Comagine Health

Comagine Health's Jiva Provider Portal Training

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May 2023

Objectives

- Review the Comagine Health Provider Portal (CHPP)
- Review Log-on Information
- View Dashboard Features
- How to Enter an Authorization Request
- Review Documentation Requirements
- Review Provider Resources

Everyone will remain on mute during the presentation, and if you have questions, feel free to put them in the chat. We will monitor chat throughout the presentation.

What's New!

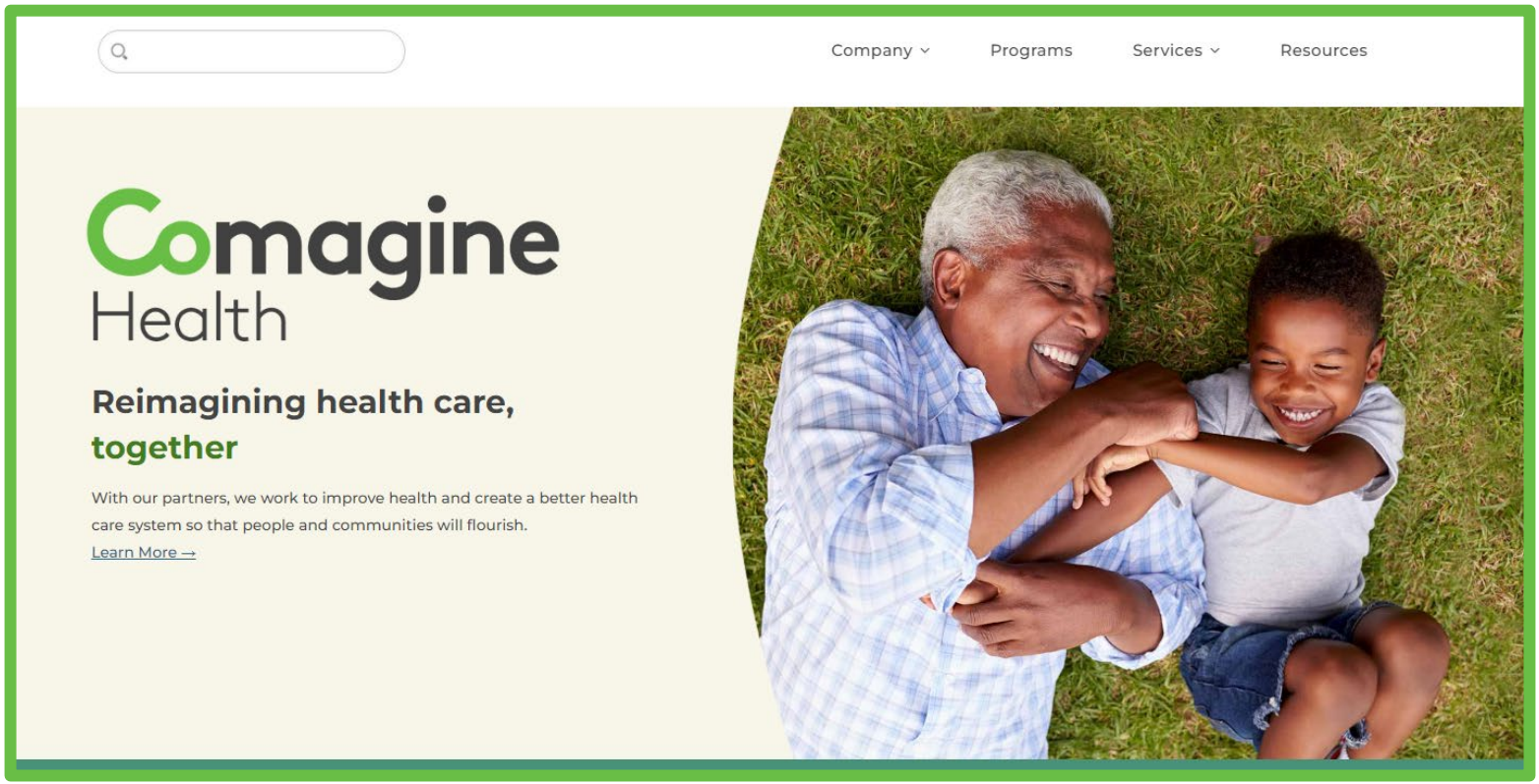
Comagine Health

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.
- Staff are prepared to provide support, answer questions and share resources.
- Staff are also able to provide resources for provider portal registration if you are not already registered for CHPP access.

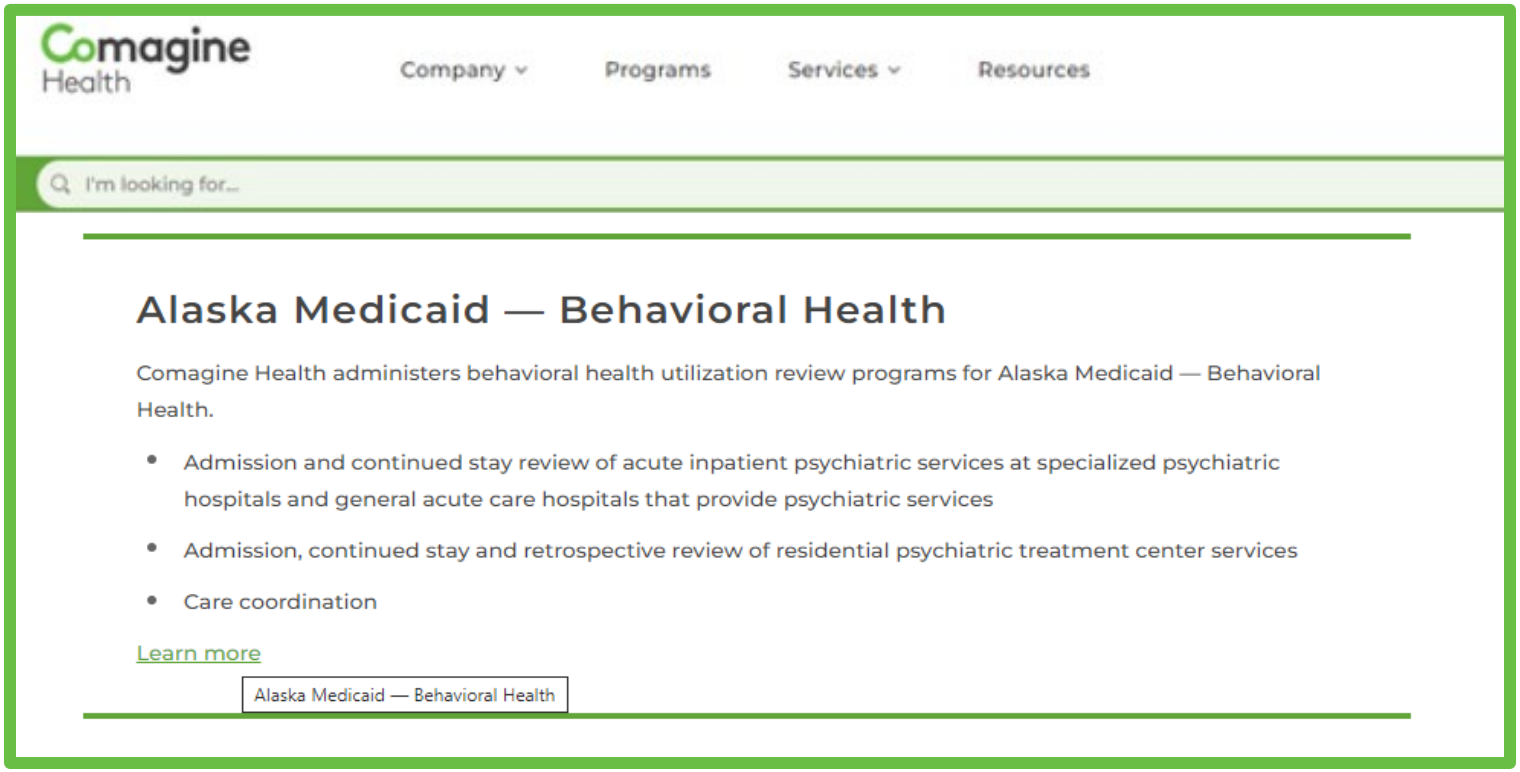
Comagine Health Provider Portal (CHPP)

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



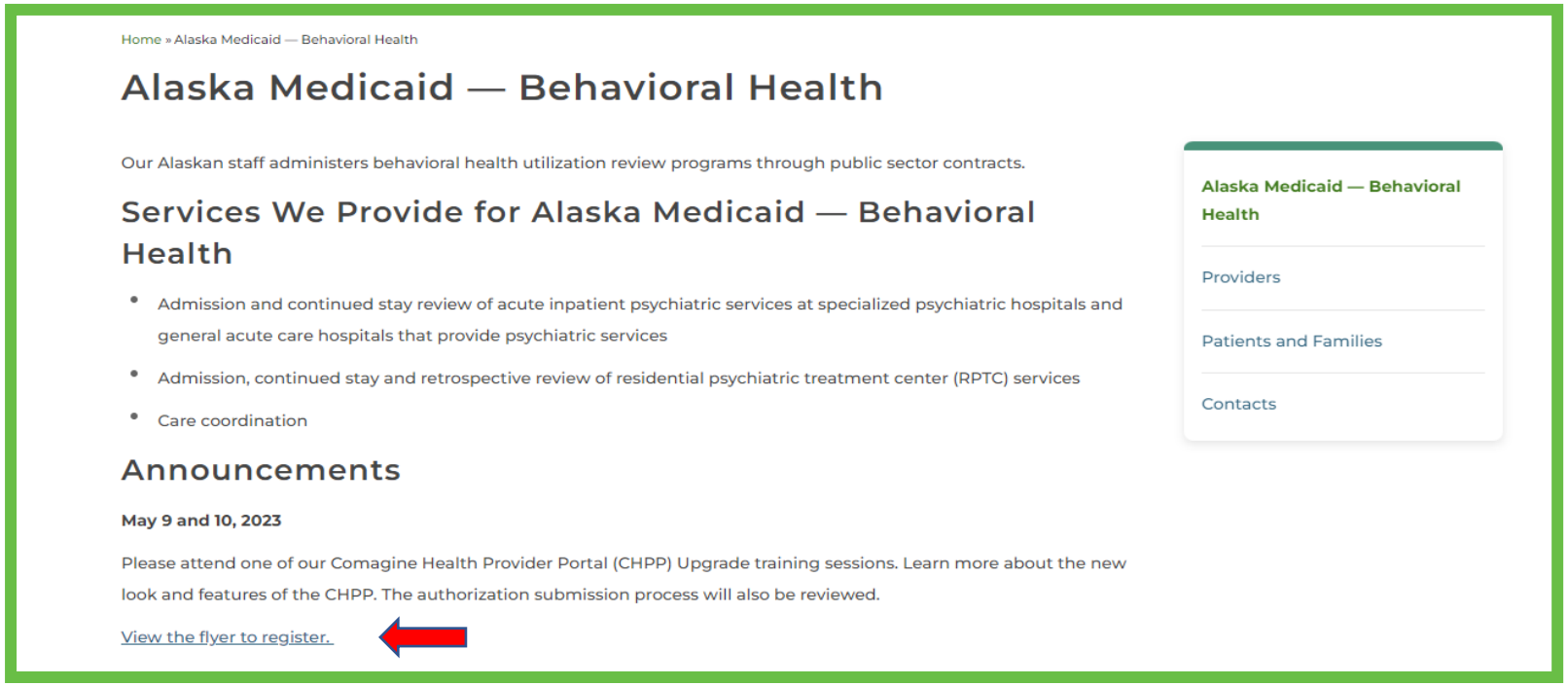
Comagine Health Website

- Click on Programs then select Alaska Medicaid-Behavioral Health



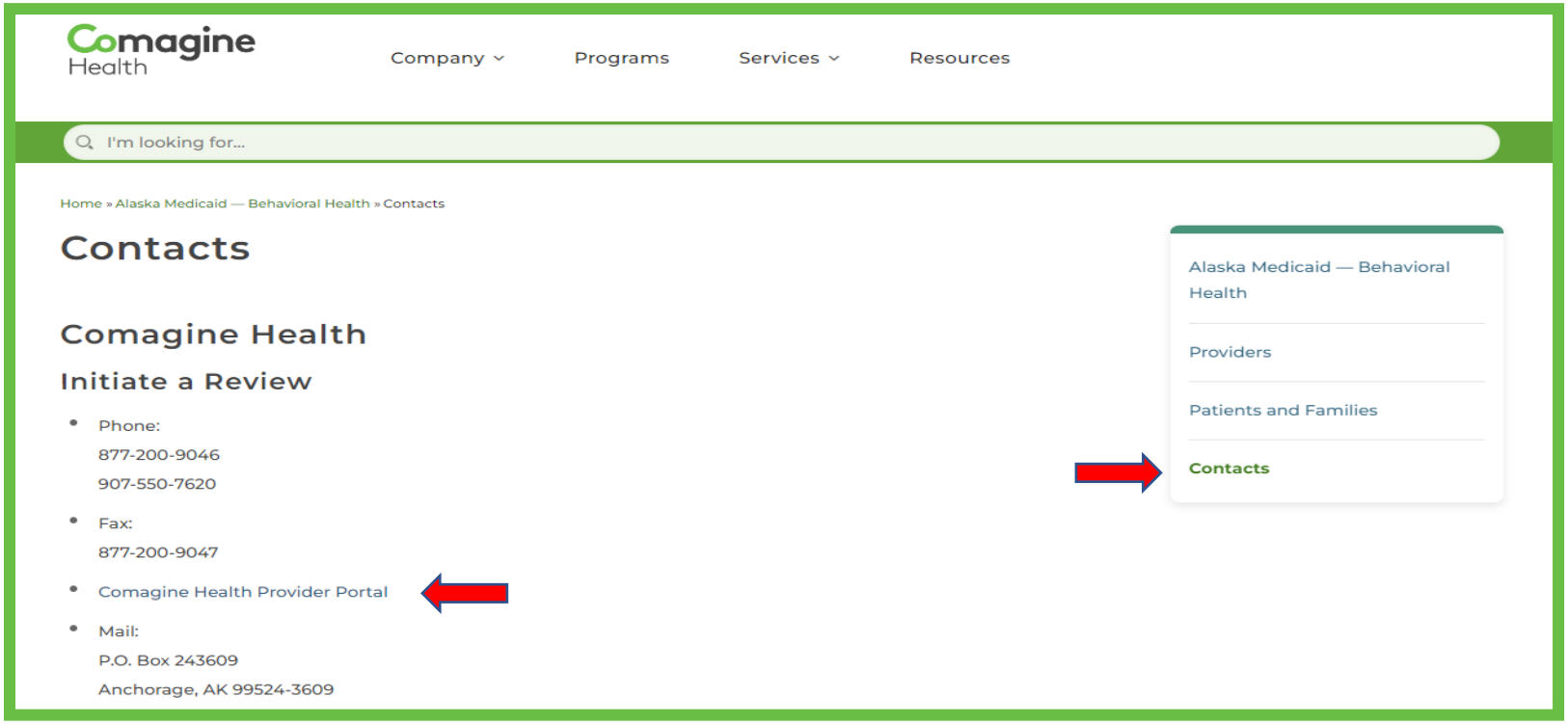
Comagine Health Website cont.

- Scroll to Announcements to view training schedule and registration information



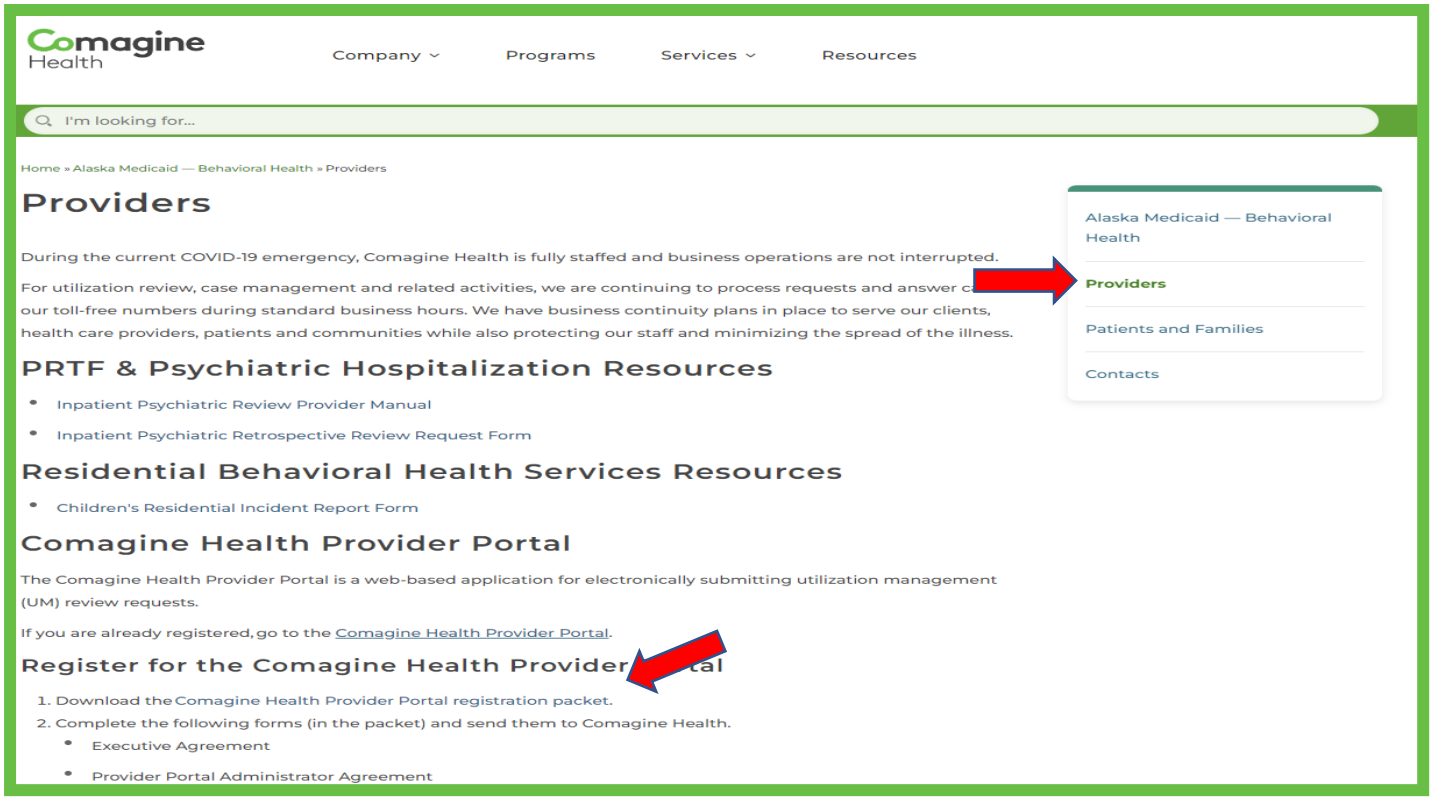
Provider Portal Access

- Selecting ‘*Contacts*’ on the right-side navigation panel will display the ‘*Contacts*’ page with the Provider Portal Link



Provider Registration Packet

- Select '*Providers*', on the right-side navigation panel to download the registration packet



Comagine Health

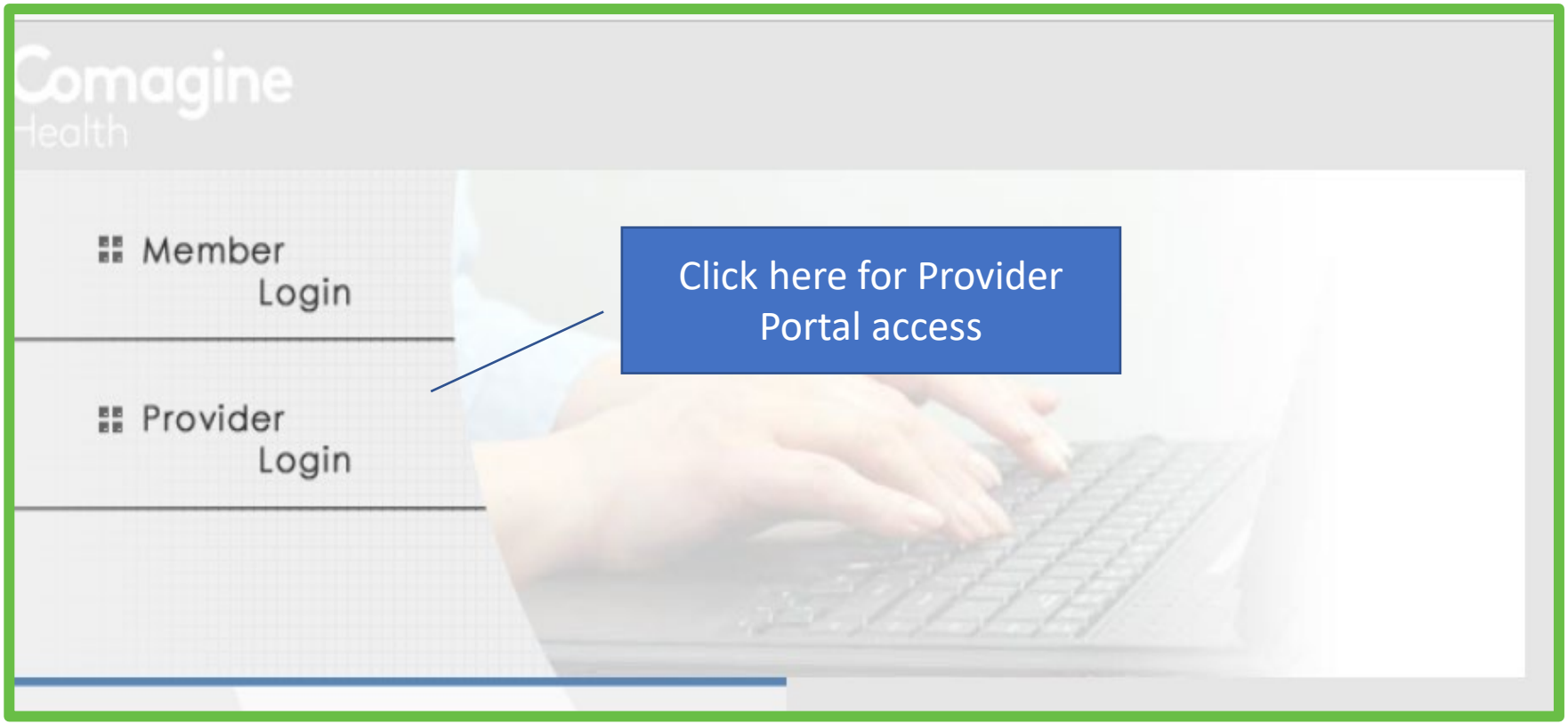
Submitting a Request for Portal Access

- **Submit via email (preferred) or fax:**
  - Email: lferguson@comagine.org and arosales@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.

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

Provider Portal Access



How to Log Into the Provider Portal



Provider Portal Log In

Jiva™



** USER WARNING **

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

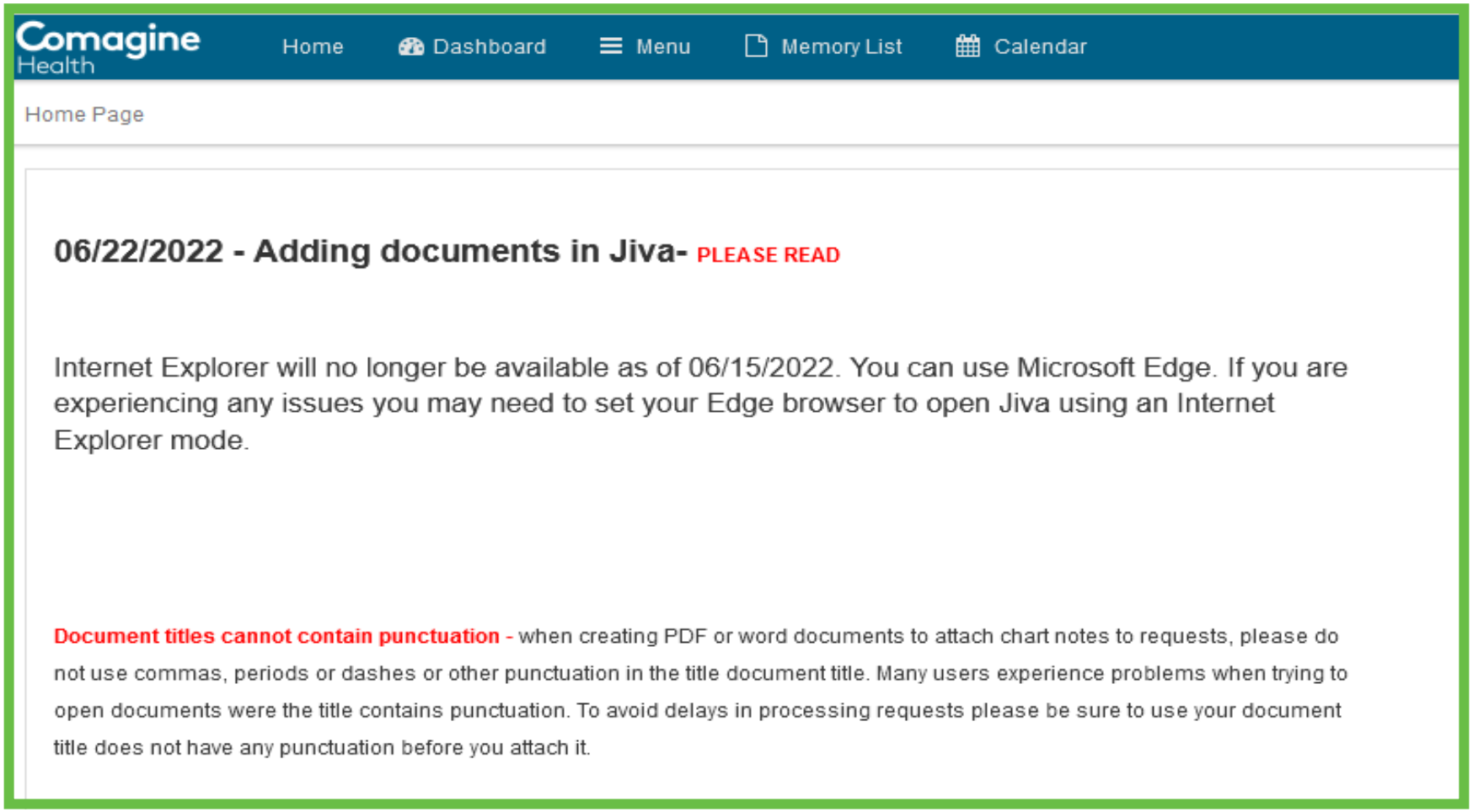
In order to ensure the integrity, security and confidentiality of information maintained within this system, and, to limit disclosure and use of this data to only that which is permitted by law, I agree to abide by all provisions set forth in my System User Agreement (SUA) with Comagine Health. I hereby 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 "

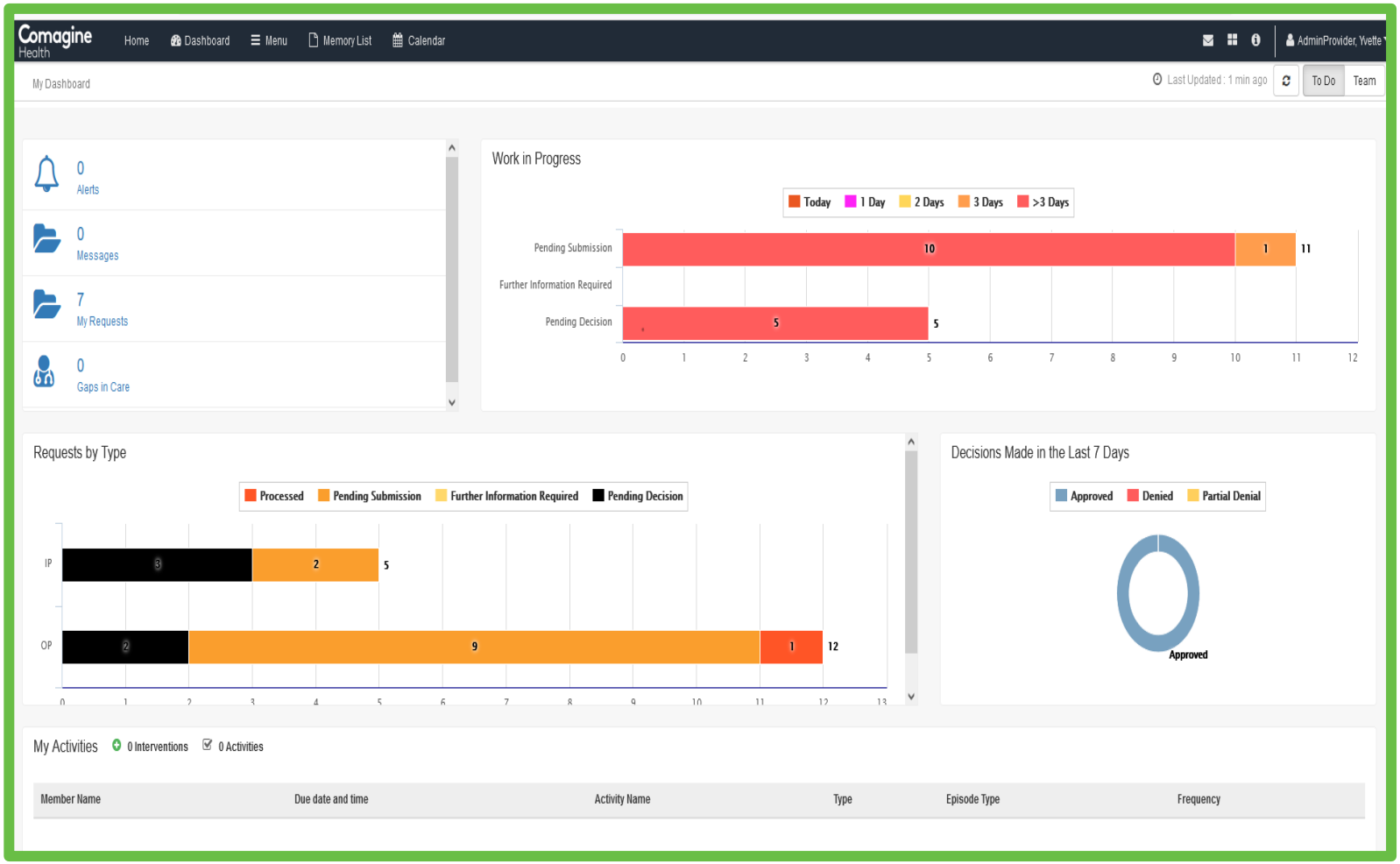
I Agree I Disagree

Contact Us

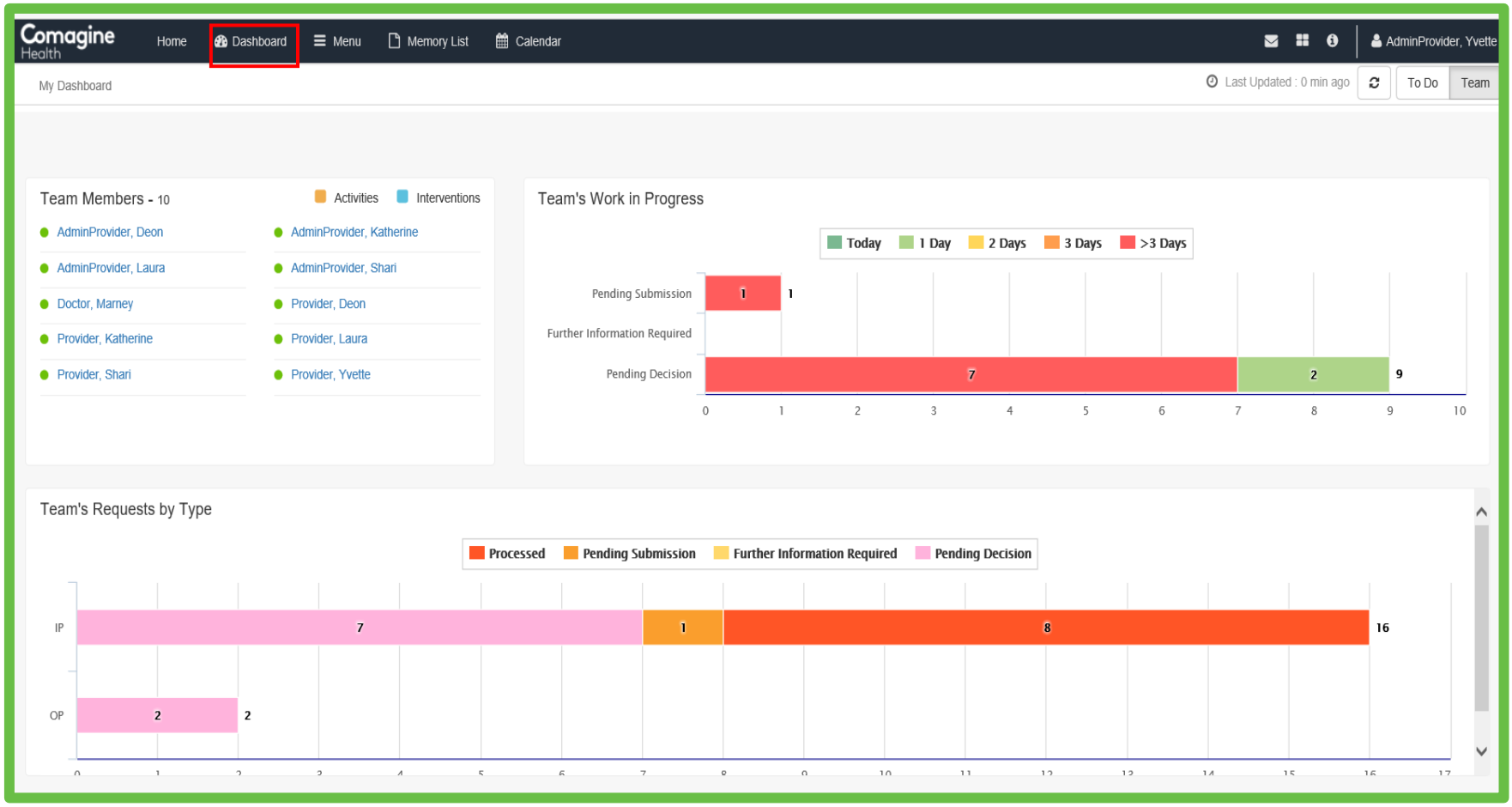
Provider Home Page



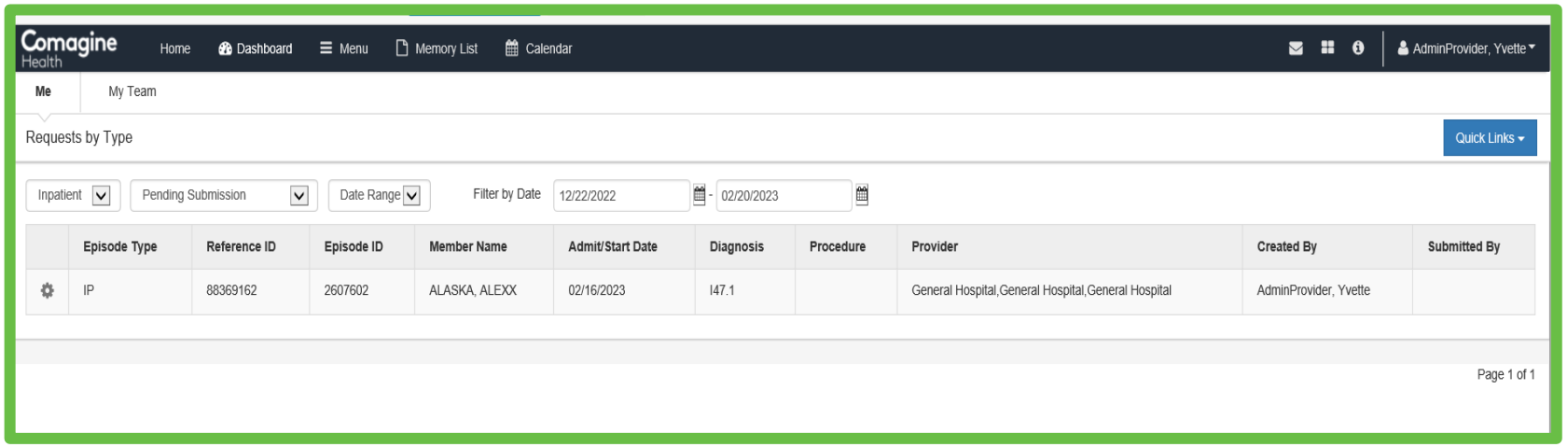
Provider Dashboard - To Do

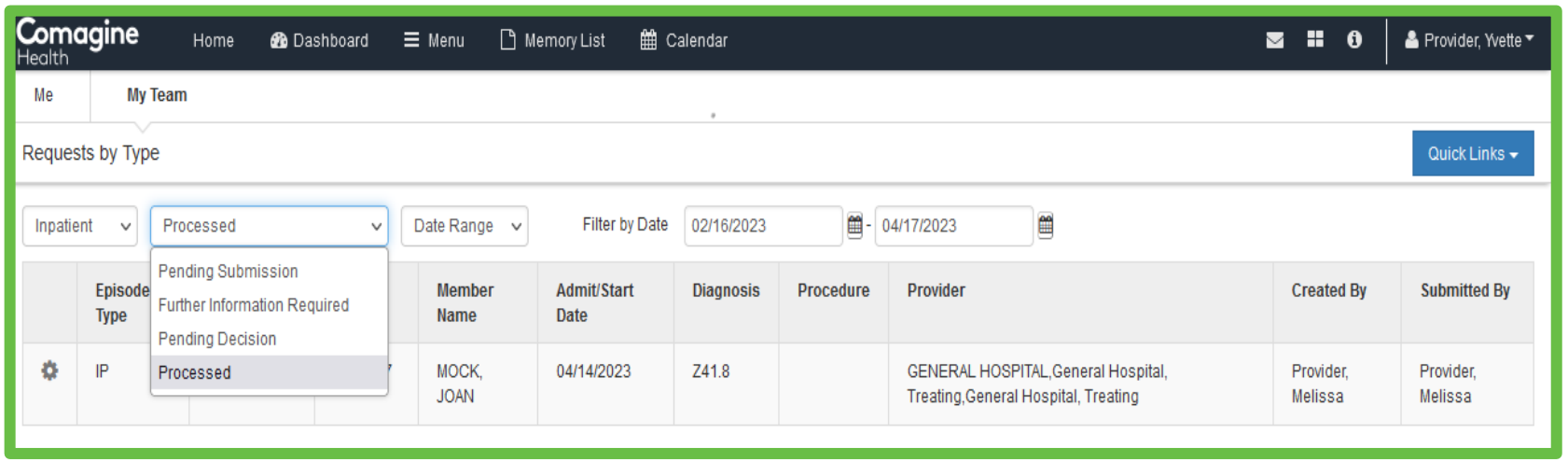


Provider Dashboard - Teams

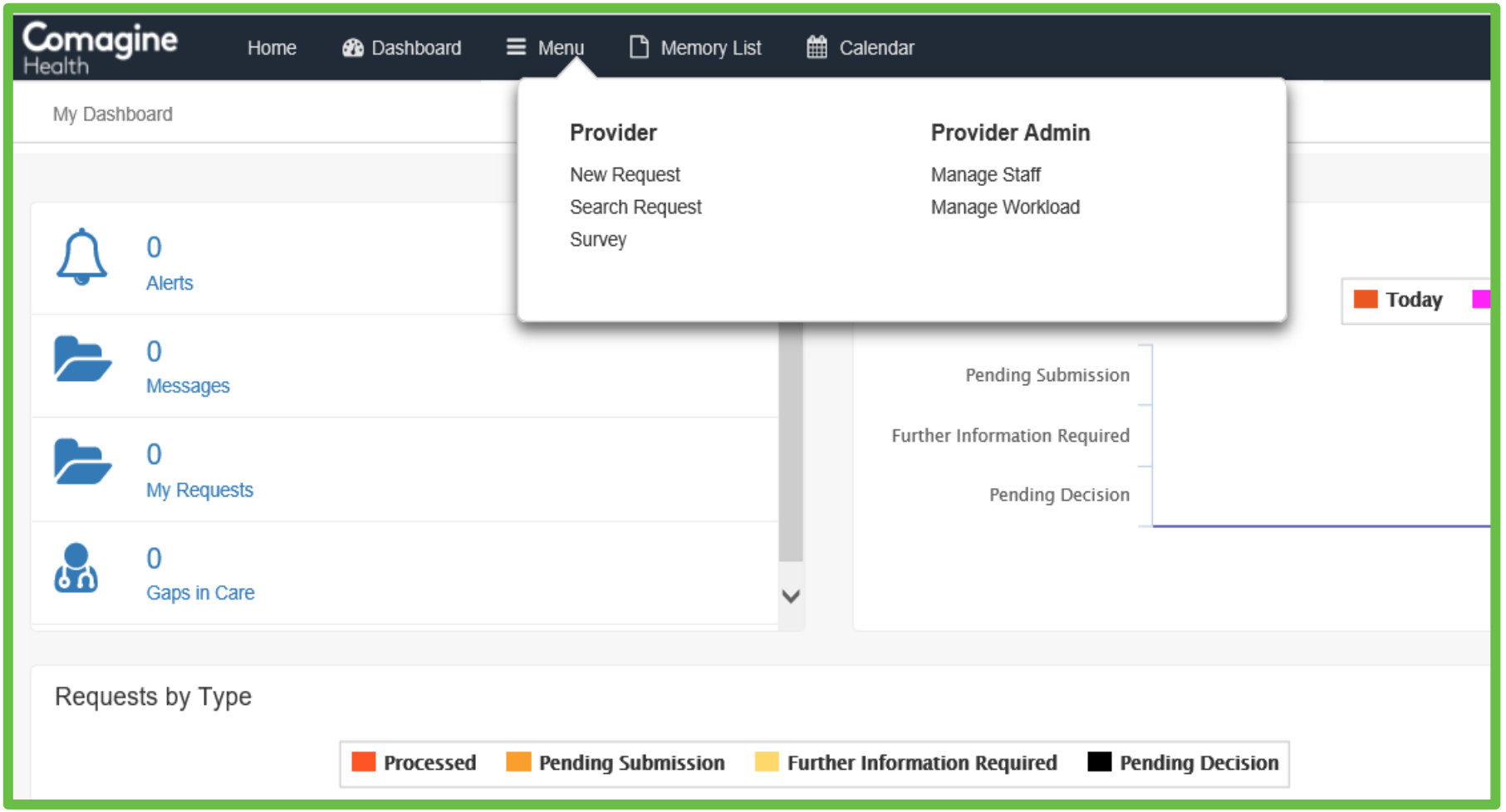


Provider Dashboard Links

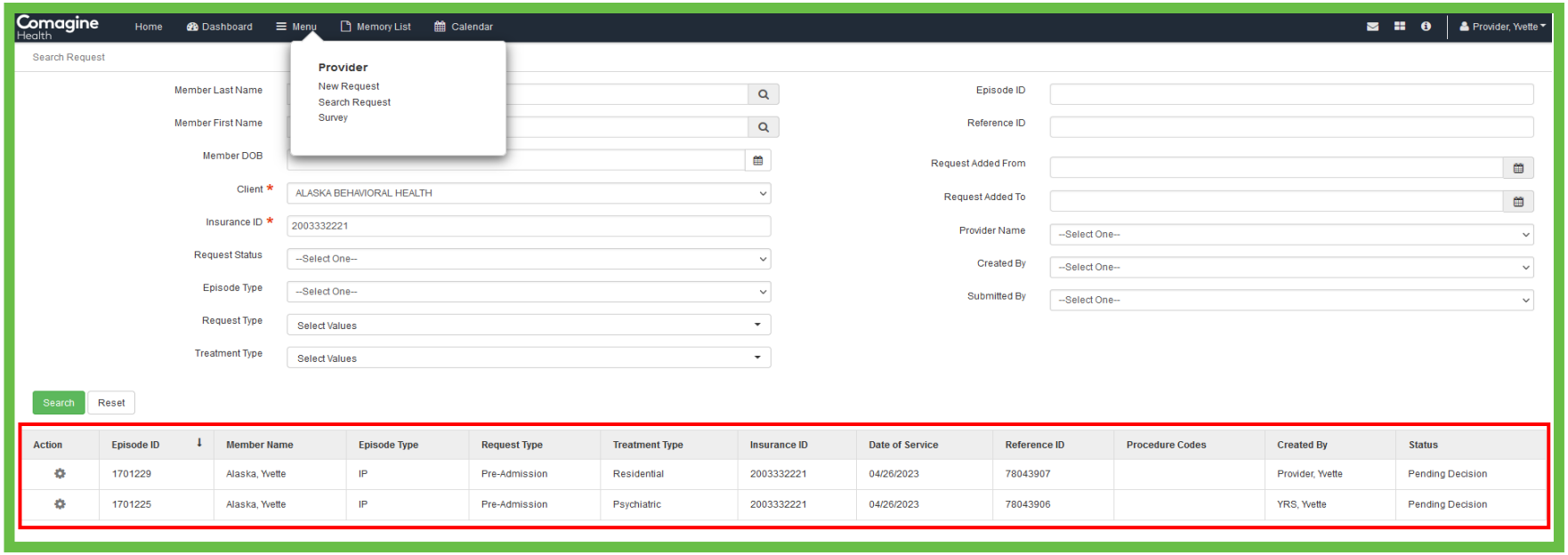


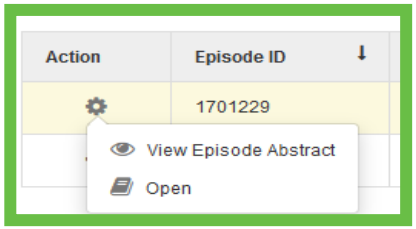


How to Search or Submit a New Request

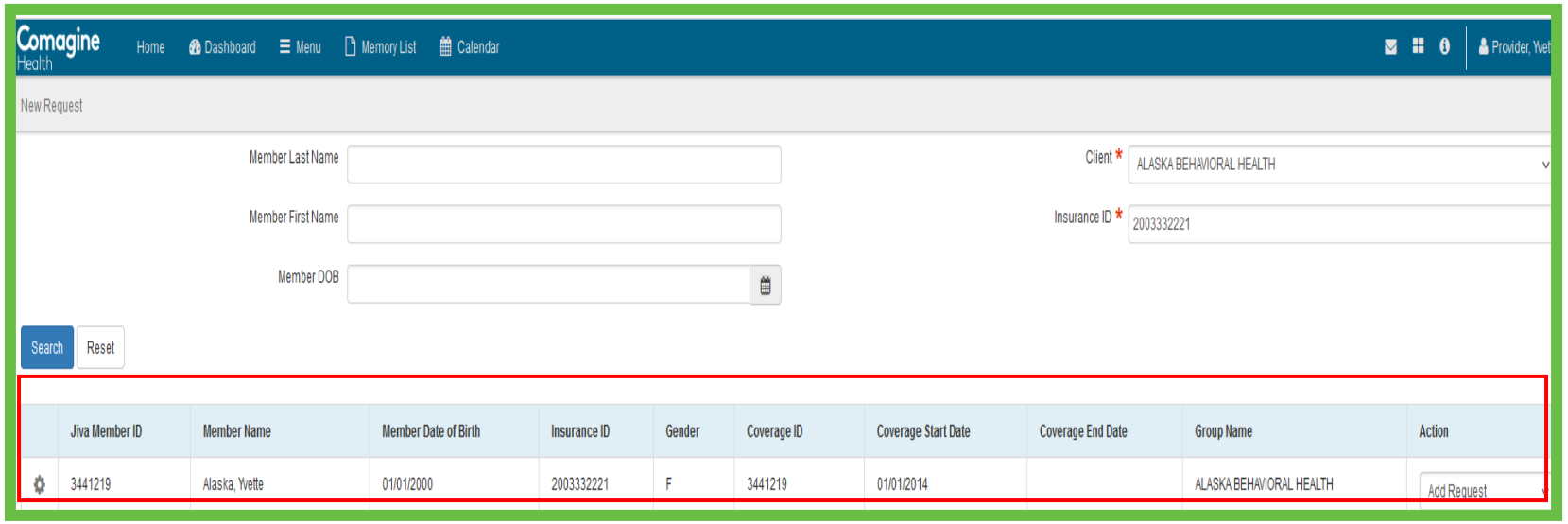


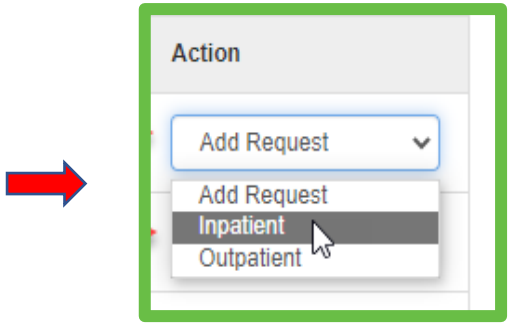
Search Request





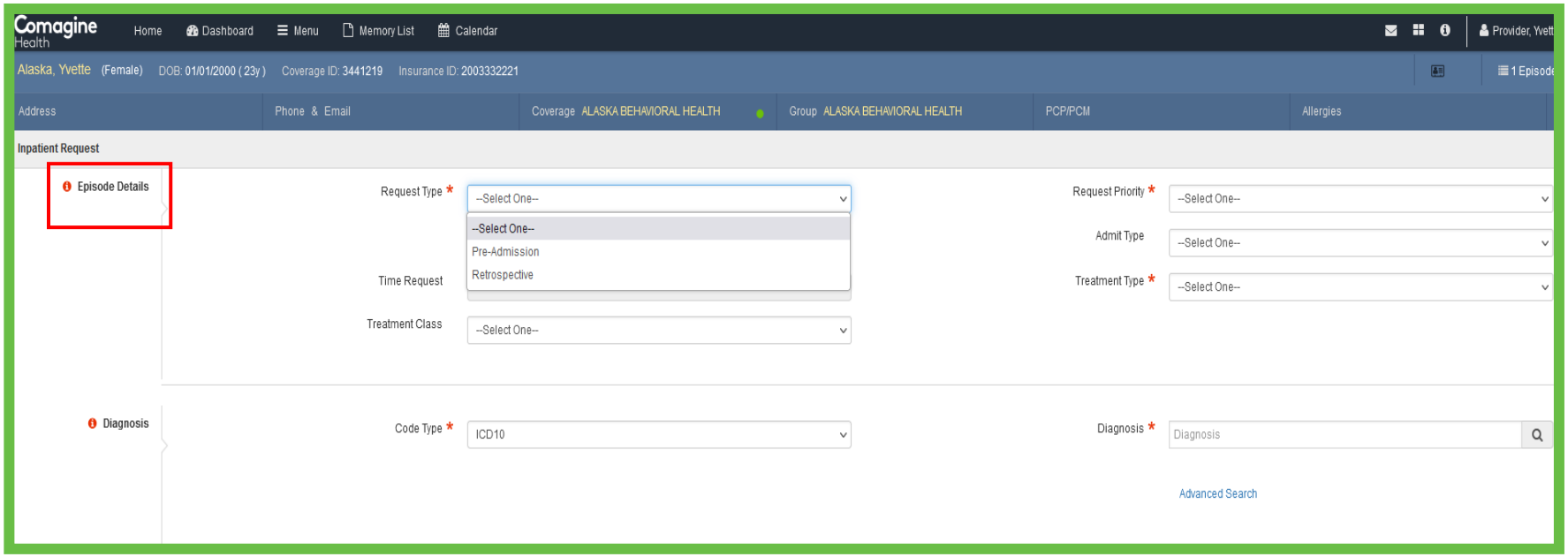
New Requests





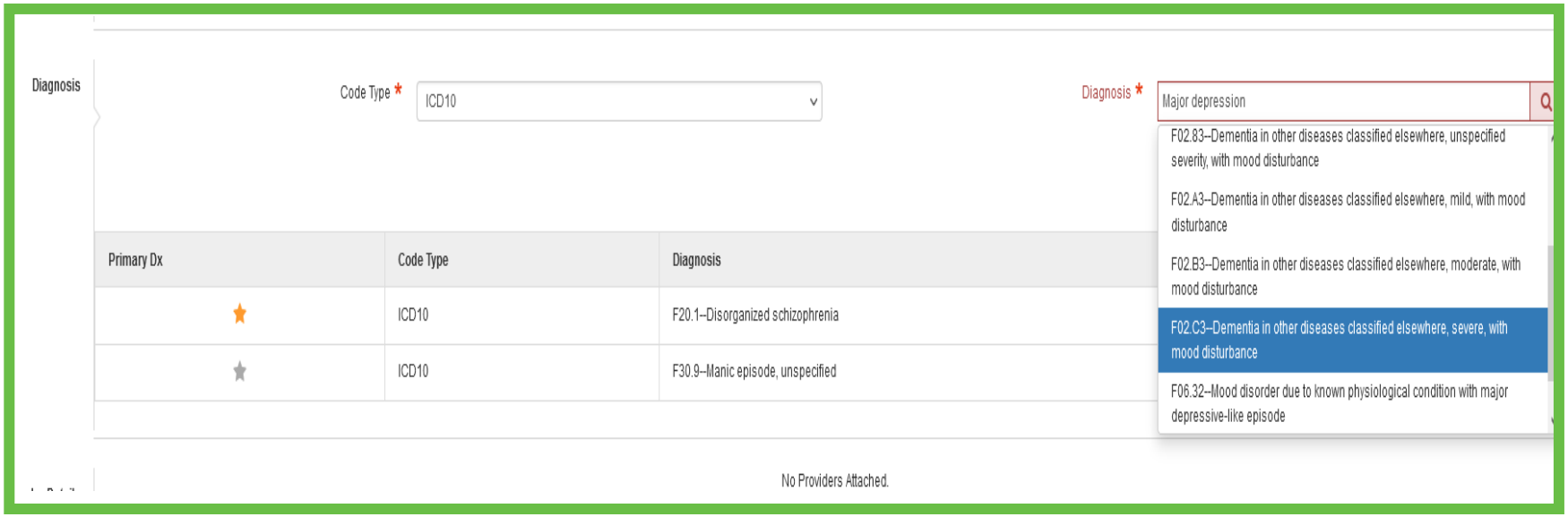
Submit a New Request

- Enter Episode Details in mandatory fields where there is a red asterisk
- Treatment Class is also a mandatory field



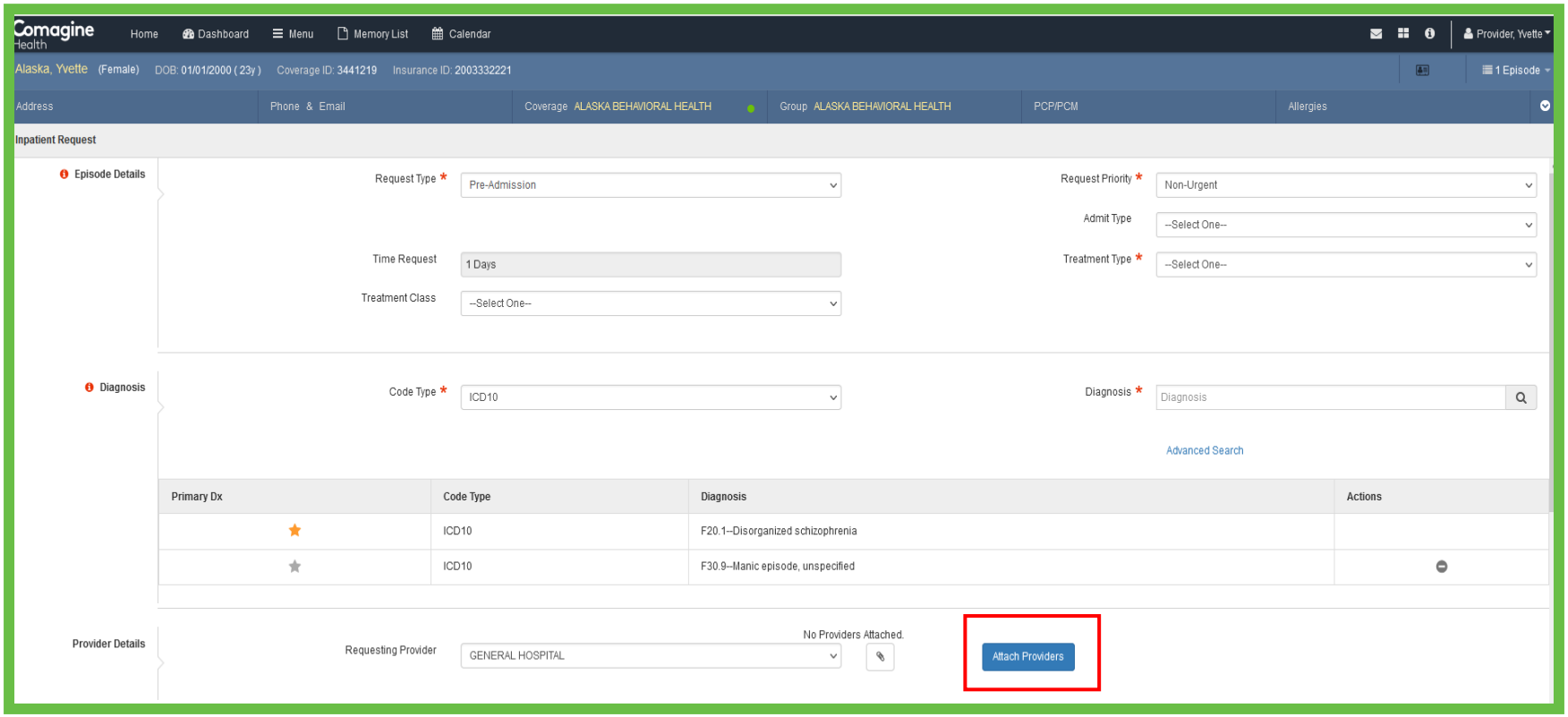
Submit a New Request, cont.

Enter Diagnosis



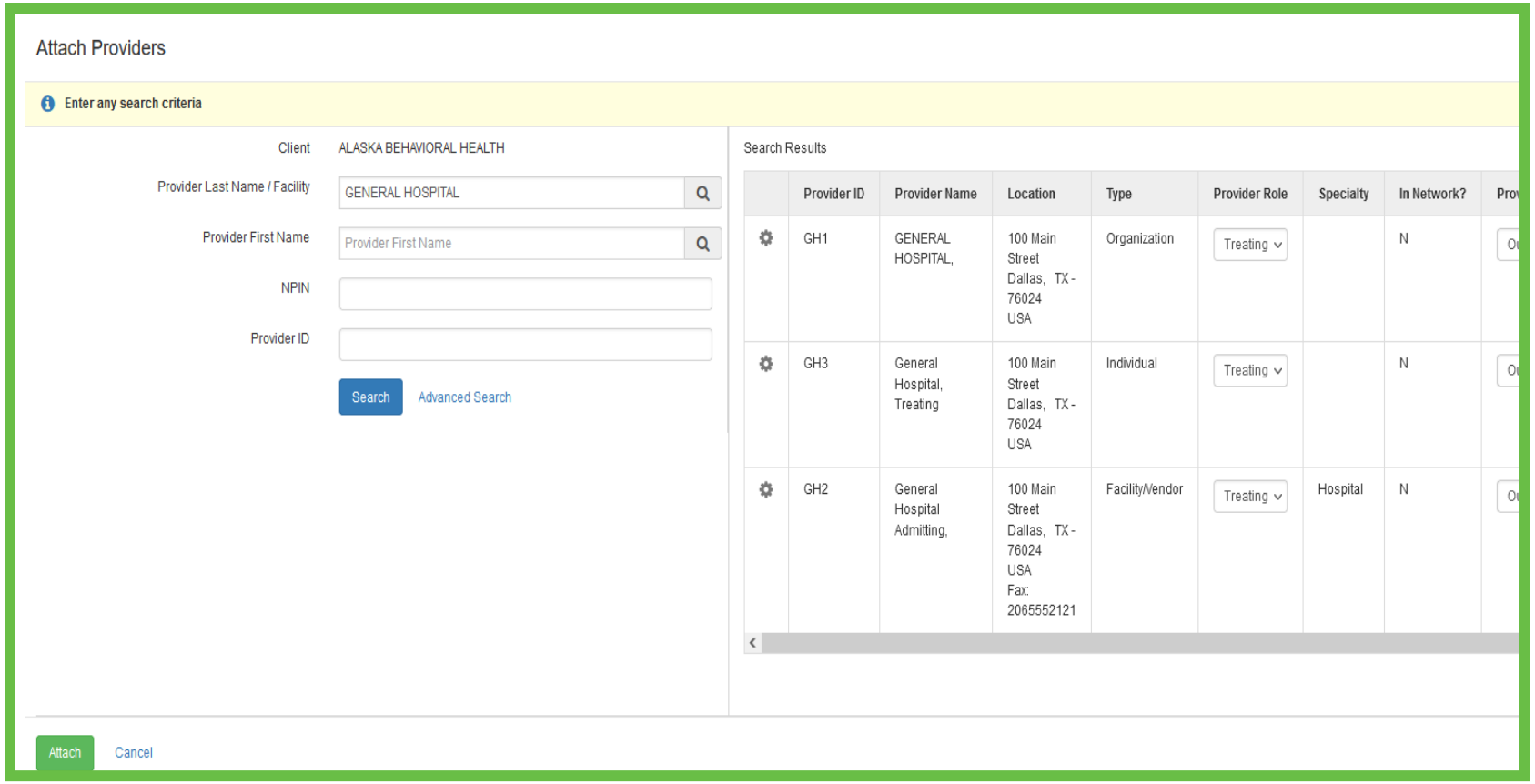
Submit a New Request, cont.

- Attach Providers to Episode



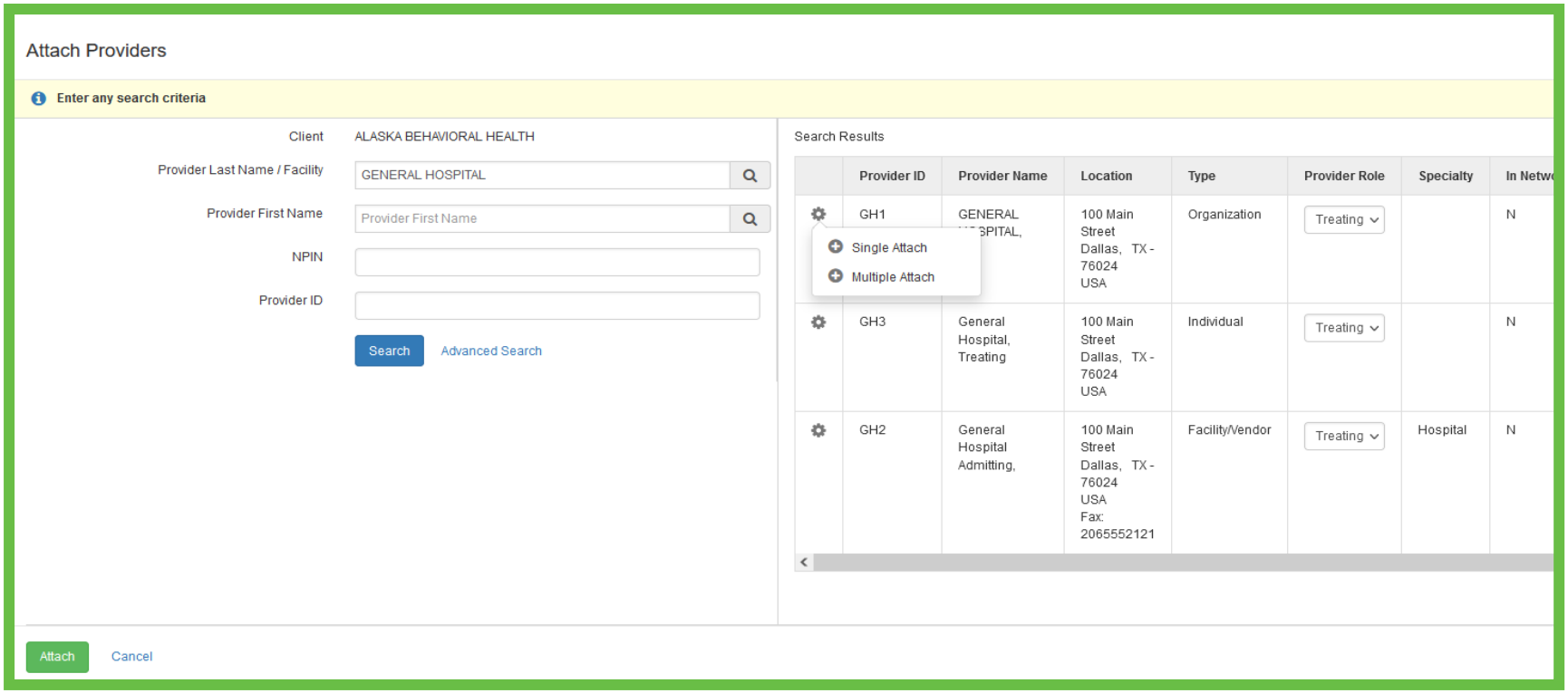
Steps to Add Providers

- Use Search or Advanced Search to find providers



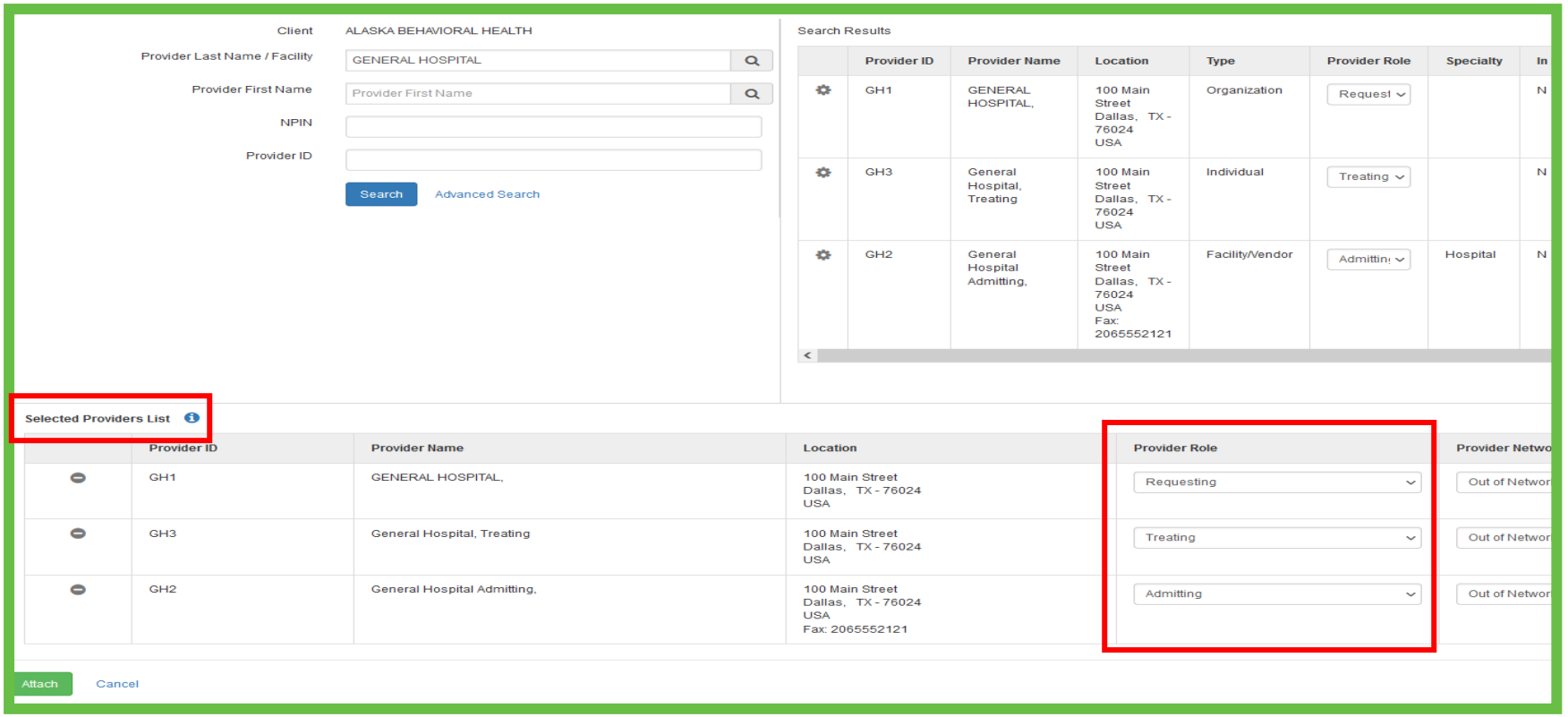
Steps to Add Providers, cont.

- Once you have selected the provider – click on the gear to select single attach or **multiple attach**

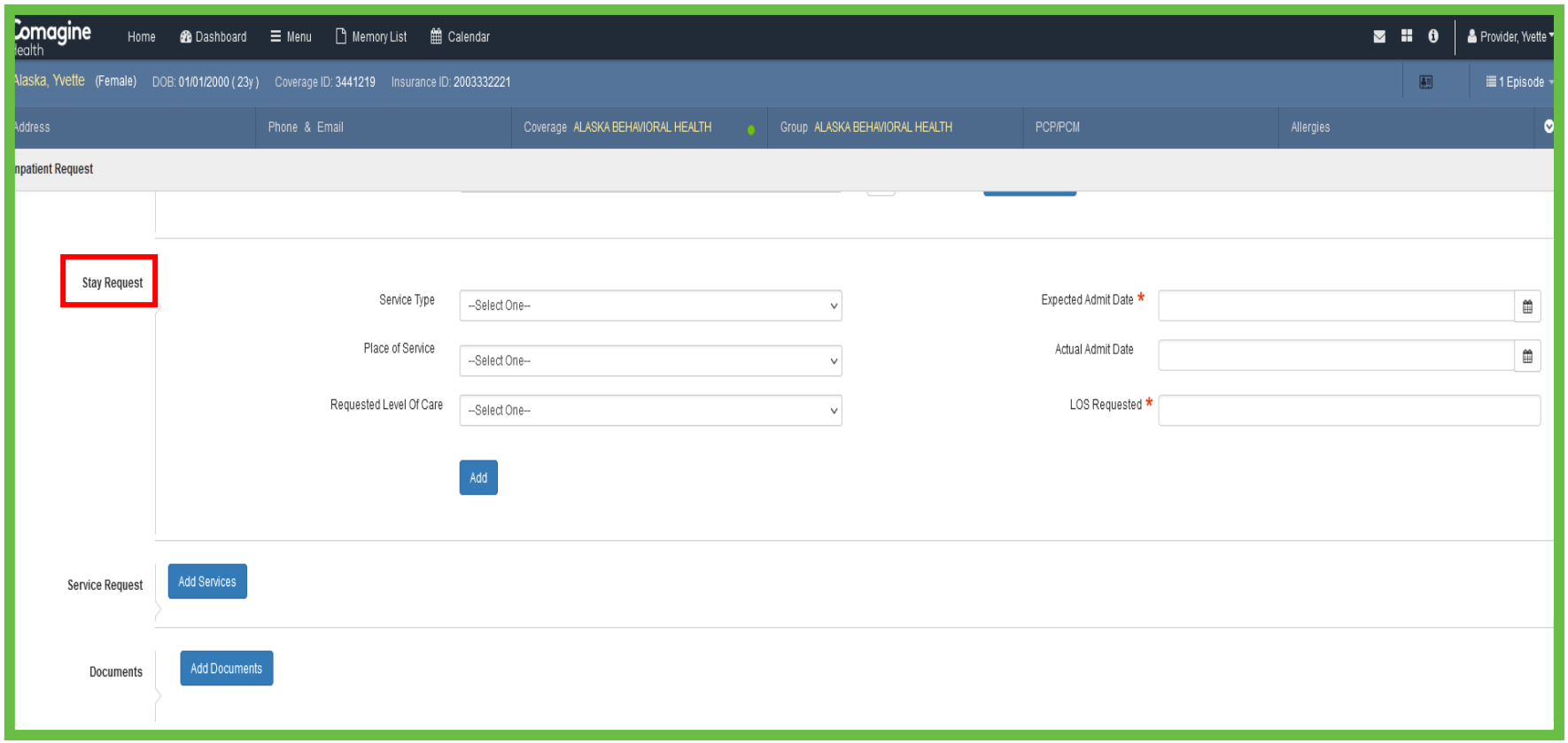


Steps to Add Provider, cont.

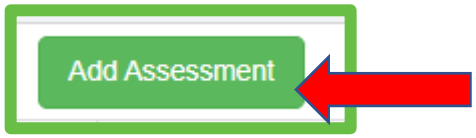
- Admitting, Treating, and Requesting providers must be attached

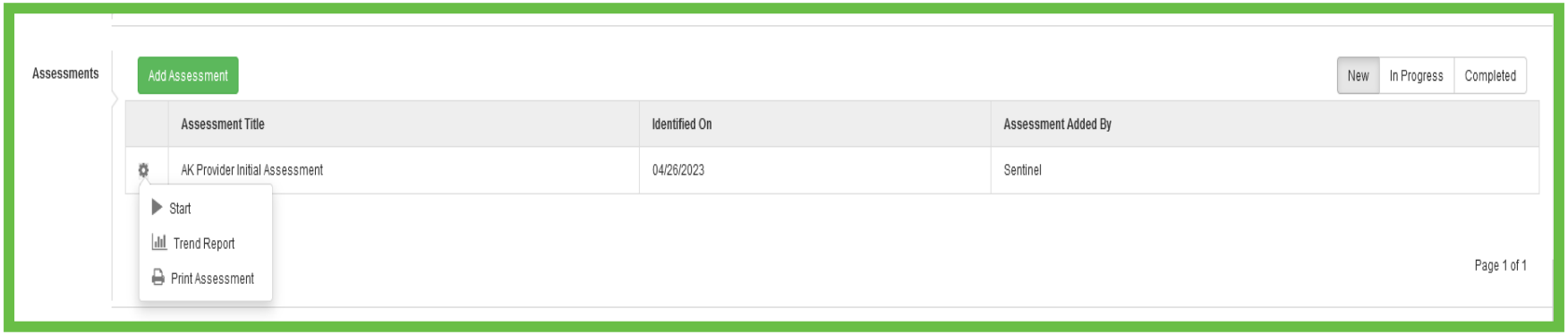


Stay Request must be completed for Inpatient Services

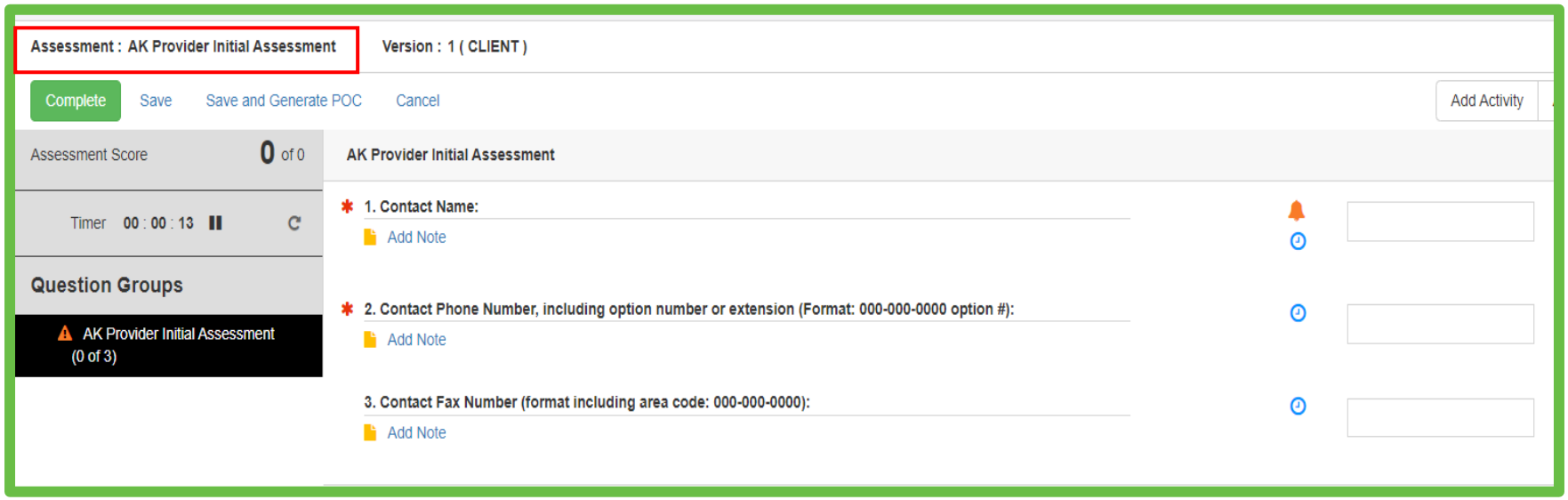


Assessments

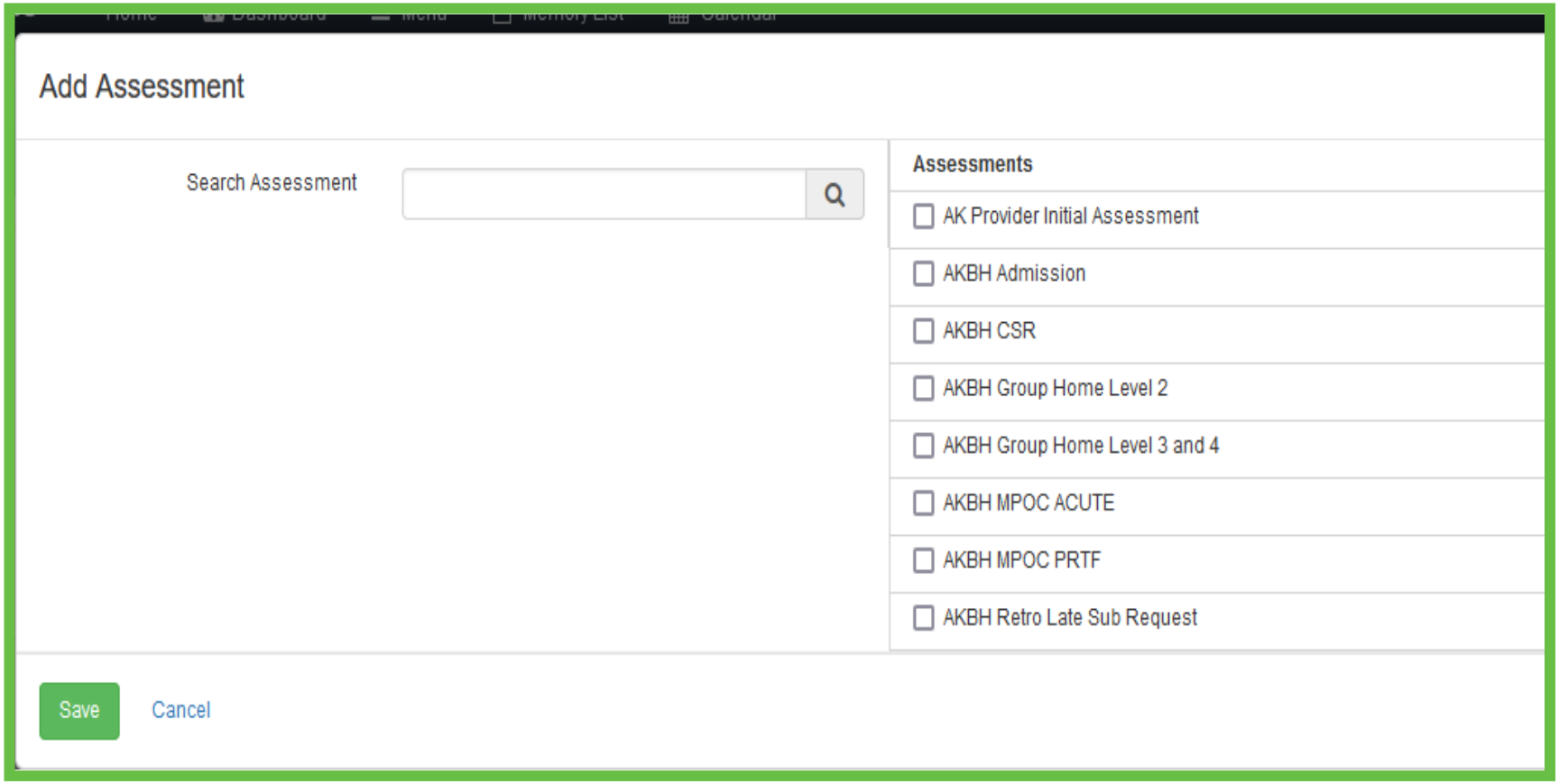




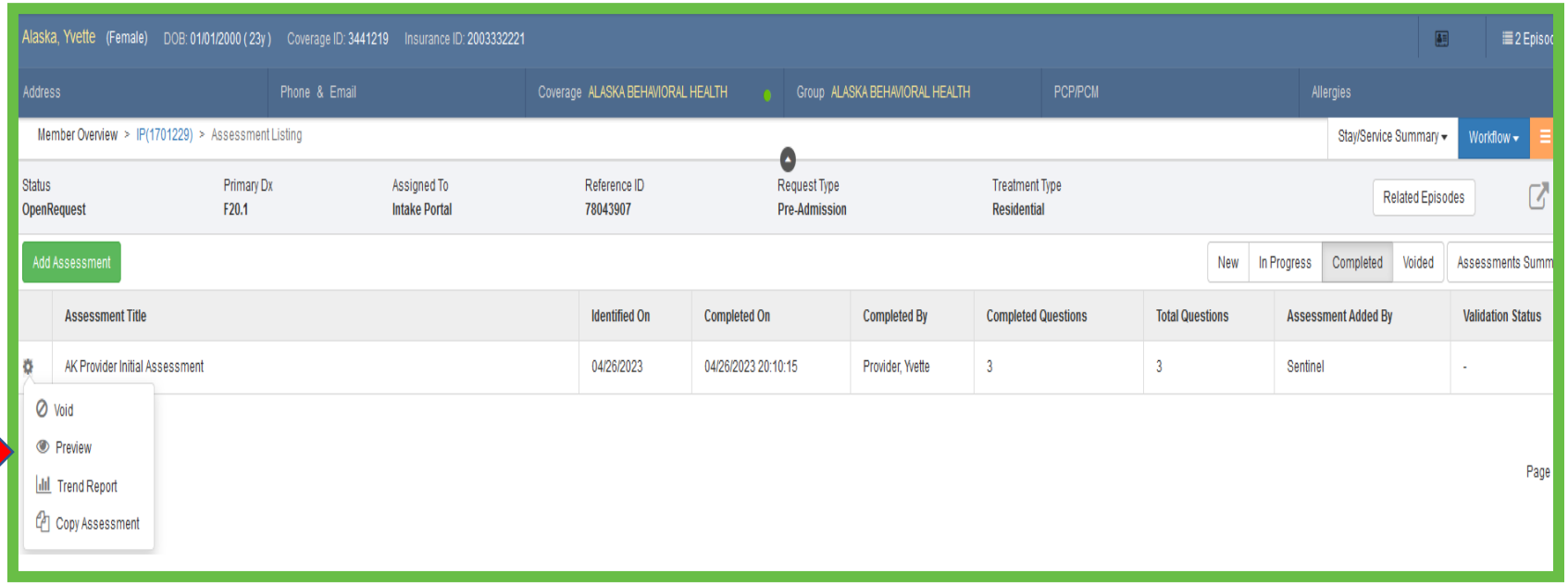
AK Provider Initial Assessment



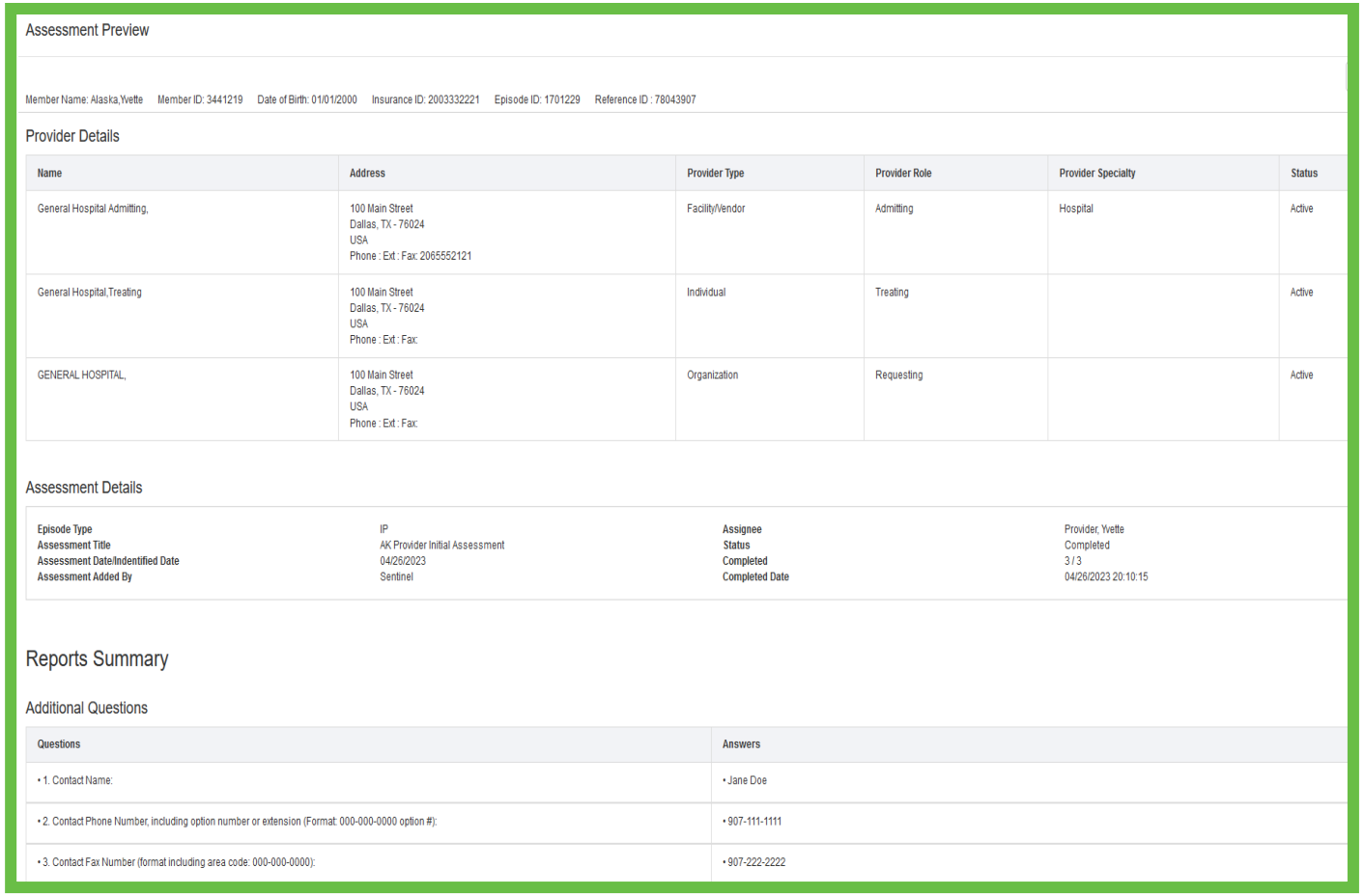
Alaska Behavioral Health Assessment



Preview Assessment



Assessment Preview



Assessment Preview

Member Name: Alaska,Yvette Member ID: 3441219 Date of Birth: 01/01/2000 Insurance ID: 2003332221 Episode ID: 1701229 Reference ID : 78043907

Provider Details

Name	Address	Provider Type	Provider Role	Provider Specialty	Status
General Hospital Admitting,	100 Main Street Dallas, TX - 76024 USA Phone : Ext : Fax: 2065552121	Facility/Vendor	Admitting	Hospital	Active
General Hospital,Treating	100 Main Street Dallas, TX - 76024 USA Phone : Ext : Fax:	Individual	Treating		Active
GENERAL HOSPITAL,	100 Main Street Dallas, TX - 76024 USA Phone : Ext : Fax:	Organization	Requesting		Active

Assessment Details

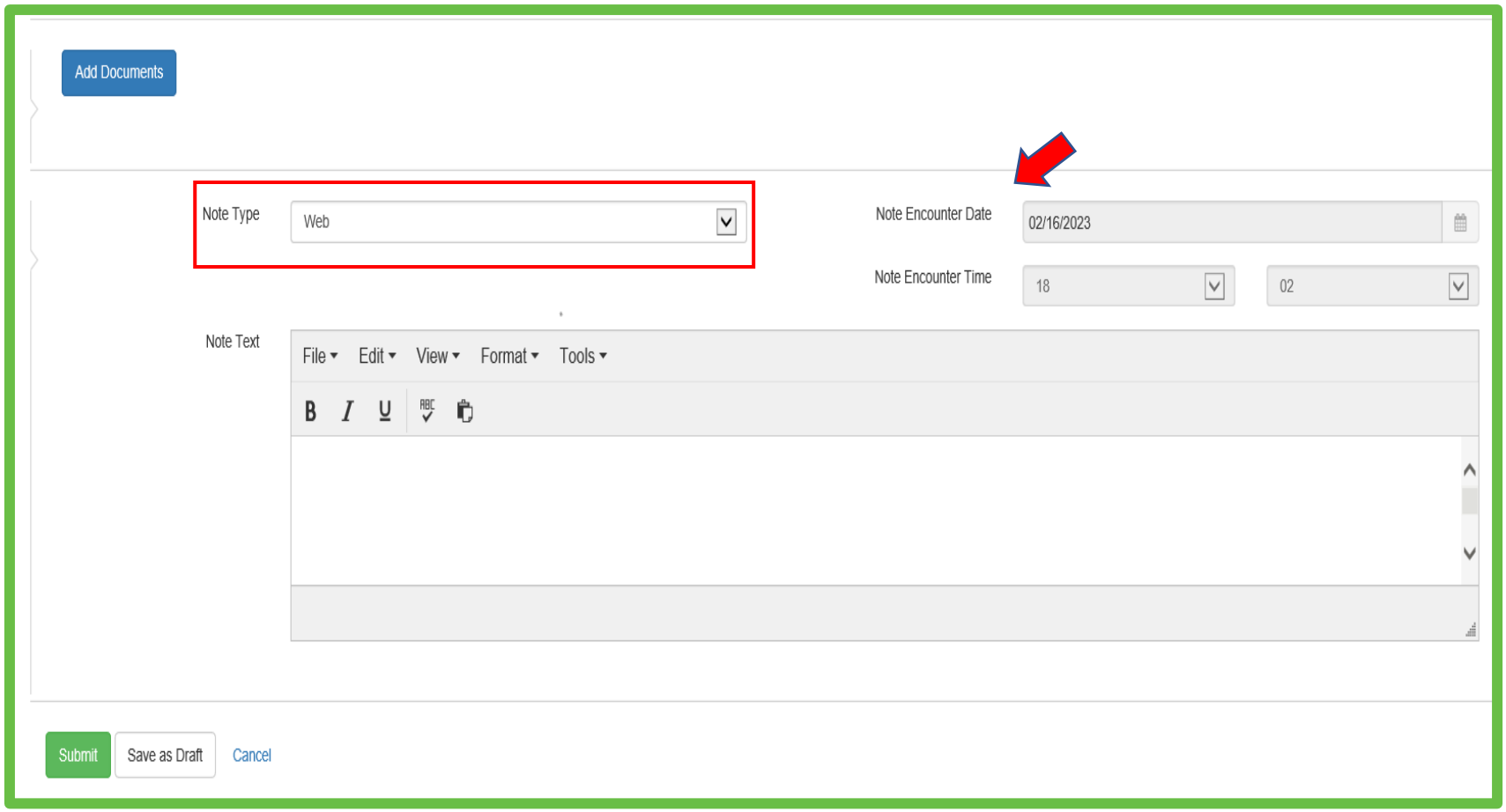
Episode Type	IP	**Assignee**	Provider, Yvette
Assessment Title	AK Provider Initial Assessment	**Status**	Completed
Assessment Date/Indentified Date	04/26/2023	**Completed**	3 / 3
Assessment Added By	Sentinel	**Completed Date**	04/26/2023 20:10:15

Reports Summary

Additional Questions

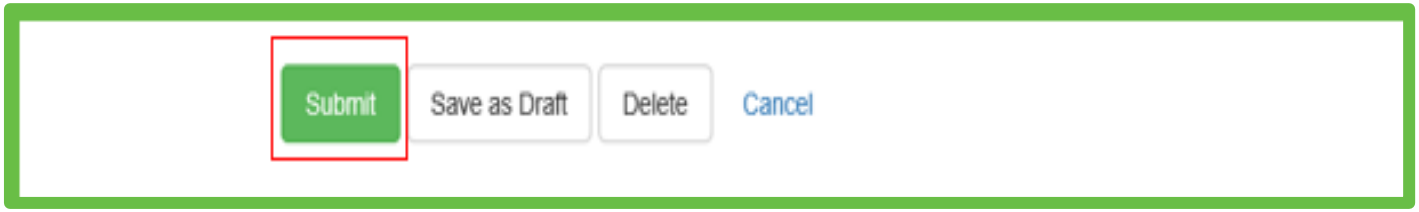
Questions	Answers
• 1. Contact Name:	• Jane Doe
• 2. Contact Phone Number, including option number or extension (Format: 000-000-0000 option #):	• 907-111-1111
• 3. Contact Fax Number (format including area code: 000-000-0000):	• 907-222-2222

Notes


Add Documents
Note Type
Web
Note Encounter Date
02/16/2023
Note Encounter Time
18
02
Note Text
File
Edit
View
Format
Tools
Submit
Save as Draft
Cancel

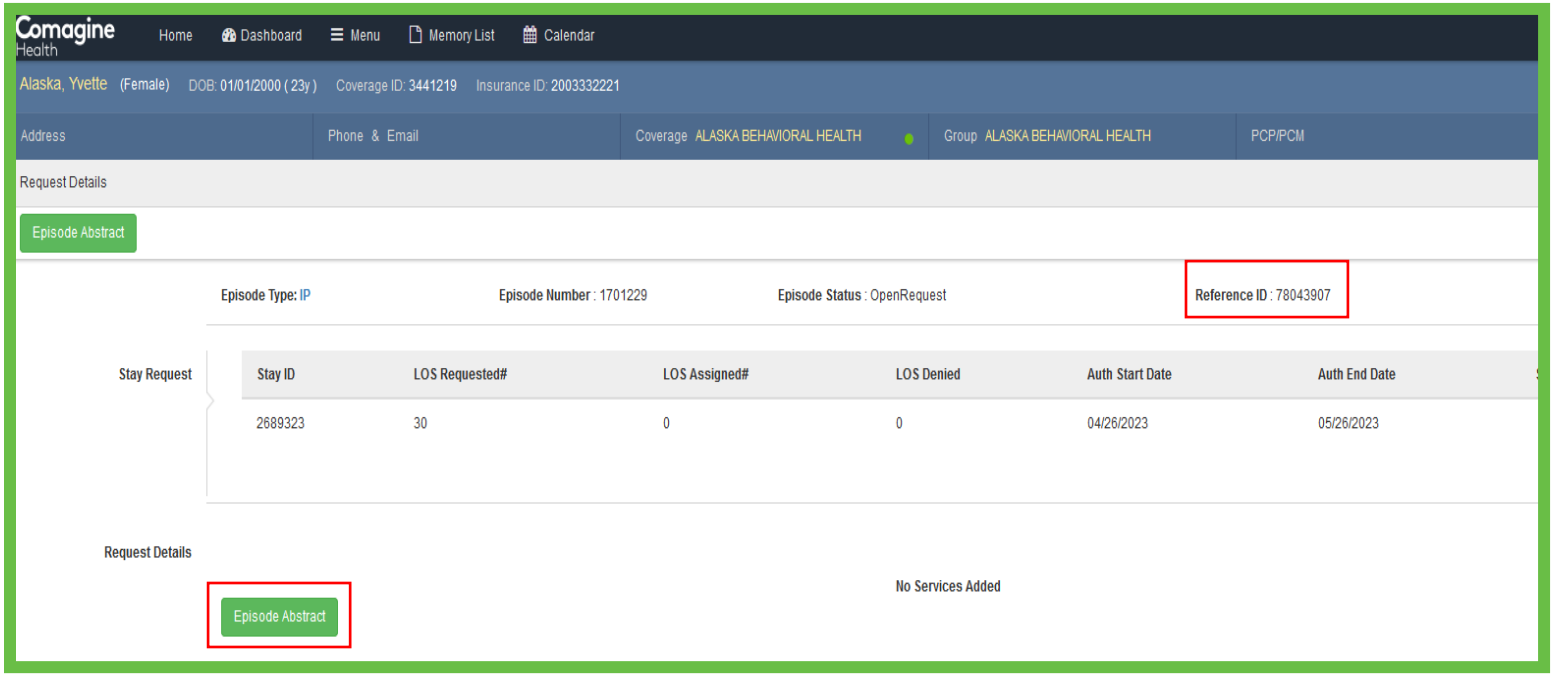
Submit or Save as Draft

- **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



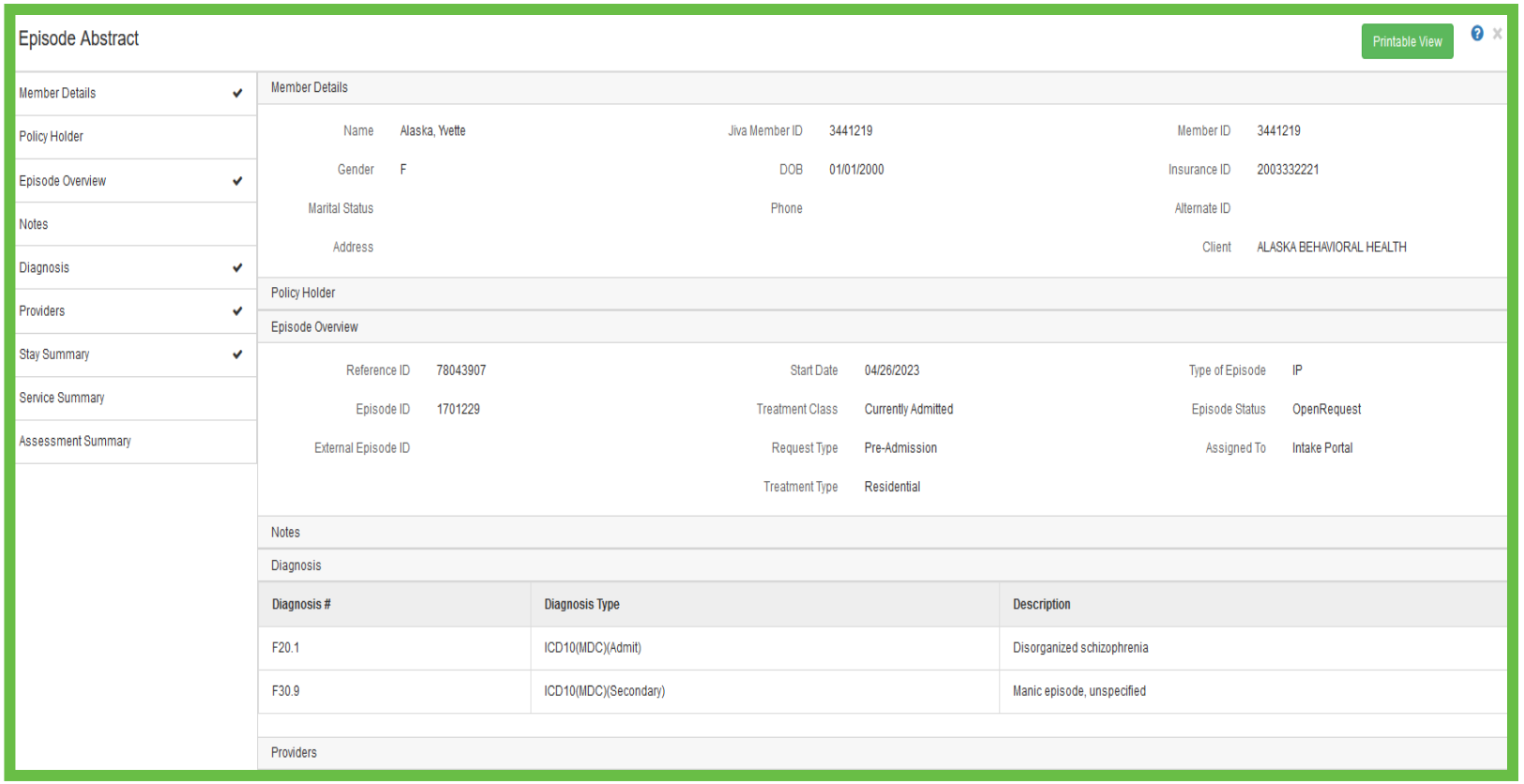
Reference ID

- Make a note of the CHPP Reference ID number for your records to locate the episode faster
- 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



Documentation Requirements

- **<u>This is a REMINDER.</u> The PHE sunsets on 05/11/23.**
- **Medical appropriateness reviews will resume on 05/12/23.**
- **Below is the requested documentation about the following aspects of your patient's care. We request that you be as specific as possible when documenting.**
- **Failure to provide the specific and/or updated clinical information may result in an adverse determination, delays and/or a denial of payment for ongoing care**. Please provide:
  - Current primary psychiatric diagnosis:
  - Current additional psychiatric diagnoses:
  - Describe the most problematic and/or disabling psychiatric symptoms and/or behaviors that this patient has demonstrated within the last 7 days.
    - Please be as specific as possible

Documentation Requirements, cont.

- What are you doing to actively treat these symptoms or behaviors?
  - Please be as specific as possible
- Describe the patient's therapeutic progress during this admission.
  - Please submit most recent Individual, Family and Group therapy notes
- Why is this patient still in your facility and has not discharged?
  - Namely, describe why the patient's needs cannot be met at a lower level of care at this time in their treatment.
  - Please be as specific as possible
- Describe the active discharge planning that is taking place and the potential disposition options being considered for this patient.
  - What efforts have been made to discharge the patient in a timely manner?
  - Is the guardian(s) an active participant in these efforts, and is there ongoing discussions?
  - What providers are you applying to or recommending for follow up services?

Provider Resources

- Comagine Health Administrator Guide
- Comagine Health Provider Portal (CHPP) Guide
- CHPP Dashboard Quick Start Guide
- CHPP Inpatient Workflow Process for Acute Psychiatric and Residential Admissions
- CHPP System Upgrade Power Point Presentation
- CHPP Registration Packet

Utilization Management Questions



Thank you!

Comagine Health