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# Comagine Health's Jiva Provider Portal Training

**Welcome NM Medicaid DME, Contact Lens & Hearing Aid Providers!**

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**NM TPA**
**May 2023**

# Presentation Objectives

- Review the Comagine Health Provider Portal (CHPP) Upgrade Environment
- Review Log-on Information
- View Dashboard Features & Enhancements
- How to Enter an Authorization Request Demonstration
- How to Search and Add Documents Demonstration
- Review Website Provider Resources – Quick Start Guides

*This session is being recorded and will be available on our website before our go-live date.*

*Everyone in the webinar will remain on mute throughout the presentations, 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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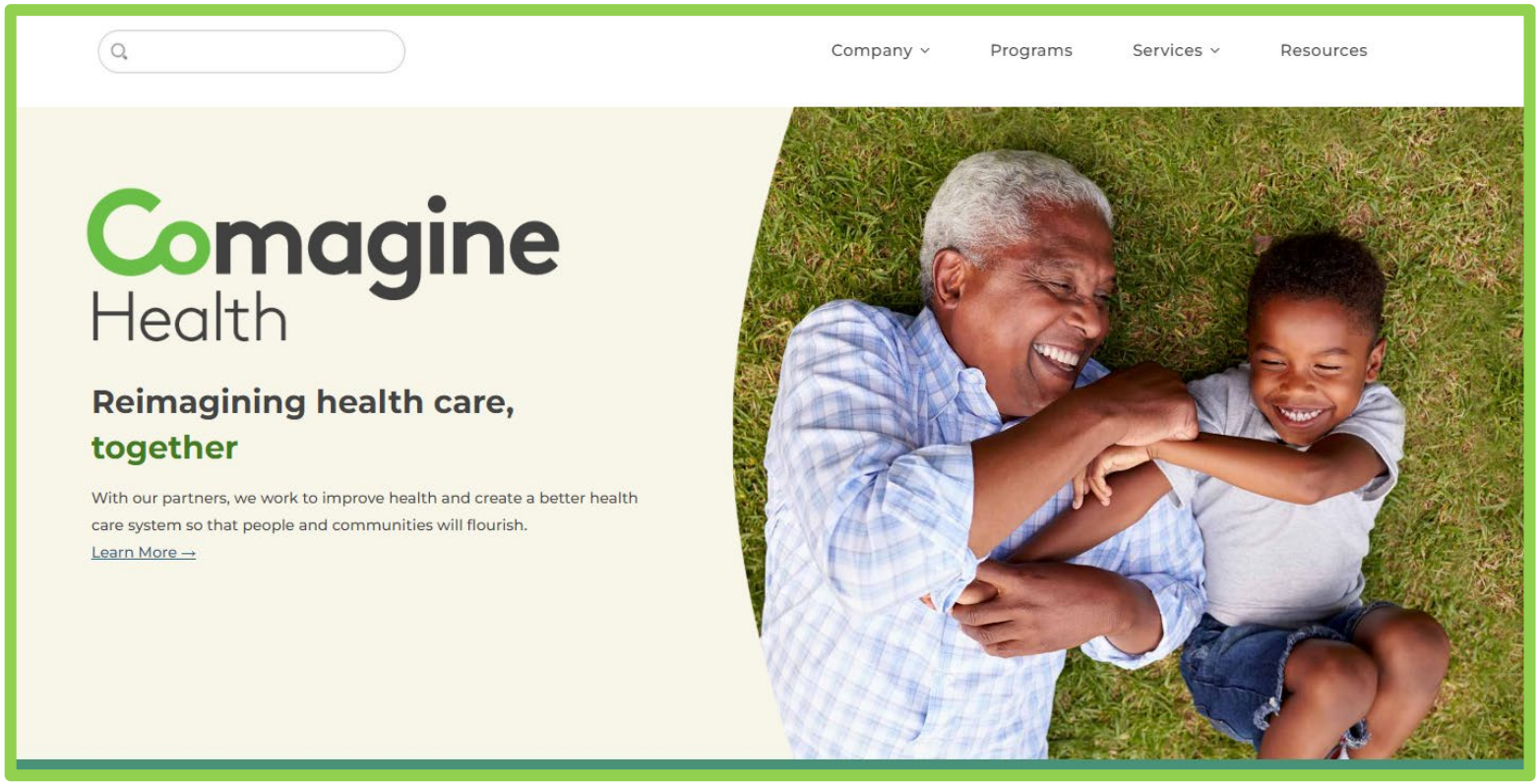
# Provider Portal Upgrade

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

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# Comagine Health Website & Provider Portal (CHPP) Access

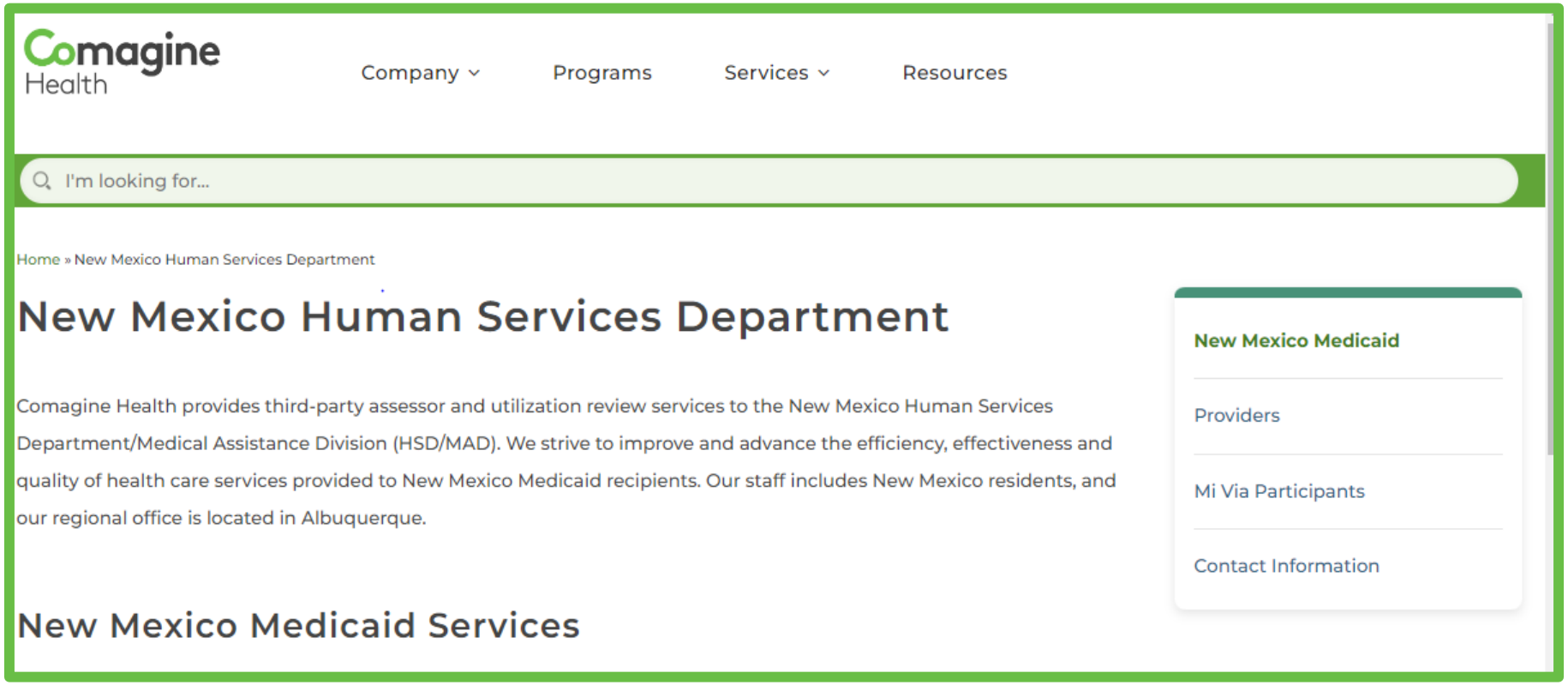
- Link to CHPP Login Page
- Go to Comagine Health's website - [http://www.comagine.org](http://www.comagine.org)




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# Comagine Health NM Medicaid Home Page

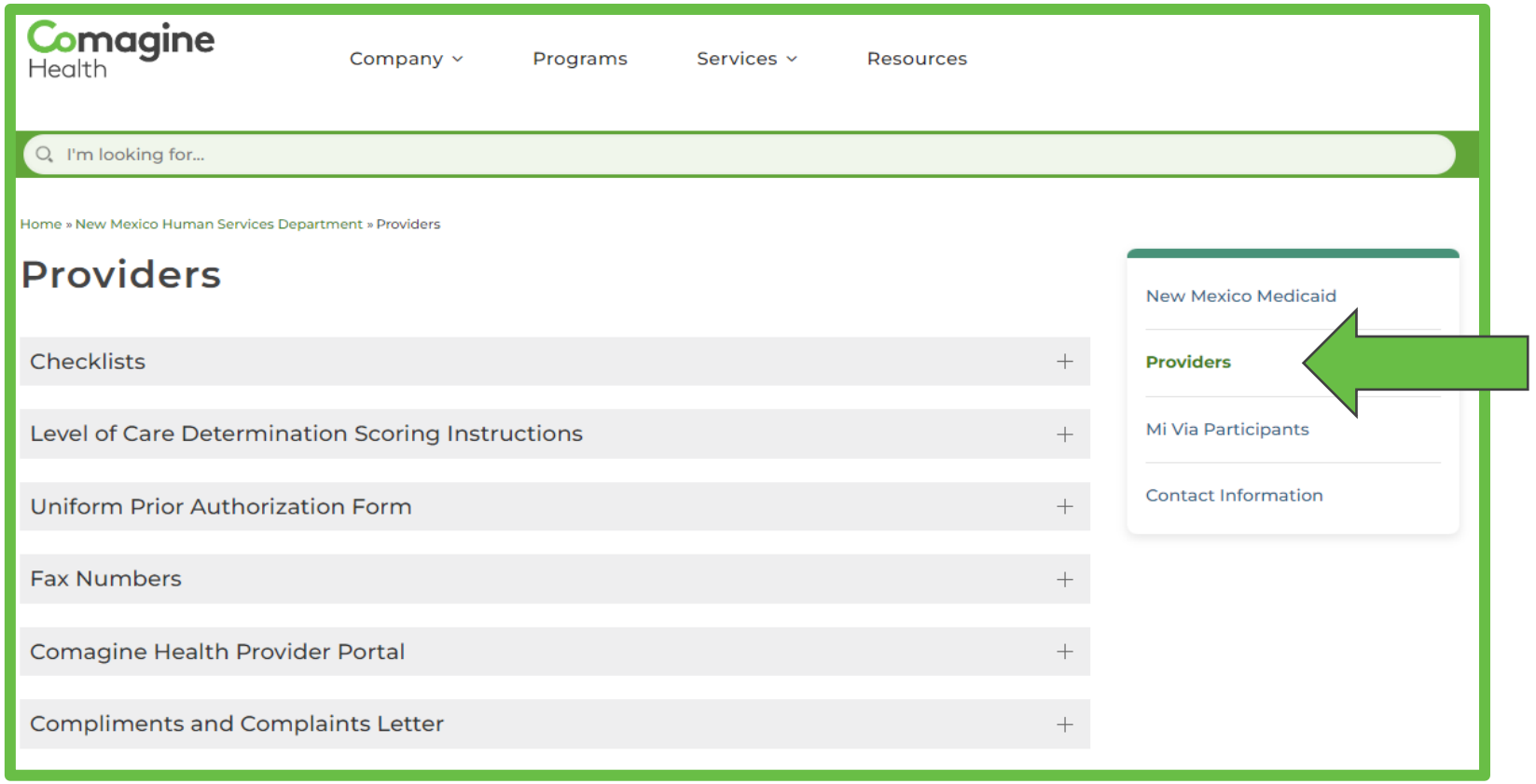
- Click on Programs, then select New Mexico Medicaid Services




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# Provider Portal Resources

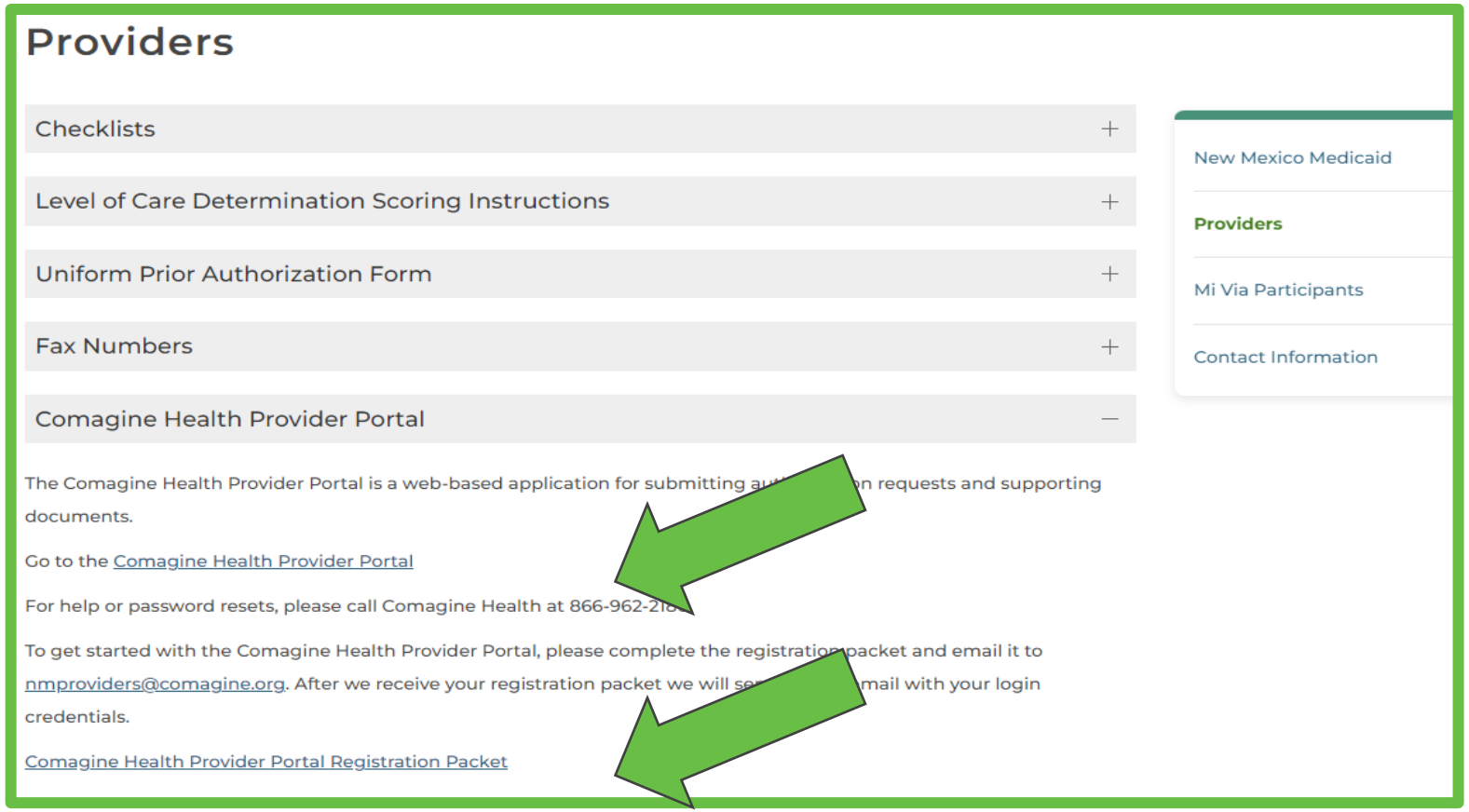
- Select '*Providers*' on the right-side panel will display the Provider page with the Provider Portal Link




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# Provider Registration Packet

- Select '*Comagine Health Provider Portal*', on the left-side navigation panel to download the registration packet and/or access login link:




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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.

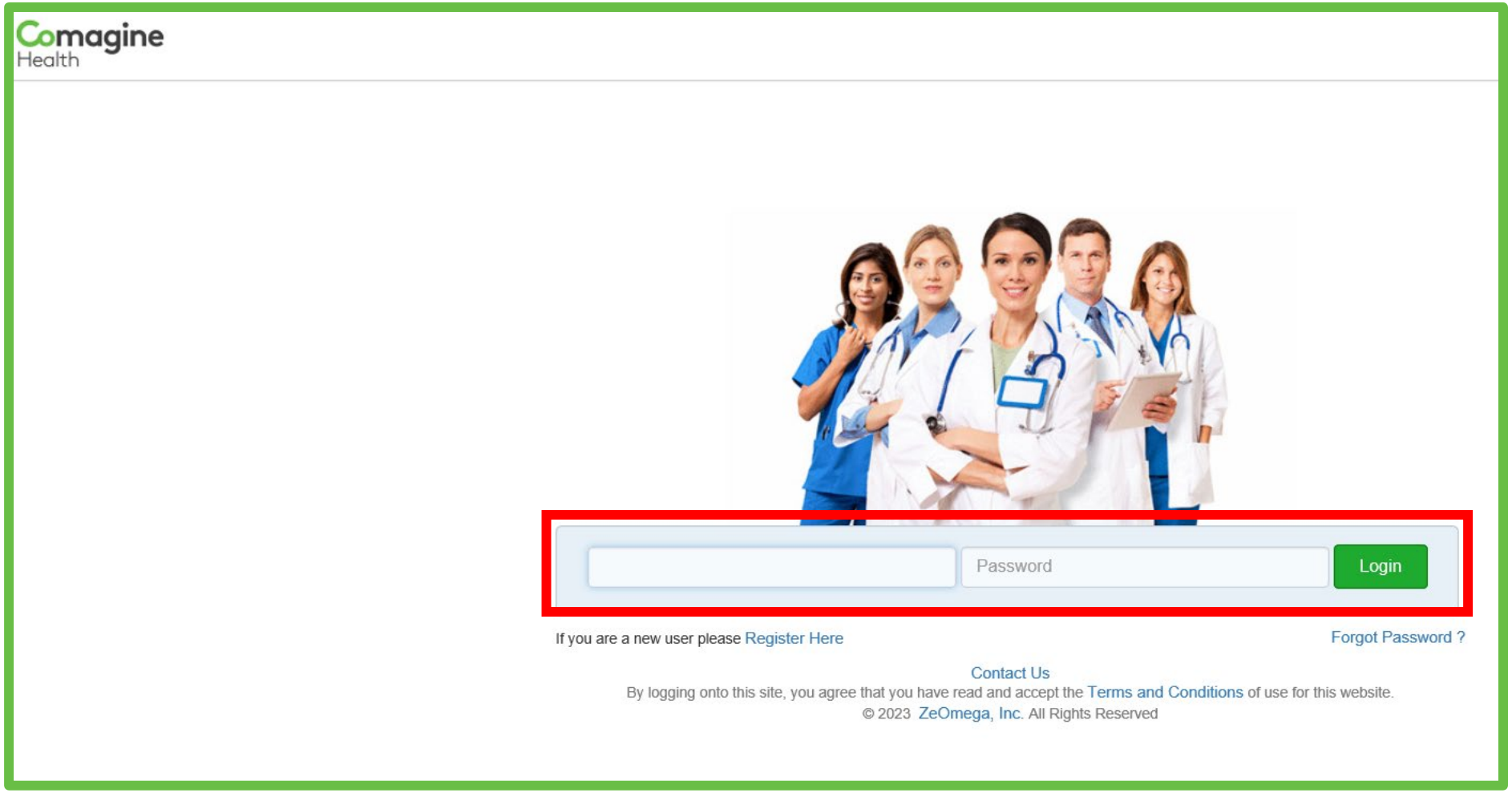
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# Provider Portal Access




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# How to Log Into the Provider Portal




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# Provider Portal Log In

Jiva™



** USER WARNING **

This Provider User And Confidentiality Agreement
by and between Comagine Health.

In order to ensure the integrity, security and confidentiality of information maintained within this system, and, to limit disclosure and use of this data to only that which is permitted by law, I agree to abide by all provisions set forth in my System User Agreement (SUA) with Comagine Health. I hereby acknowledge having received notice of the potential criminal, administrative and/or civil penalties for violating any terms of my SUA. If I have questions about my obligations regarding the terms of my SUA, I understand that I may seek clarification from my organization's System Administrator.

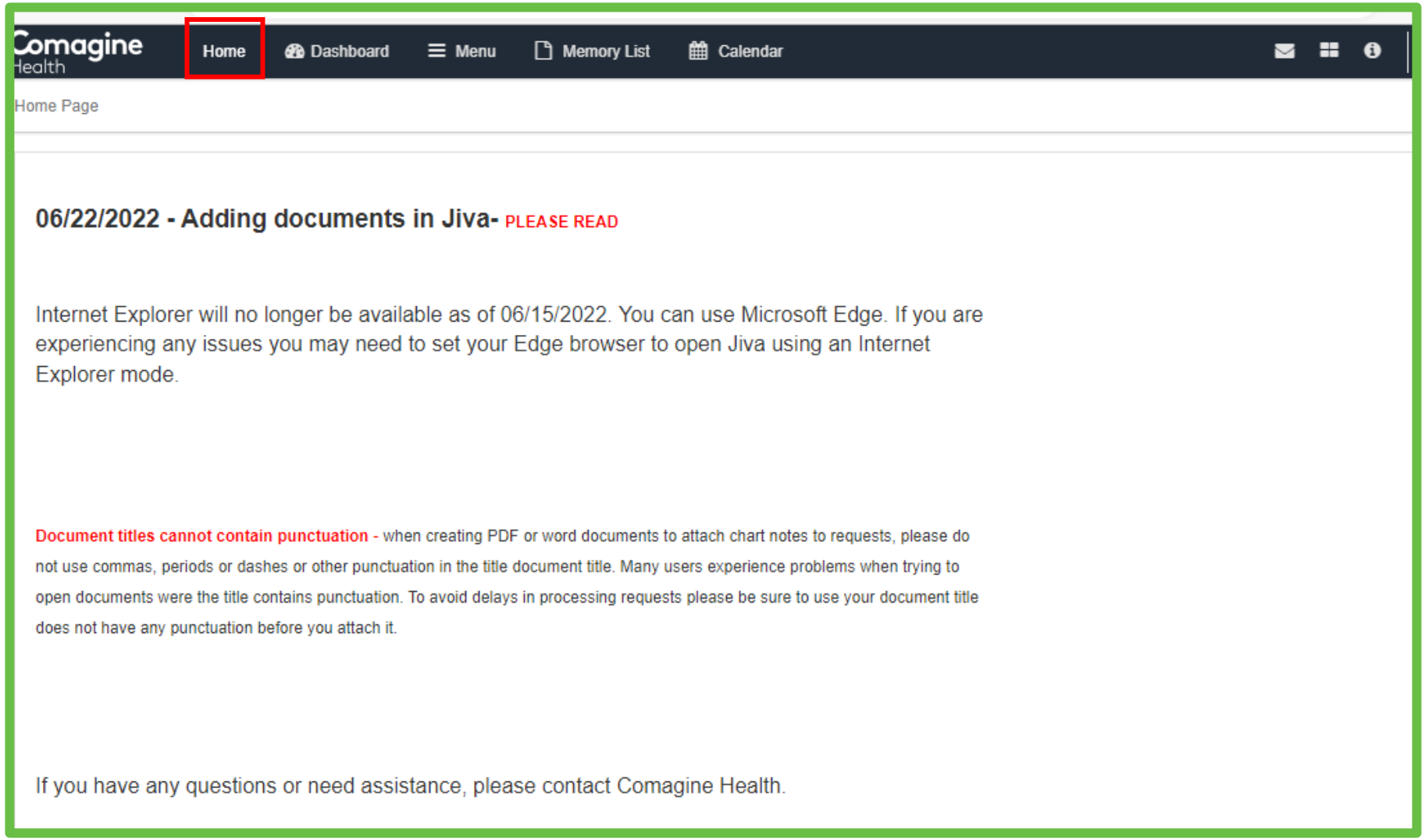
If you agree then click on " I Agree "

I Agree  I Disagree

Contact Us

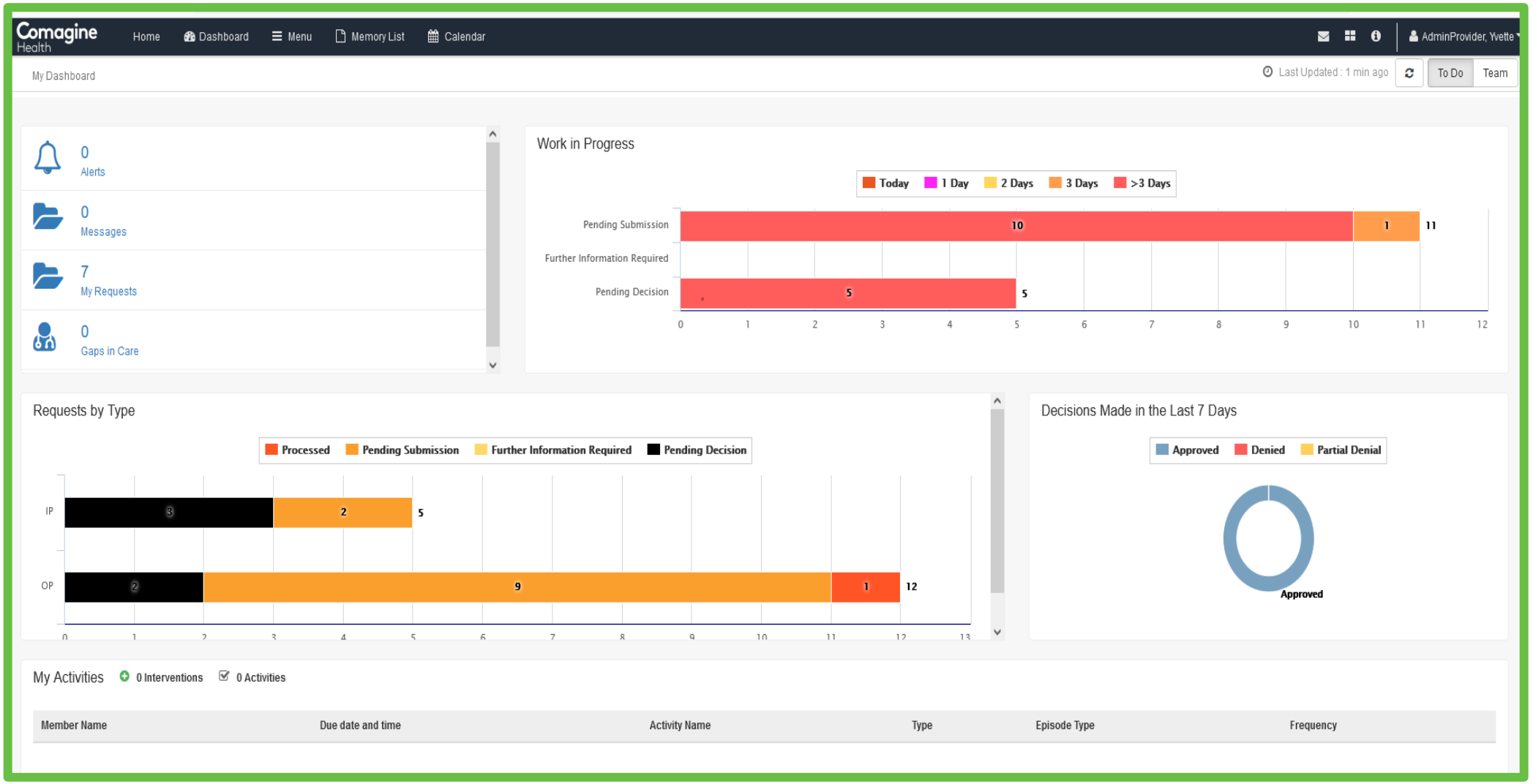
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# Provider Home Page – View Posted  Announcements



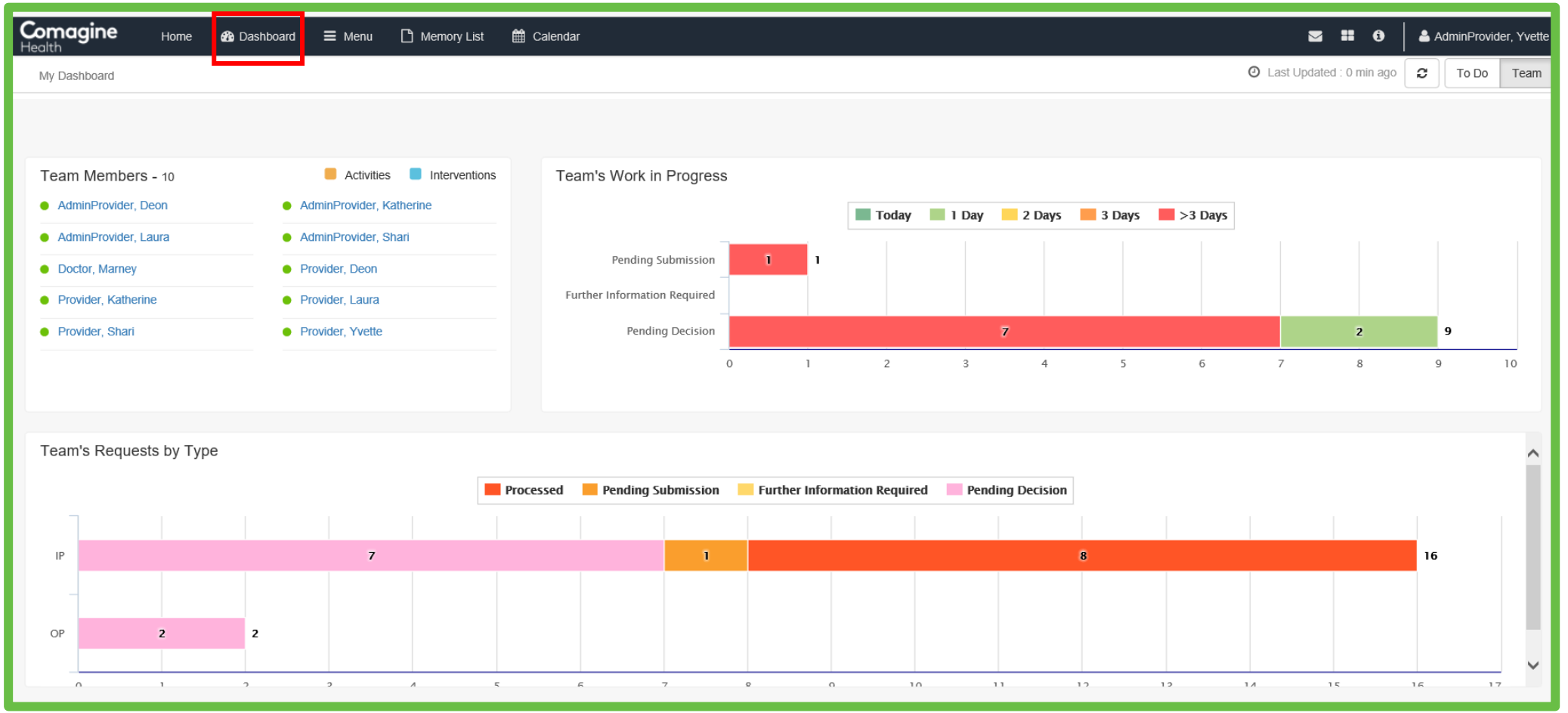

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# Provider Dashboard - To Do



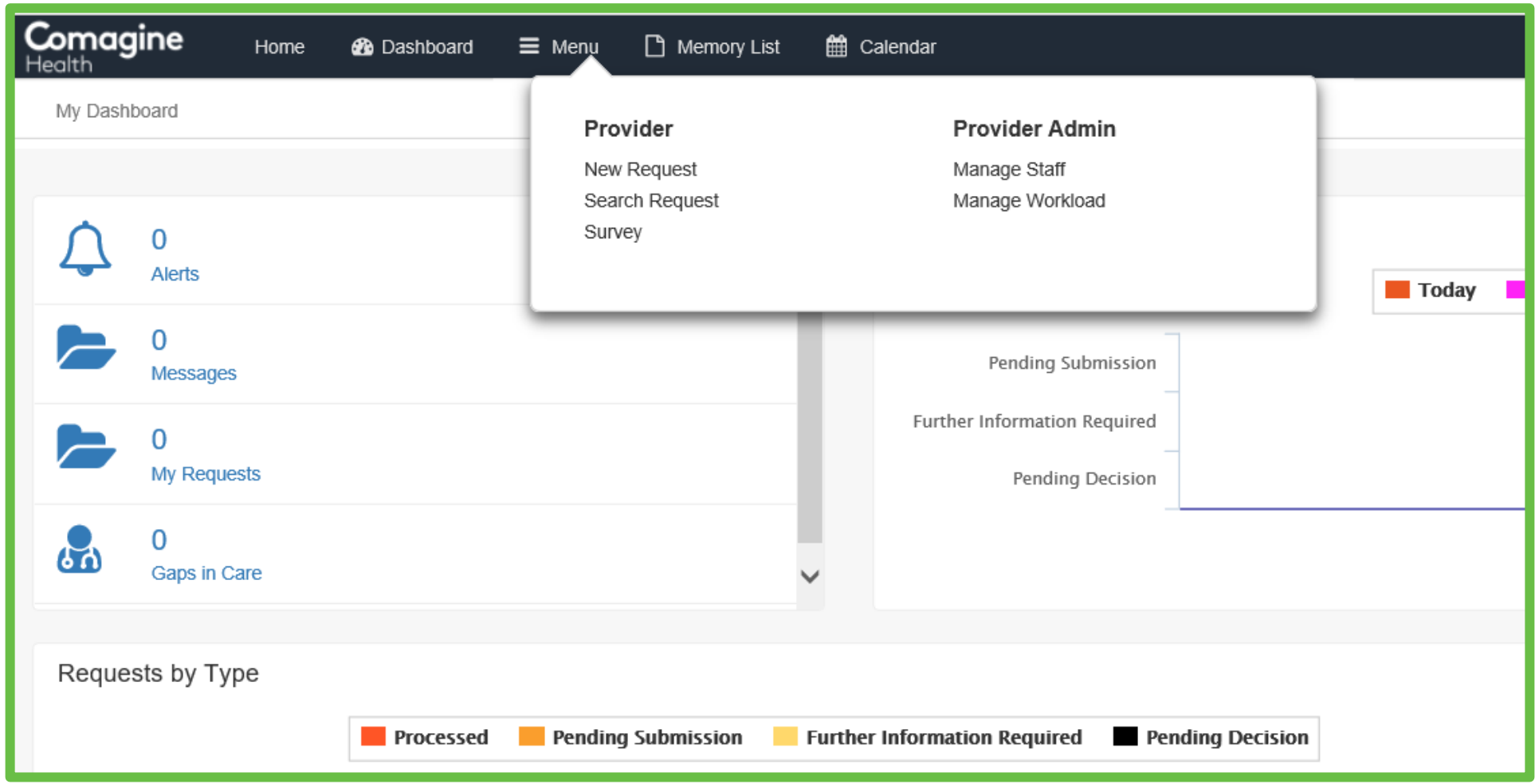

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# Provider Dashboard - Teams



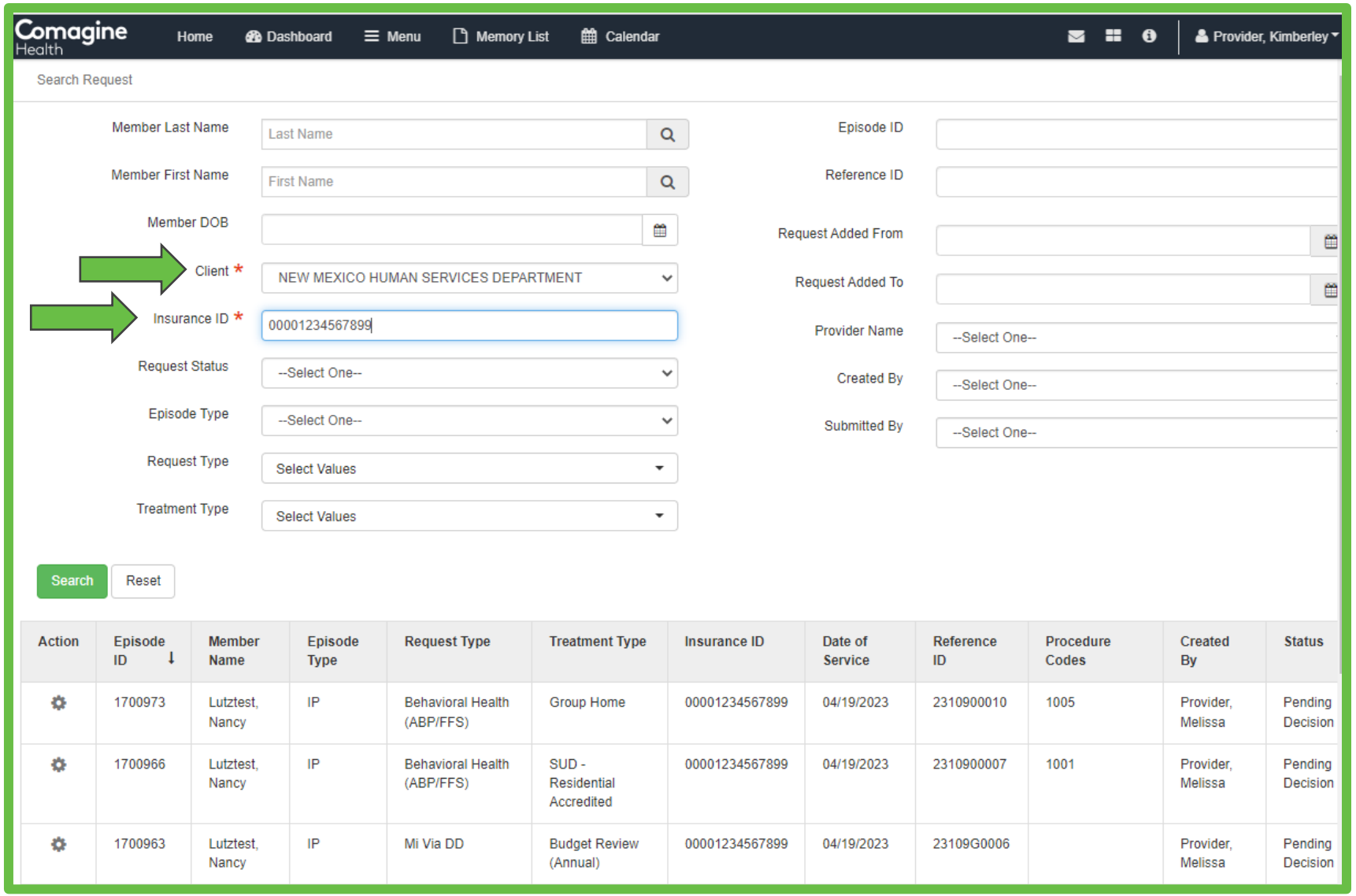

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# How to Search or Submit a New Request



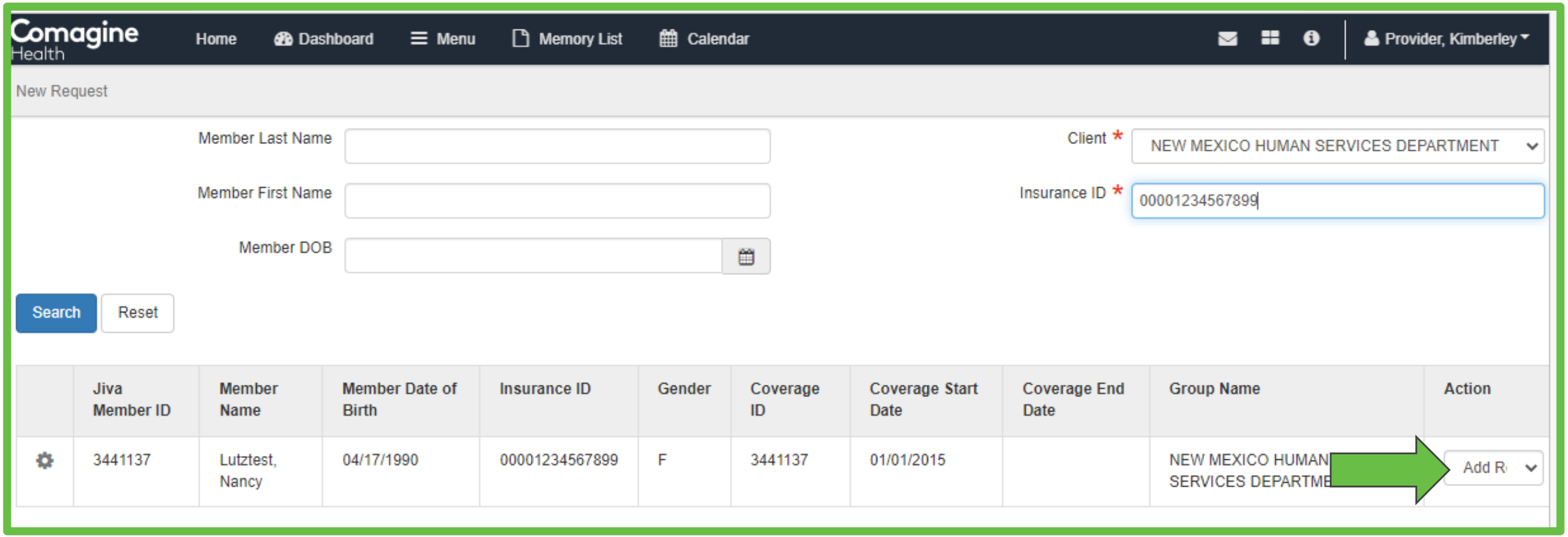

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# Search Request




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# Submit a New Request




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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**
**Kimberley Scott email: kscott@comagine.org**

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