Comagine Health

Comagine Health's Jiva Provider Portal Training

Welcome Mi Via Consultants and Support Waiver Coordinators!

Kimberley Scott & Derek Begay
NM TPA
May 16, 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 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.

Comagine Health

What’s New!

Comagine Health

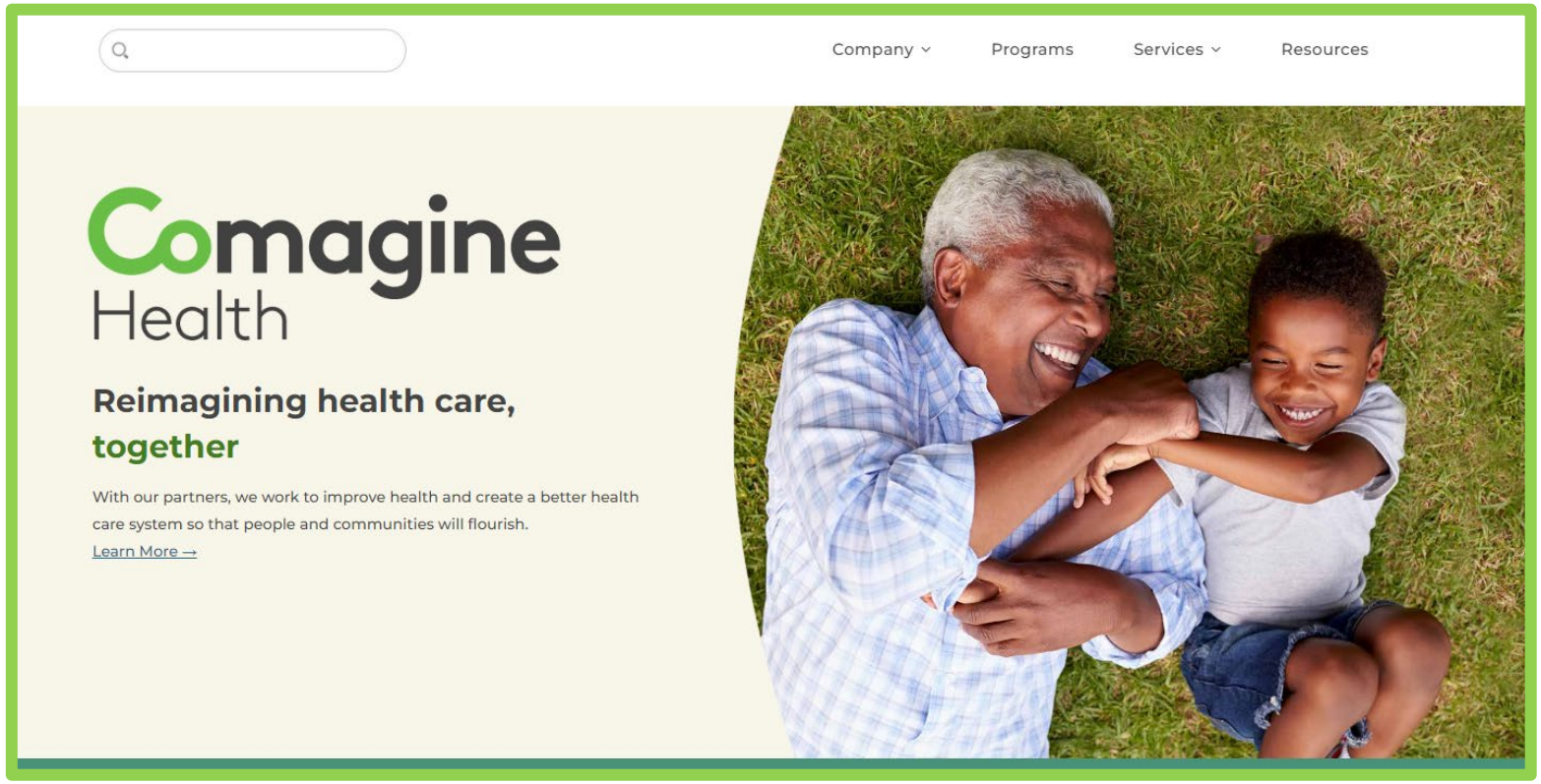
Provider Portal Upgrade

- **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.

Comagine Health

Comagine Health Website & Provider Portal (CHPP) Access

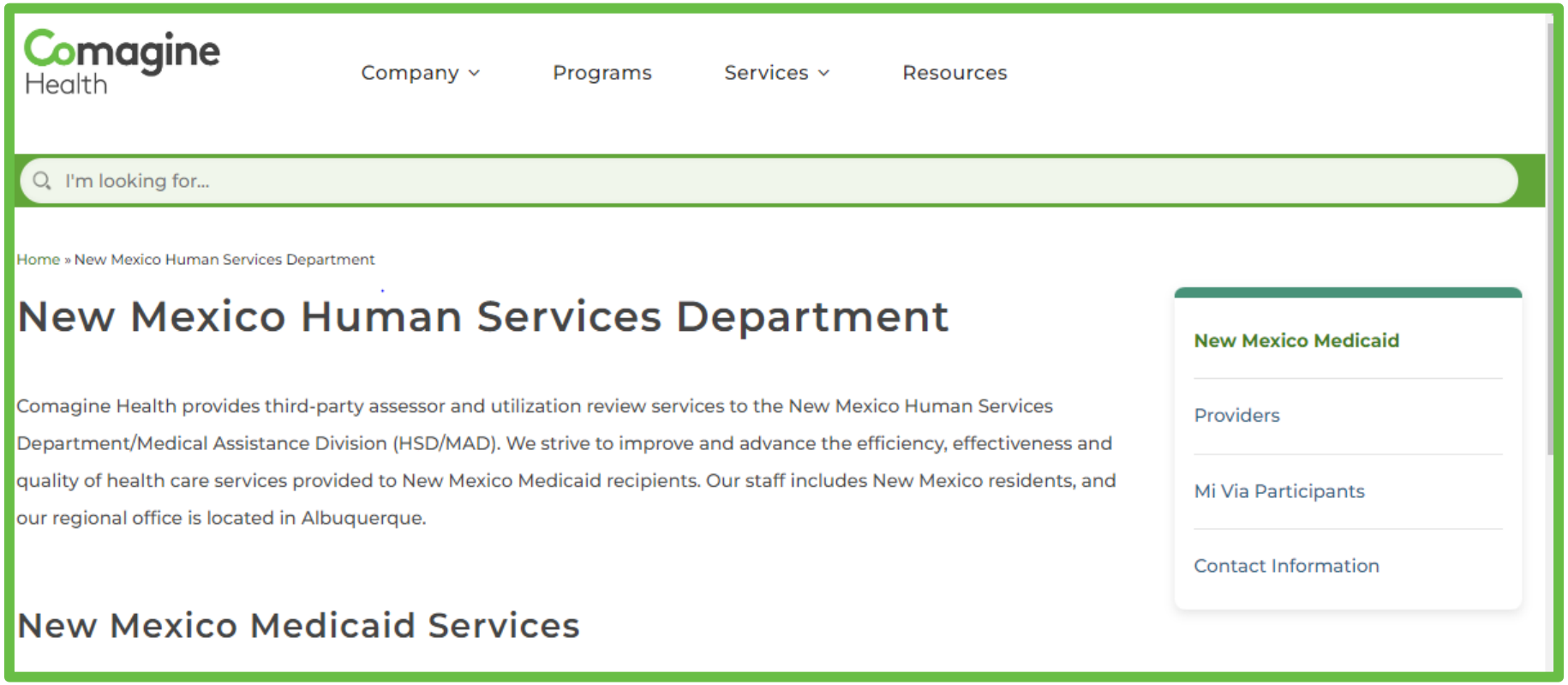
- Link to CHPP Login Page
- Go to Comagine Health's website - http://www.comagine.org
- Any Browser can be used



Comagine Health

Comagine Health NM Medicaid Home Page

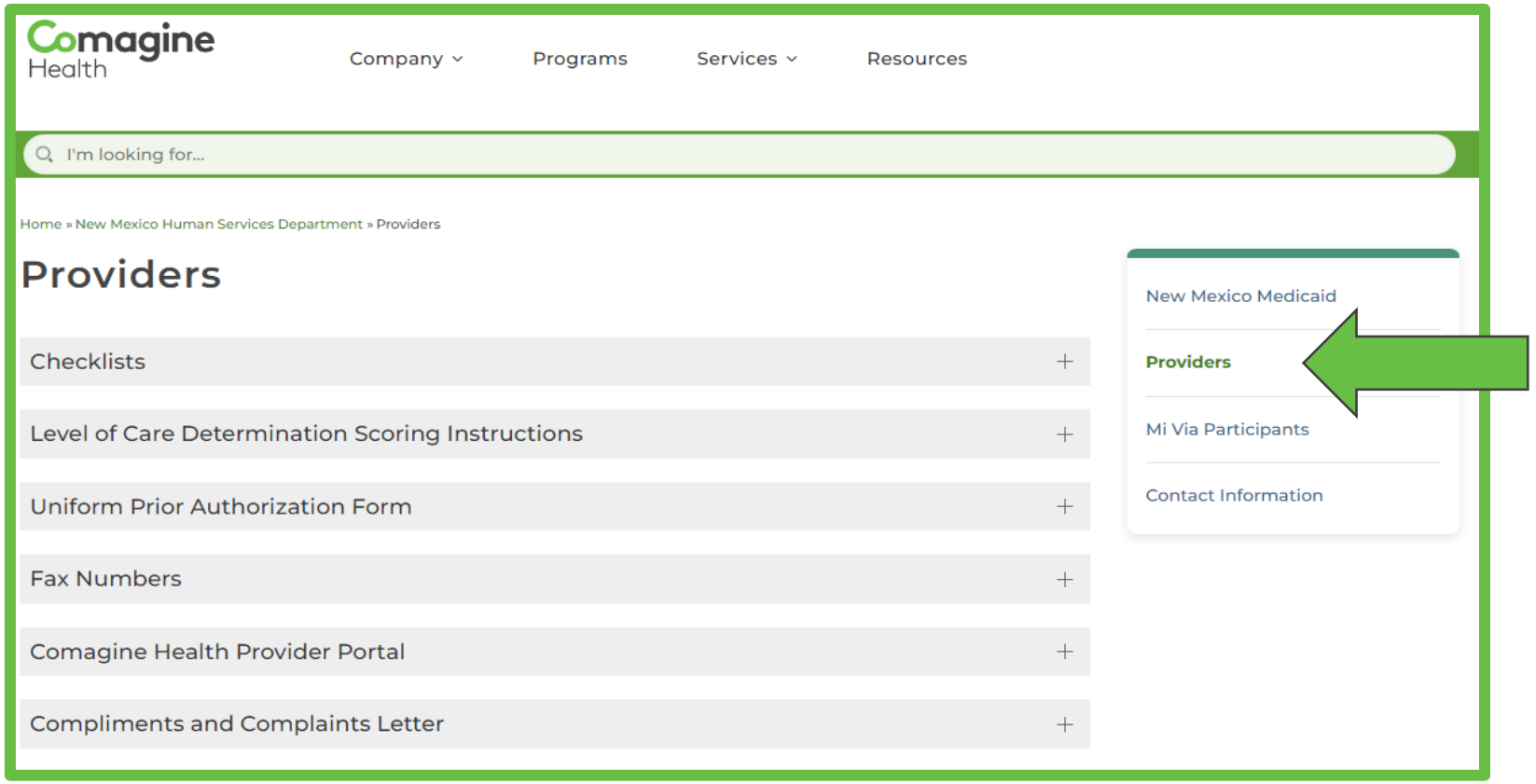
- Click on Programs, then select New Mexico Medicaid Services



Comagine Health

Provider Portal Resources

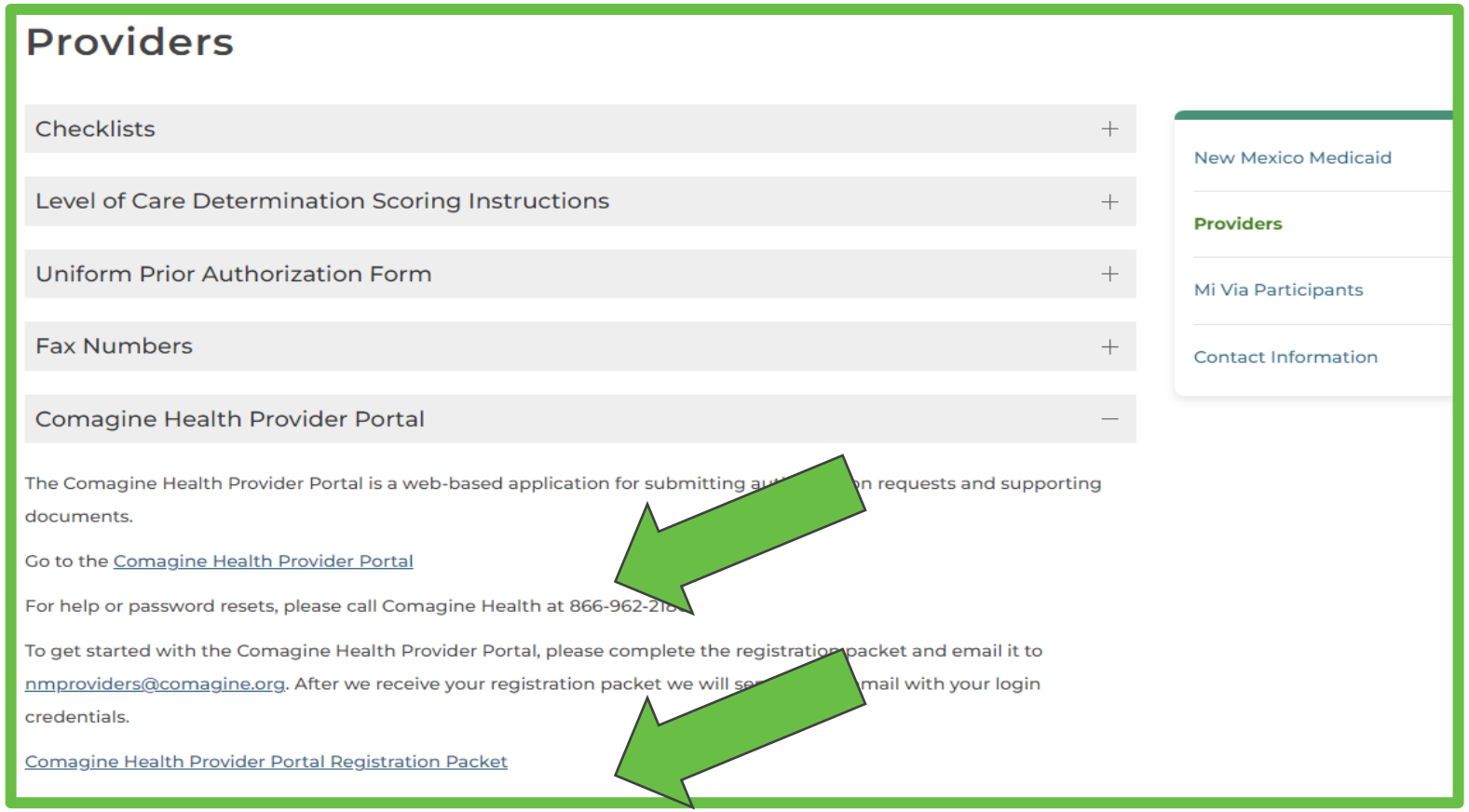
- Select '*Providers*' on the right-side panel will display the Provider page with the Provider Portal Link



Comagine Health

Provider Registration Packet

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



Comagine Health

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.

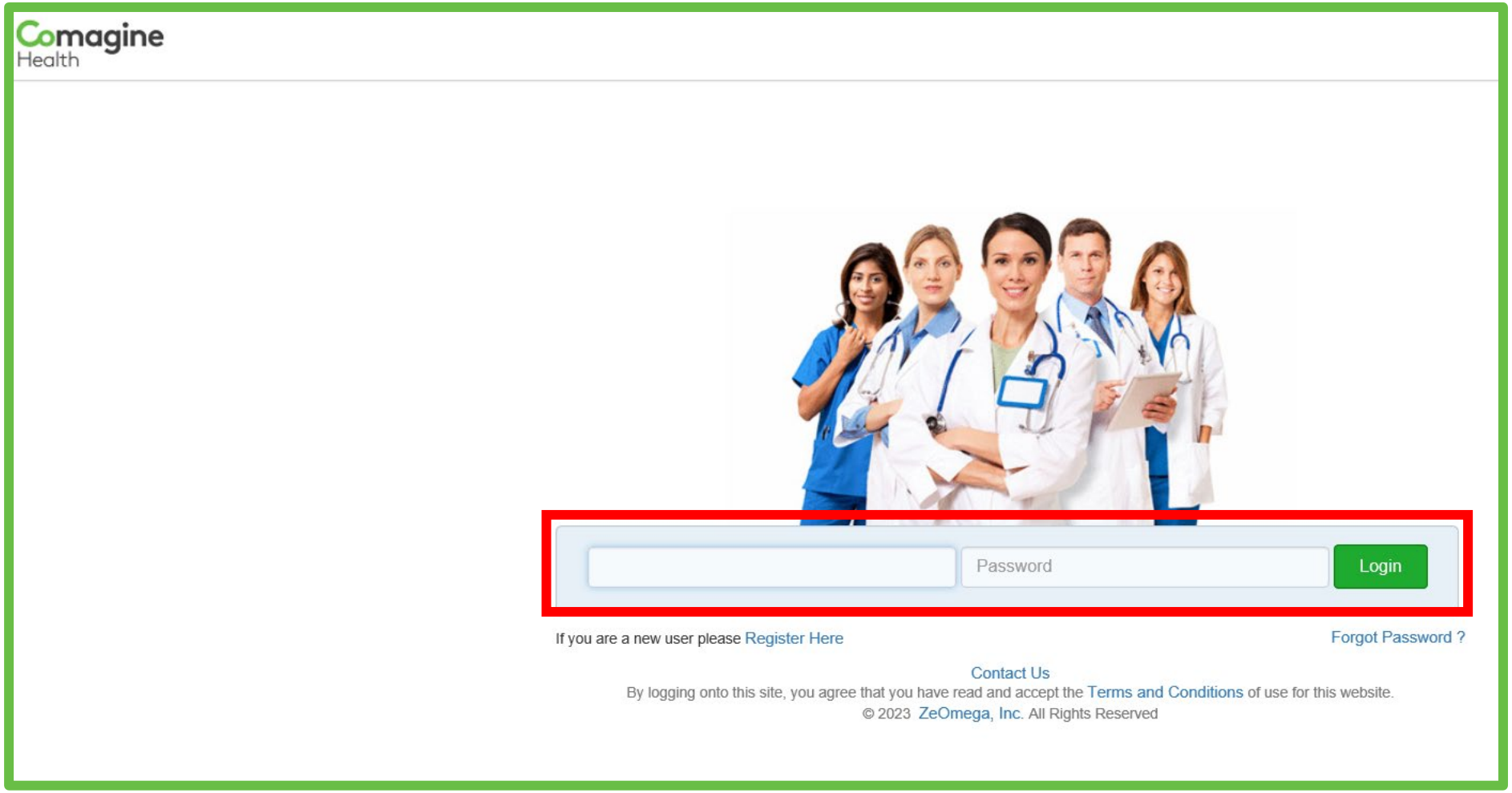
Comagine Health

Provider Portal Access



Comagine
Health

How to Log Into the Provider Portal



Comagine Health

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.

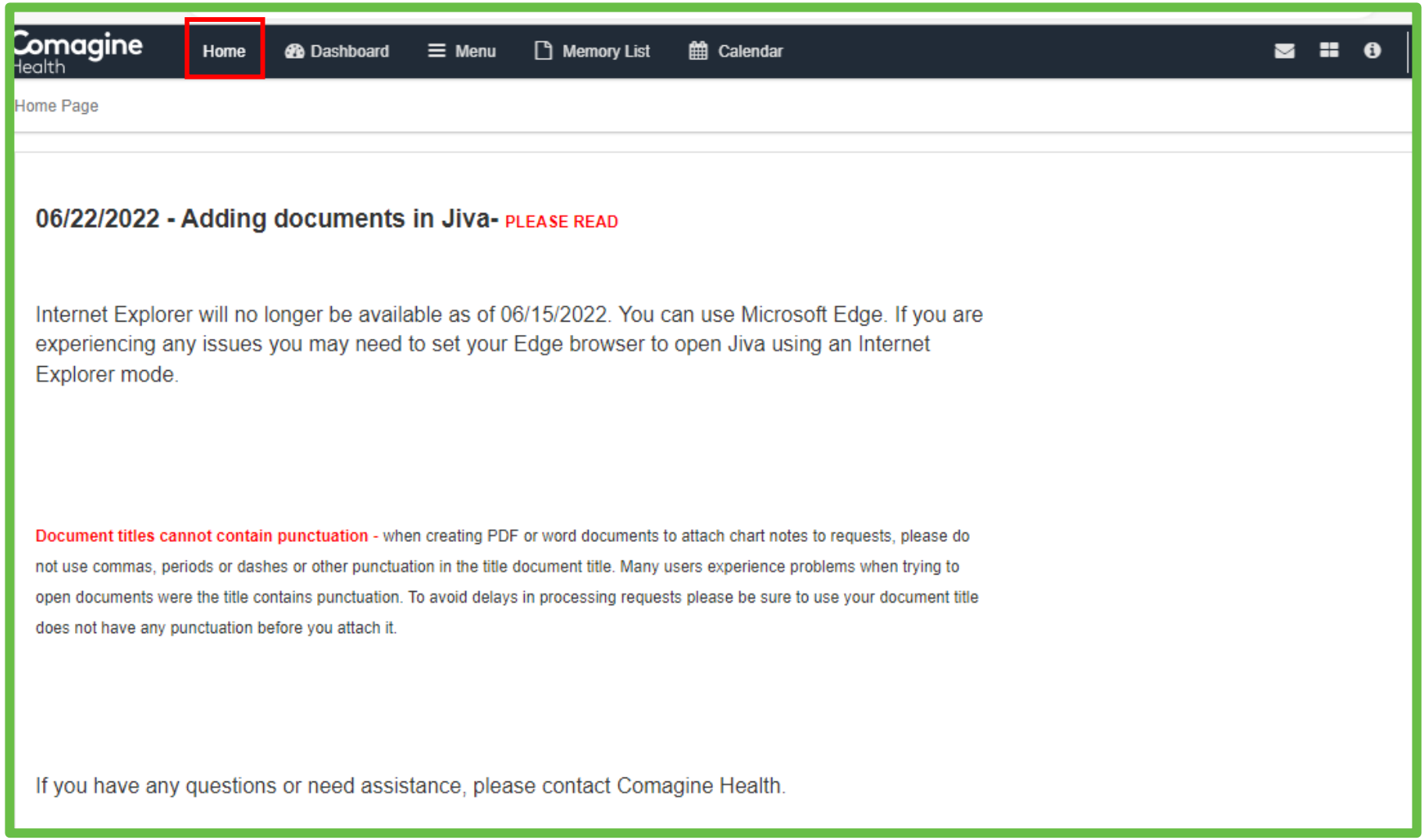
If you agree then click on " I Agree "

I Agree I Disagree

Contact Us

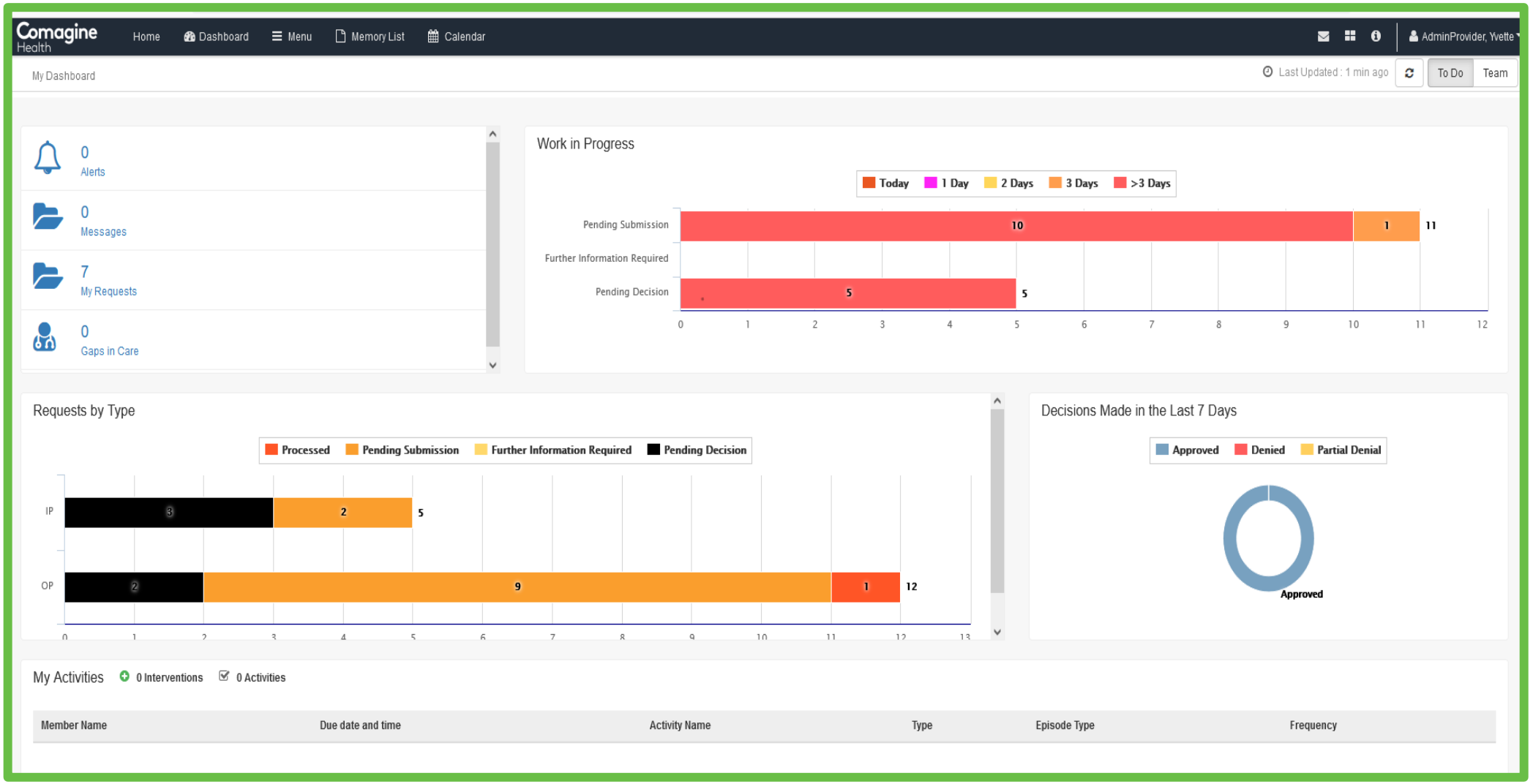
Comagine Health

Provider Home Page – View Posted Announcements



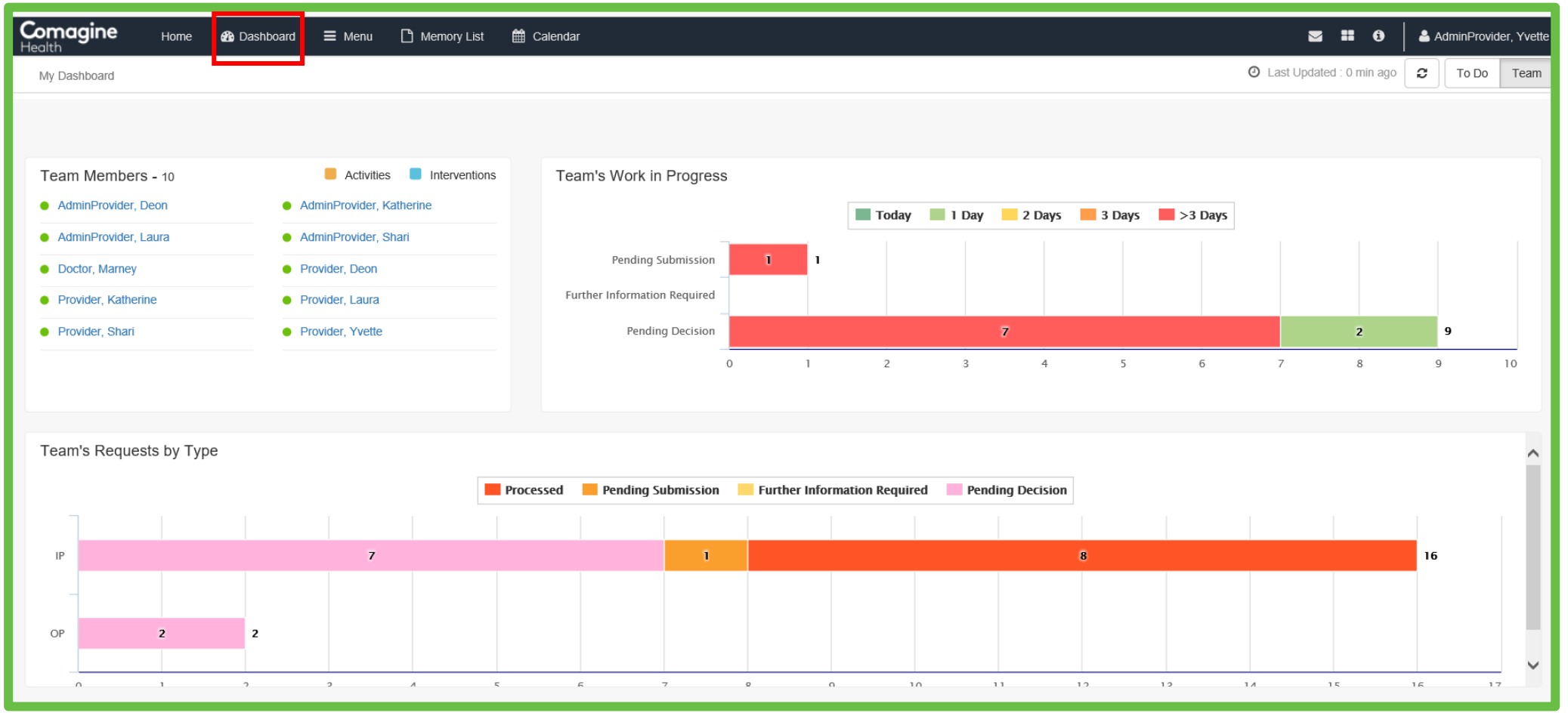
Comagine Health

Provider Dashboard - To Do



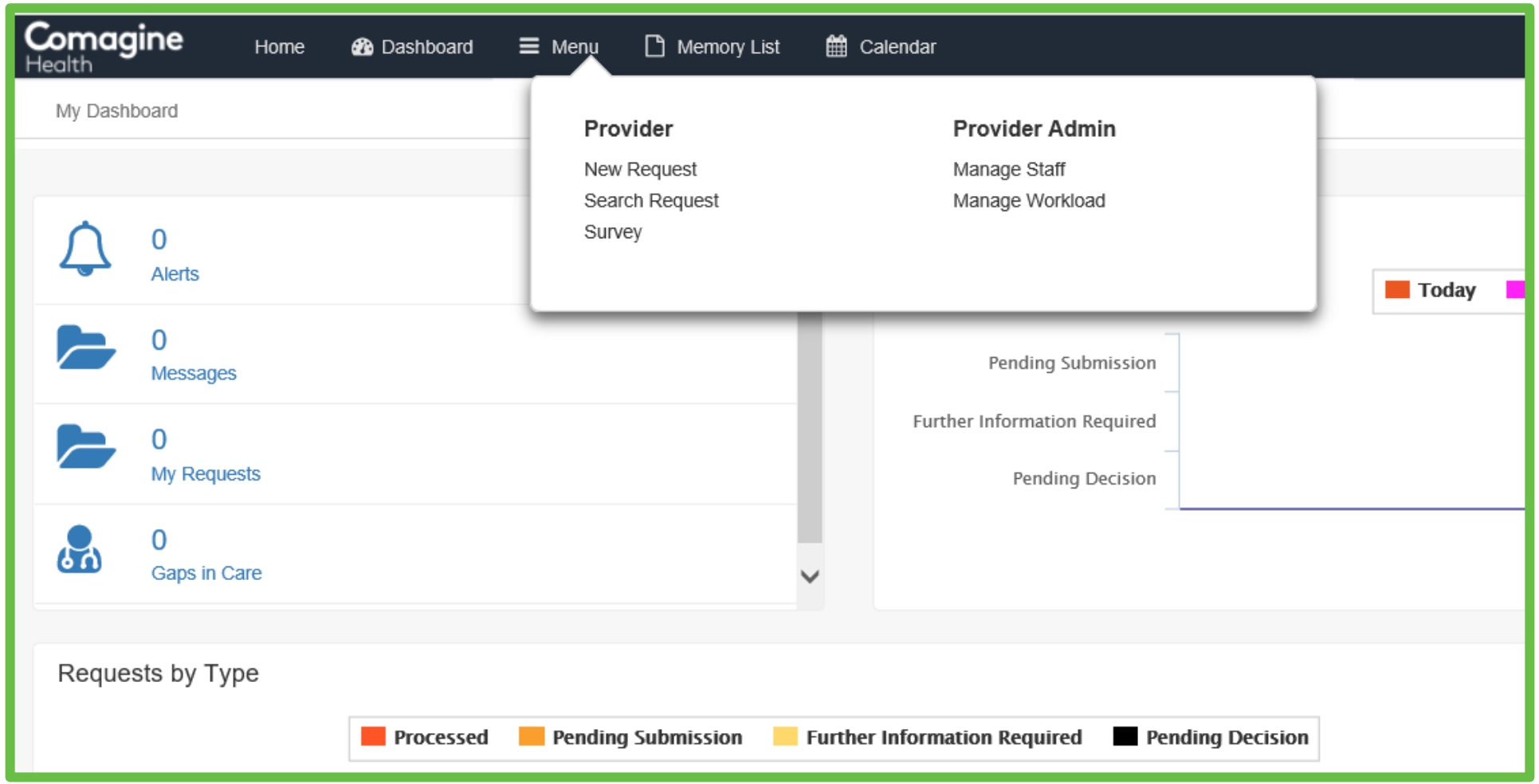
Comagine Health

Provider Dashboard - Teams



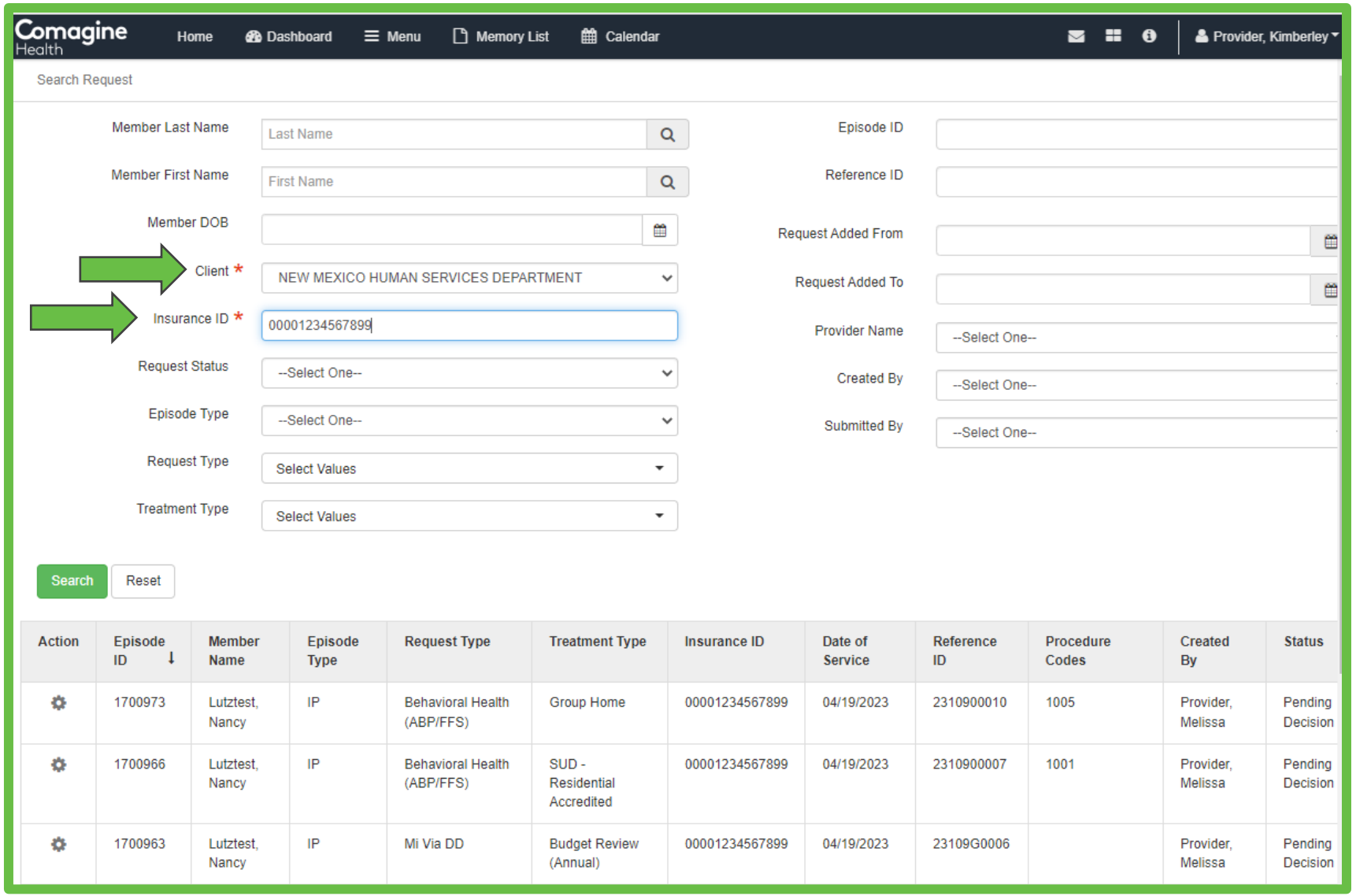
Comagine Health

How to Search or Submit a New Request



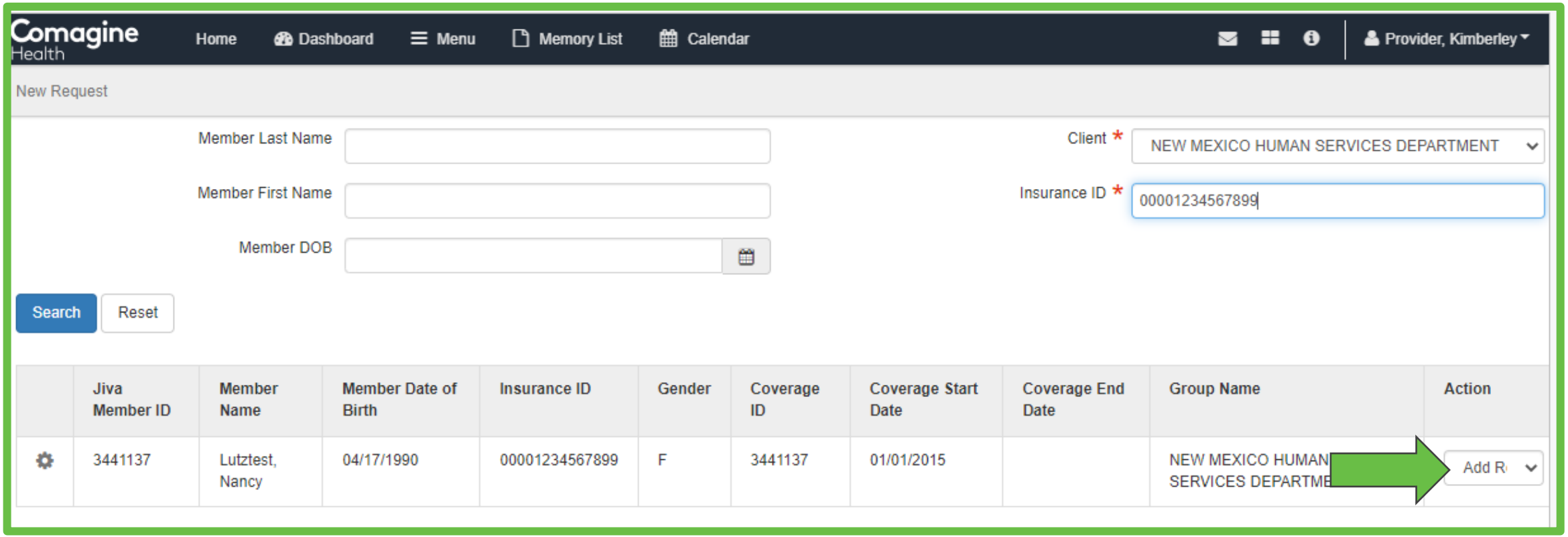
Comagine Health

Search Request – Level of Care & Budget Episodes



Comagine Health

Submit a New Request – Resubmitting Level of Care Requests



Comagine Health

Utilization Management Questions



Raise a hand to come off mute and ask a question

Comagine Health

Thank you!

We are here to help.

Customer Service Phone: 866-962-2180
M- F 8am to 5pm
Kimberley Scott email: kscott@comagine.org

Comagine Health