Comagine Health

Comagine Health Acute Care Review Process

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

Objectives/Agenda

- Provide an overview of Comagine Health's Acute Care review process in order to provide clear understanding of the process to improve efficiency, effectiveness, and clarity for providers.
- Review the Comagine Health Provider Portal (CHPP)
- Demonstration on how to enter an Authorization Request on CHPP

Comagine Health

Acute Care Reviews

- Comagine Health will review each elective admission, direct admissions and hospital-to-hospital transfers on behalf of District of Columbia Department of Health Care and Finance.
- Comagine Health will not review any inpatient admission through the emergency room.
- Providers must submit request within forty-eight hours of beneficiary's inpatient admission via the Comagine Health Provider Portal.

Comagine Health

Determination

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

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

Comagine Health

Review Determination Cont.

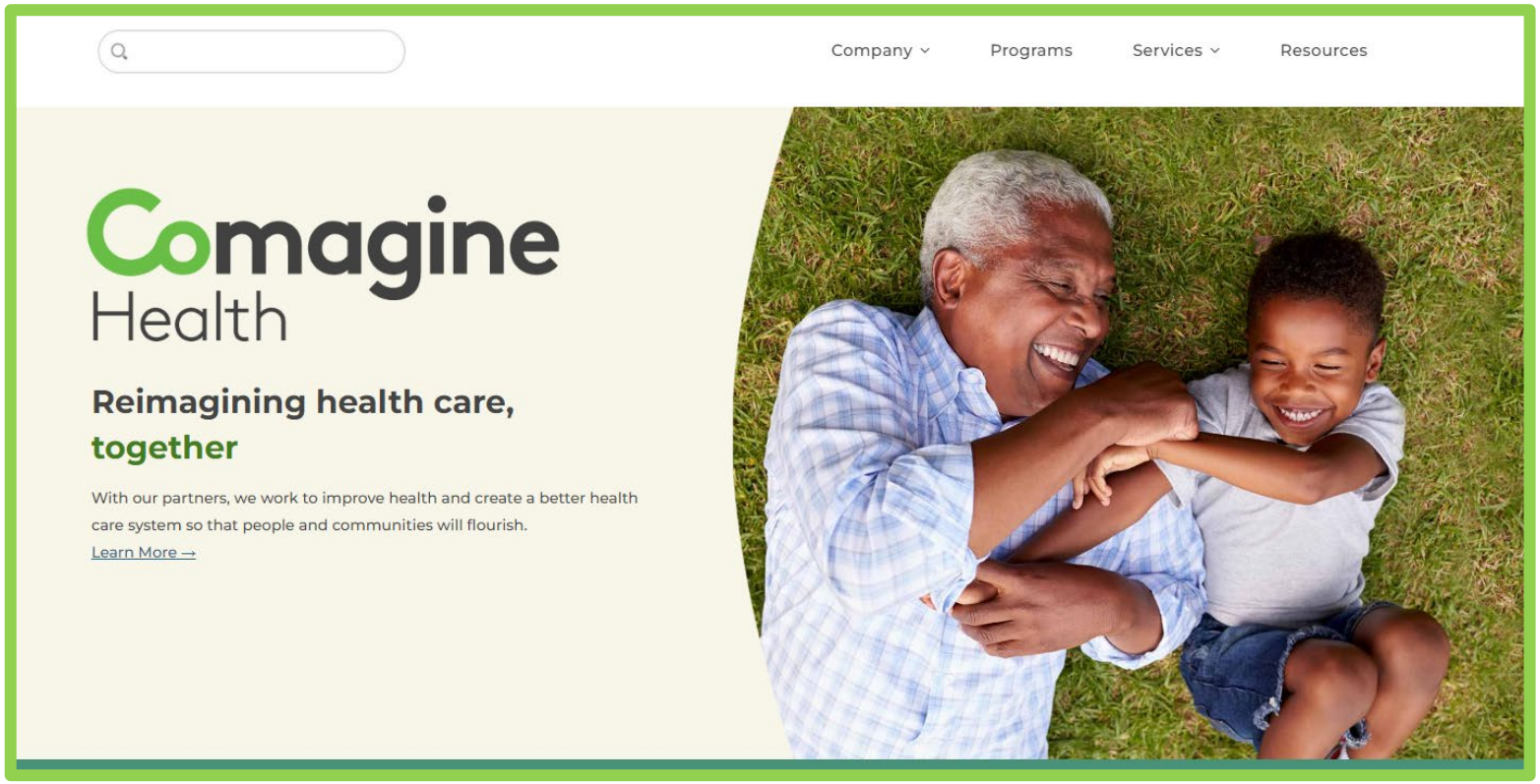
- Medical Necessity Denial
  - Parties notified
  - Appeal process is offered

- Appeal timeline – submit within 21 days from Denial notice (letter) date
- Independent review by physician not associated with the original denial

Comagine Health

Comagine Health Provider Portal (CHPP)

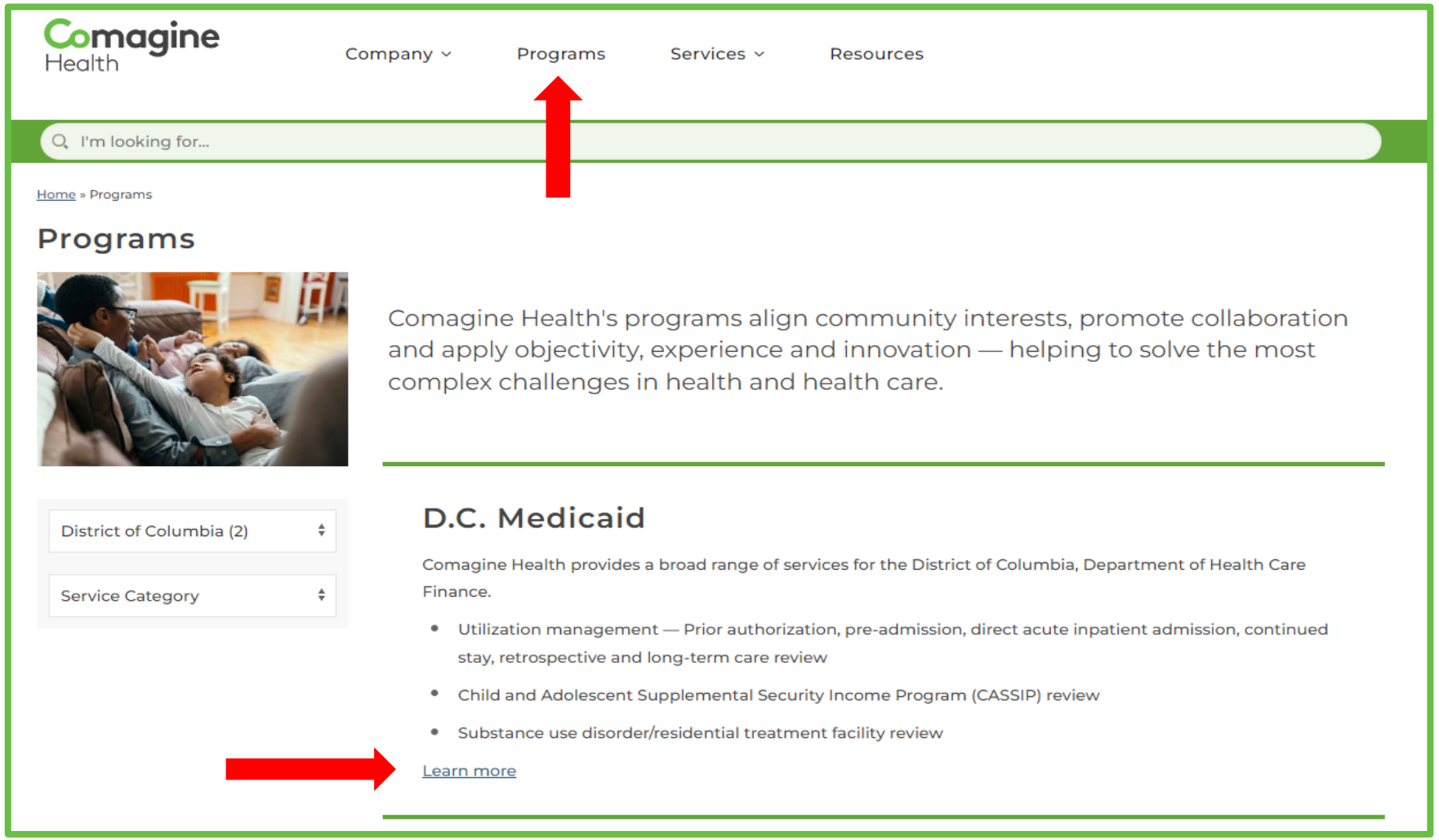
- Submit reviews within the CHPP
- Go to Comagine Health's website - http:www.comagine.org



Comagine Health

Comagine Health Website

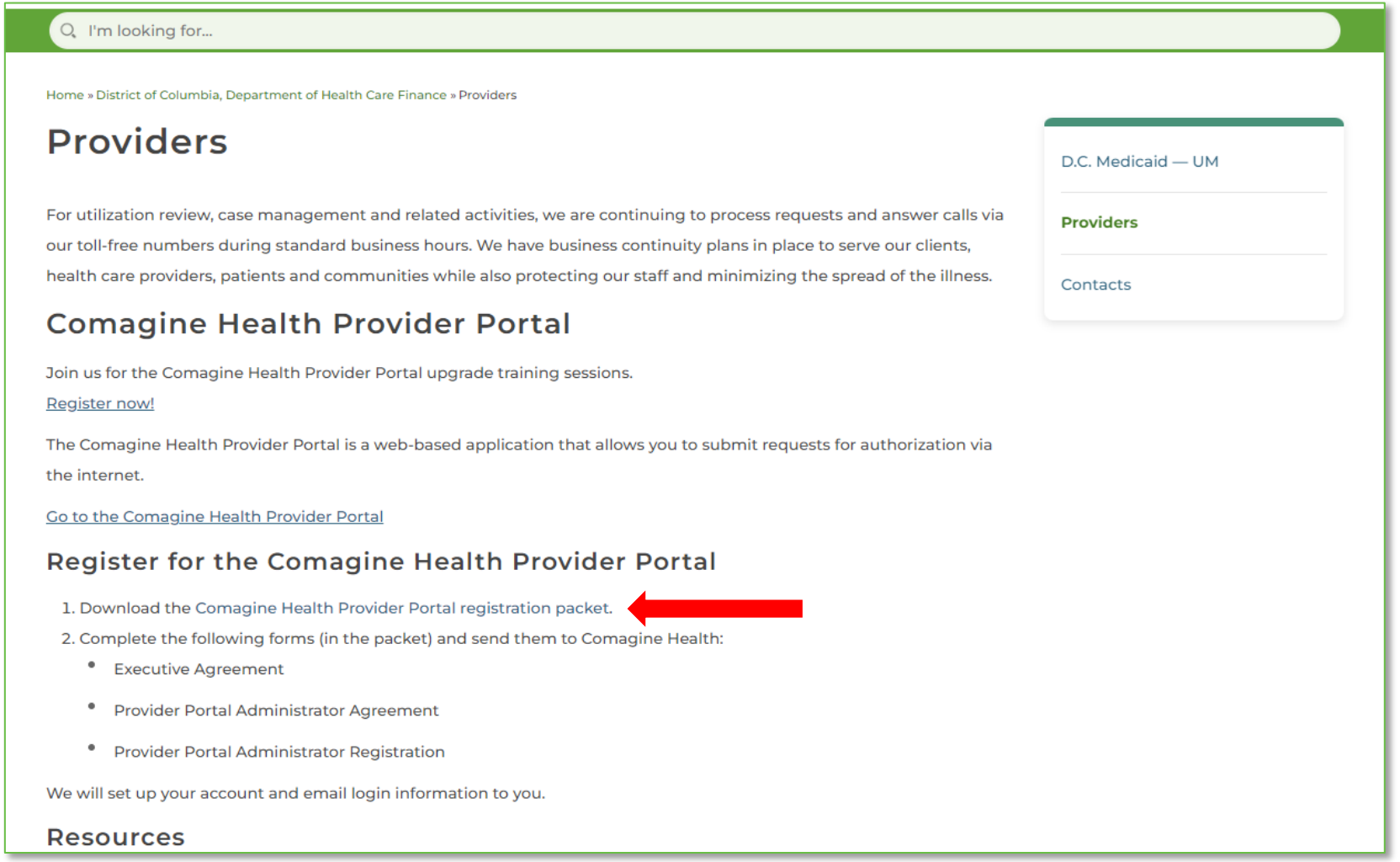
- Click on Programs, find **D.C. Medicaid**, and select ‘Learn more’



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

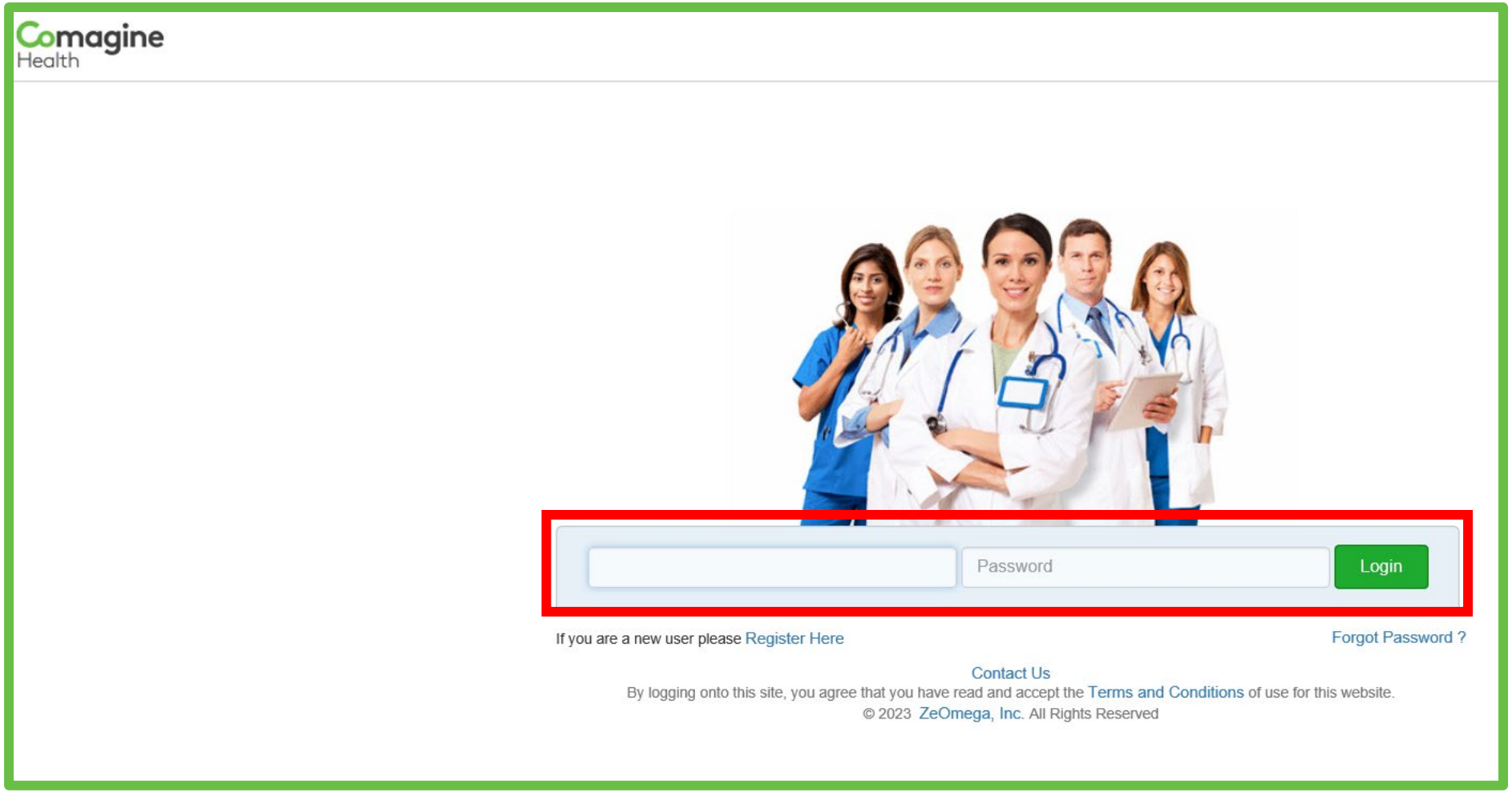
Comagine Health

Provider Portal Access



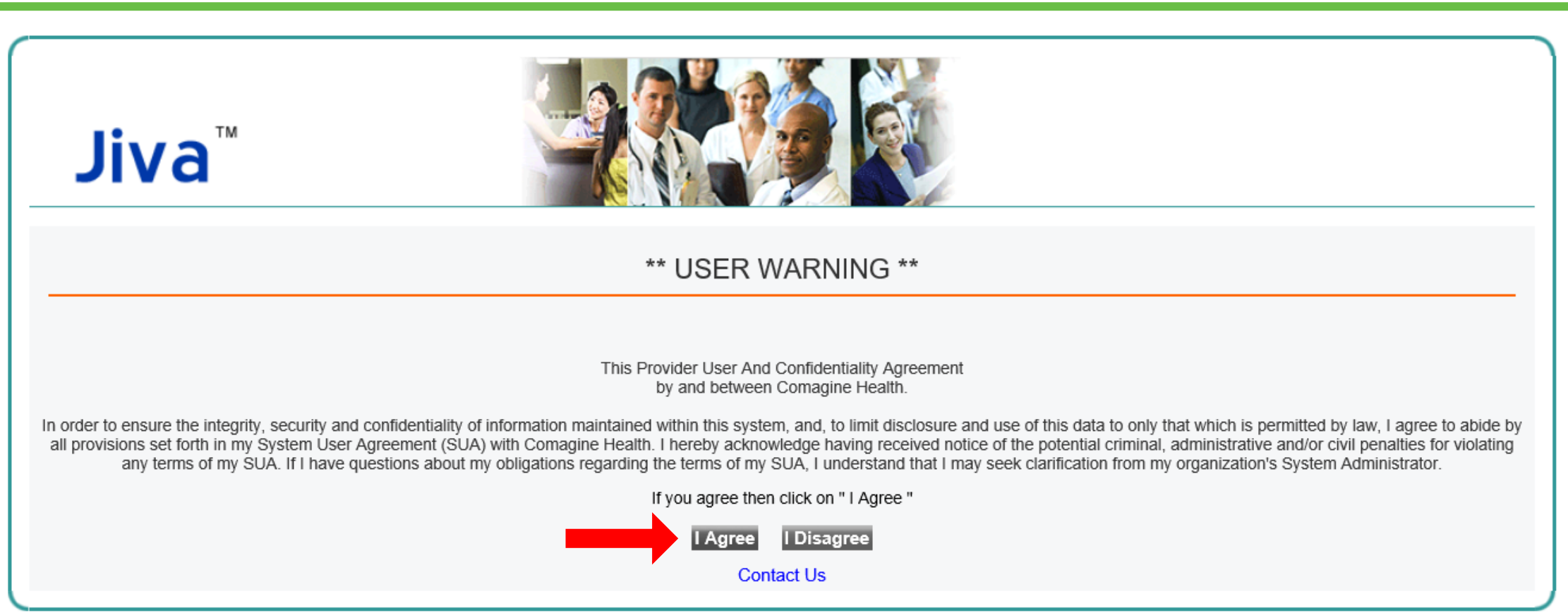
Comagine
Health

How to Log Into the Provider Portal



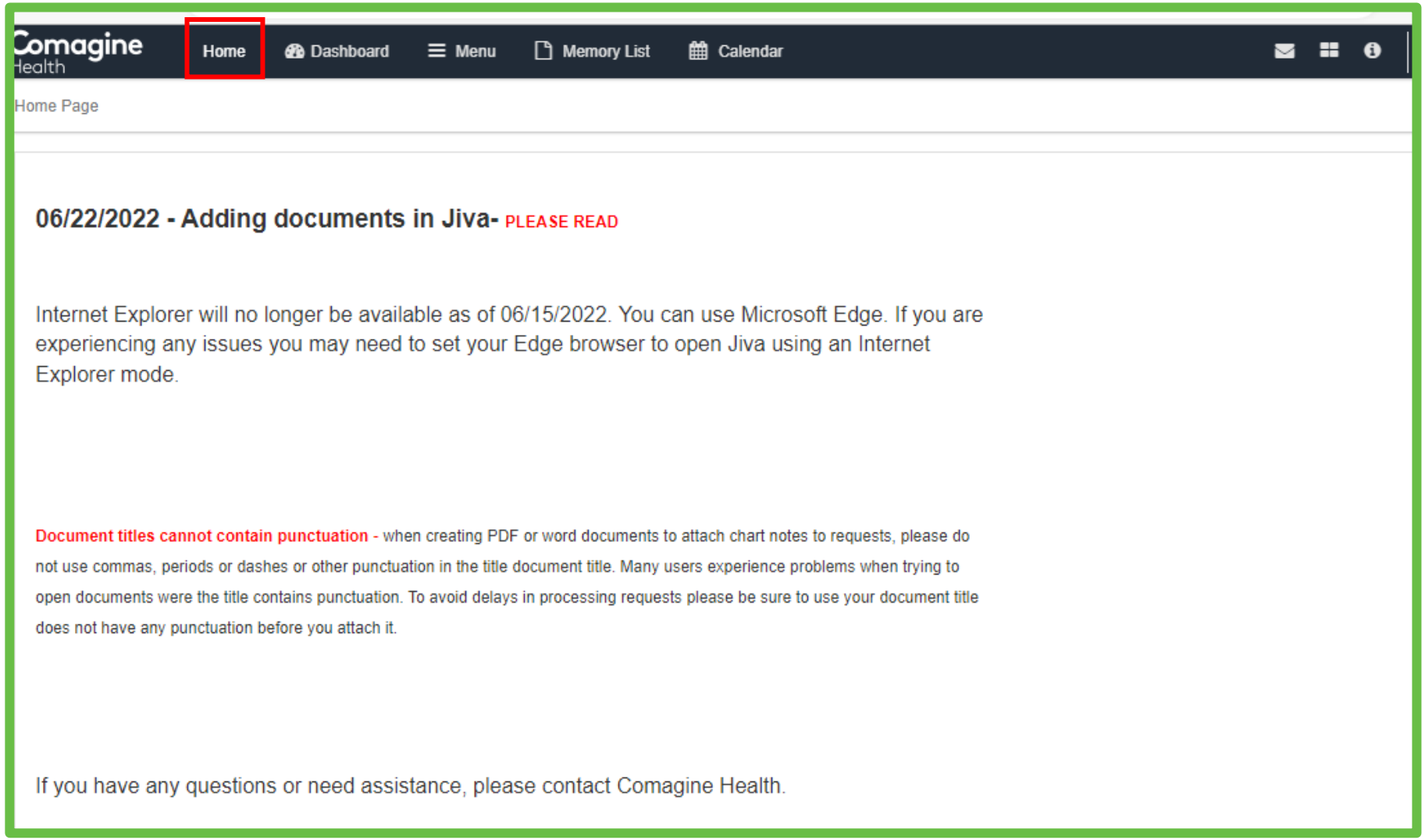
Comagine Health

Provider Portal Log In



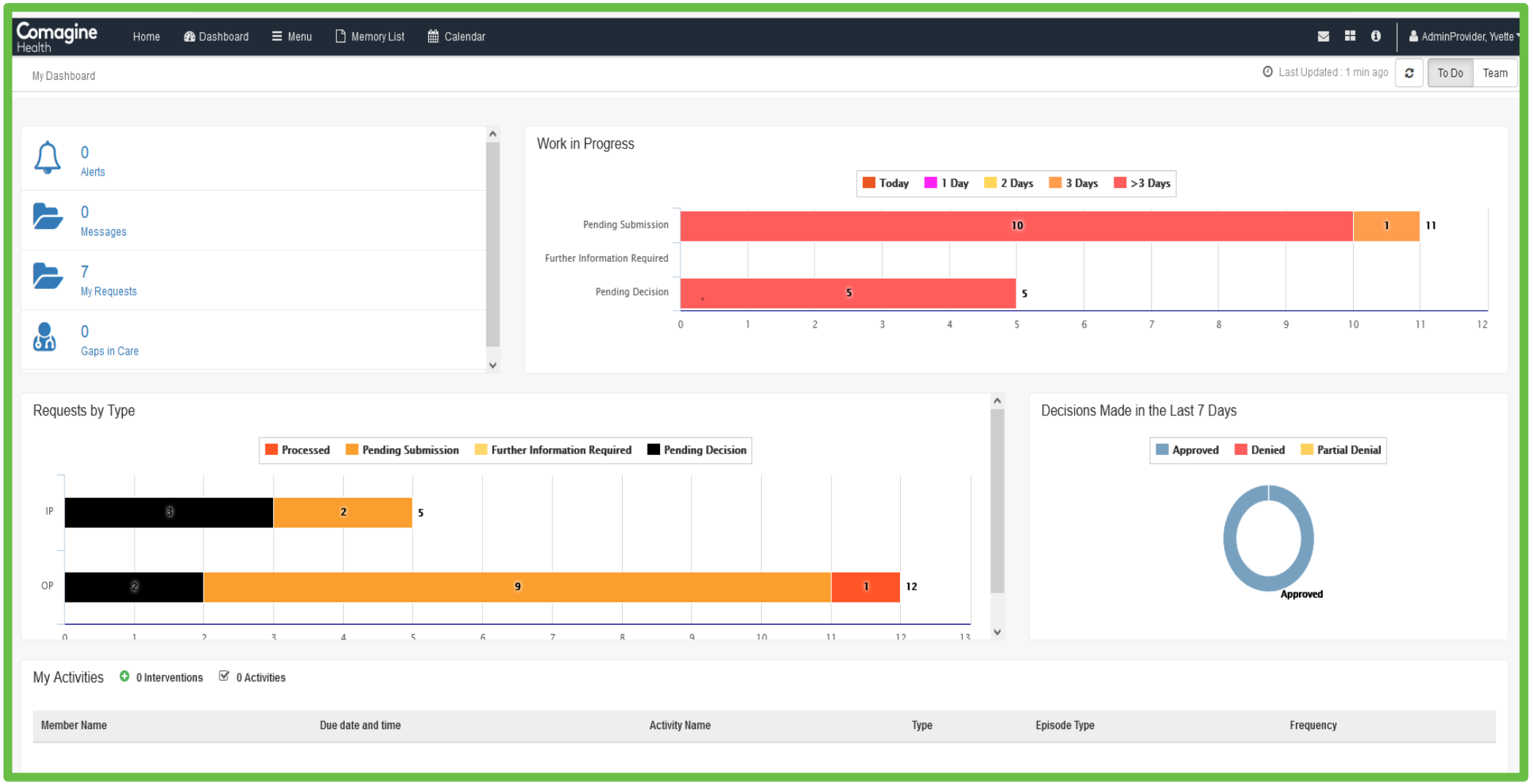
Comagine Health

Provider Home Page – View Posted Announcements



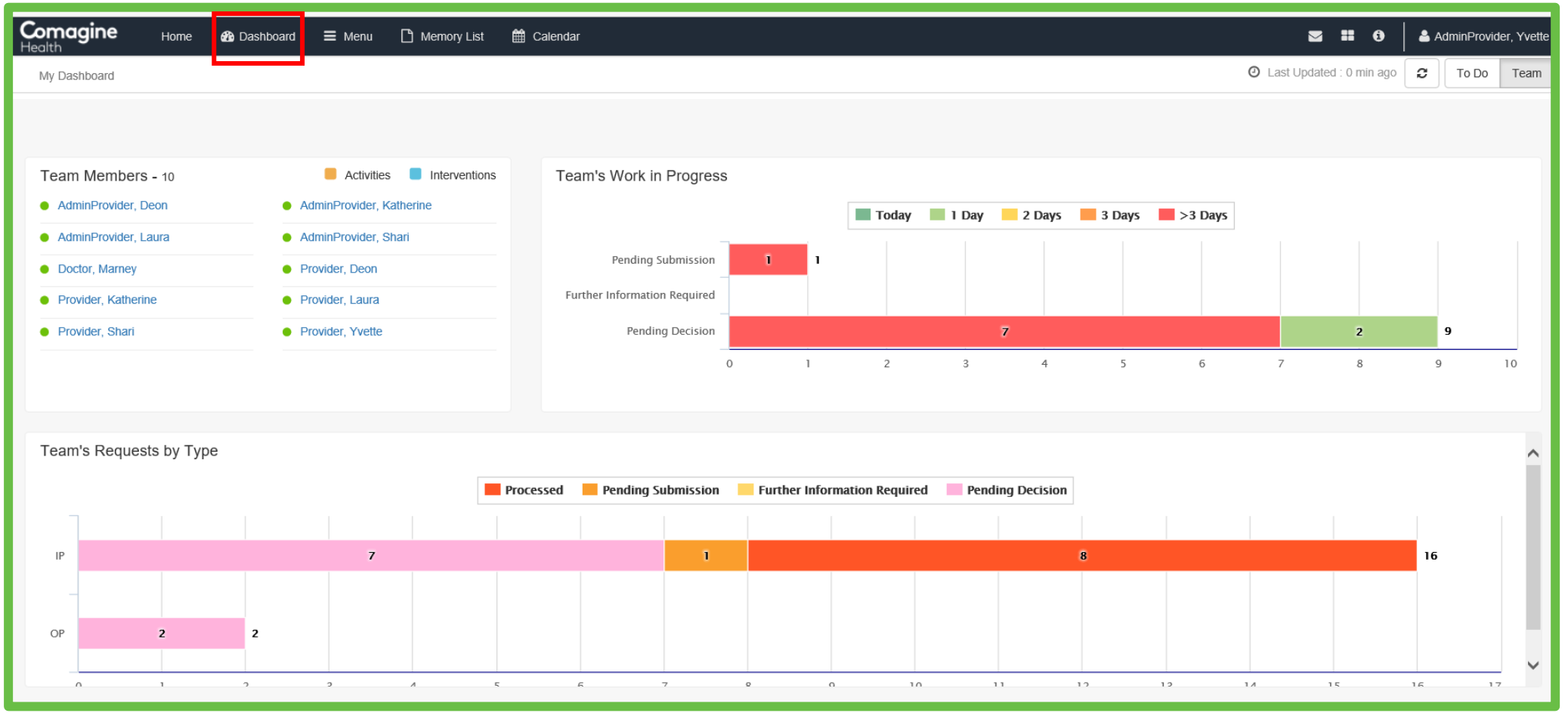
Comagine Health

Provider Dashboard - To Do



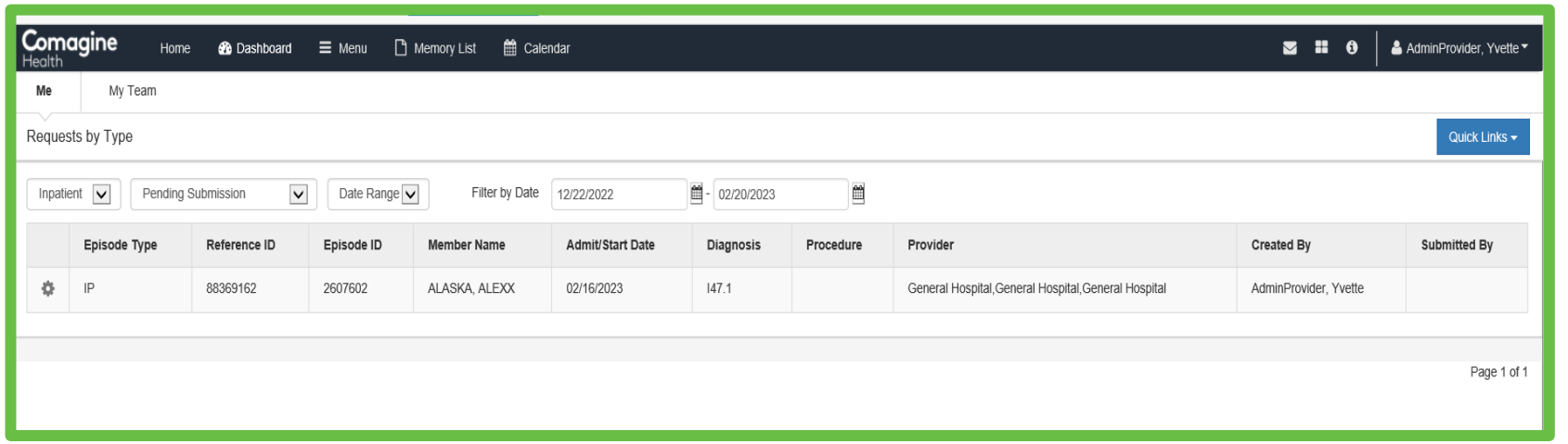
Comagine Health

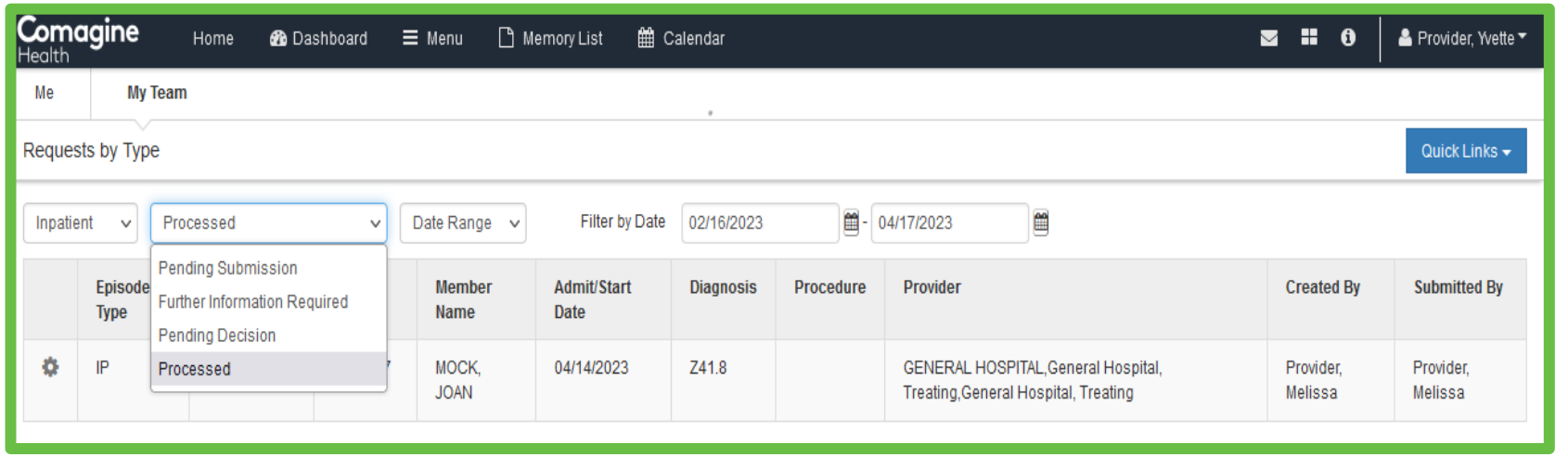
Provider Dashboard - Teams



Comagine Health

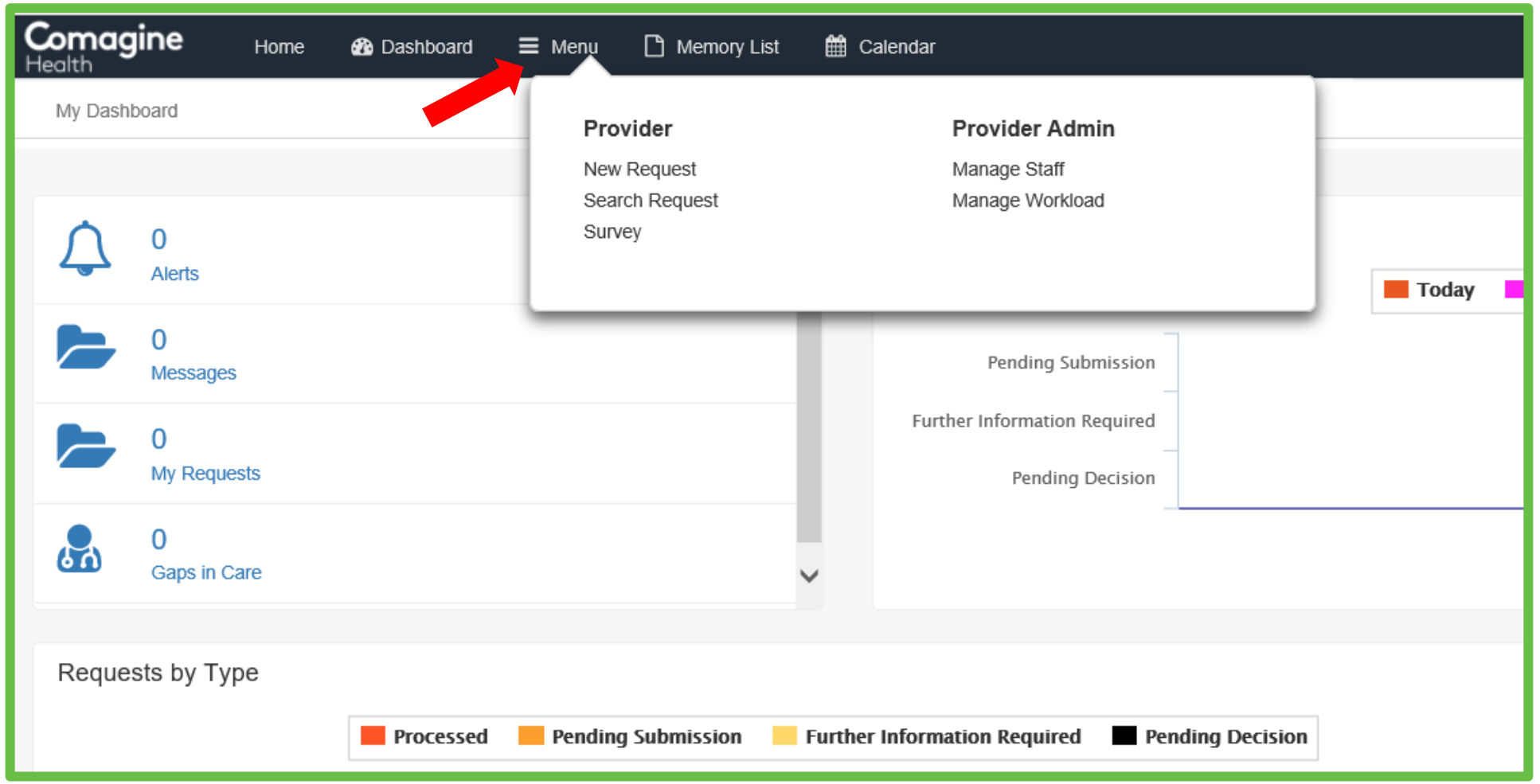
Provider Dashboard Links





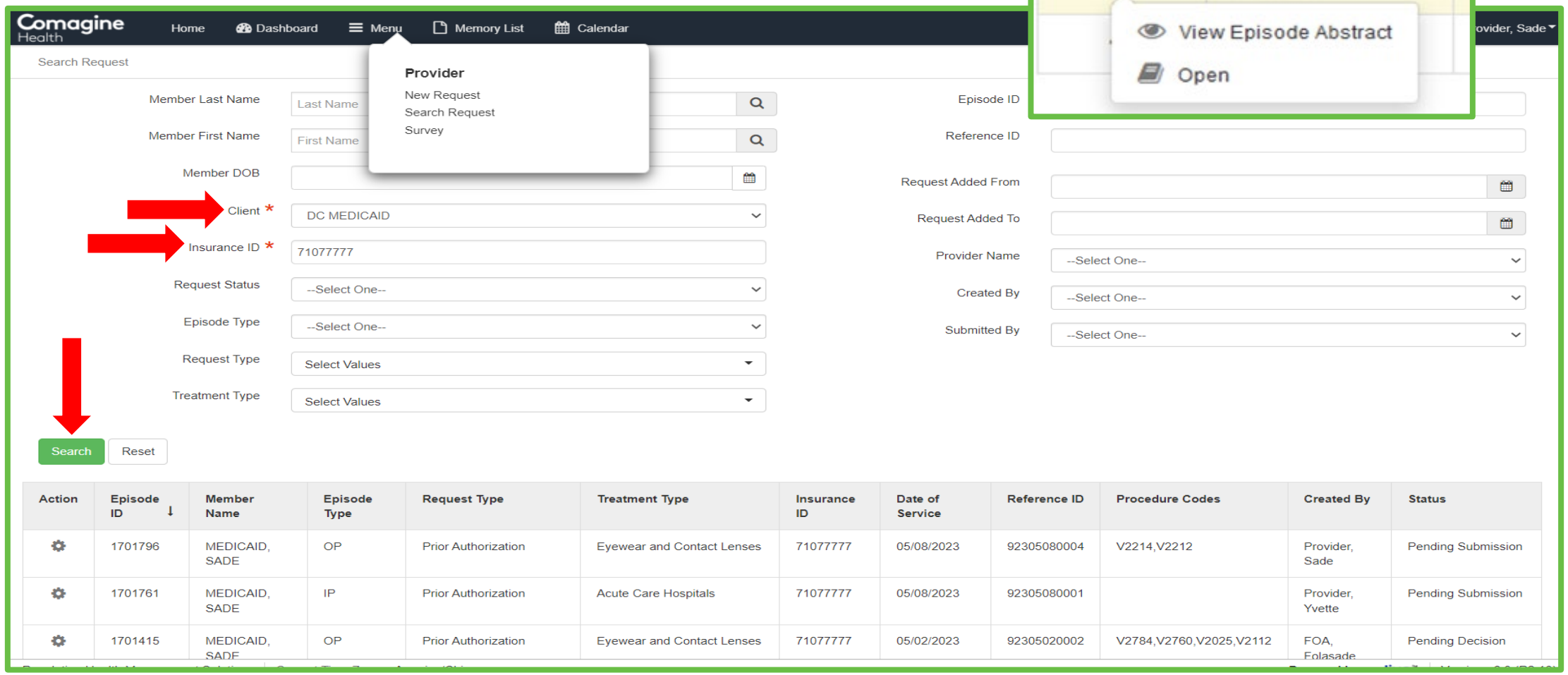
Comagine Health

How to Search or Submit a New Request



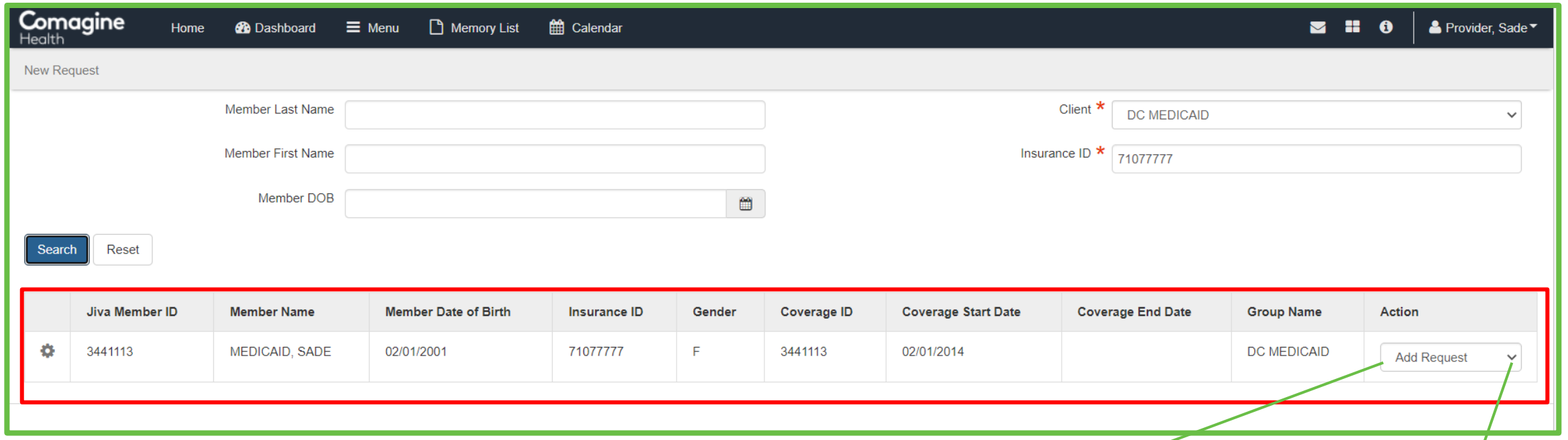
Comagine Health

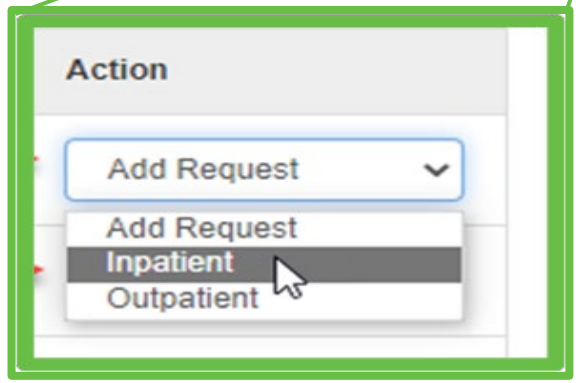
Search Request



Comagine Health

Submit a New Request

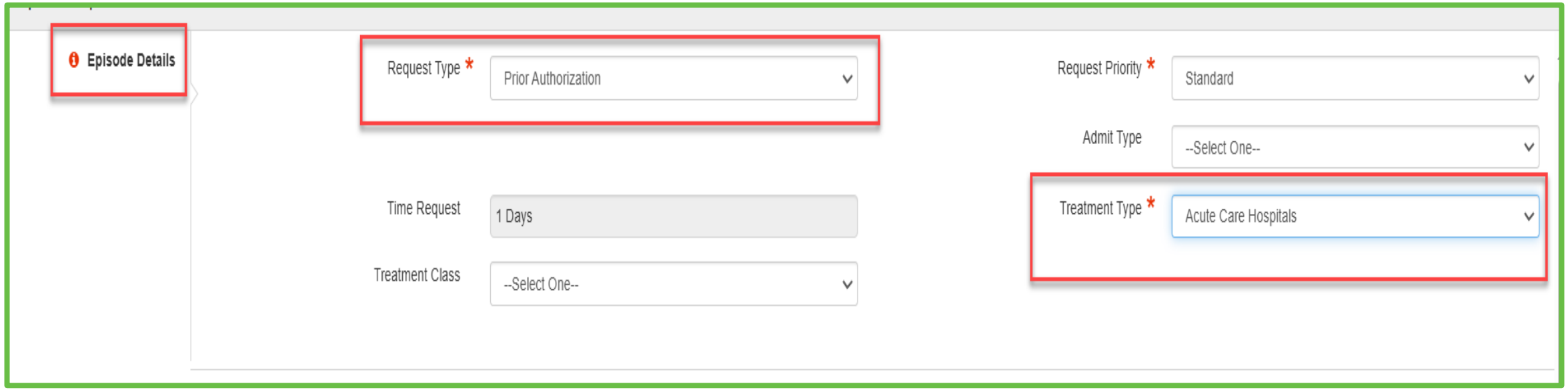




Comagine Health

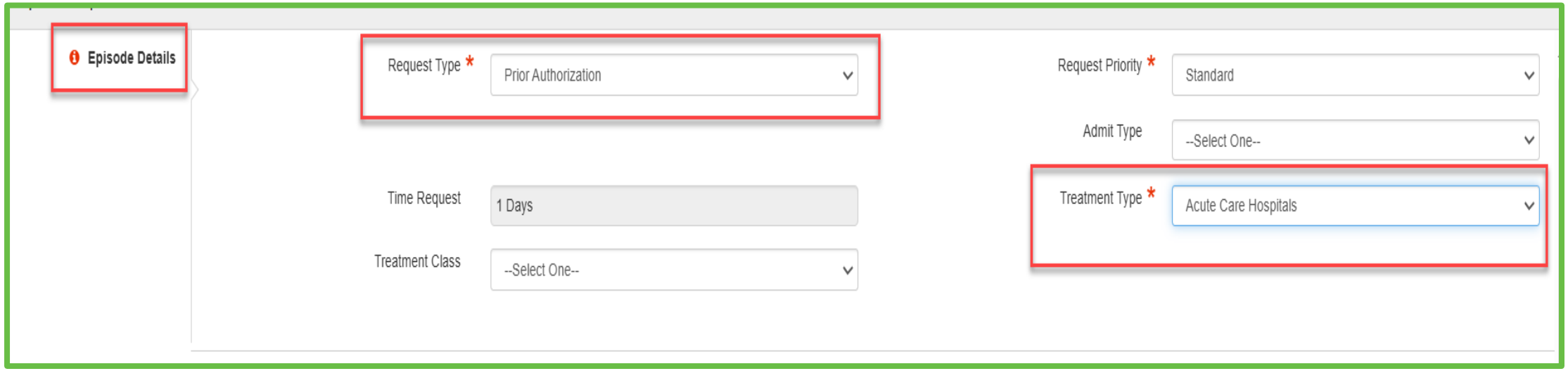
Submit a New Request

- 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 Acute Care Hospitals for District of Columbia



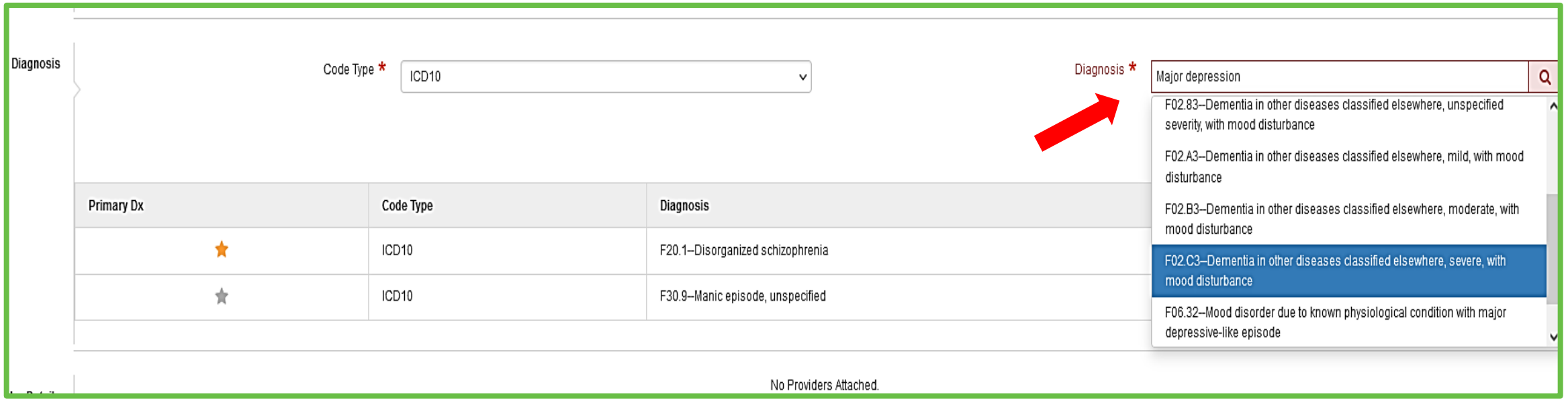
Submit a New Request

- 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 Acute Care Hospitals Bordering Counties for all hospitals outside of DC



Submit a New Request, cont.

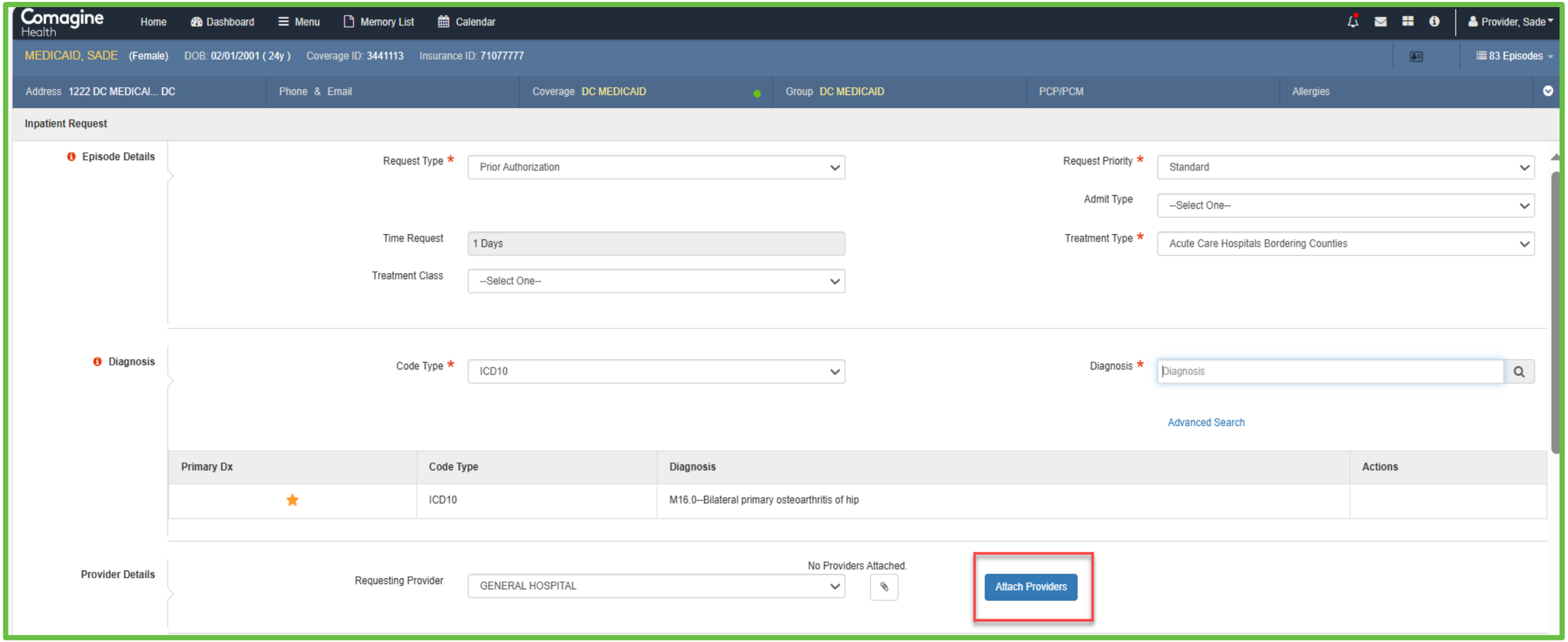
- Enter Diagnosis



Comagine Health

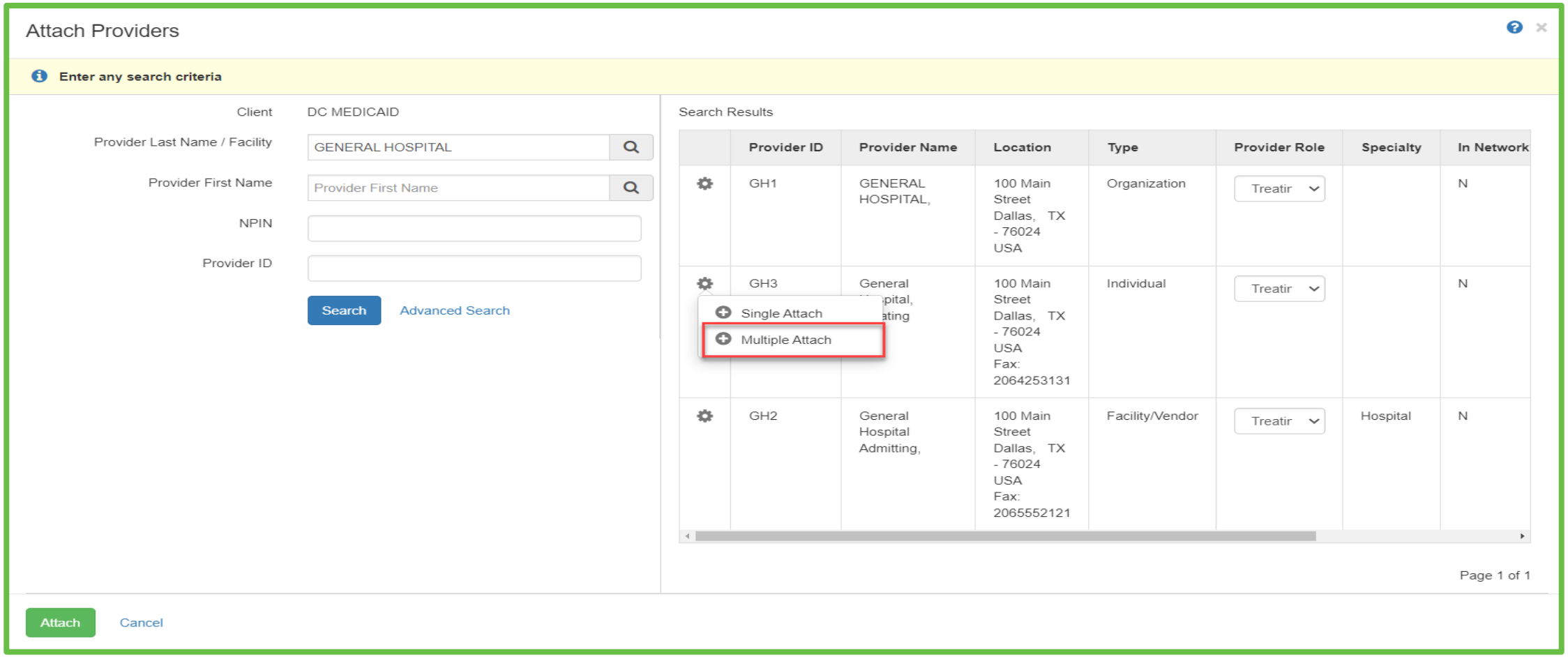
Submit a New Request, cont.

- Attach Providers to Episode



Steps to Add Providers

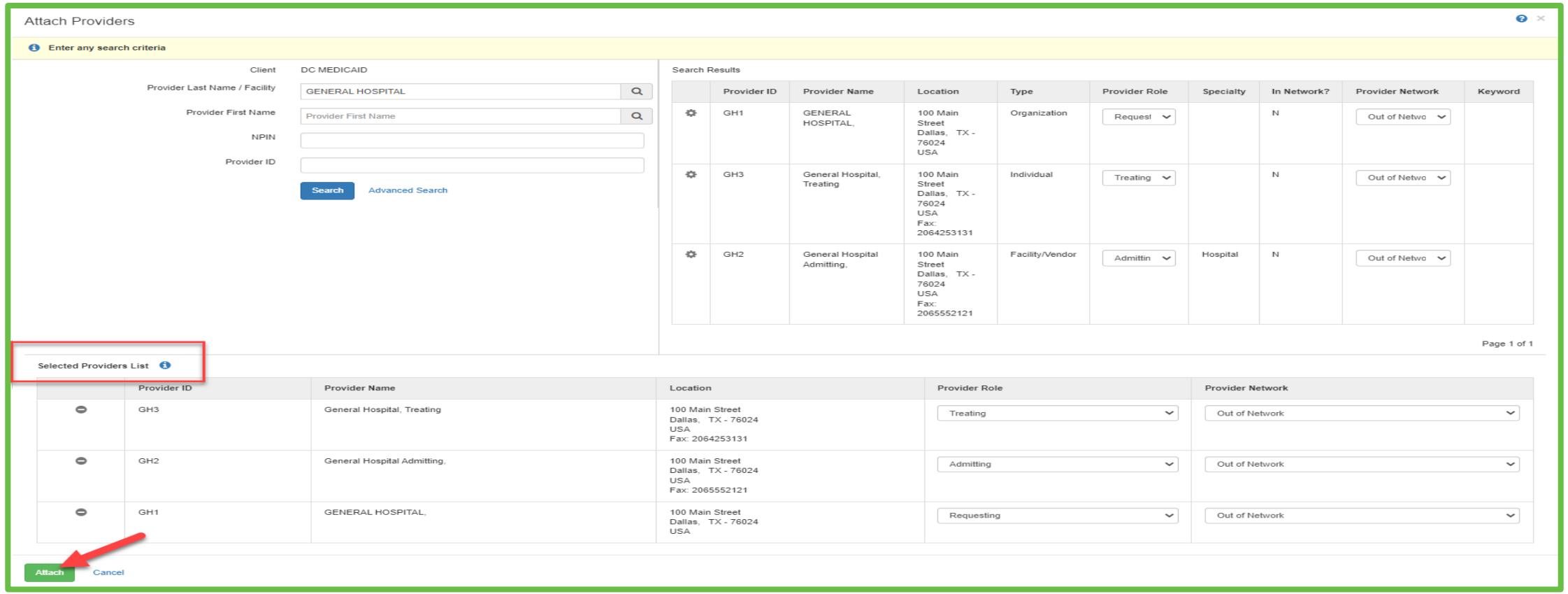
- Use Search or Advanced Search to find providers



Comagine Health

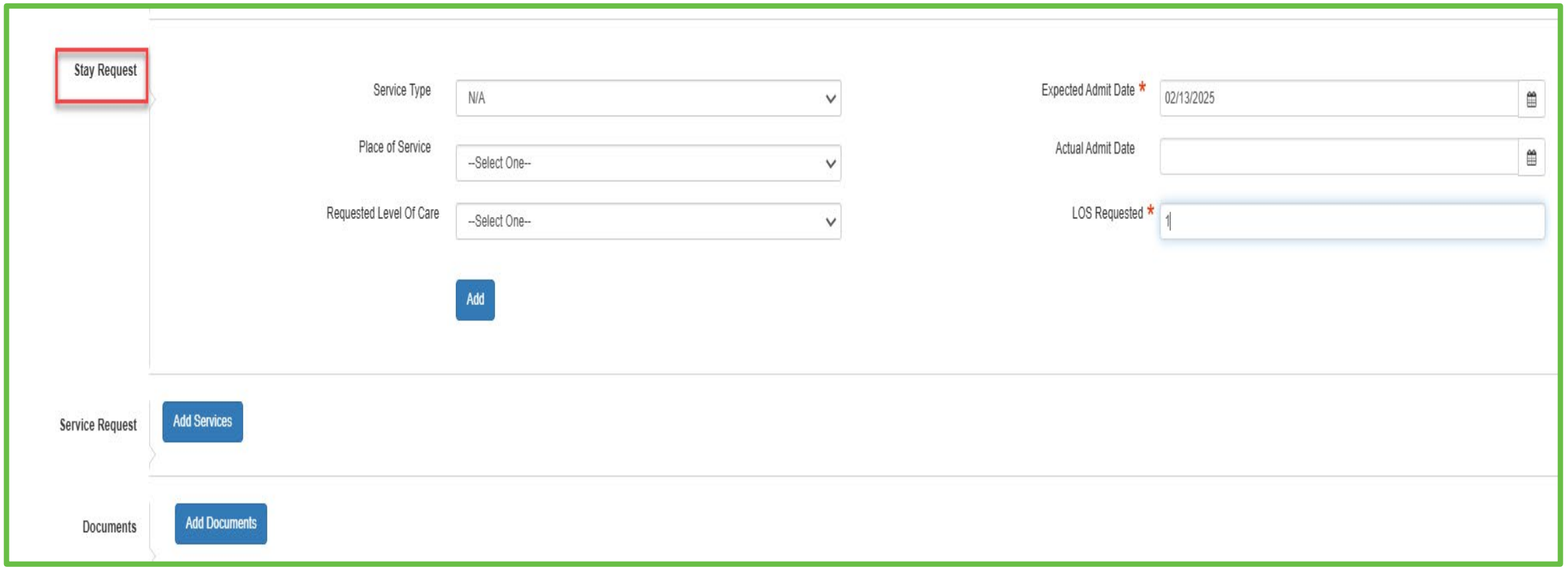
Steps to Add Provider, cont.

- Admitting, Treating, and Requesting providers must be attached



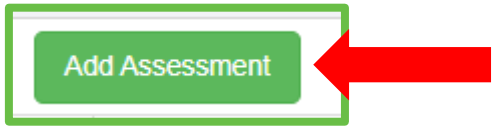
Comagine Health

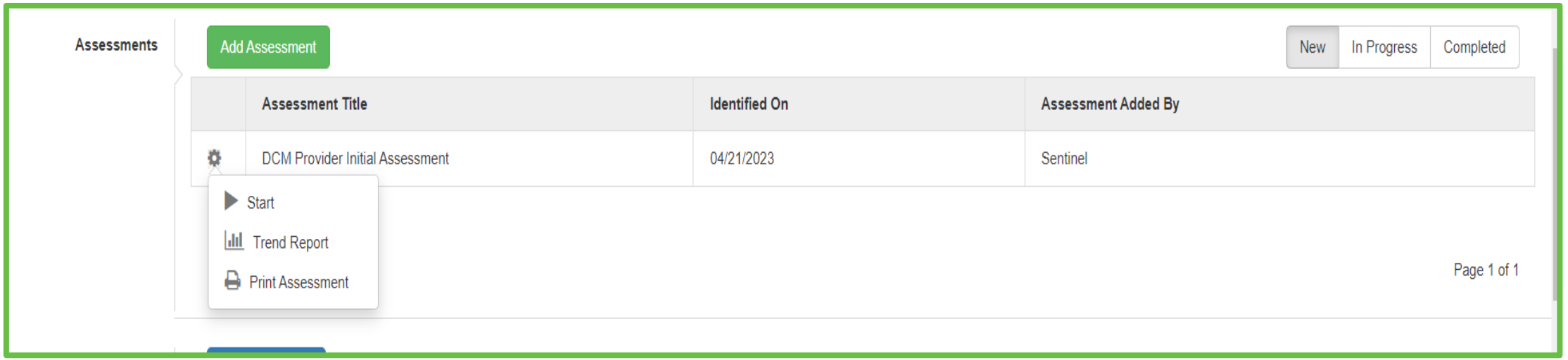
Stay Request Must be Completed for Inpatient Services



Comagine Health

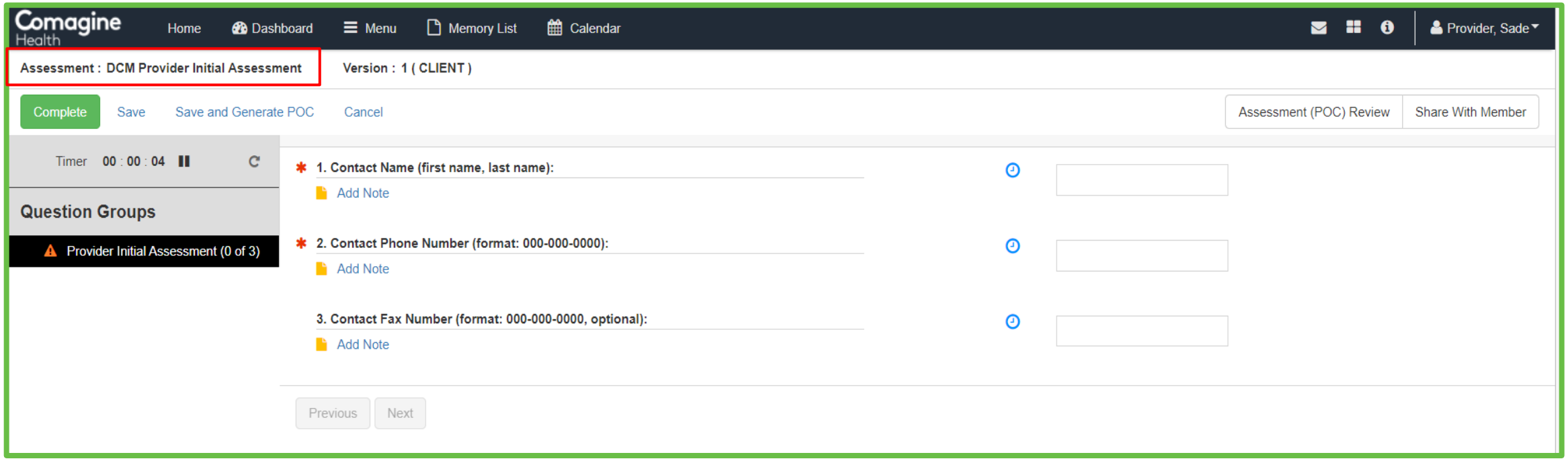
Assessments





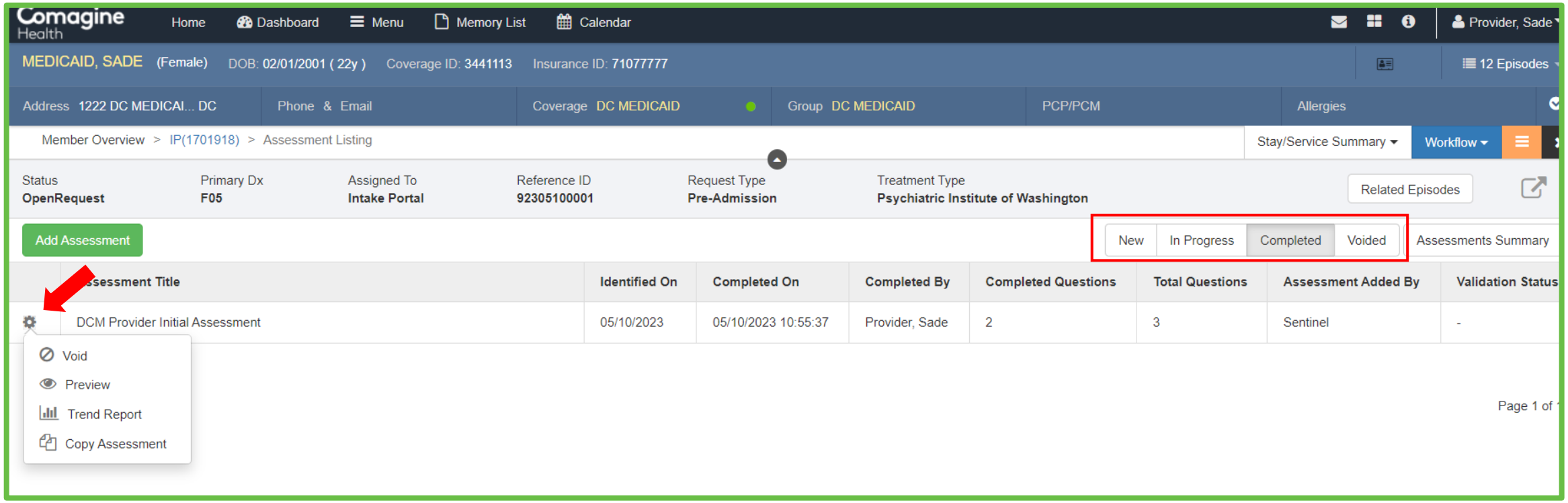
Comagine Health

DCM Provider Initial Assessment



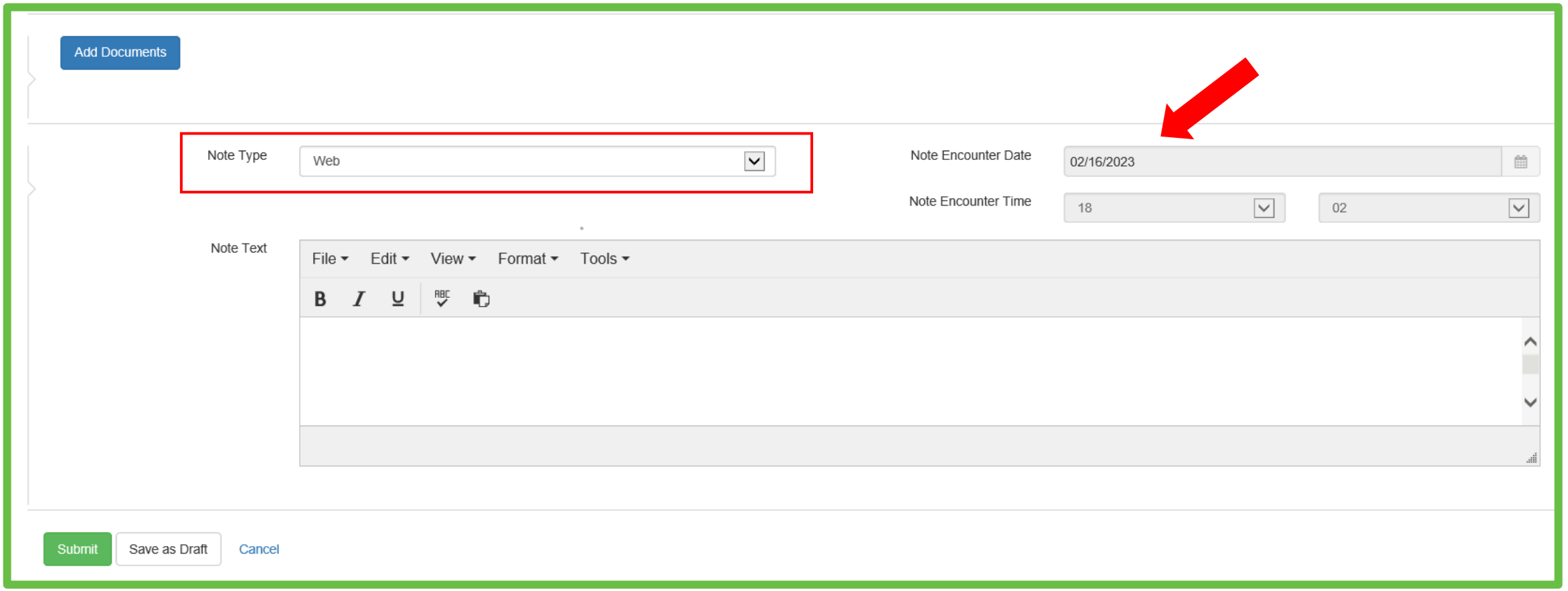
Comagine Health

Preview Assessment



Comagine Health

Notes



Comagine Health

Submit or Save as Draft

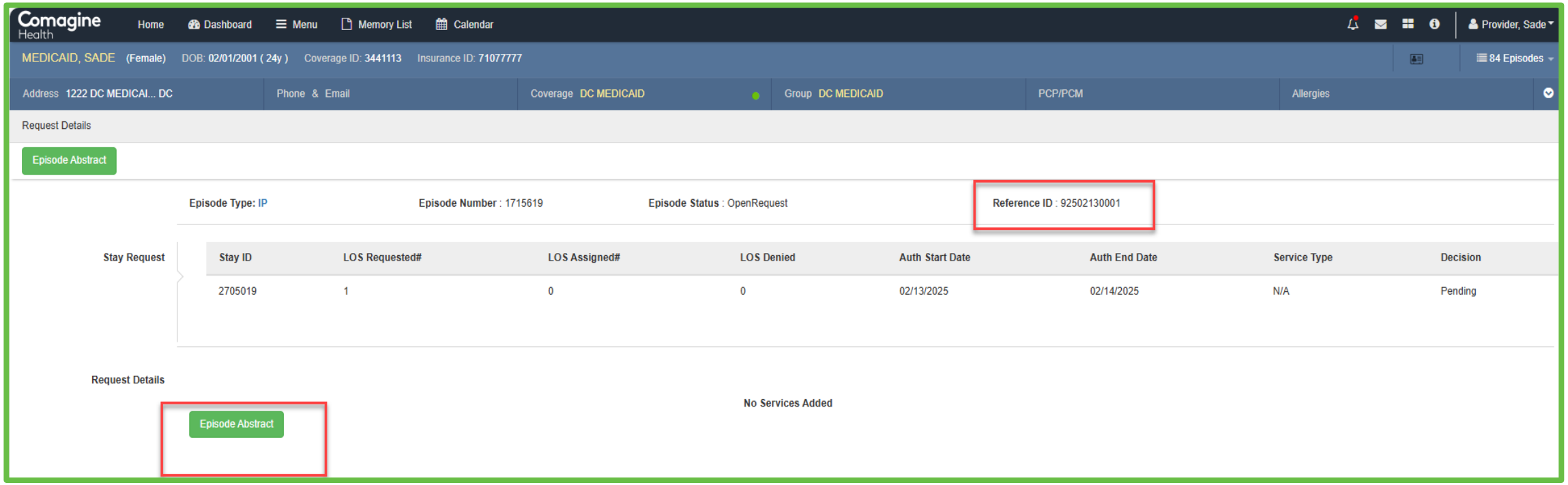
- **Submit**: Episode will be submitted to Comagine Health
- **Save as Draft**: Episode will not submit to Comagine Health but will be saved for later submission and can be edited
- **Delete**: The request will be deleted



Comagine Health

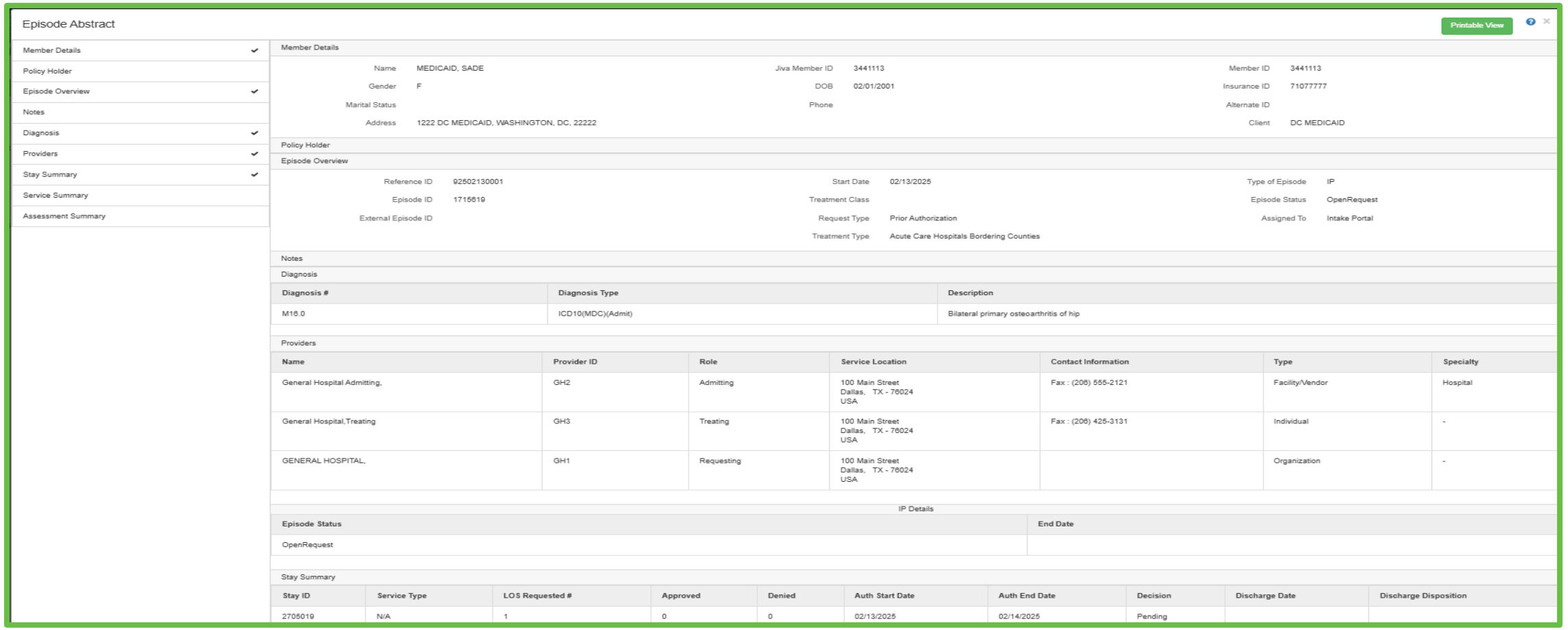
Reference ID

- 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

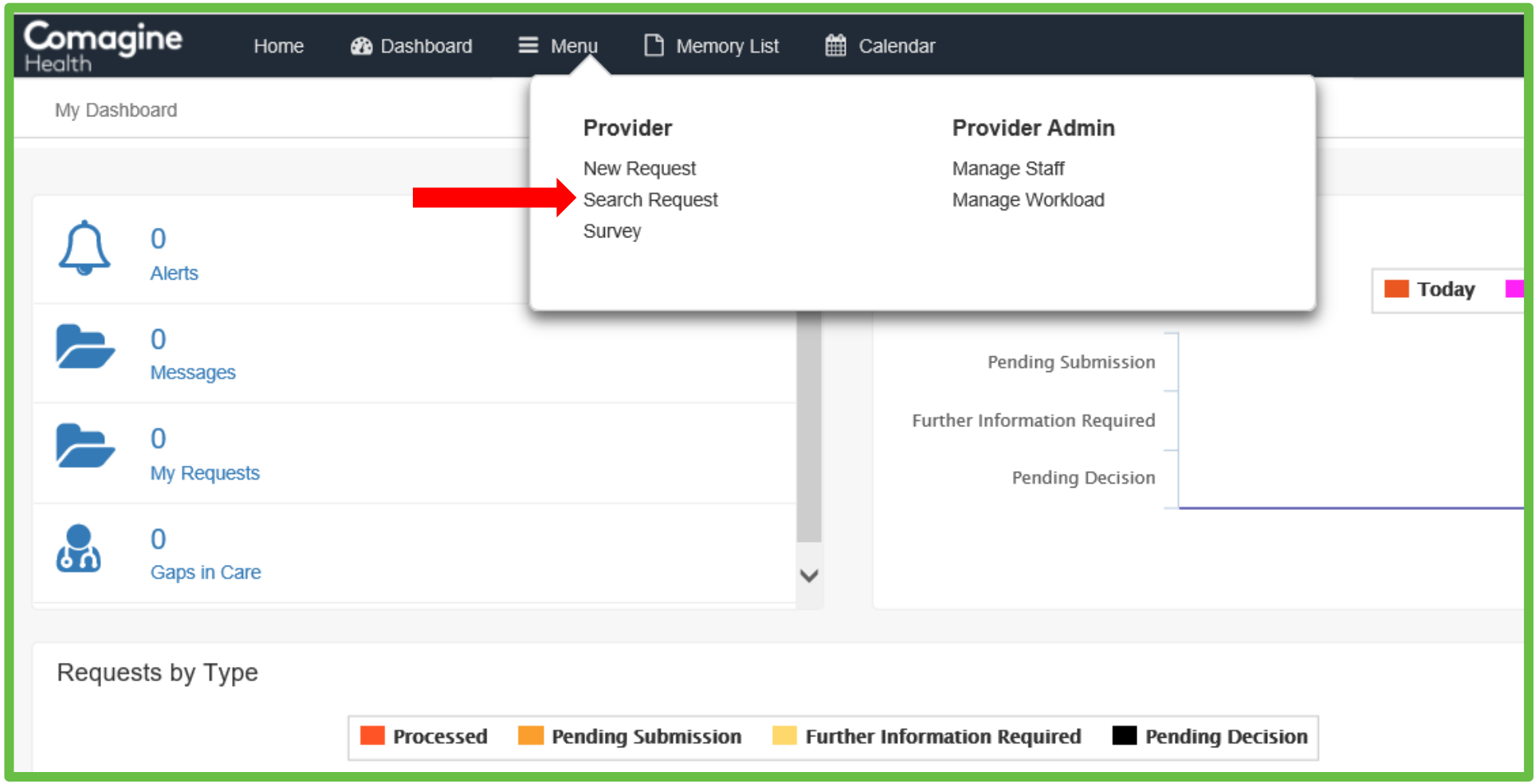
Comagine Health

Acute Care Bordering Counties Extension Request

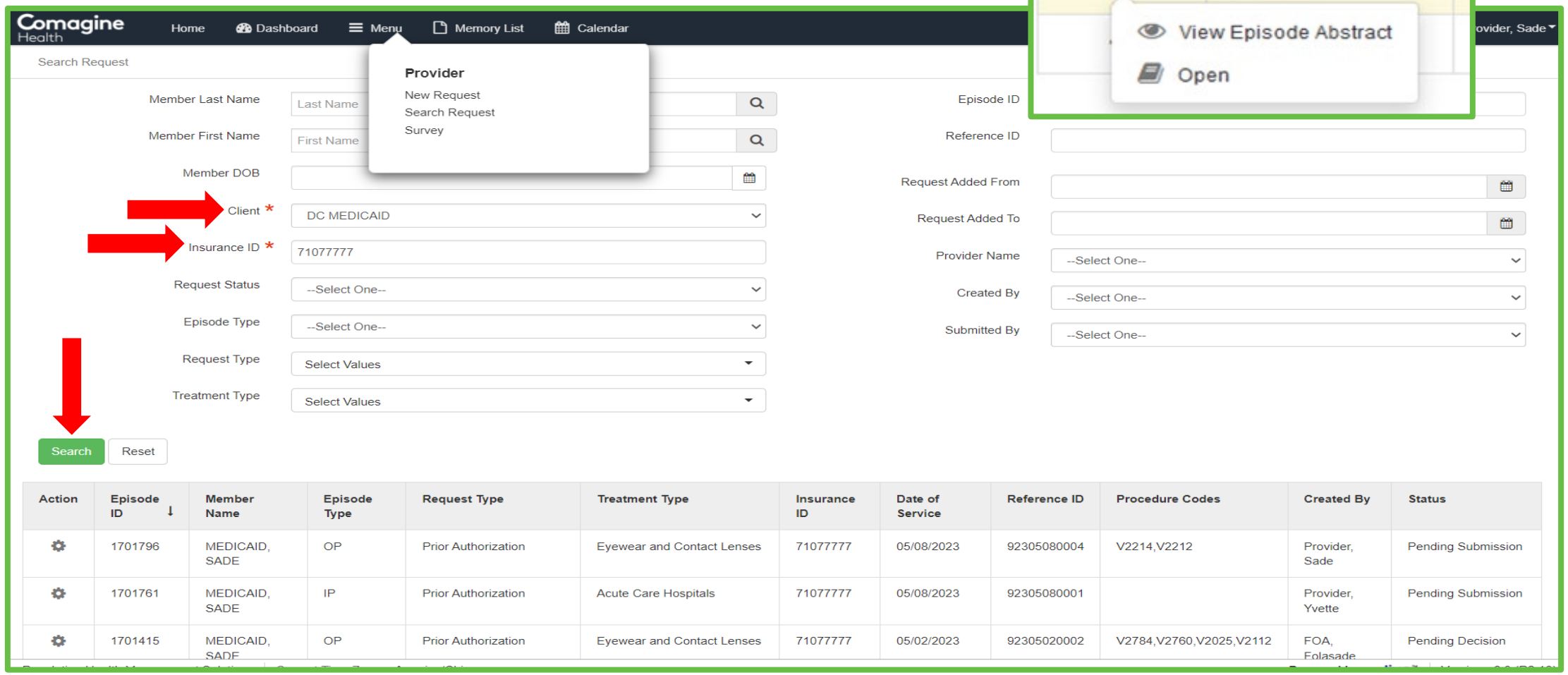
With the exception of Virginia

Submit a continued stay review- extension request

- Click on Menu and select **Search Request** from dropdown



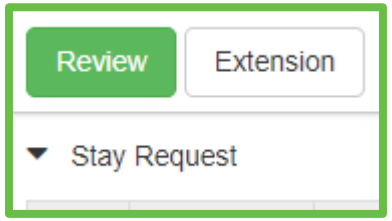
Search Request



Comagine Health

Creating an Extension Request

- **Stay Request**: Go to the Stay Request section and click the box next to the last approved length of stay (LOS) line.



Service Type	Place of Service	Level of Care	LOS Requested #	Expected Admit Date	Actual Admit Date
			7	05/28/2023	

Requested Date * 06/02/2023

Request Received Time * 16 29

Request Type * Pre-Admission

Request Priority * Standard

Time Request 1 Days

Due Date 06/03/2023 16:29

LOS Requested # *

Please enter a value in this field.

Requested Level Of Care --Select One--

Save Cancel

Comagine Health

Submitting an Extension Request

A. Click on the **extension tab** and enter the number of days requested

B. If the extension request is 24 hours past the last approved date, then you may receive an error message

**This 24-hr. timeline is to be extended. Currently it is set to error 24hrs from last approved date or Next Review Due date*

- **Proceed to the Workflow tab to add your assessment even if you receive the error message and do not have the extension tab available to add the number of days requested in the LOS extension request.**
- Submit extension: Click on Submit Extension tab if you are allowed to complete the LOS extension request, add notes, and complete the assessment. Click on the IP (episode #) **breadcrumb** to navigate in the episode for assessments and notes.

Comagine Health

Who to Call

- If there are errors messages with the CHPP
- To request to create a new member in the CHPP
- If you have questions regarding Medical Necessity Denial or general questions

Comagine Health DC Office

Main # 1-800-251-8890

Review-related questions:

- Escalated questions or concerns: **QIO Project Director Folasade Akinkuowo**

Comagine Health

Questions?

Comagine Health