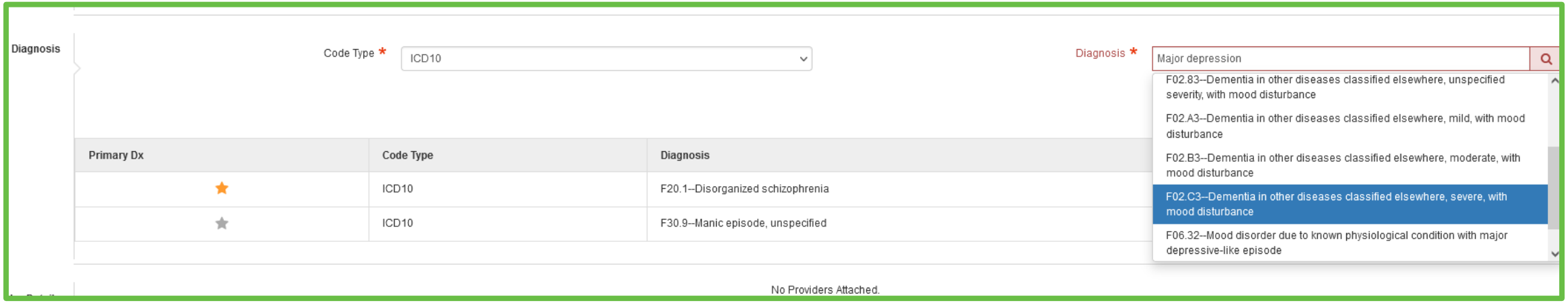
Episode Details



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Diagnosis

- Enter your primary diagnosis first
- Enter all other diagnosis
- Clicking star by any diagnosis will make it primary
- Remove diagnosis with minus sign to the right



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Provider Details

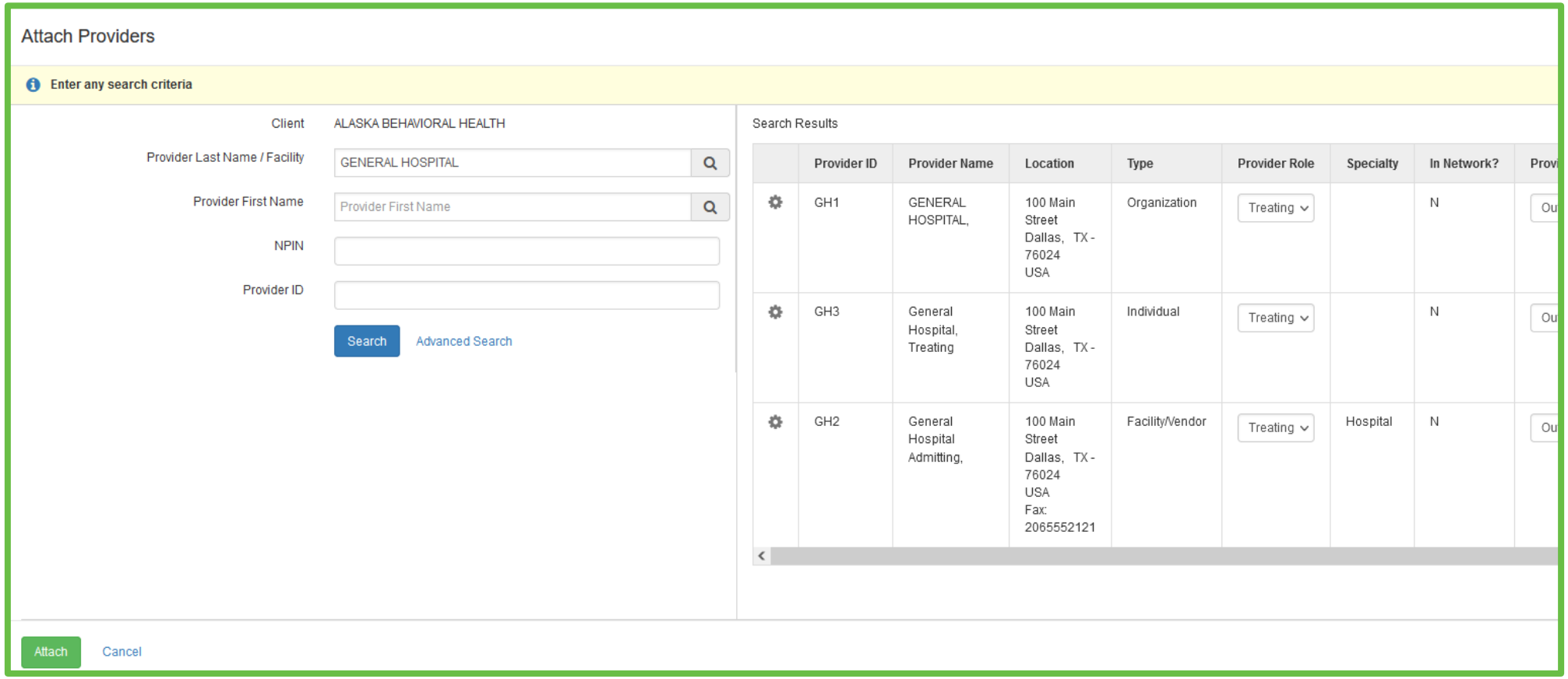
- Your Organization/requesting is ready for you to attach
- Click on Paperclip
- Add next two providers by clicking on “Attach Providers”



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Steps to Add Providers

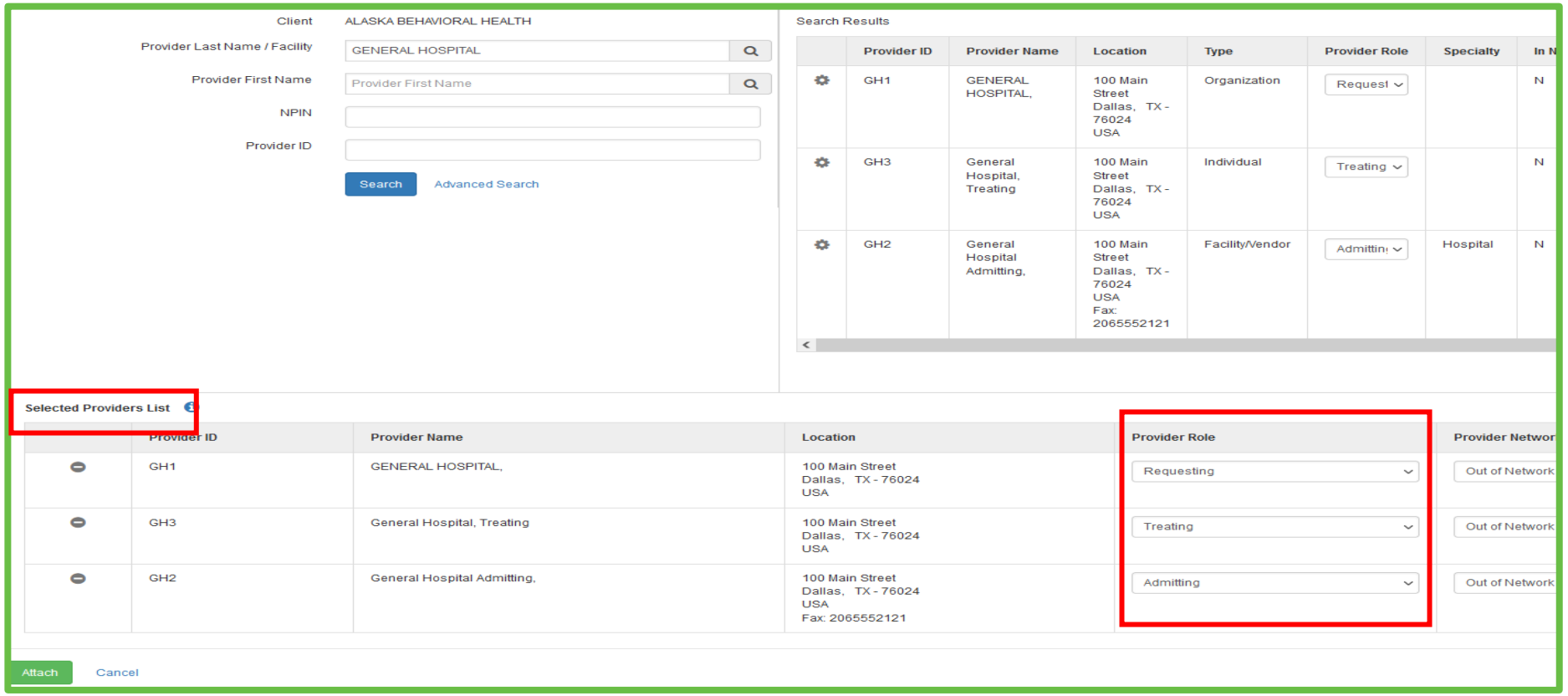
- Use Search or Advanced Search to find providers



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Steps to Add Provider, cont.

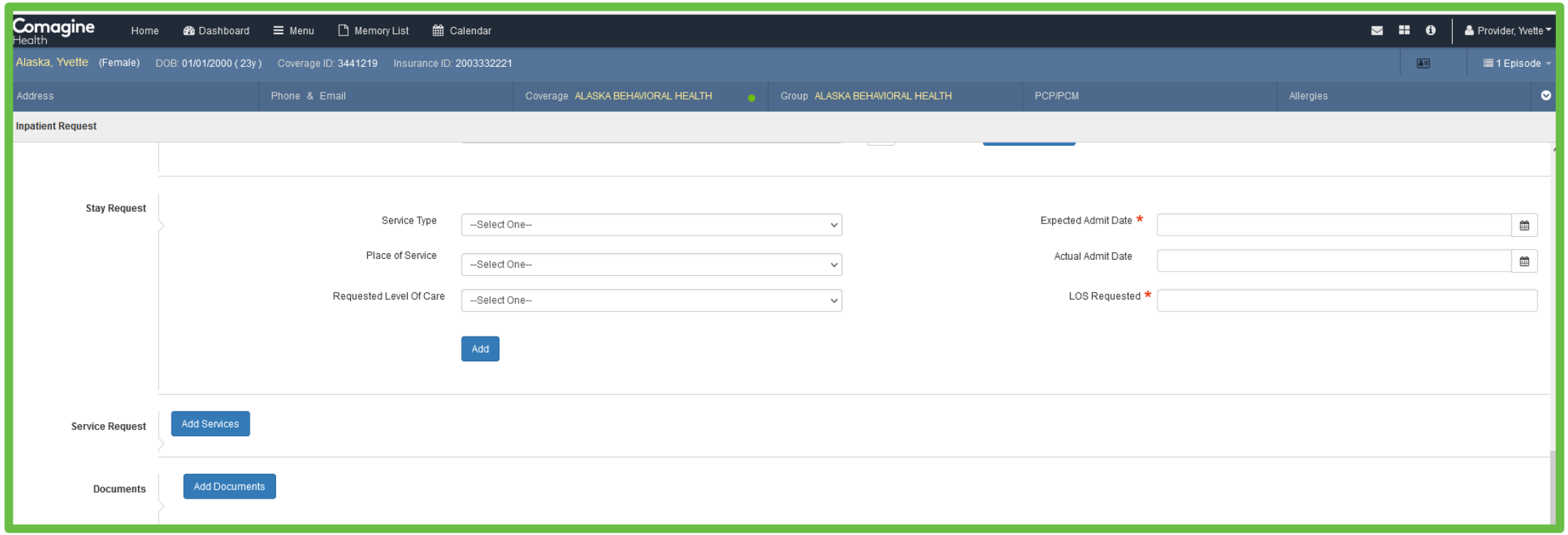
- Admitting, Treating, and Requesting providers must be attached



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Stay Request

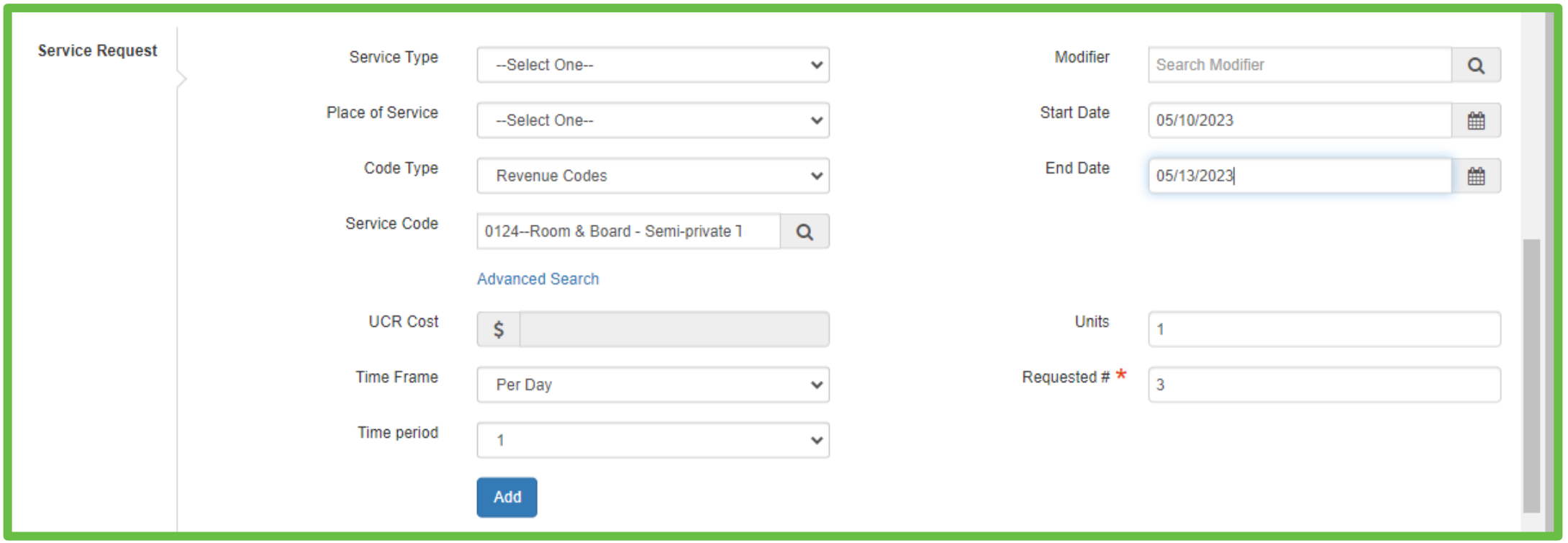
- Service Type – NA
- Requested Level of Care – this is for SUD Residential facilities
- Expected admit
- Actual admit if patient has admitted
- LOS Requested #



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Service Request

- Code Type: Rev code or HCPC
- Service Code: Revenue code number
- Modifier, if needed
- Start and End dates
- Requested # of days

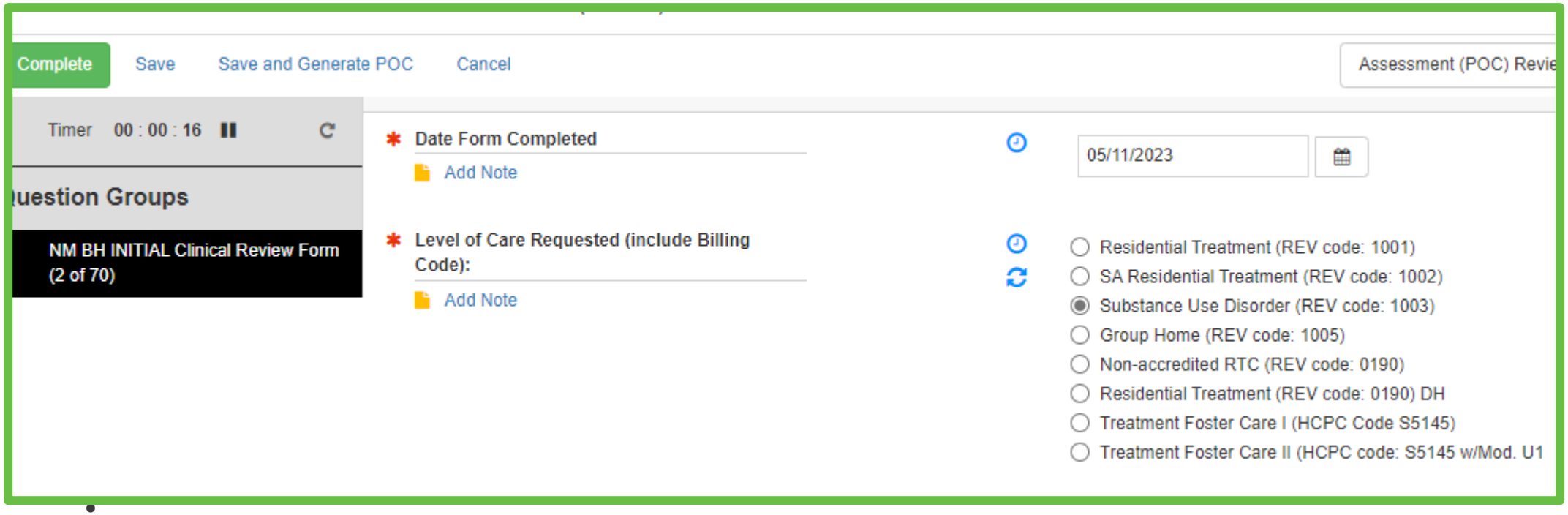


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Assessments

- NM Provider Initial Assessment - fill this out first by clicking on gear/start
- Click on Add Assessment
- Fill out assessment and click on Complete

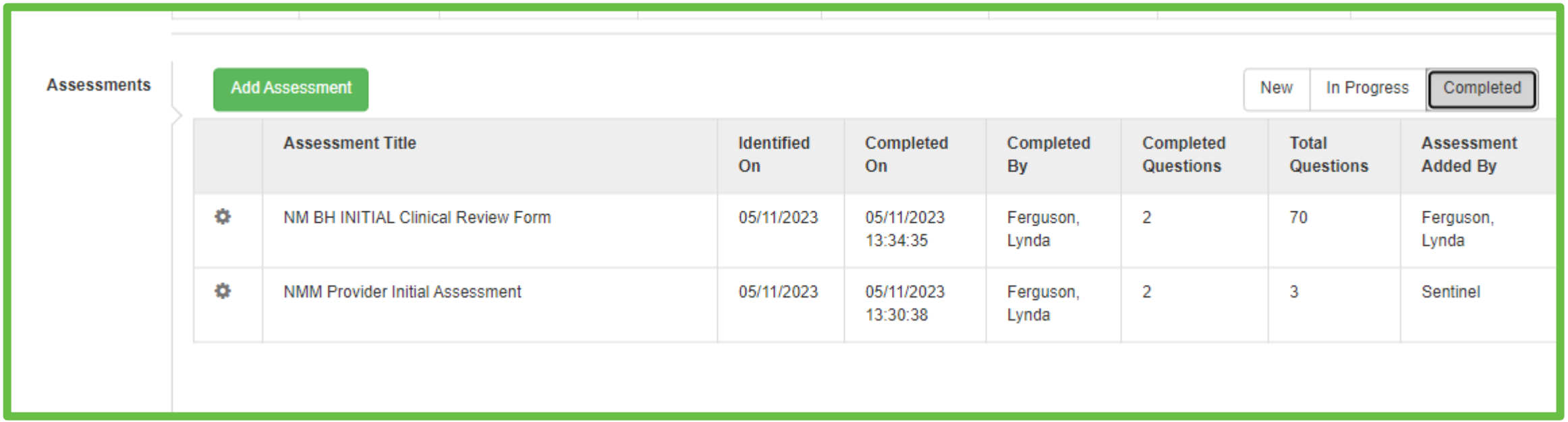




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Assessments, cont.

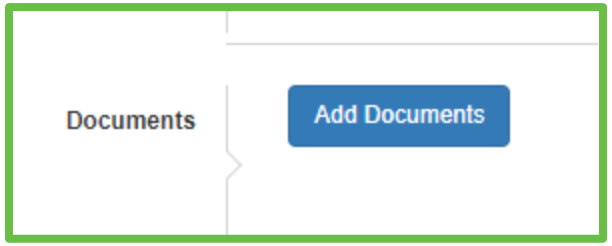
- Be sure to click on “Completed” to see your assessments

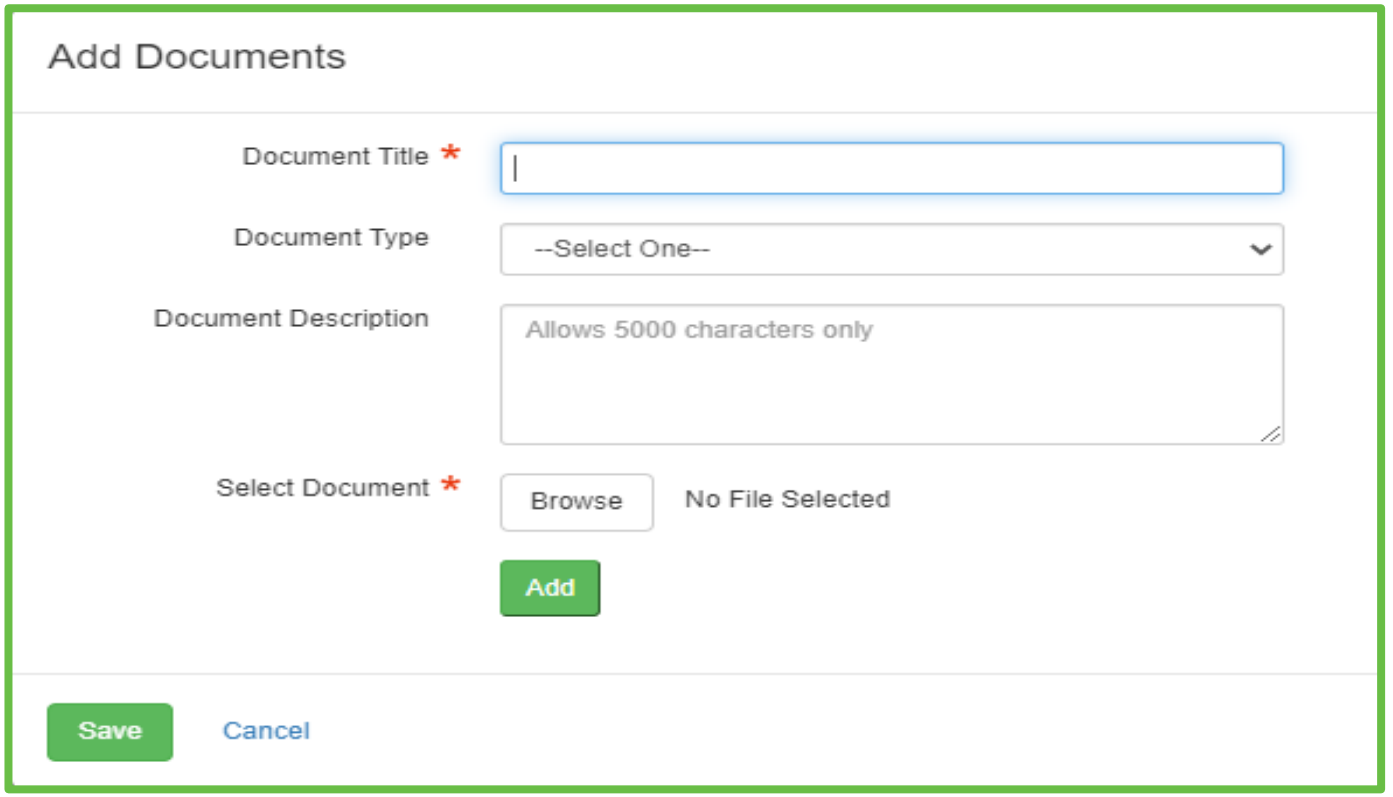


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Documents

- Fill in document title, select document by clicking Browse
- Click on Add and then Save. You must do both or the document will not save

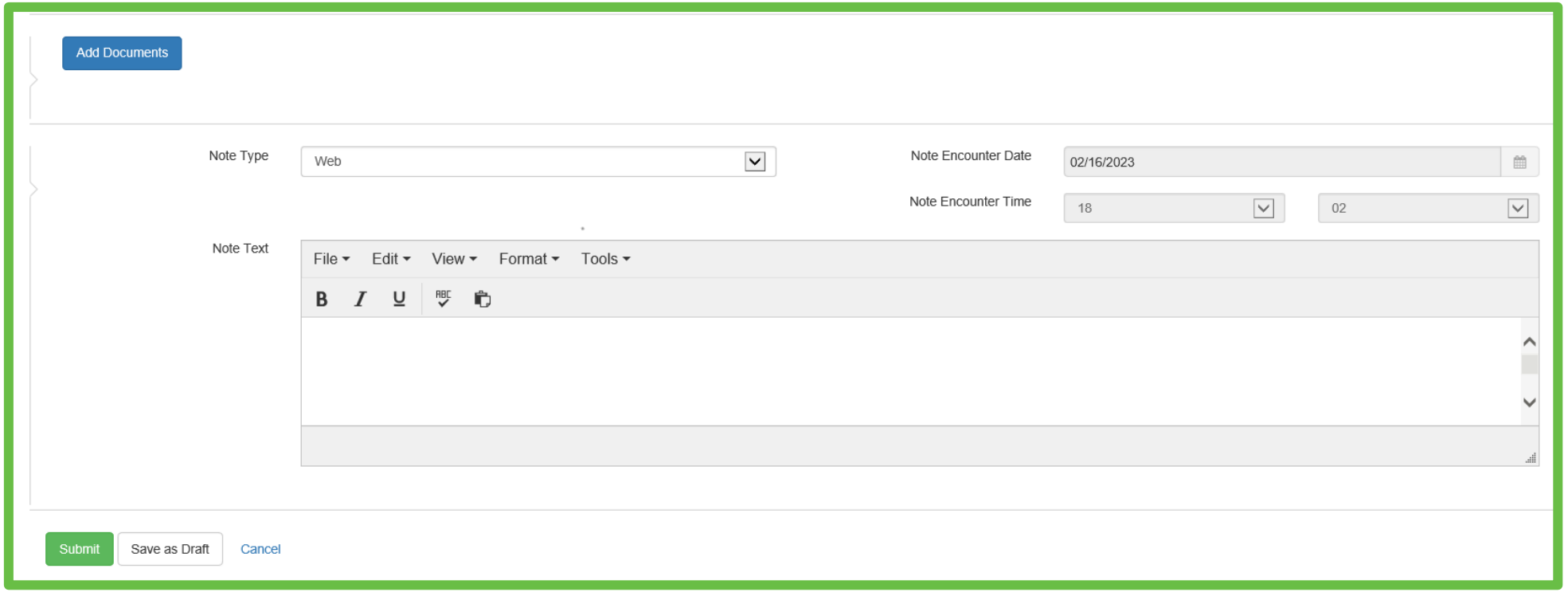




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Notes

- Not necessary to add contact info on admission submission
- All clinical should be located within the clinical assessment



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Submit or Save as Draft

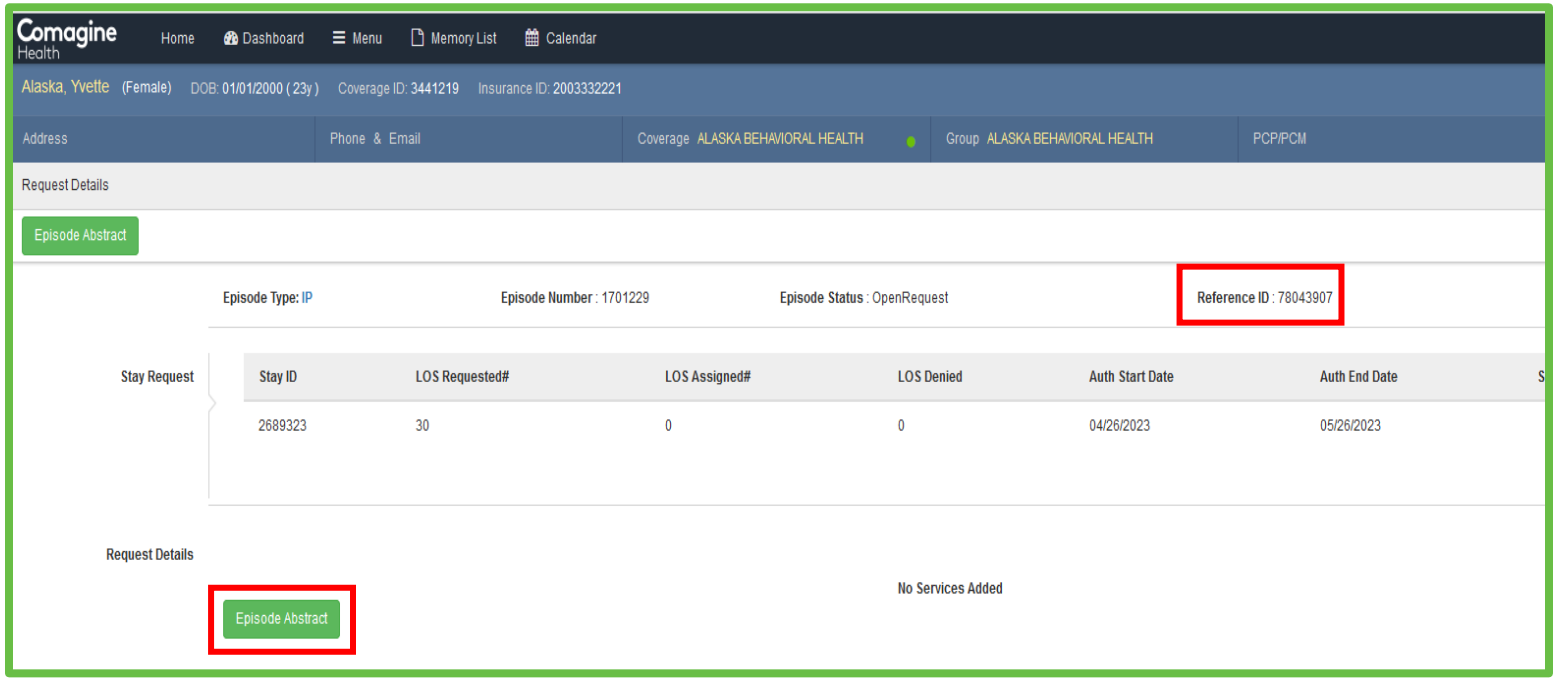
- **Submit**: Episode will be submitted to Comagine Health
- **Save as Draft**: Episode will not submit to Comagine Health; but will be saved for later submission and can be edited
- **Delete**: The request will be deleted



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Reference ID

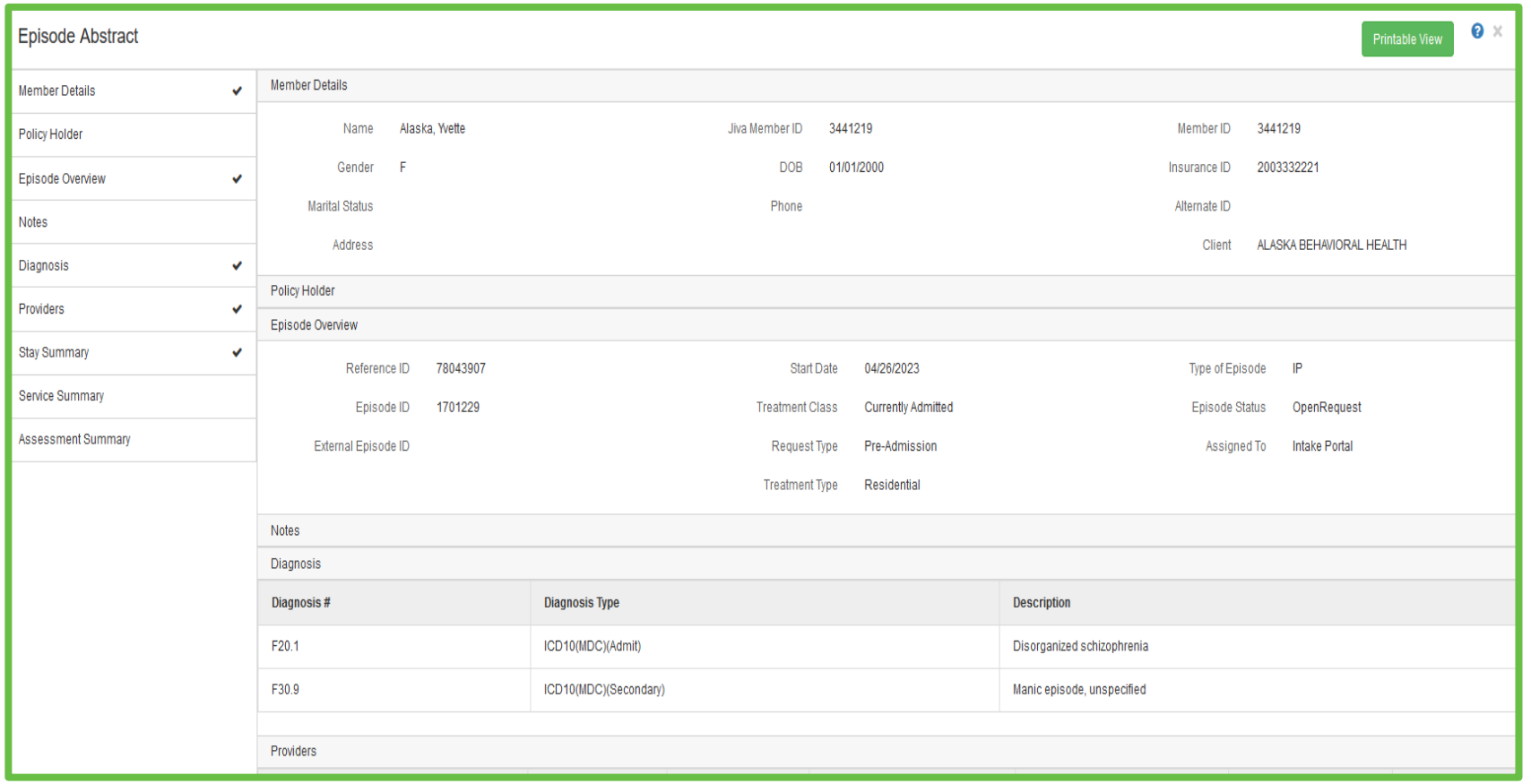
- Make a note of the CHPP Reference ID number for your records to locate the episode faster
- Selecting Episode Abstract allows you to review what was submitted; however, you cannot edit from here



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Abstract View

- You can print by selecting Printable View



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Utilization Management Questions



Type your questions in the chat or raise hand to come off mute

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Thank you!

We are here to help.

Customer Service Phone: 866-962-2180

M- F 8am to 5pm

Lynda Ferguson email: lferguson@comagine.org

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