Comagine Health's Jiva Provider Portal Training

Welcome NM Medicaid Hospital, Physicians and In-State Transplants 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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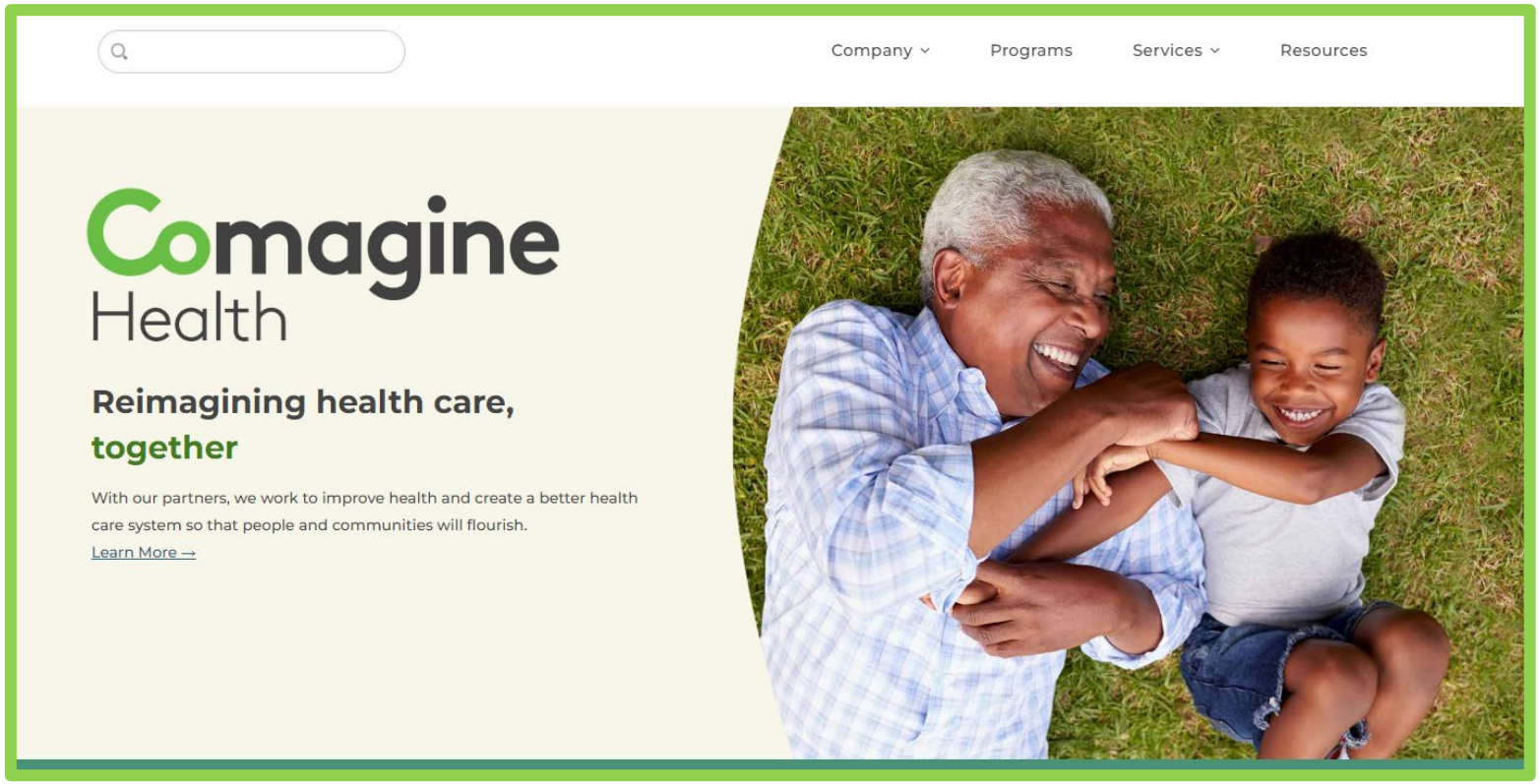
Provider Portal Upgrade

- **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

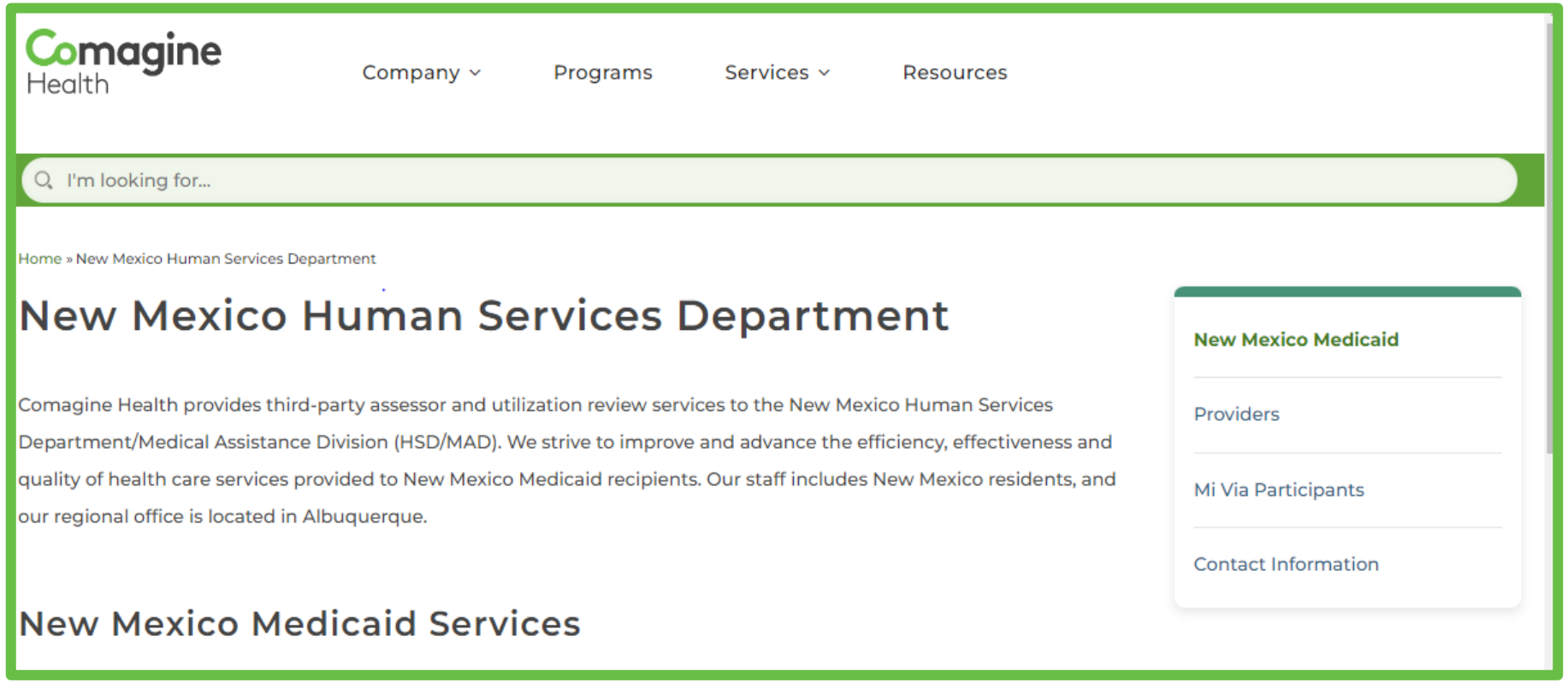
- Link to CHPP Login Page
- Go to Comagine Health's website - http://www.comagine.org



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Comagine Health NM Medicaid Home Page

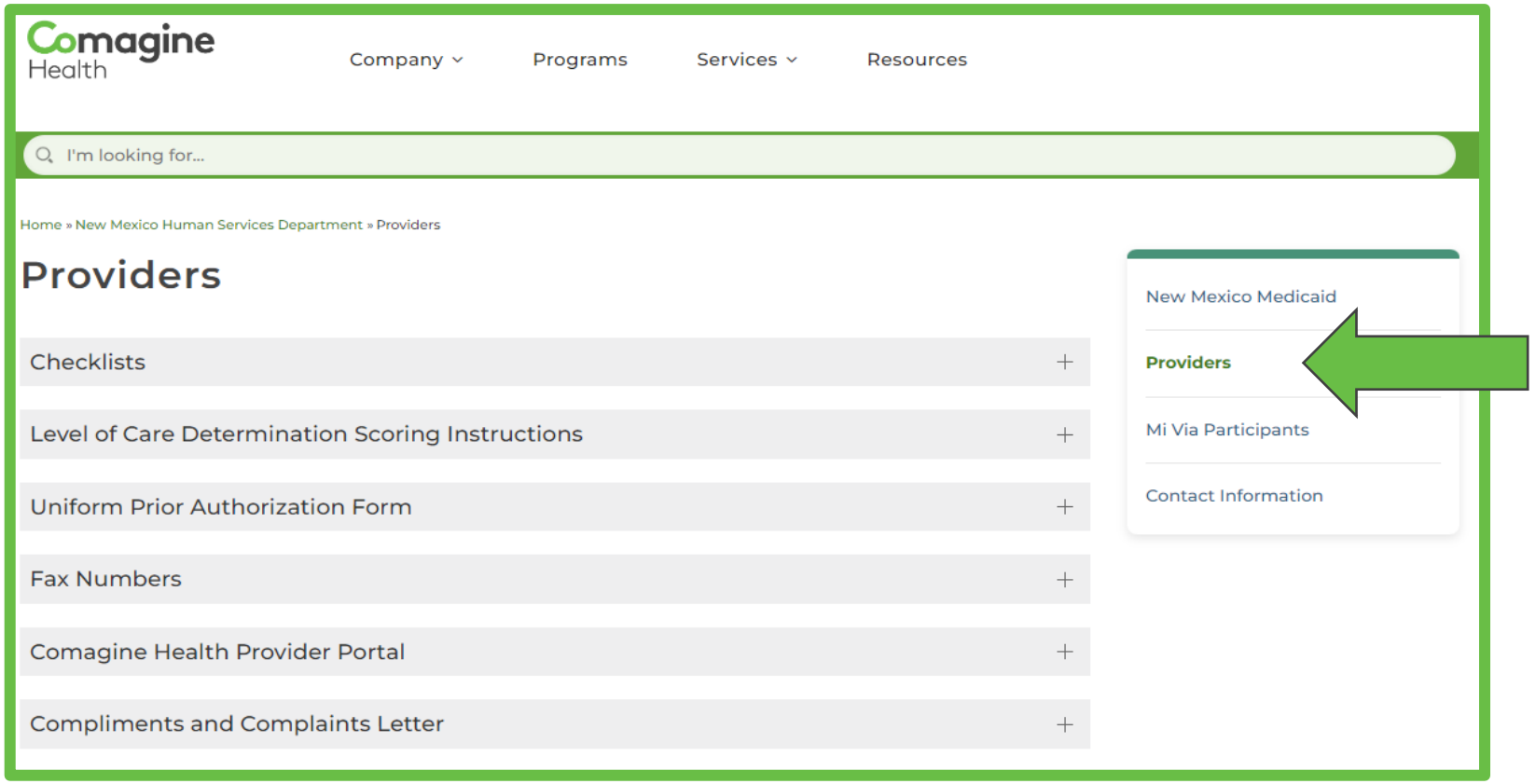
- Click on Programs, then select New Mexico Medicaid Services



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Provider Portal Resources

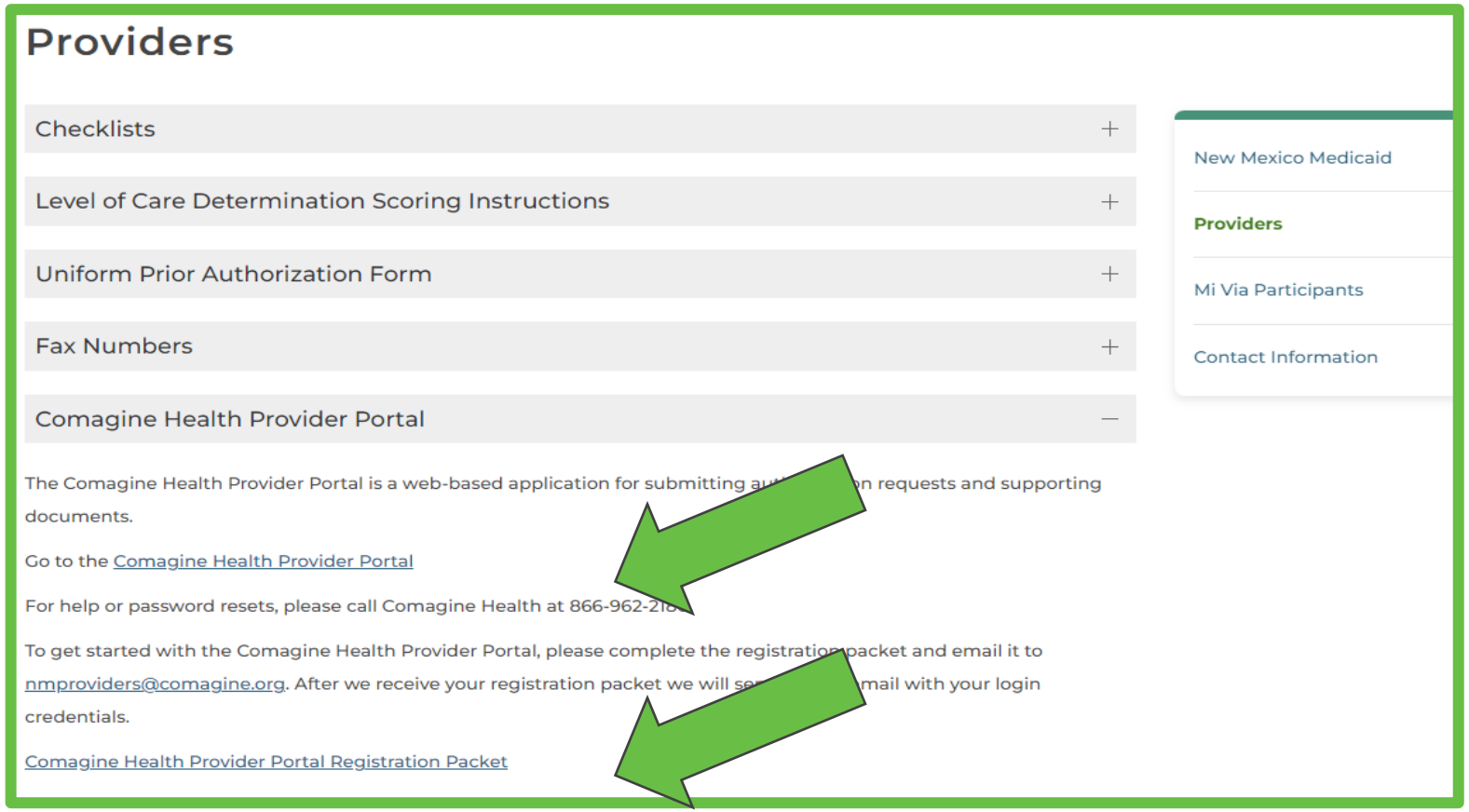
- Select '*Providers*' on the right-side panel will display the Provider page with the Provider Portal Link



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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.

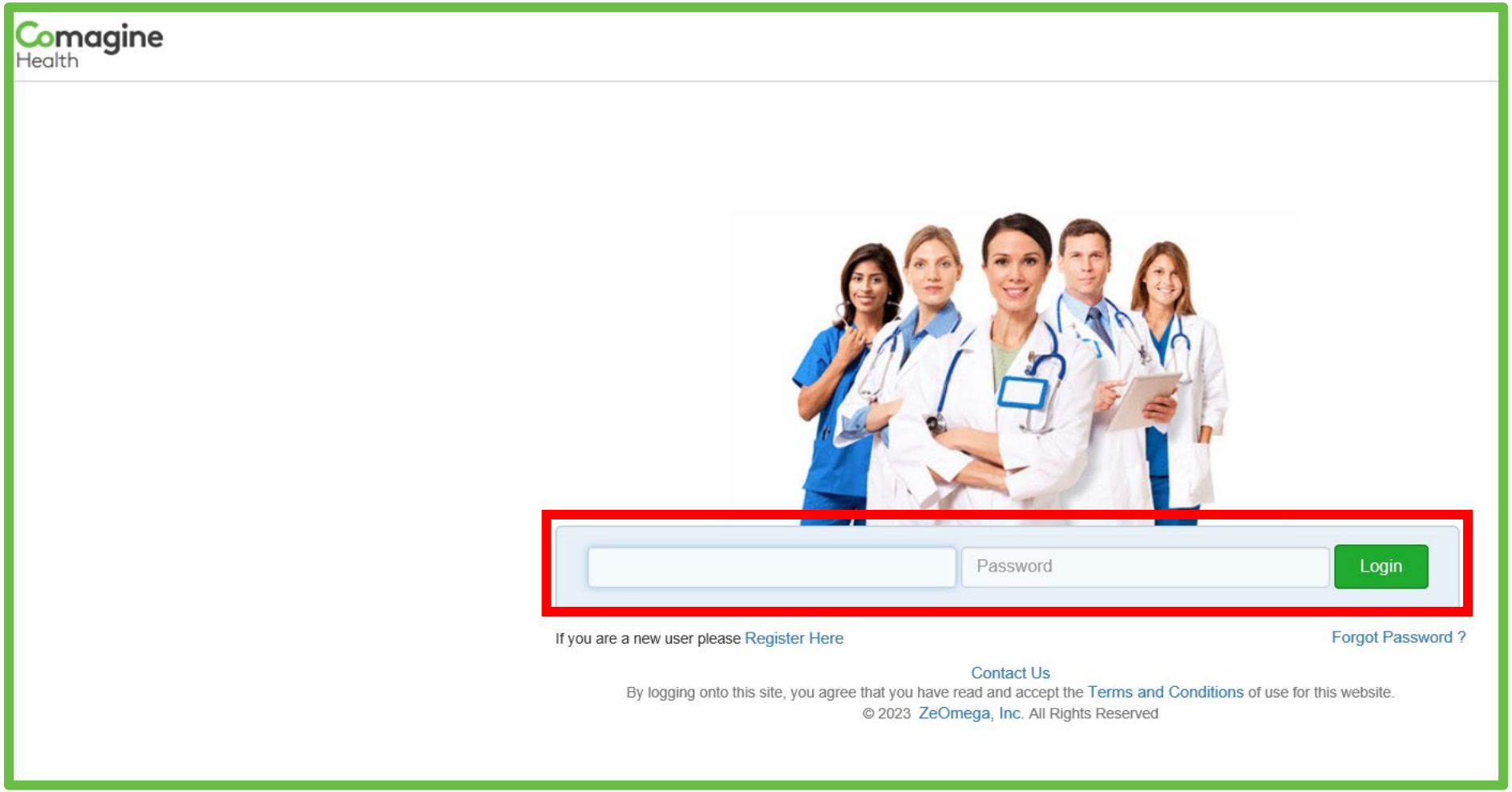
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Provider Portal Access



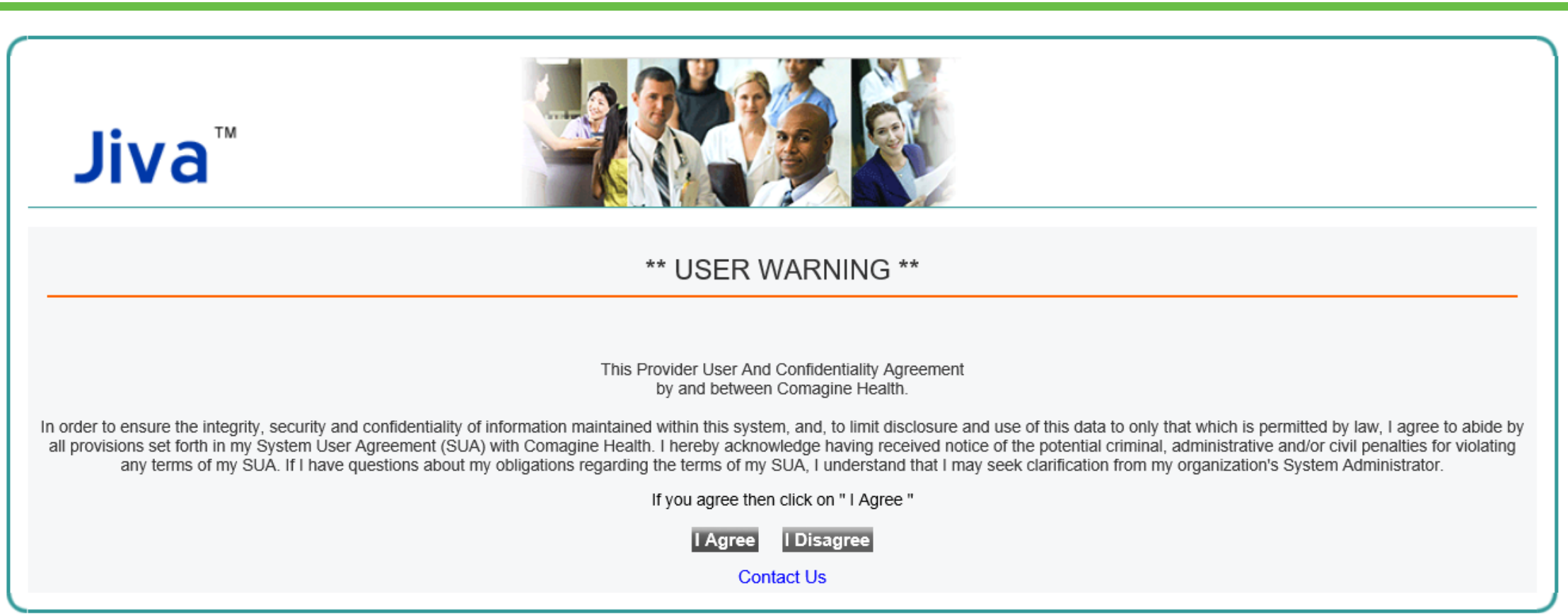
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How to Log Into the Provider Portal



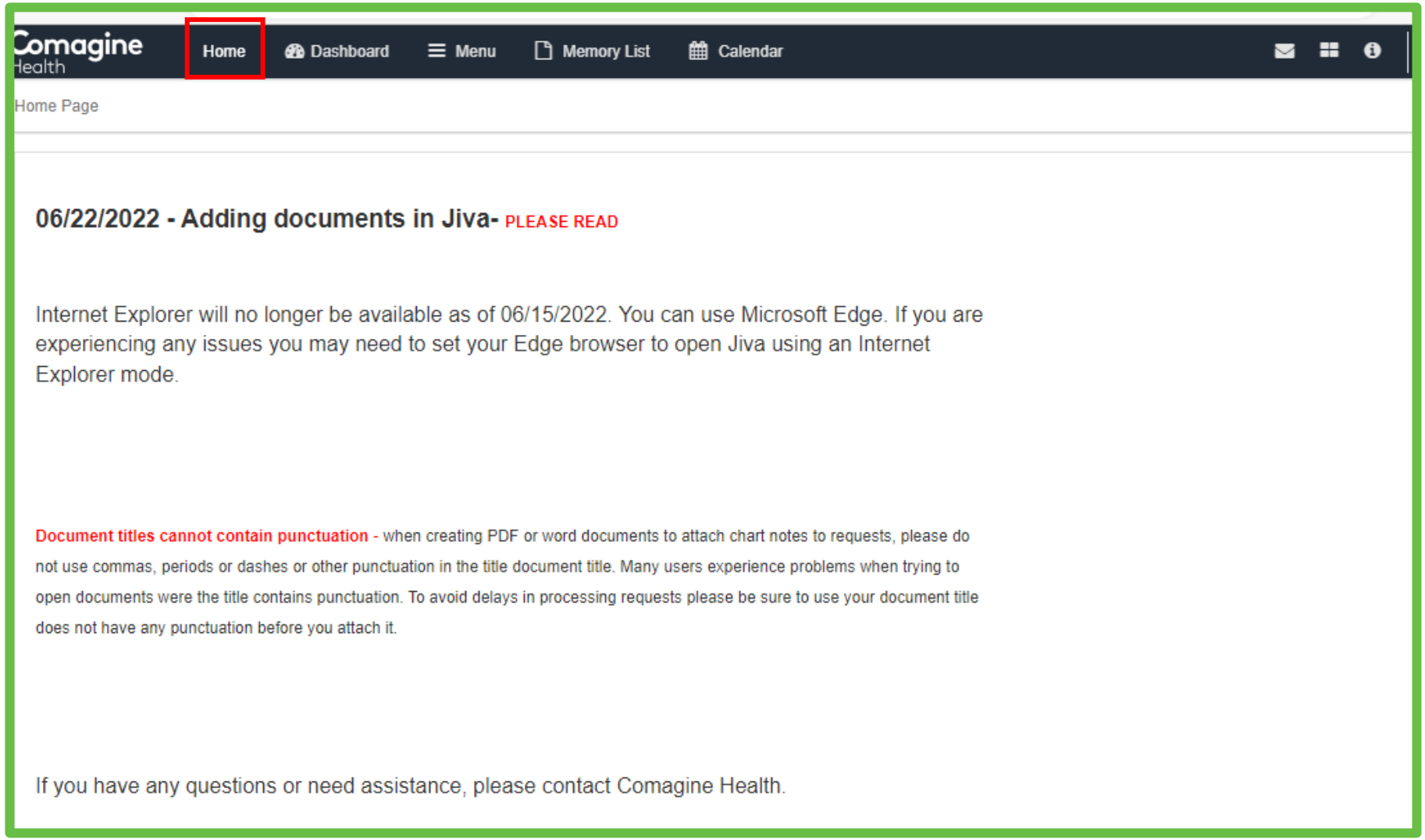
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Provider Portal Log In



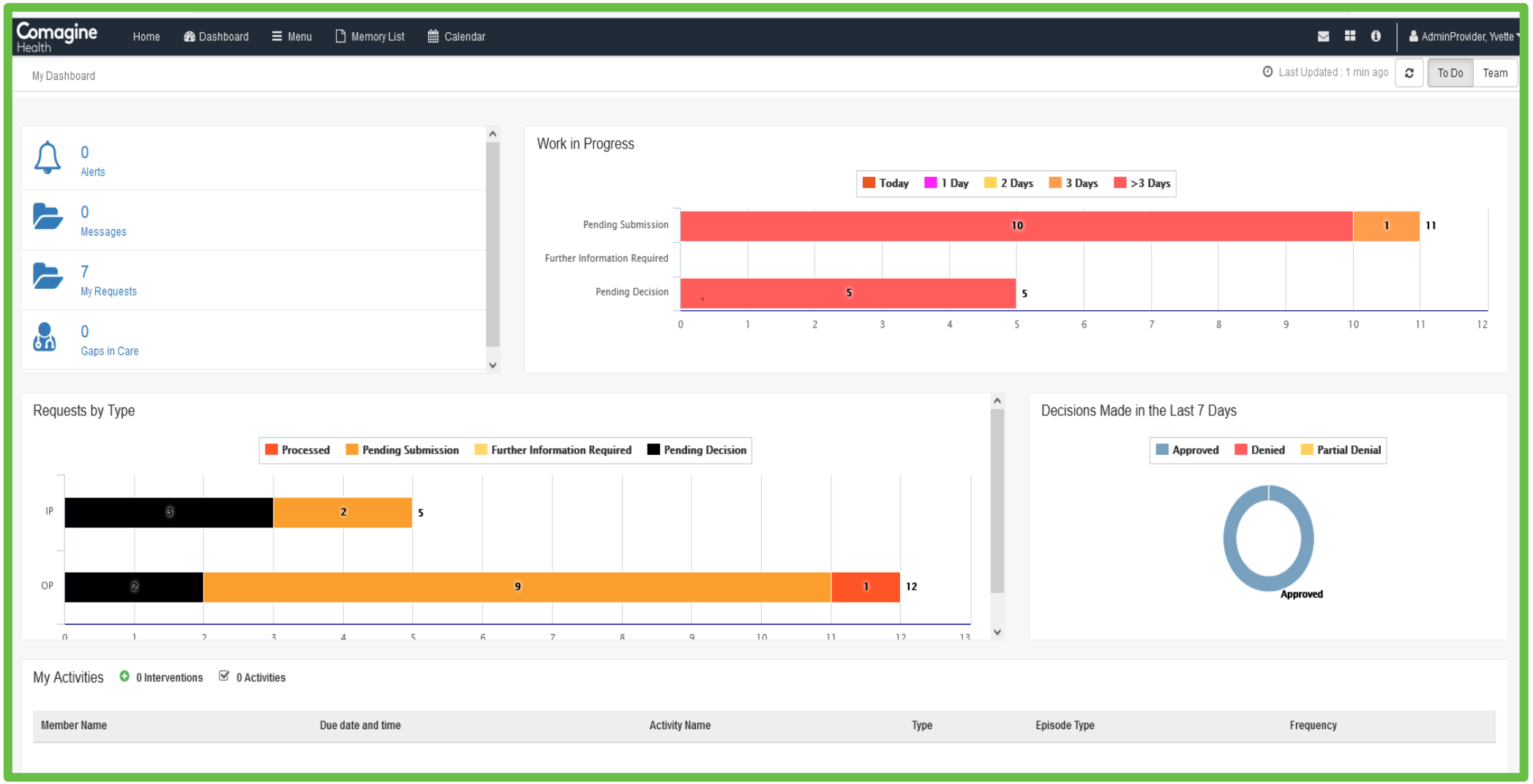
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Provider Home Page – View Posted Announcements



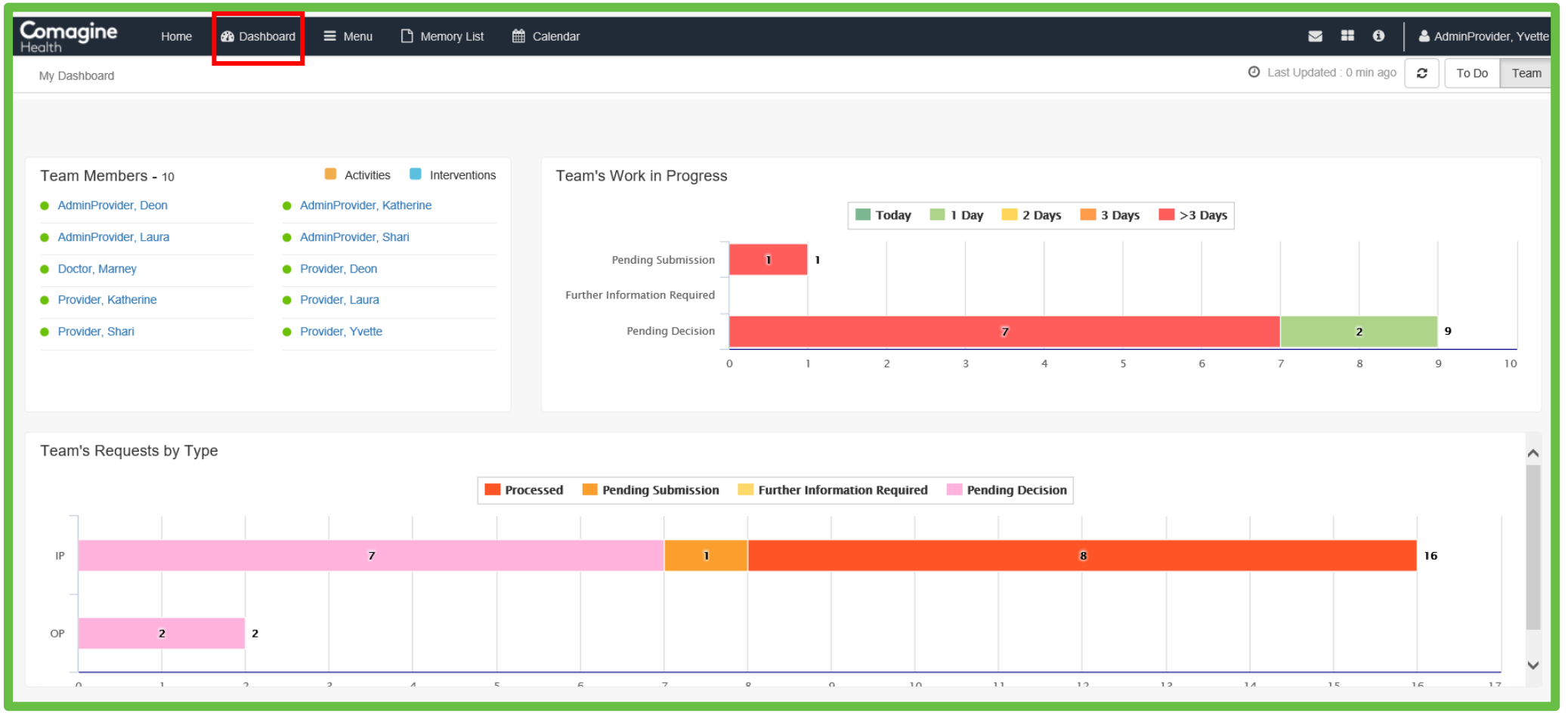
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Provider Dashboard - To Do



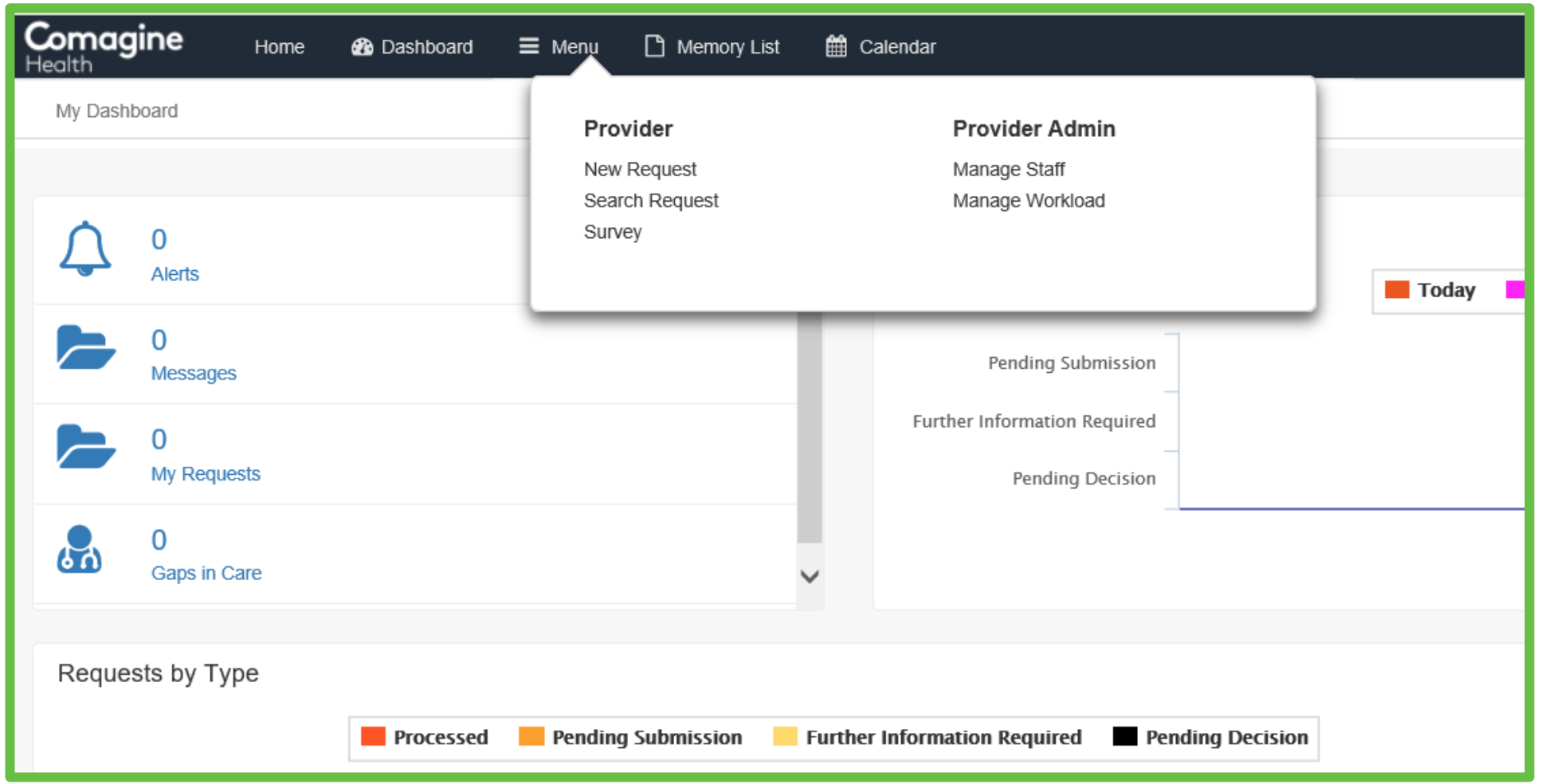
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Provider Dashboard - Teams



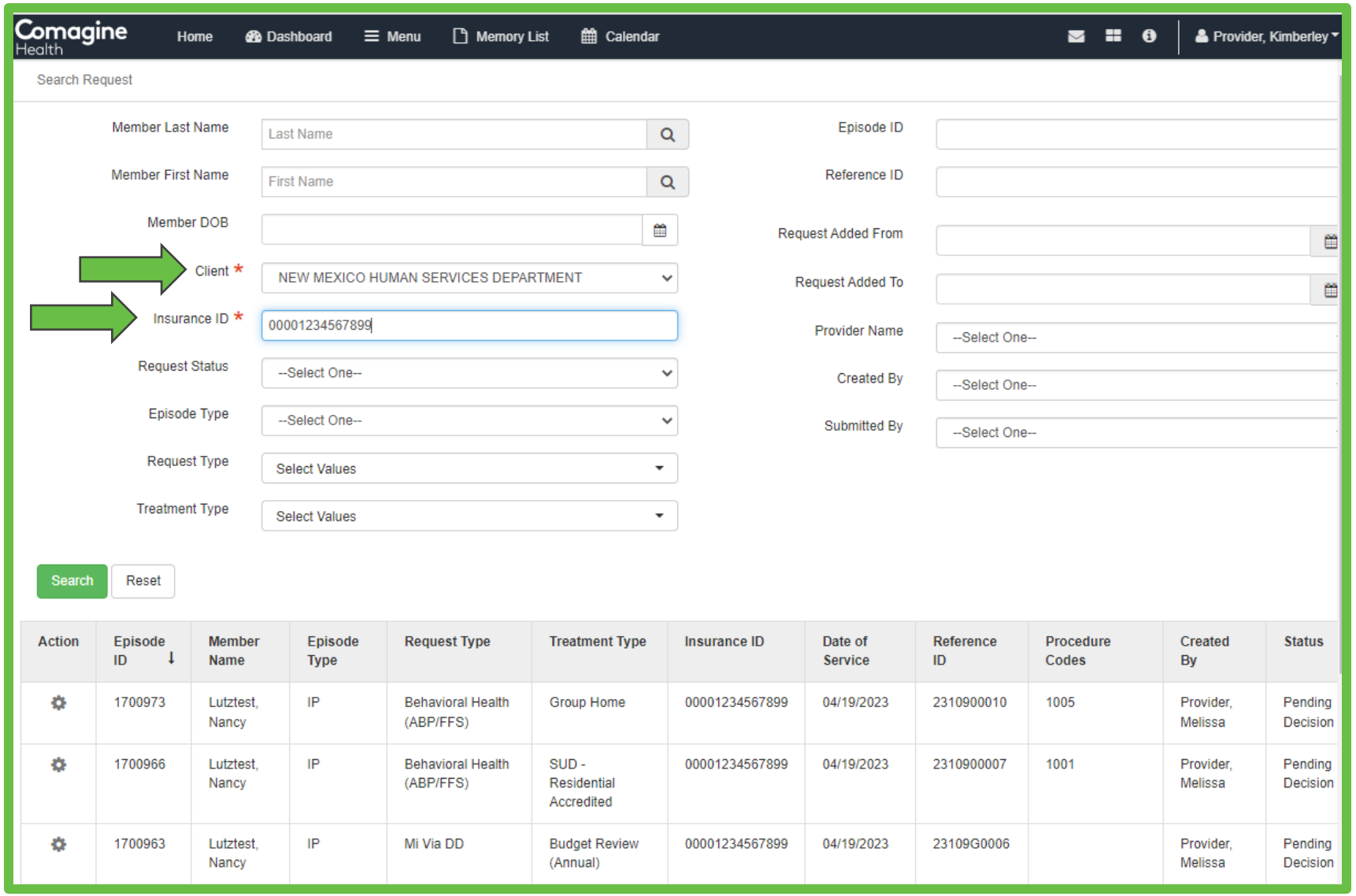
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How to Search or Submit a New Request



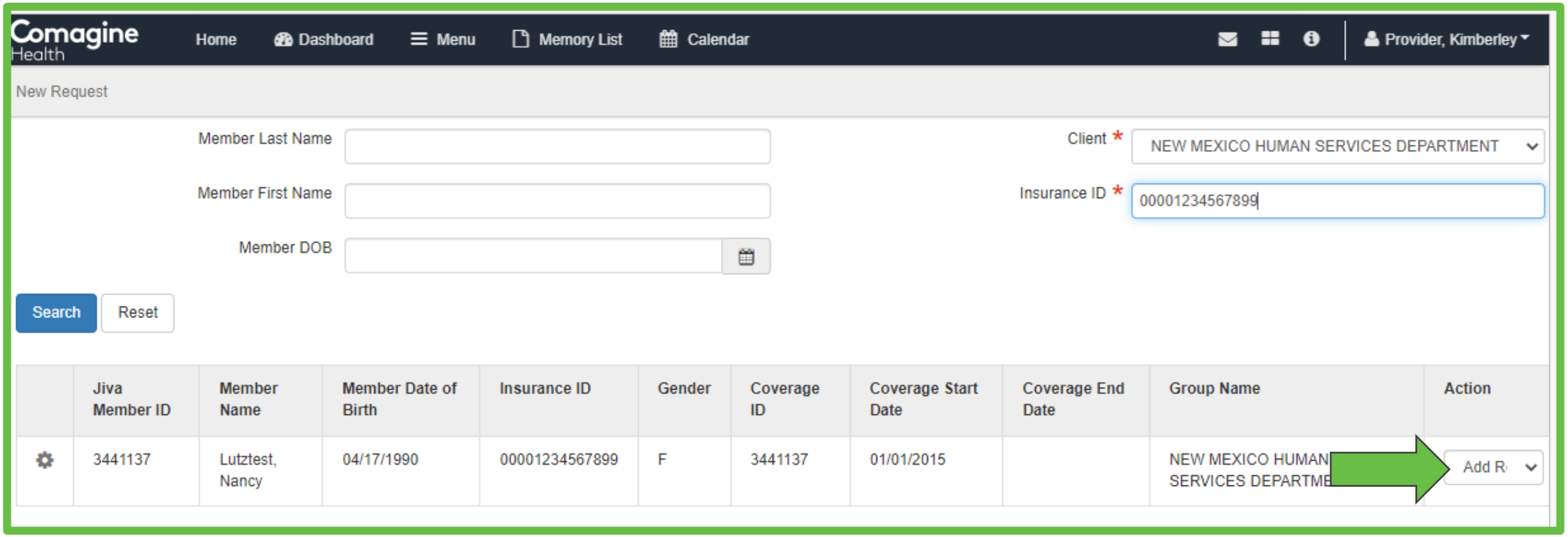
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Search Request



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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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