Comagine Health Out of State Nursing Facility Placement

Folasade Akinkuowo, RN, CCM,
QIO Director

Comagine Health



- Comagine Health (CH), formerly Qualis Health and HealthInsight, is a national, nonprofit, health care consulting firm. We work collaboratively with patients, providers, payers and other stakeholders to reimagine, redesign, and implement sustainable improvements in the health care system.
- As a trusted neutral party, we work to address key complex health and health care delivery problems.
- We conduct utilization reviews to determine if medical necessity is met.

Comagine Health

Objective

- Learn what an Out of State Nursing Facility placement review is
- Requirements
- What is unique about the review
- Review the outcome and next steps
- Review the Comagine Health Provider Portal (CHPP)
- Demonstration on how to enter an authorization request through CHPP

Comagine Health

Utilization Management for D.C. Medicaid

- The prior authorization requirement for out-of-state nursing facility placements was developed to ensure that D.C. Medicaid beneficiaries are provided every opportunity to receive nursing home services from providers in D.C. and within 30 miles of its borders.
- To assure the long-term care resident has the approval for the appropriate level of care/service to support improved quality of life.

Comagine Health

Prior Authorization (PA)

- **Note:** The PA is approved for 180 days. If residents stay beyond 180 days, please contact Comagine Health for a continued stay review and include this in your NH CRISP census.



Comagine Health

Prior Authorization, Continued

Note: Required per review submission!

- Eligible for D.C. Medicaid services
- Out-of-State nursing facility placement cover sheet
- Meets nursing facility level of care (LOC) criteria - LOC determination sheet
- Completed Preadmission Screening and Resident Review (PASRR) form
- Beneficiary's history and physical
- Discharge summary
- Most recent physician and nurse notes

Comagine Health

PASRR

- PASRR is a federal requirement to help ensure that individuals are not inappropriately placed in nursing homes for long term care. PASRR requires that Medicaid-certified nursing facilities:
  1. Evaluate all applicants for serious mental illness (SMI) and/or intellectual disability (ID)
  2. Offered all applicants the most appropriate setting for their needs (in the community, a nursing facility, or acute care settings)
  3. Provide all applicants the services they need in those settings

Review Determination

- **Technical Denials -** intended as a “stop gap” if the information was not received within three (3) business days as requested.

  - Resubmit the request with all required documents for the medical necessity review!

Comagine Health

Review Determination, Continued

- Approval = PA for **180 days**.
  - ❑ Parties notified
  - ❑ Services delivered

Comagine Health

Review Determination, Continued

- **Medical Necessity Denial**
  - ❑ Parties notified
  - ❑ Appeal process is offered

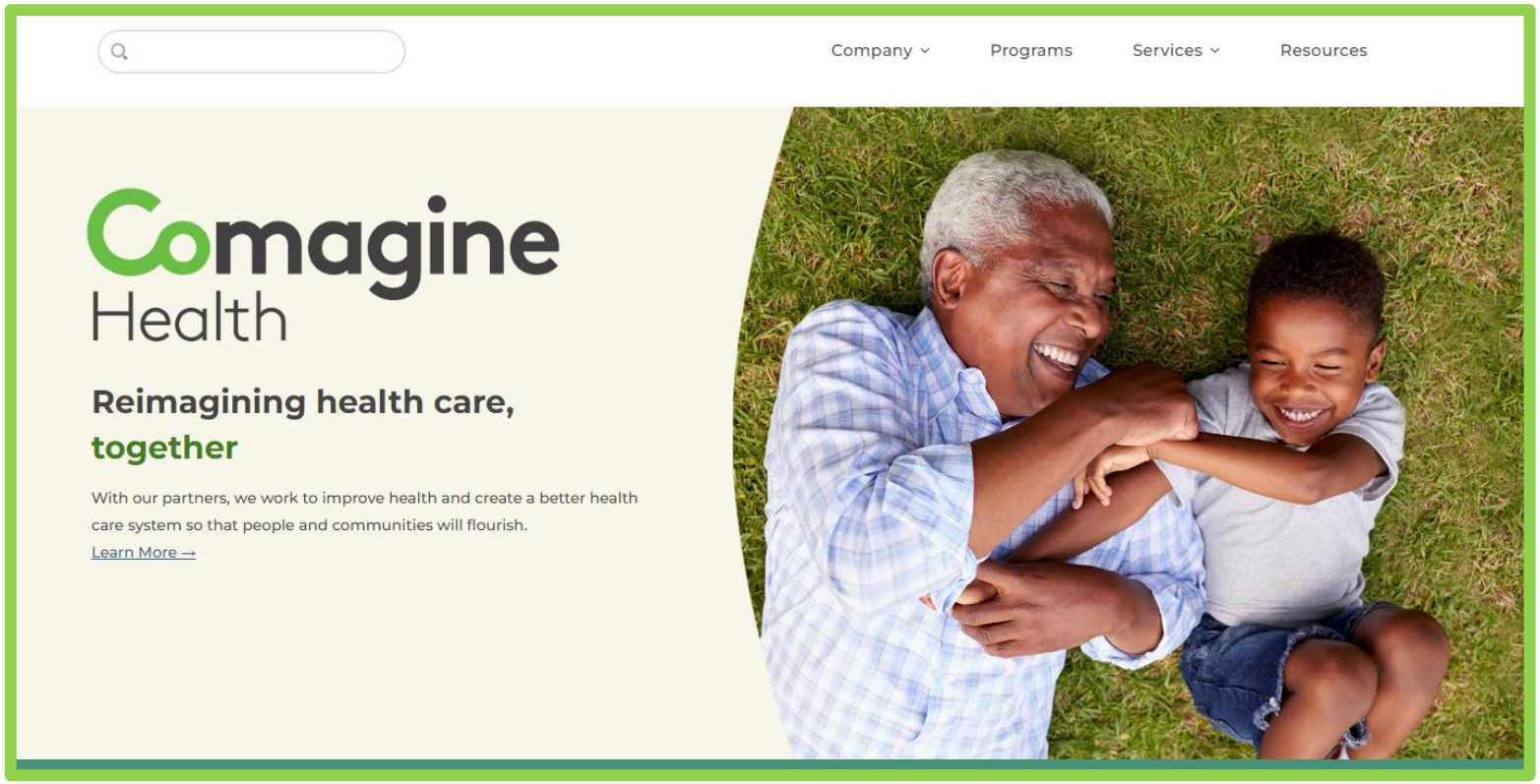
- Appeal timeline – submit within 21 days from denial notice (letter) date

Independent review by a physician not associated with the original denial.

Comagine Health

Comagine Health Provider Portal (CHPP)

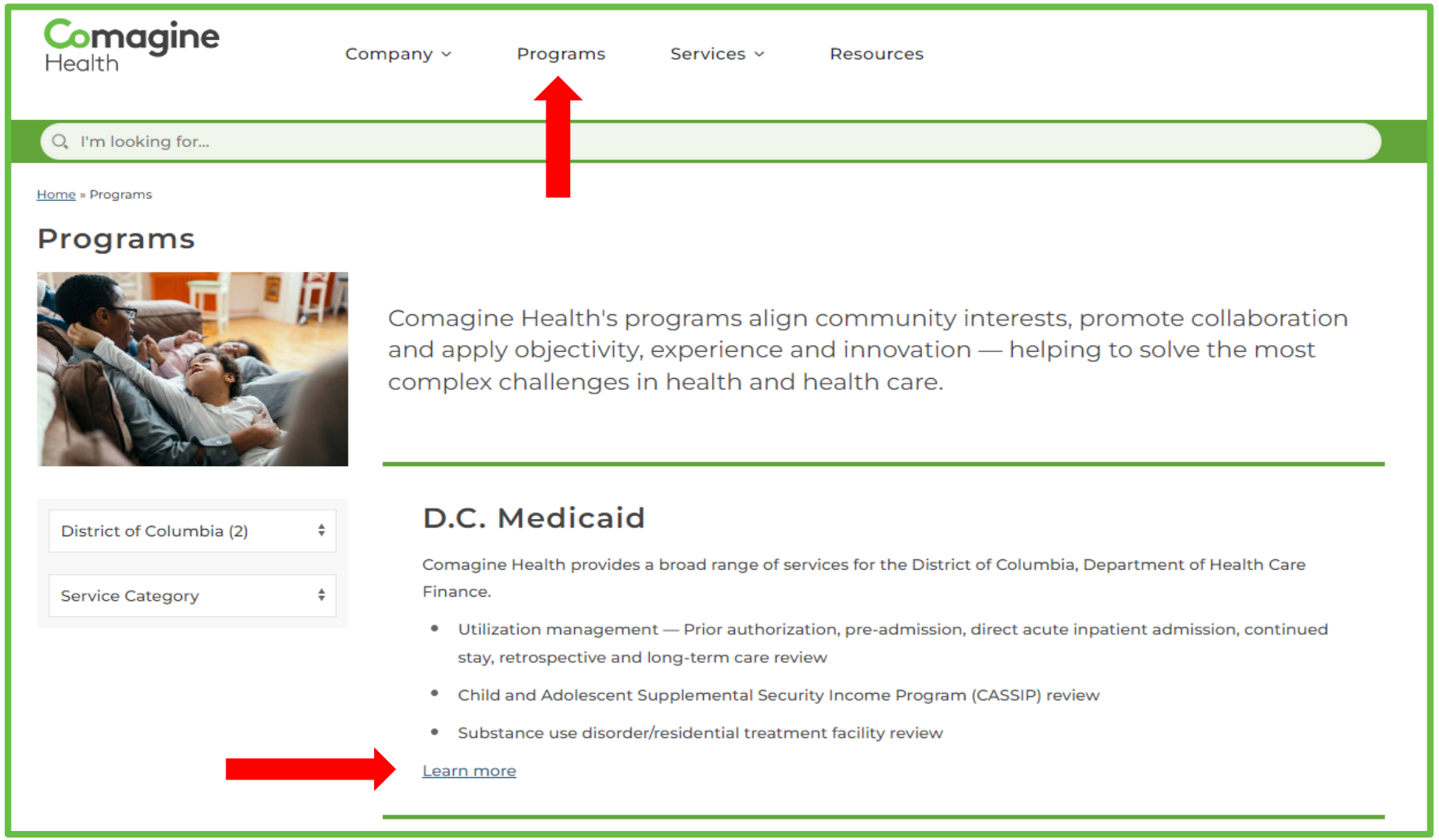
- Submit reviews within the CHPP
- Go to Comagine Health's website - http:www.comagine.org



Comagine Health

Comagine Health Website

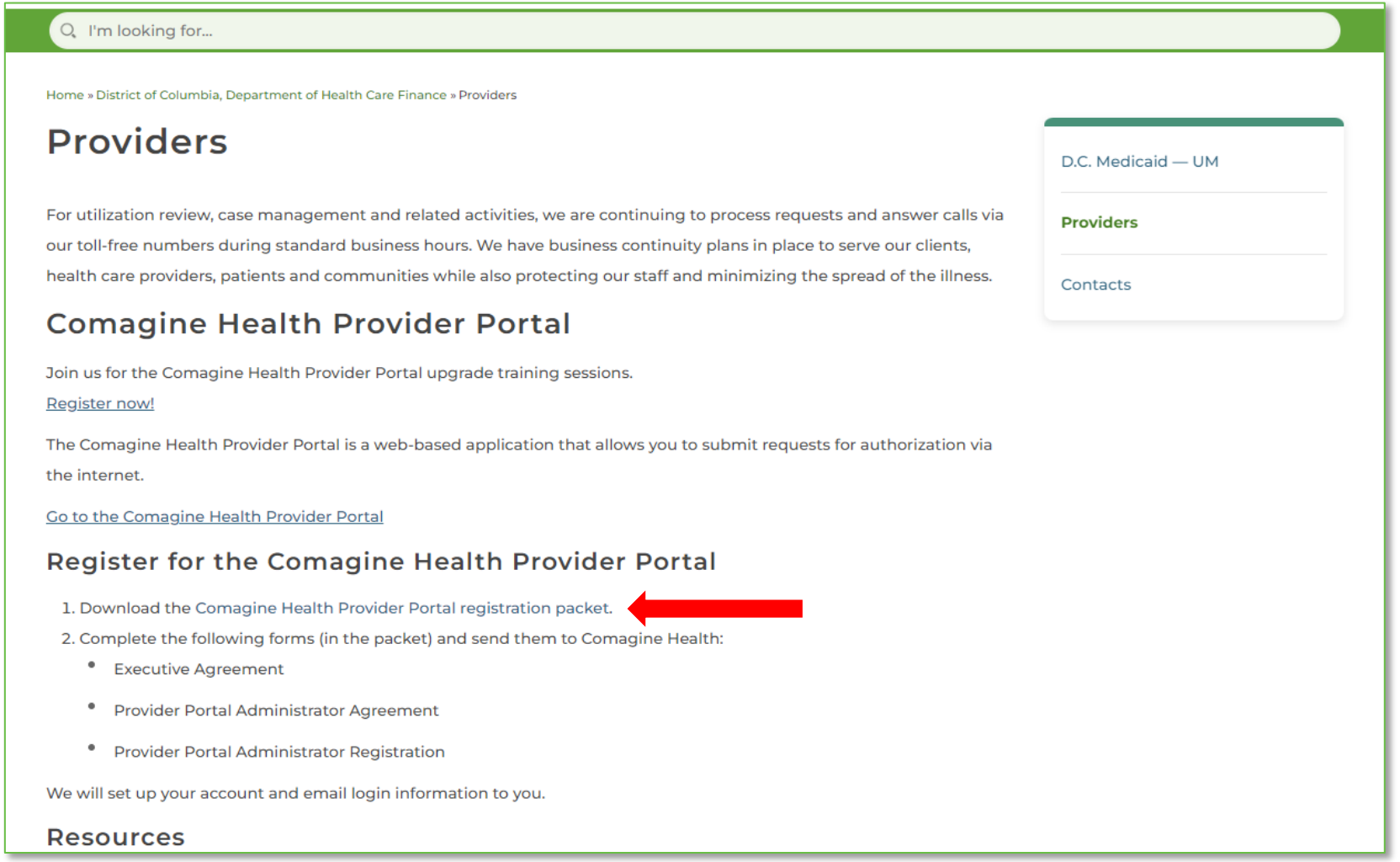
- Click on Programs, find **D.C. Medicaid**, and select ‘Learn more’



Comagine Health

Provider Registration Packet

On the Provider page, under the Comagine Health Provider Portal section, you will find the link to download the CHPP registration packet



Comagine Health

Submitting a Request for Portal Access

- **Submit via email:**
  - Email: dcmedicaid@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 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

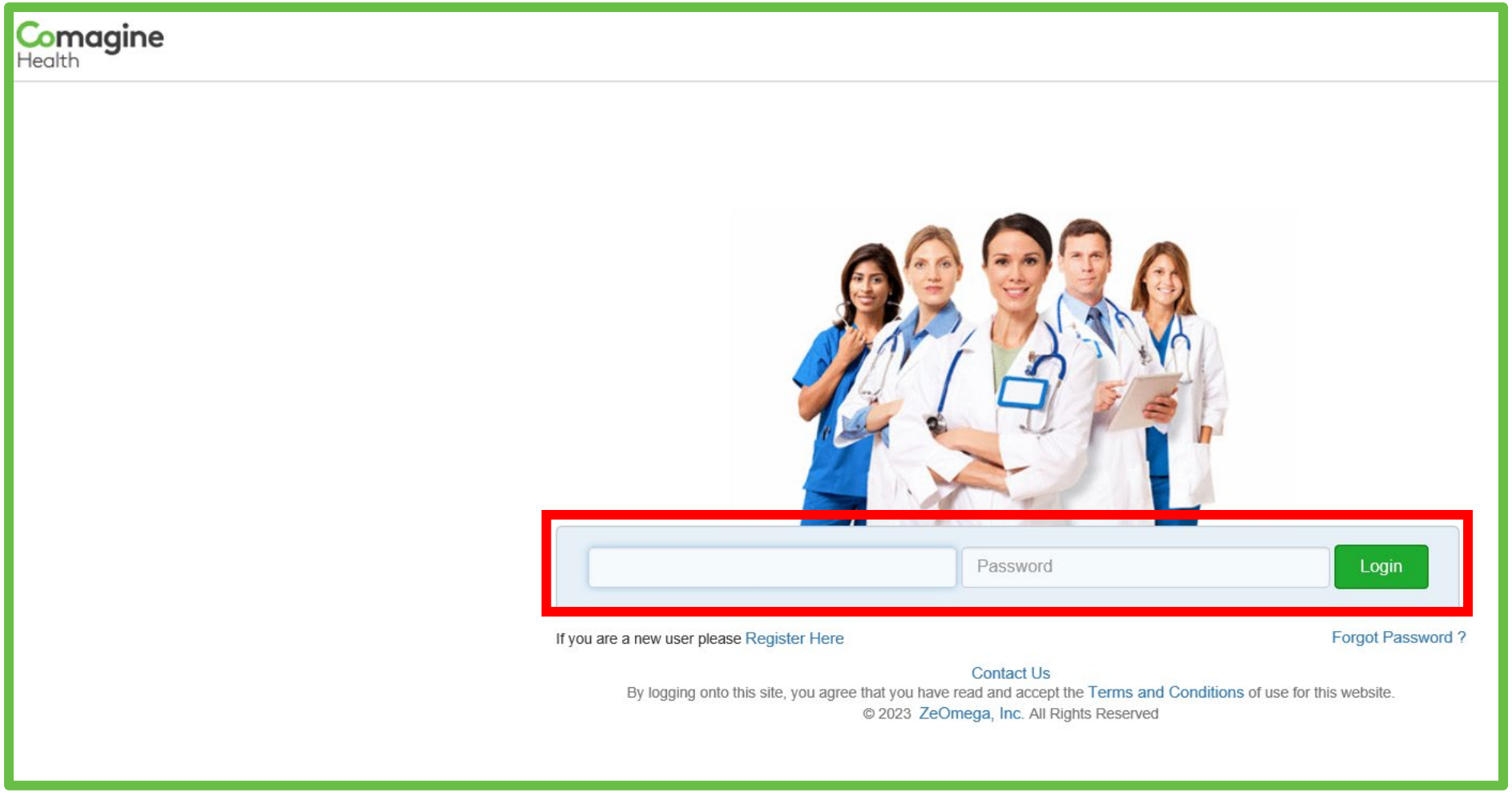
Comagine Health

Provider Portal Access



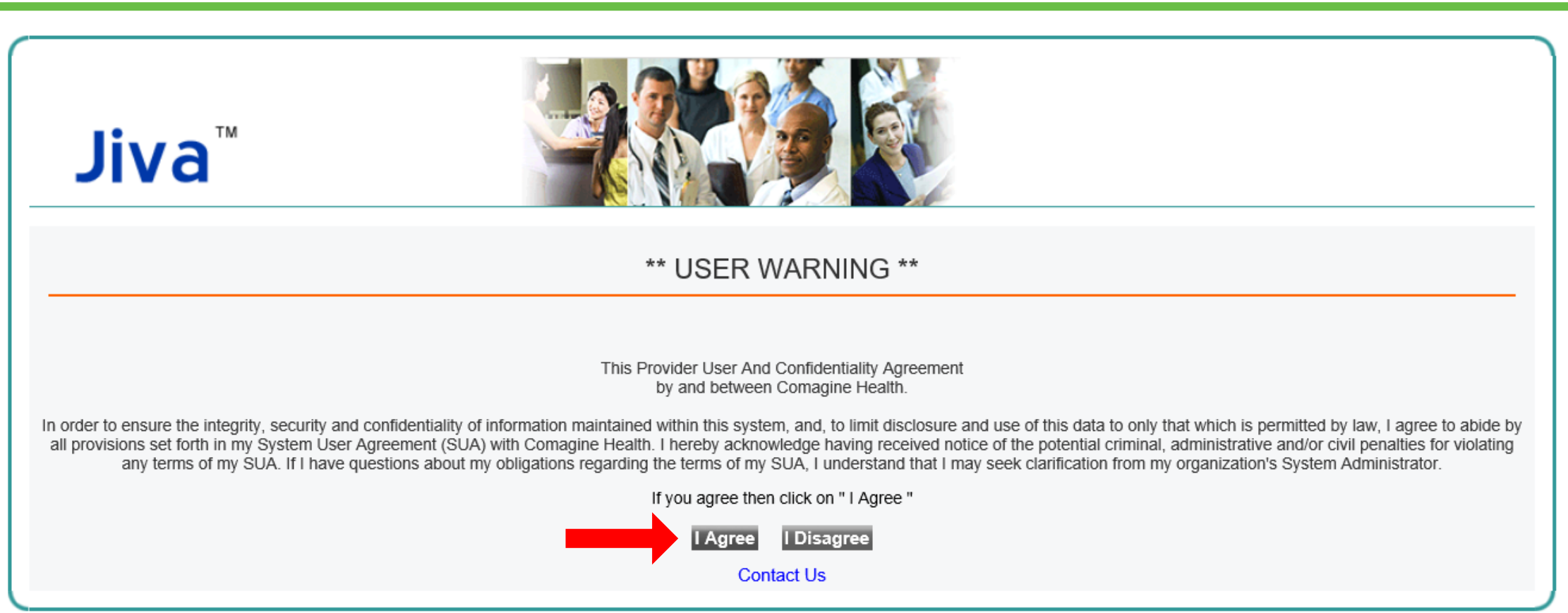
Comagine
Health

How to Log Into the Provider Portal



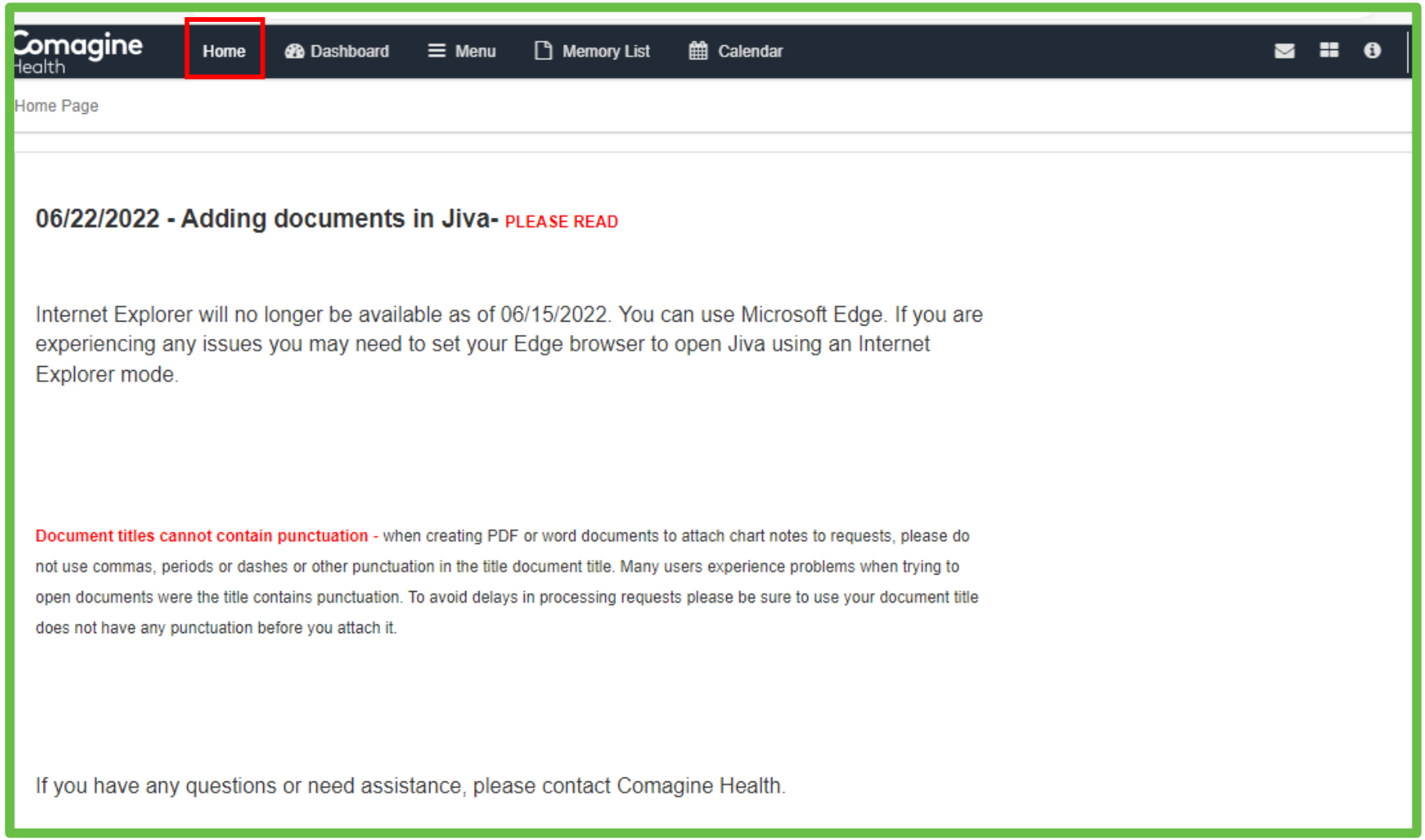
Comagine Health

Provider Portal Log In



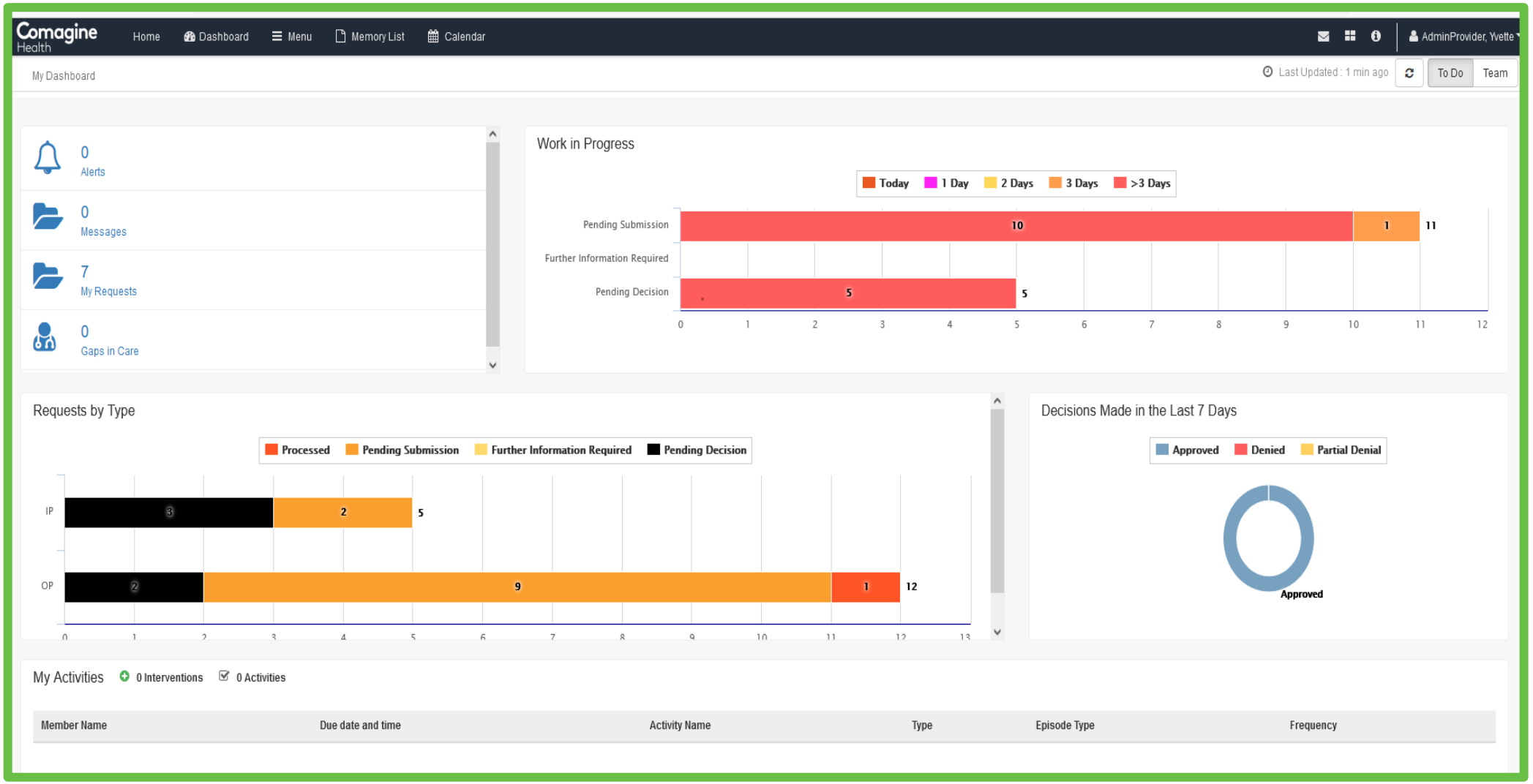
Comagine Health

Provider Home Page – View Posted Announcements



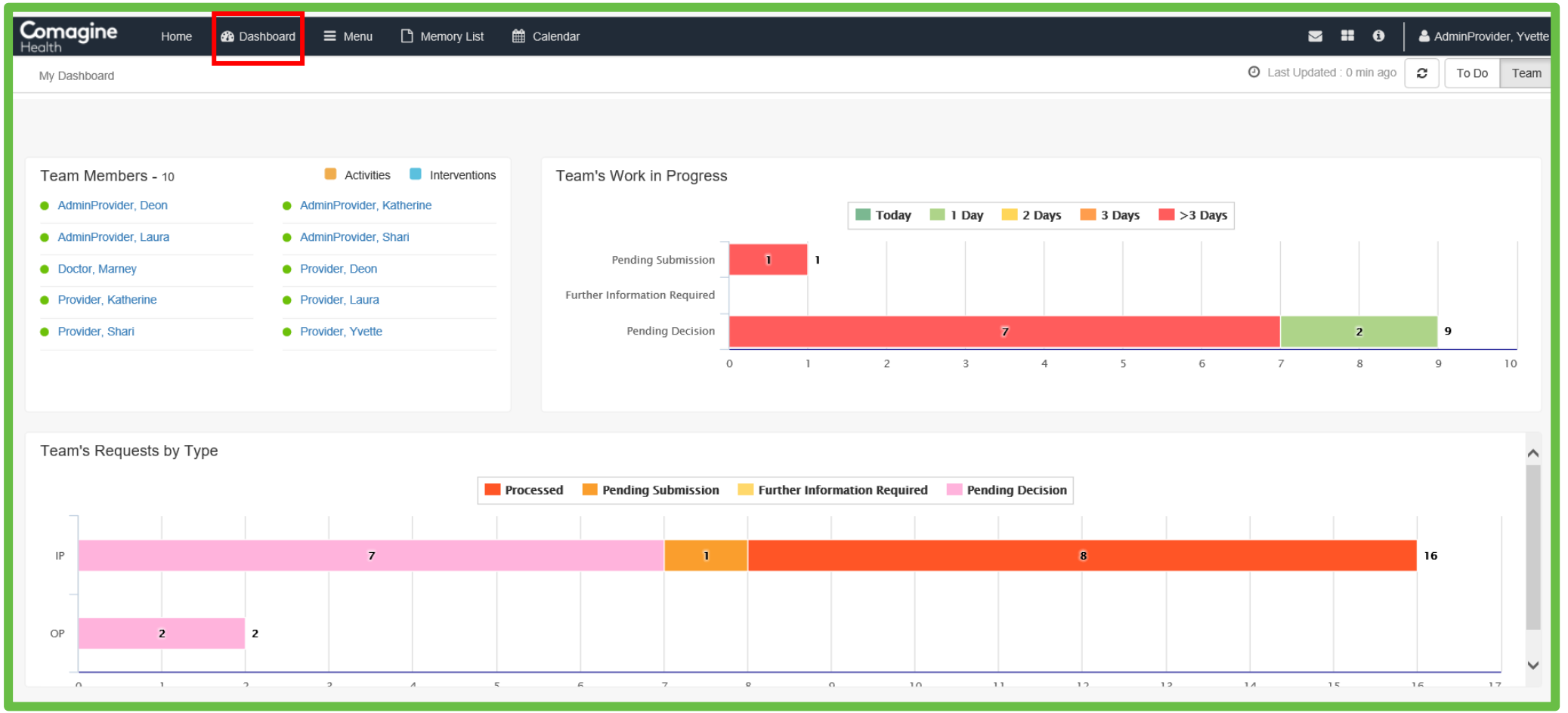
Comagine Health

Provider Dashboard - To Do



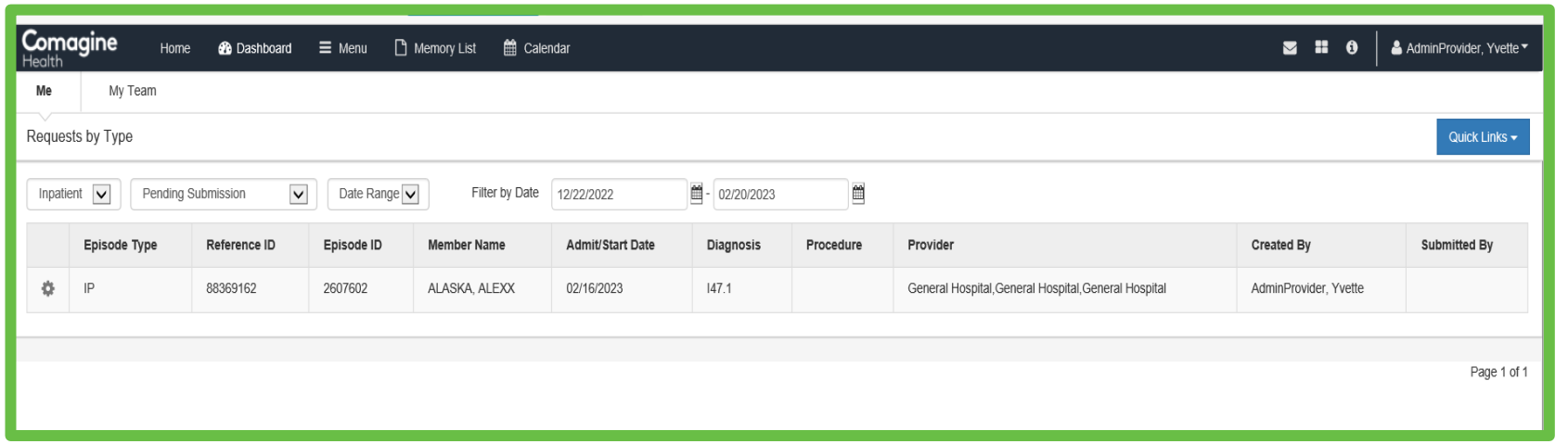
Comagine Health

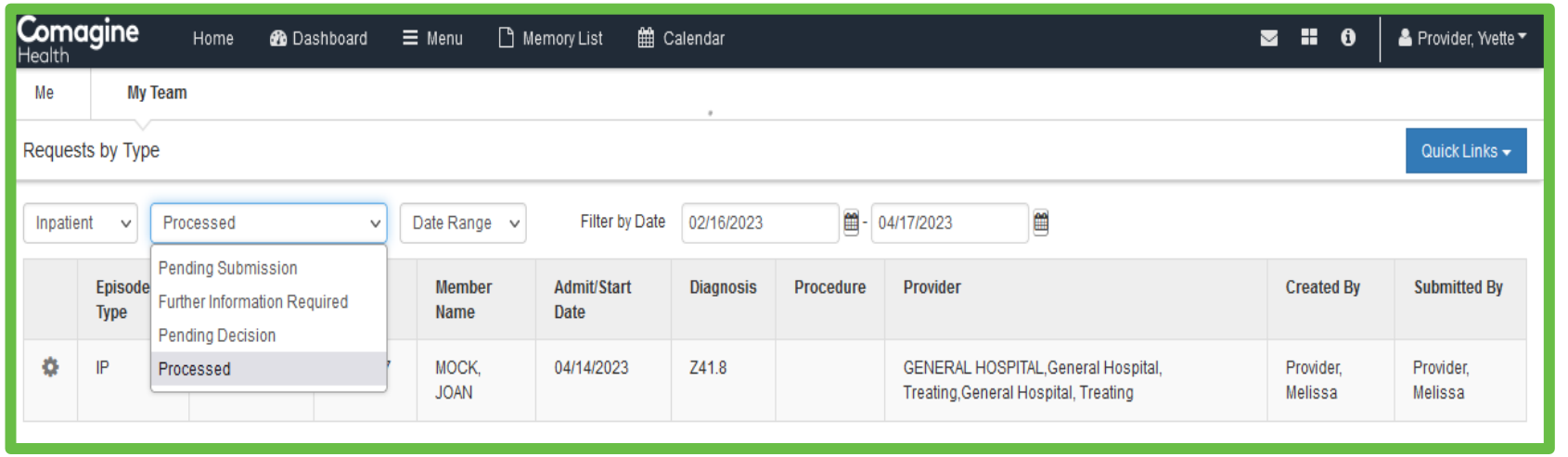
Provider Dashboard - Teams



Comagine Health

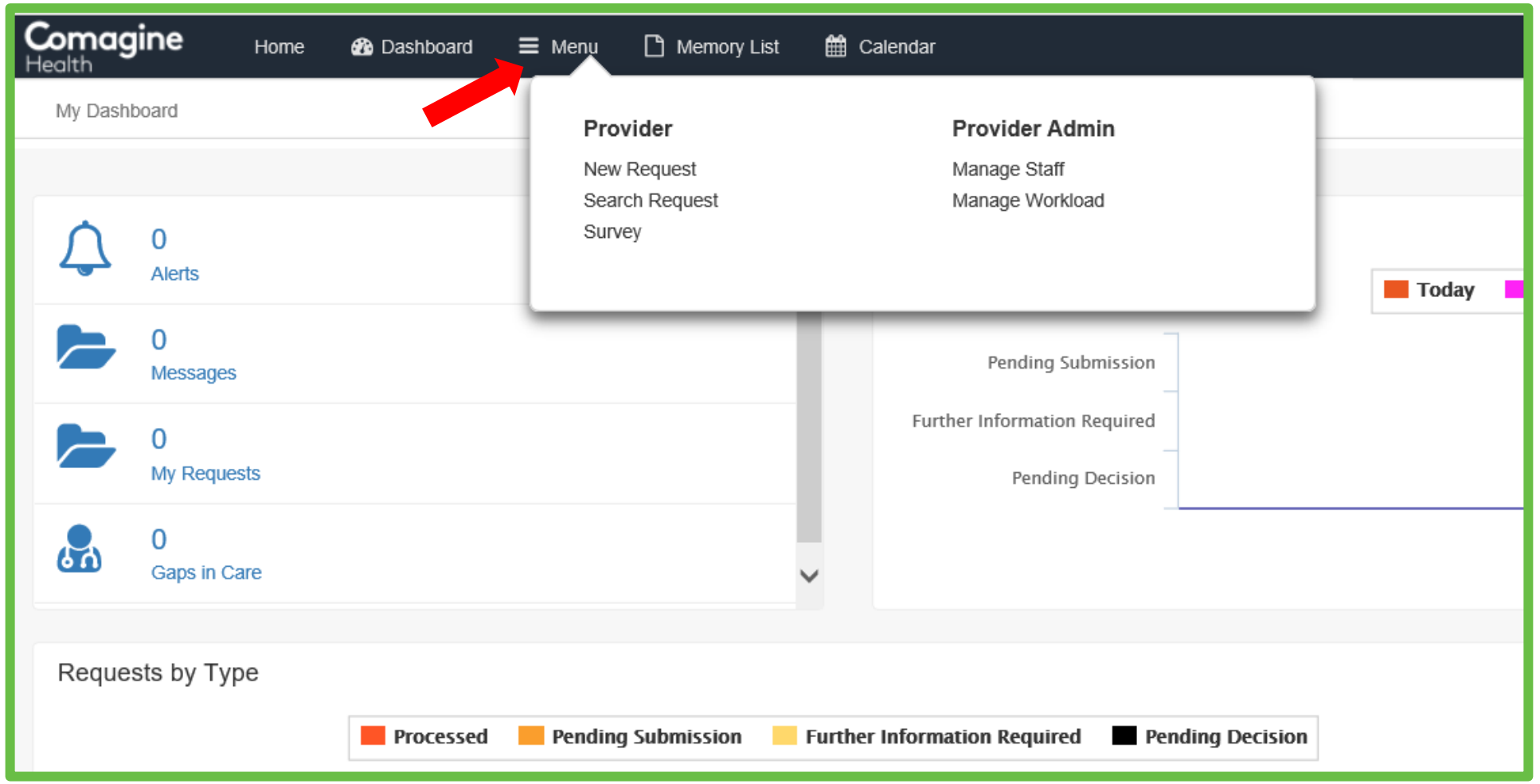
Provider Dashboard Links





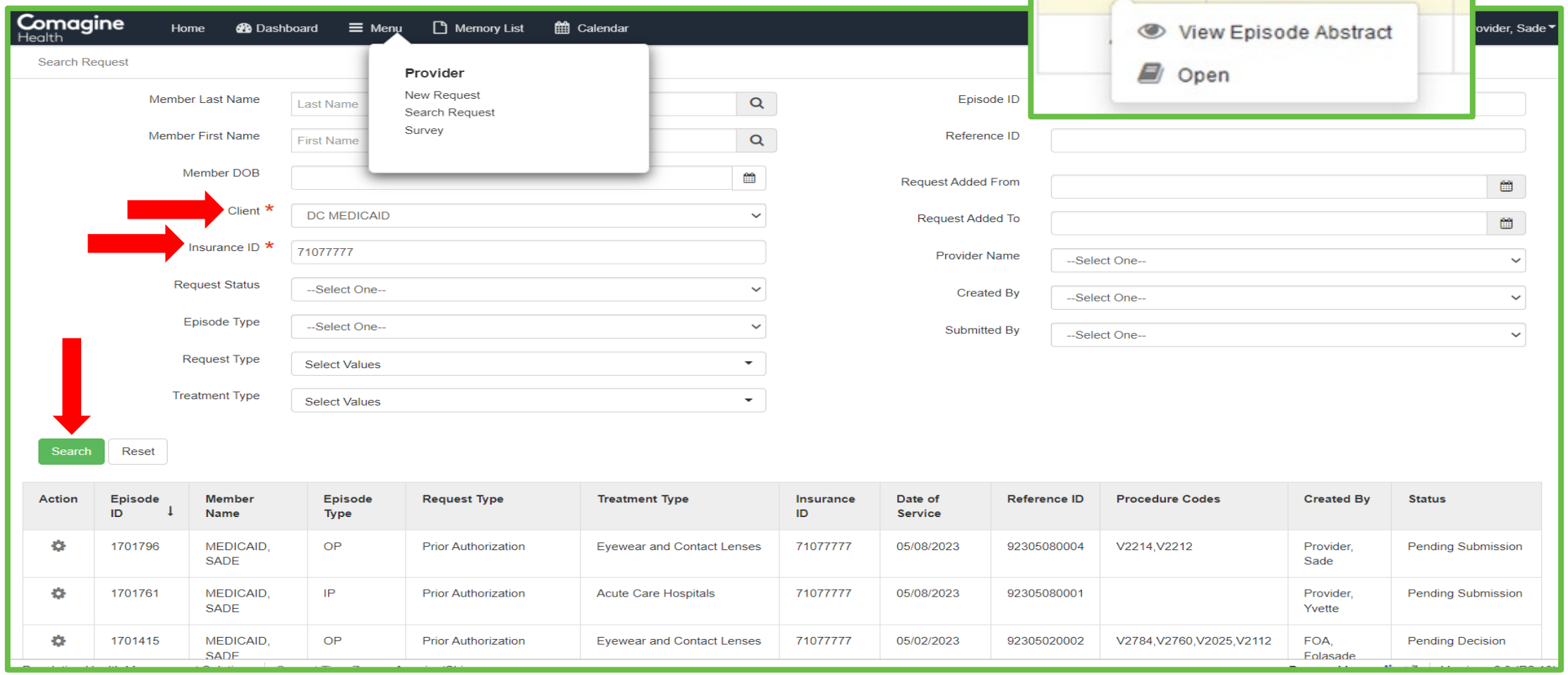
Comagine Health

How to Search or Submit a New Request



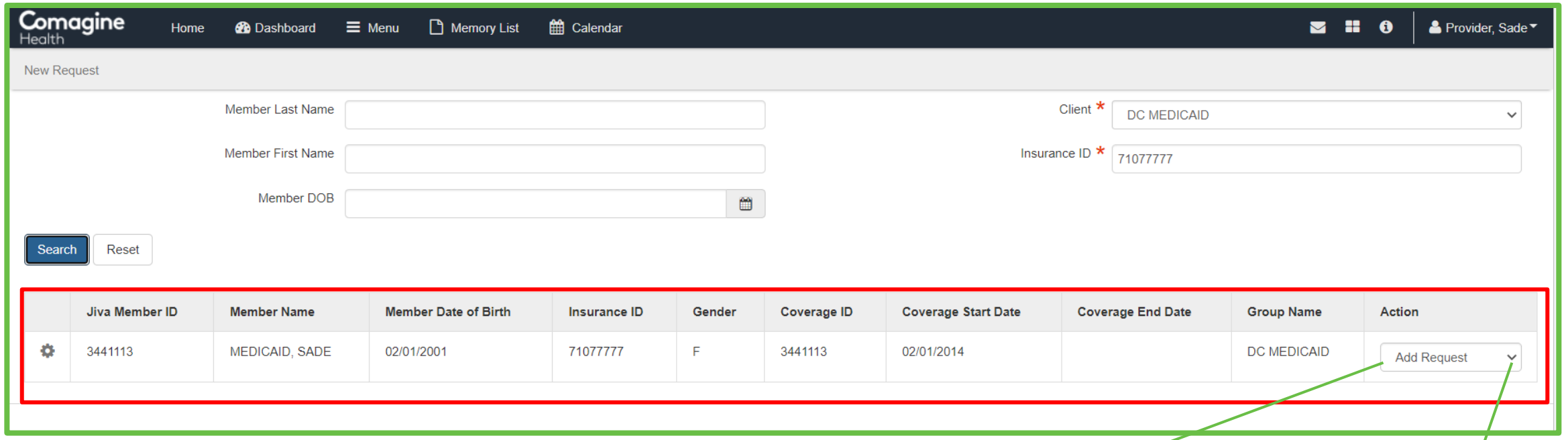
Comagine Health

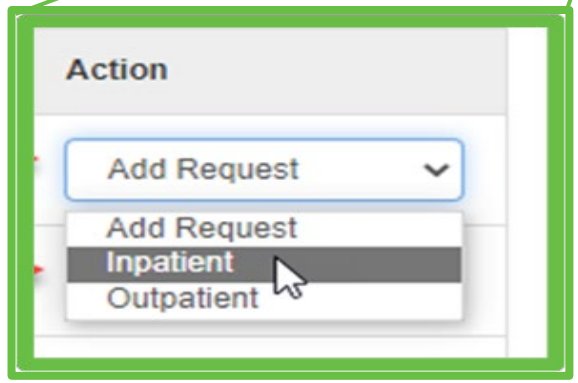
Search Request



Comagine Health

Submit a New Request

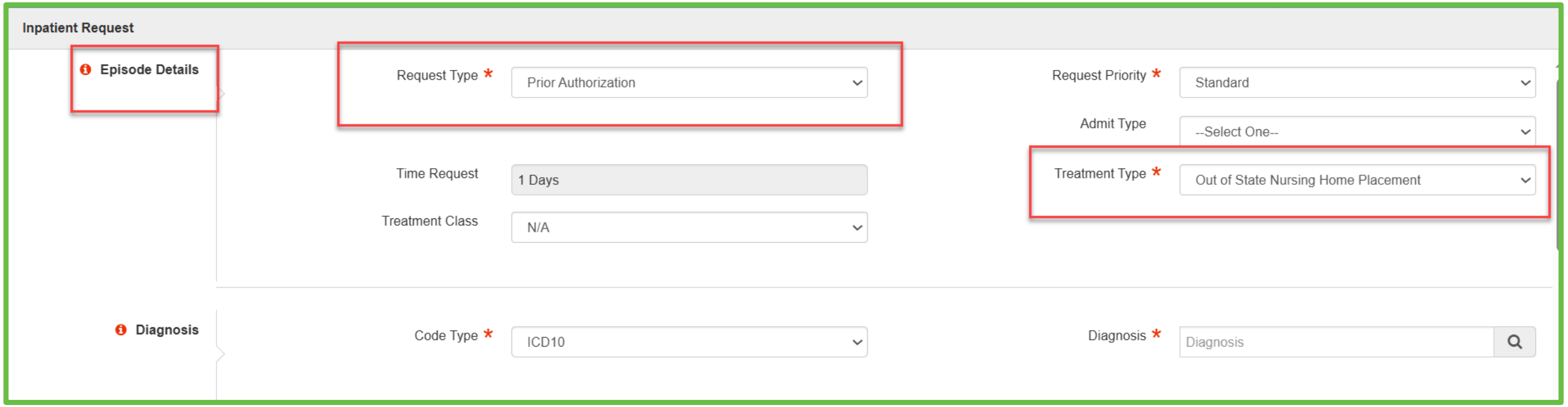




Comagine Health

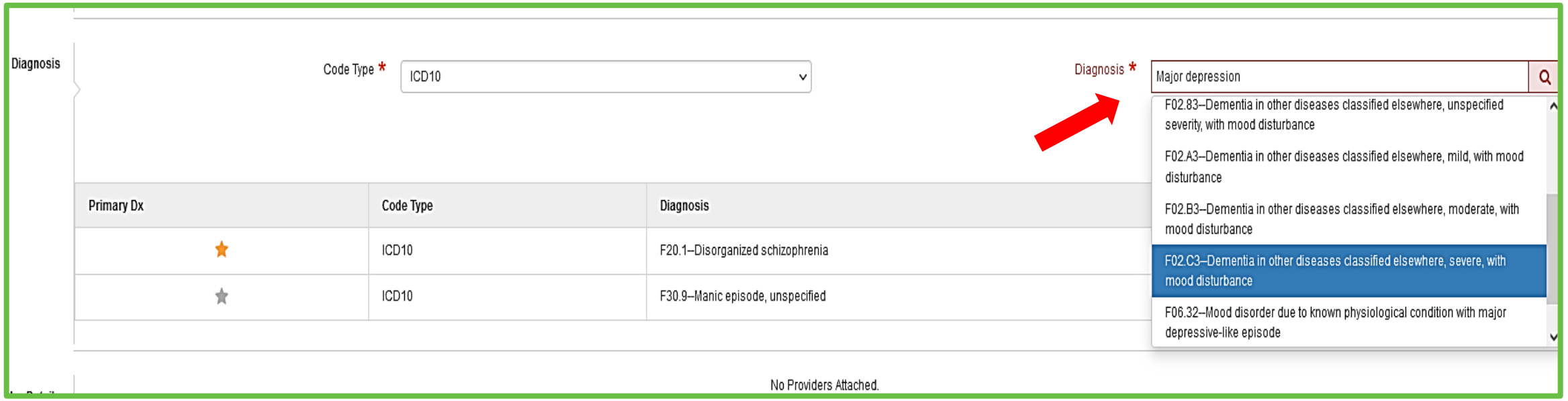
Submit a New Request

- Enter Episode Details in mandatory fields where there is a red asterisk
- Treatment Class is also a mandatory field (even though no asterisk)
- Treatment Type is **Out of State Nursing Home Placement**



Submit a New Request, Continued

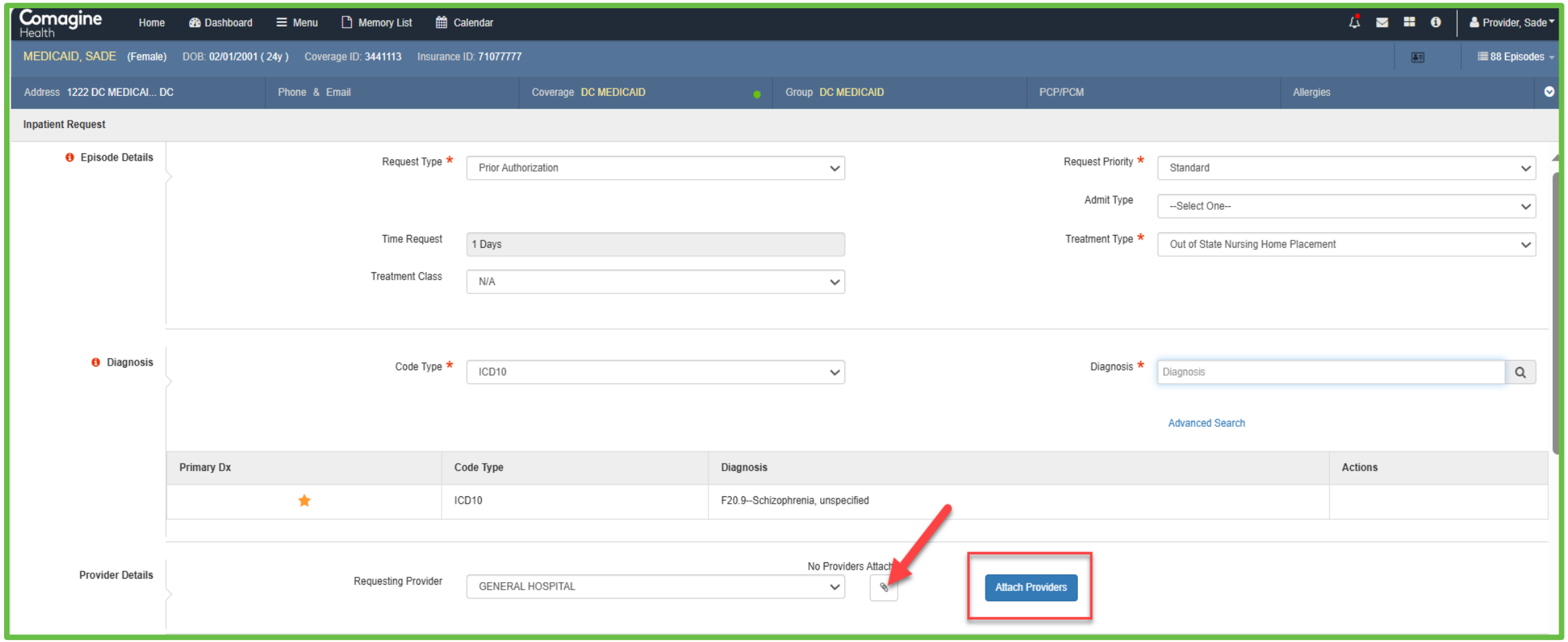
- Enter Diagnosis



Comagine Health

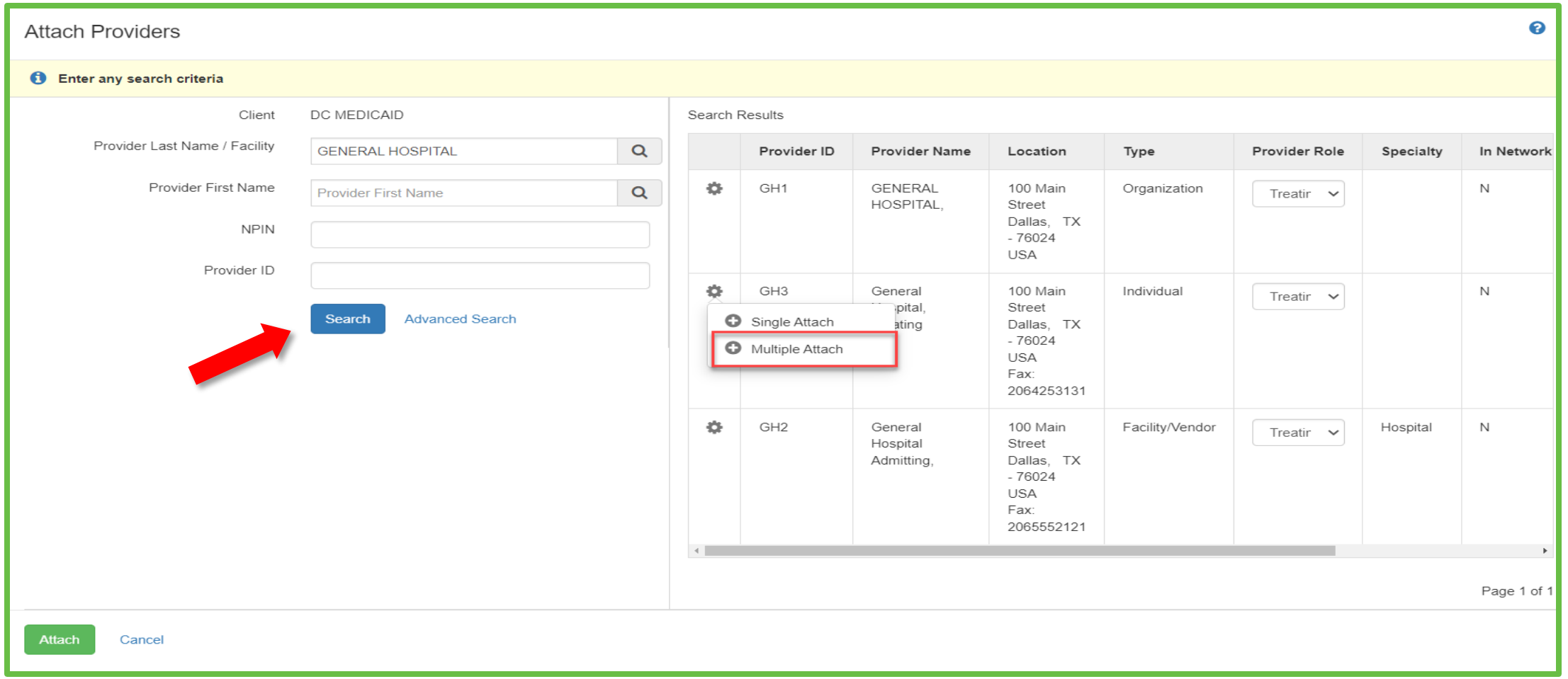
Submit a New Request, Continued

- Attach requesting providers to episode



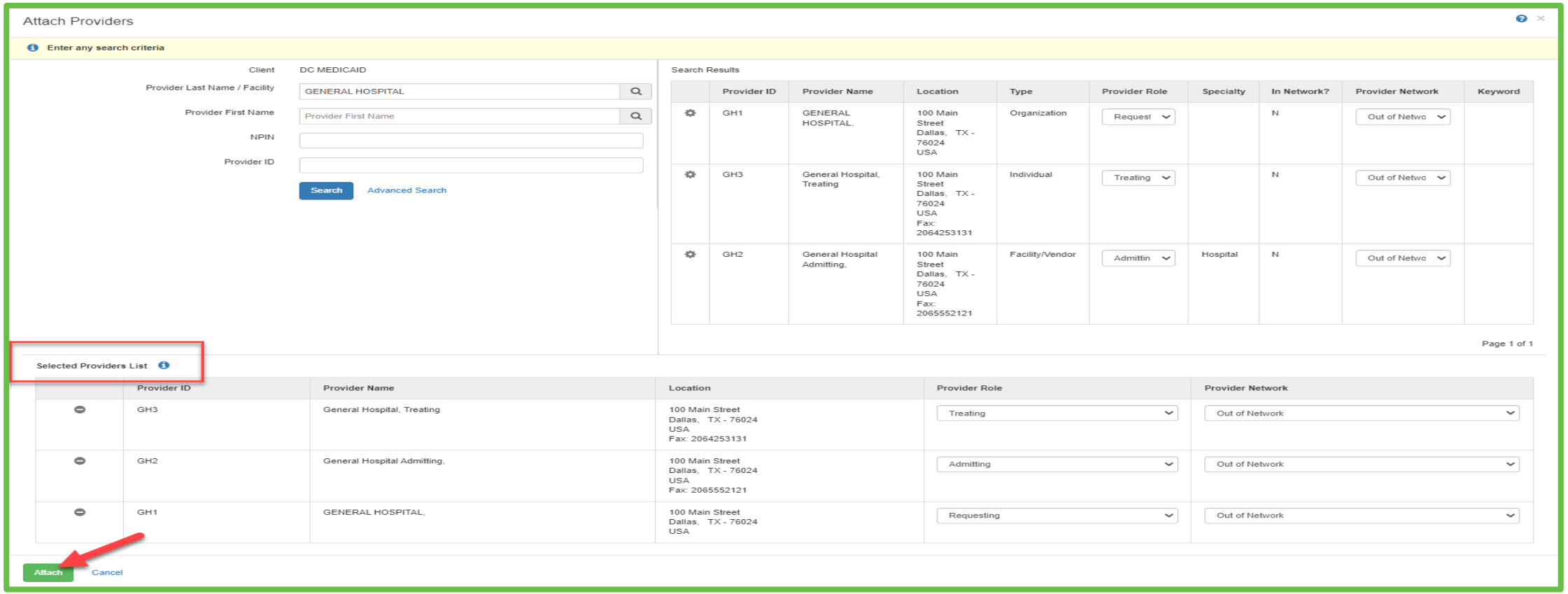
Steps to Add Providers

- Use Search or Advanced Search to find providers



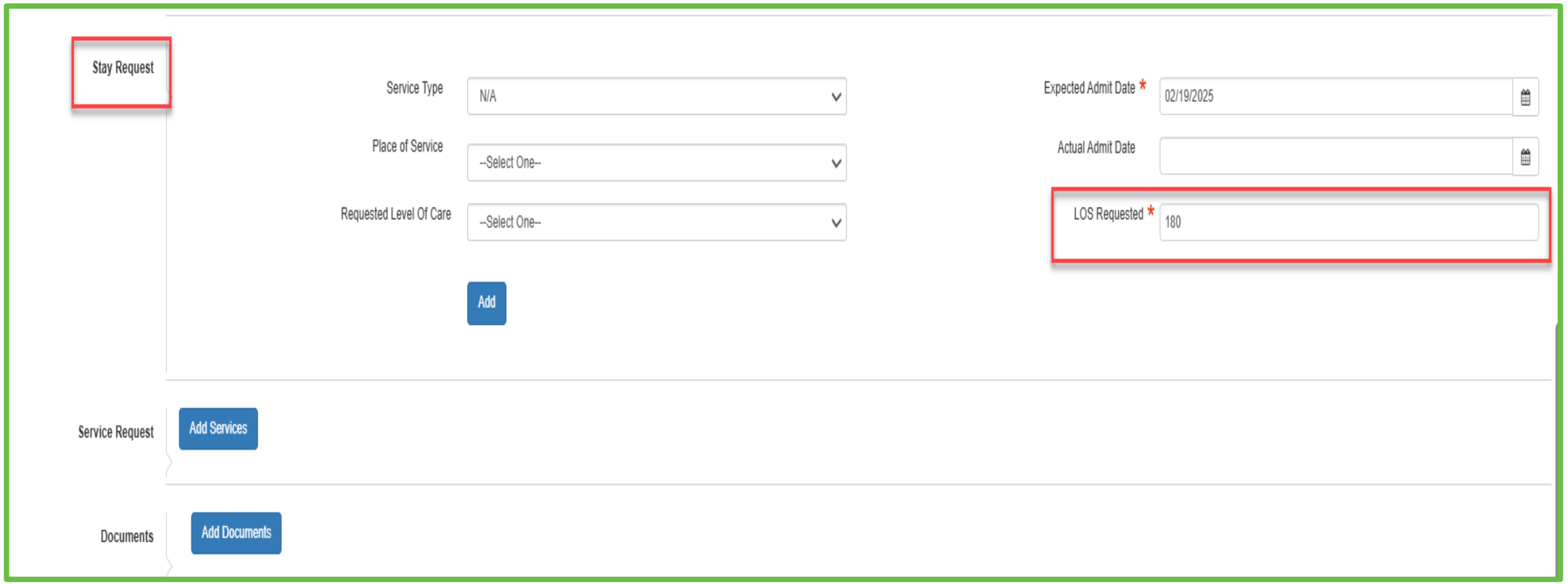
Steps to Add Provider, Continued

- Admitting, Treating, and Requesting providers must be attached



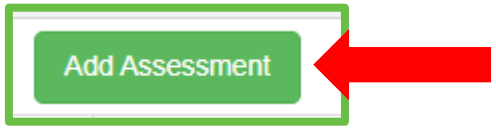
Comagine Health

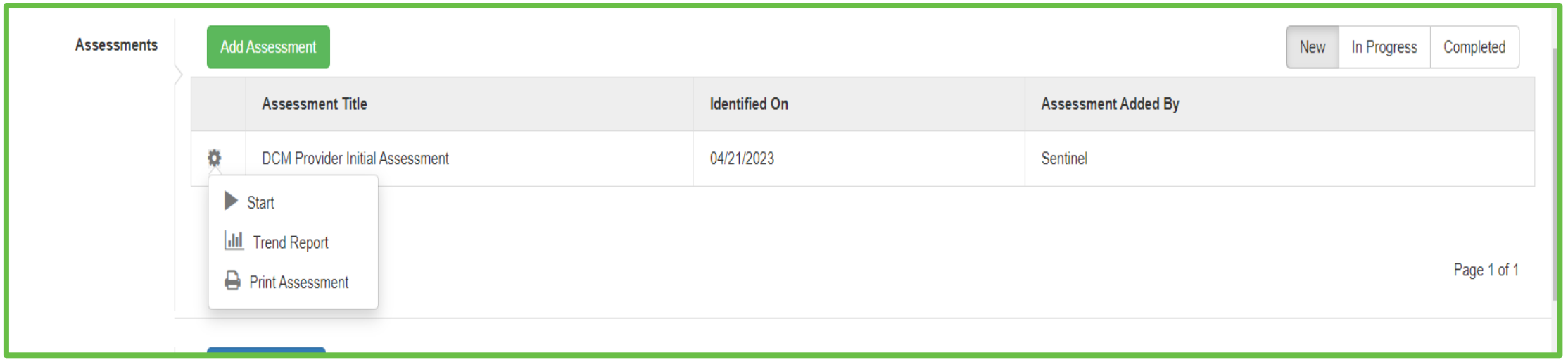
Stay Request Must be Completed for Inpatient Services



Comagine Health

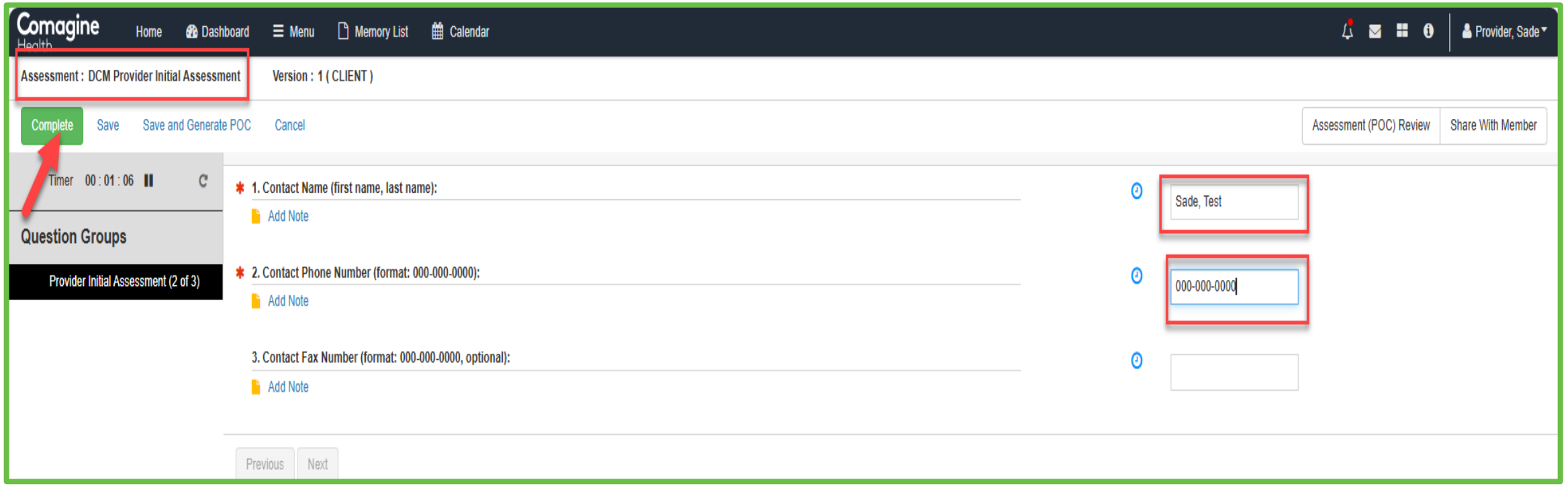
Assessments





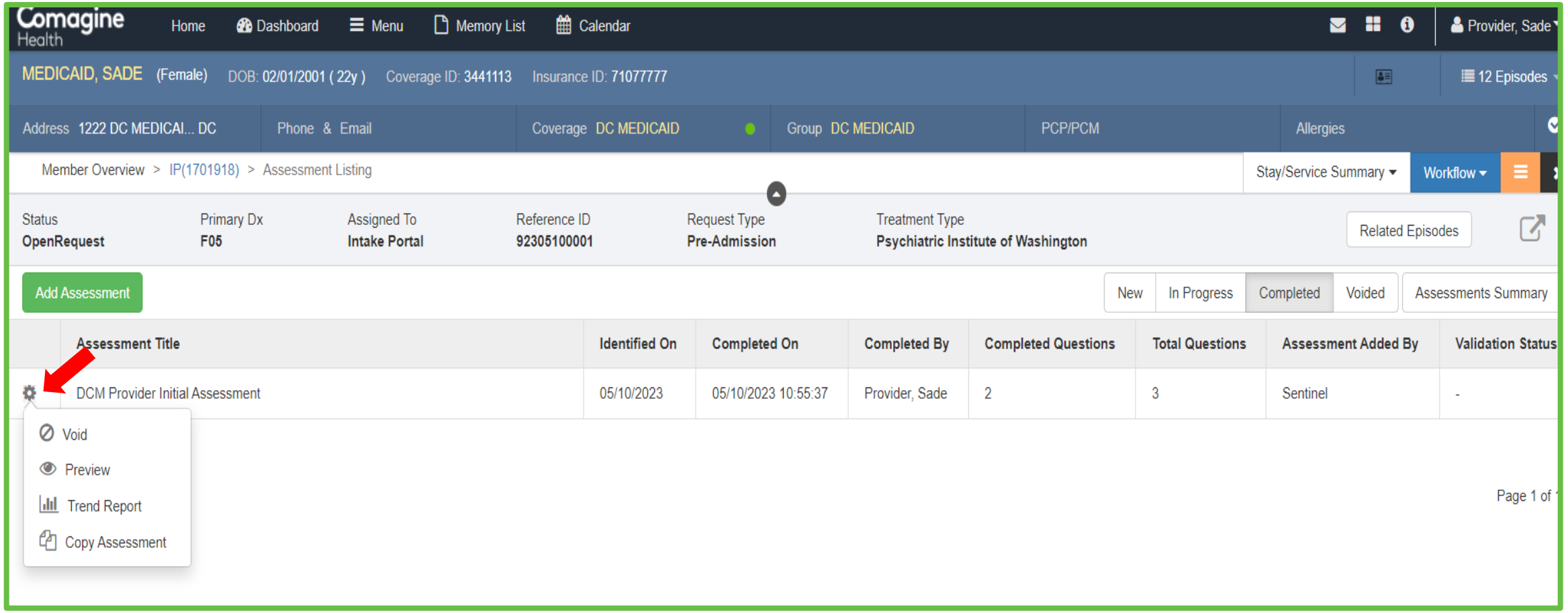
Comagine Health

DCM Provider Initial Assessment



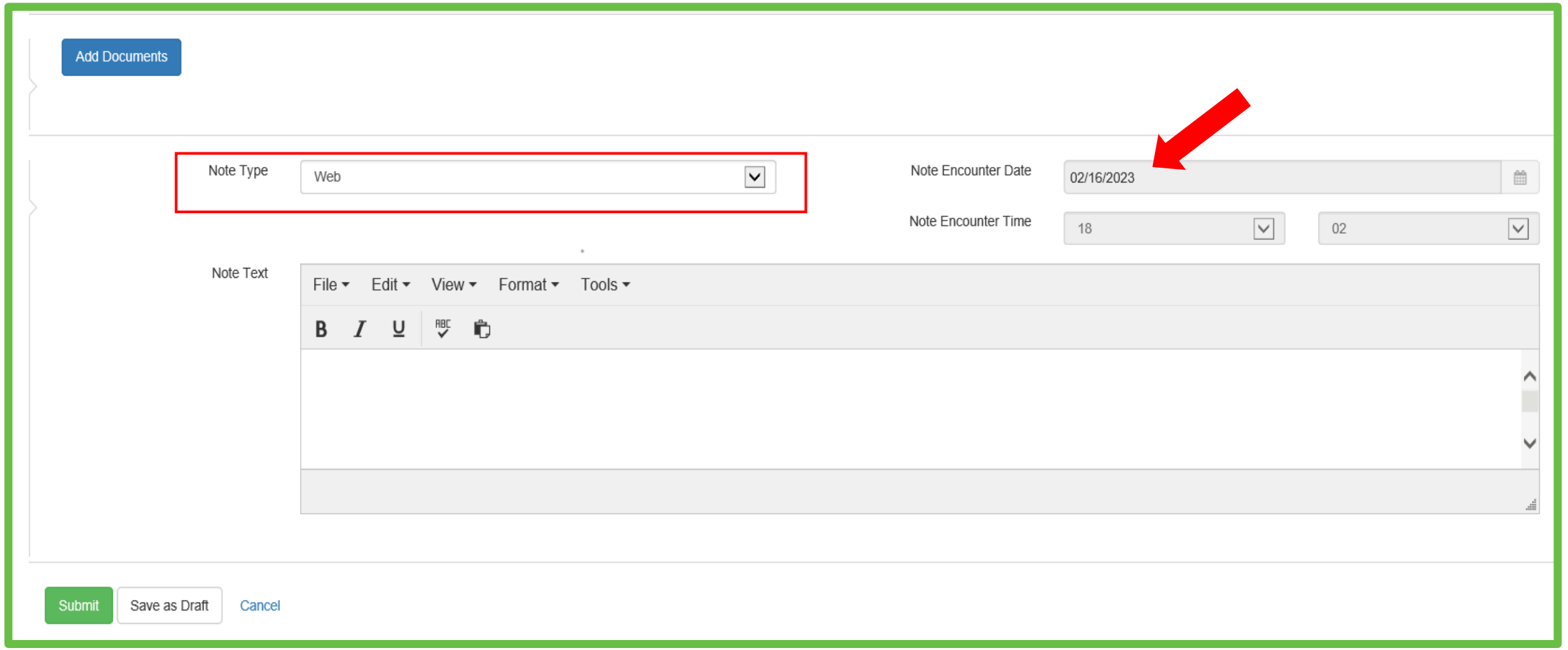
Comagine Health

Preview Assessment



Comagine Health

Notes



Comagine Health

Submit or Save as Draft

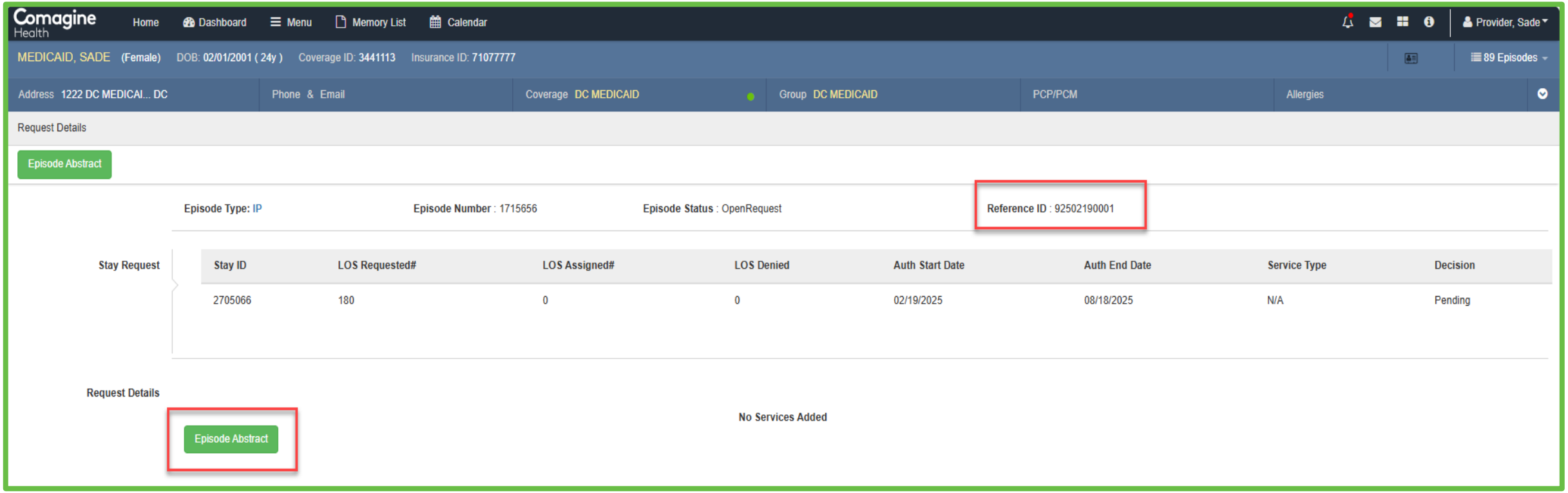
- **Submit**: Episode will be submitted to Comagine Health
- **Save as Draft**: Episode will not submit to Comagine Health but will be saved for later submission and can be edited
- **Delete**: The request will be deleted



Comagine Health

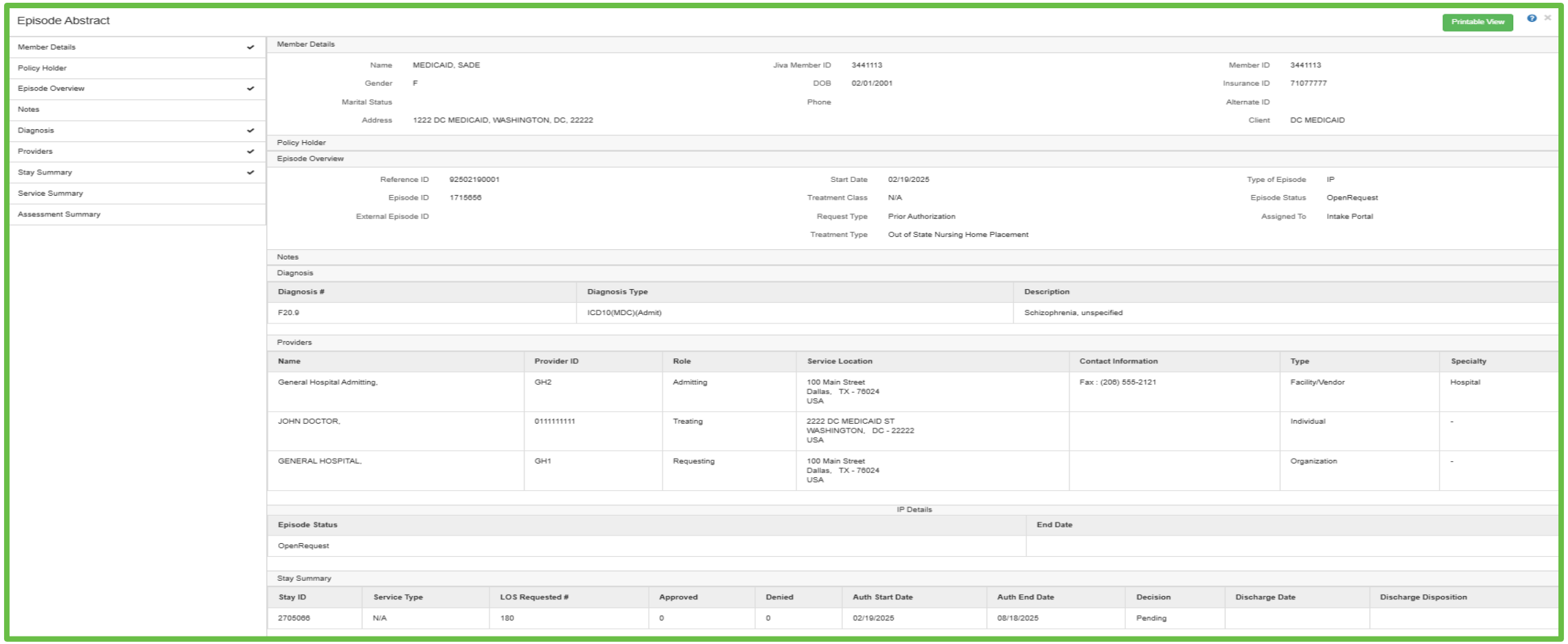
Reference ID

- Make a note of the CHPP Reference ID number for your records to locate the episode faster
- The reference ID will become a prior authorization number on an approved request
- Selecting Episode Abstract allows you to review what was submitted; however, you cannot edit from here



Abstract View

- You can print by selecting Printable View



Comagine Health

Who to Contact

- If there are error messages with the Comagine Health Provider Portal (CHPP)
- Request to create a new member in the CHPP
- Questions regarding Medical Necessity Denial or general questions

Comagine Health DC Office

Main #: 1-800-251-8890

CHPP error message issues

Review questions:

- Ask to speak with the Clinical Manager, Phurbu McAlister - Pmcalister@comagine.org
- Escalated questions or concerns: QIO Project Director, Sade Akinkuowo - fakinkuowo@comagine.org

Comagine Health

Questions?

Comagine Health