Comagine Health

Comagine Health Provider Portal User Guide

Alaska Medicaid- Behavioral Health

June 5, 2023

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Statement of Confidentiality

To ensure the integrity, security and confidentiality of information maintained within the Comagine Health Provider Portal (CHPP), 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 Provider Portal Administrator or Provider Portal User Agreement with Comagine Health. I hereby acknowledge having received notice of the potential criminal, administrative and/or civil penalties for violating any terms of my Agreement. If I have questions about my obligations regarding the terms of my Agreement, I understand that I may seek clarification from my organization's Provider Portal Administrator.

General Information

- The CHPP is a web-based product that gives healthcare providers a two-way link using the Internet to exchange care management data with Comagine Health.
- The CHPP allows for an increase in efficiency by decreasing the amount of time to process a request.
- This manual serves as a guide for Providers to use the portal and all Member and Provider names included in this manual are fictitious.
- Registration is required for an Executive, a Portal Administrator, and all Users in each provider group.
- You are uniquely identified by the combination of the User ID and the individual password.
- You will automatically be logged off after sixty minutes inactivity.

Support

If you need additional support for the CHPP, contact Comagine Health:

Phone: 877-200-9046 or 907.550.7620

Fax: 877.200.9047

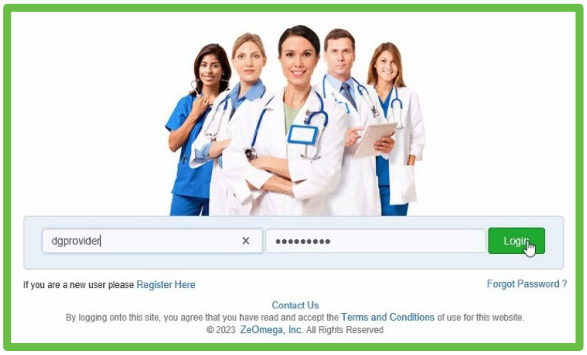
E-mail: lferguson@comagine.org or arosales@comagine.org

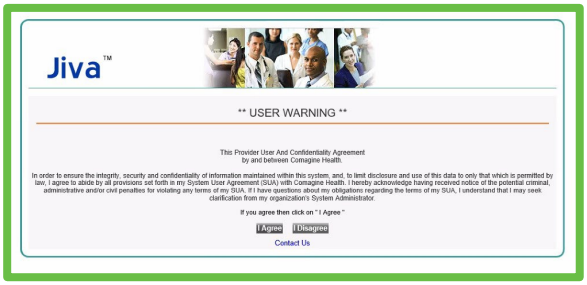
Accessing the Comagine Health Provider Portal

The CHPP is secure, and Providers who access the portal need a valid User ID and password. Access is available through completion of a CHPP Registration Packet, which can be found on our website. The following steps are involved in accessing the CHPP through completion of a CHPP Registration Packet:

- From the Comagine Health Alaska Medicaid- Behavioral Health website at https://comagine.org/program/alaska-medicaid-behavioral-health click on Providers on the menu at the right side of the page and click on the Comagine Health Provider Portal registration packet.
- Download and complete the registration packet. The registration packet can be filled out digitally and emailed back to Comagine Health, or it can be printed, filled out, and faxed back to Comagine Health. Email and fax information are listed in the registration packet.
- Once you have submitted the registration information to Comagine Health, we will set up your new account and email you with your new account information.

- Once you have your CHPP login information, launch the CHPP by going to https://comaginepp.zeomega.com.
- Sign in using your temporary password at the sign in page.
- Click "I Agree" on the Statement of Confidentiality Agreement. If you disagree or have questions, please contact Comagine Health to discuss.
- Upon your first login, you will need to change your password (you should be prompted to do this).
- The Provider Portal Administrator will need to set up individual accounts for those staff who will be using the CHPP. For more information on setting up accounts as a Provider Portal Administrator, review the Registration Packet.

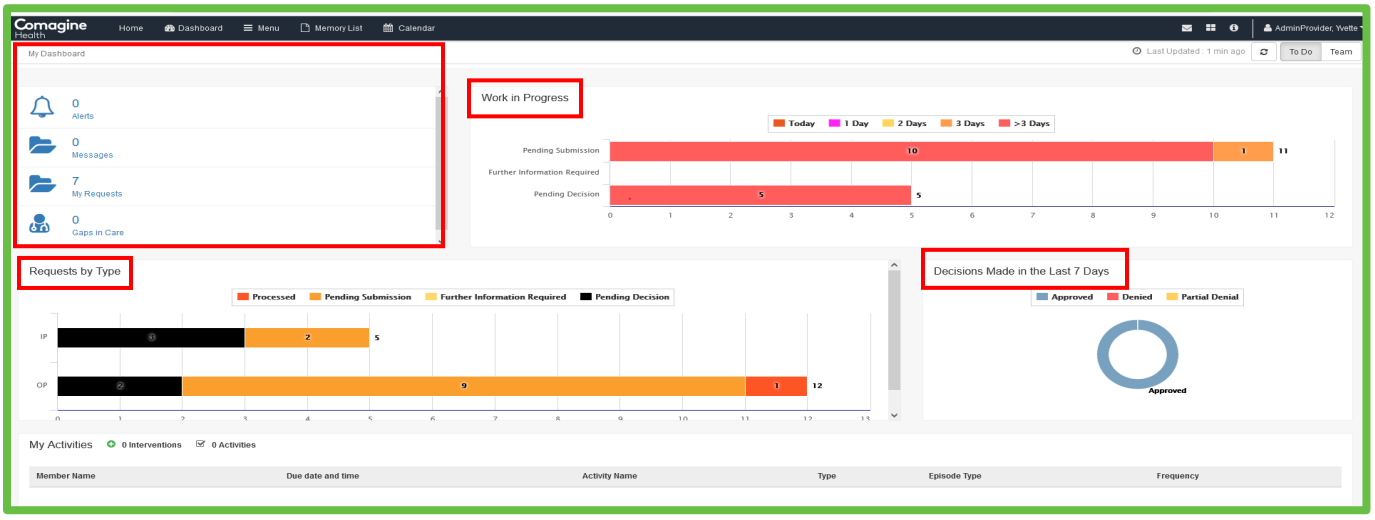




When you login to the CHPP, the first page you see is your Home page – this has important announcements about the contract that providers should be aware of and is updated by Comagine Health as necessary.

Dashboard

All requests will appear on the CHPP Dashboard. The screenshot below shows the following important features and information.



Work can be managed individually or by teams – see the **To Do** and **Teams** buttons (in the top right corner):

1. Your designated Administrator can form the Team.
2. Work can be managed when staff are out of the office.
3. Remember to refresh  your screen after submitting a stay or service request (top right corner).
4. Clicking **My Requests,** top left box, will populate the list of requests you have submitted.

Work in Progress will provide a snapshot of the status of requests:

1. The legend indicates when the submission occurred by Today through to >3 days.
2. Click the color-coded link to view and access the list of episodes in each status.
   A. Pending Submission - draft that has not been submitted through the CHPP.
   B. Further Information Required - pended for additional information.
   C. Pending Decision - awaiting processing and determination to be posted.
   D. Processed
3. The Date Range can be selected or Filter by Date

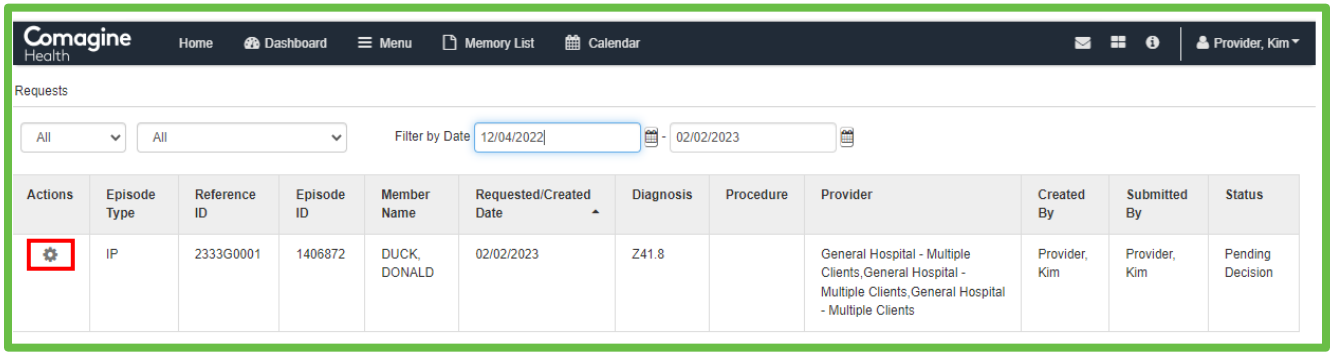
Request by Type – Classified as Inpatient (IP) and Outpatient (OP).

1. Click the color-coded link to view and access the list of episodes in each status.
2. The color-coded legend categorizes the request types by:
   A. Pending Submission
   B. Further Information Required
   C. Pending Decision
   D. Processed
3. The Date Range can be selected or Filter by Date

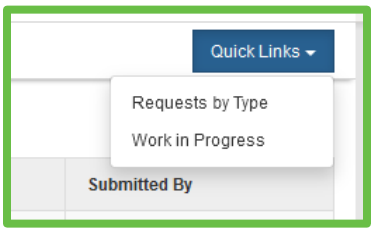
Decisions Made in the Last 7 Days provides a snapshot of decisions. **Decisions Made** can be filtered by:

1. IP, OP, or ALL
2. Approved, Denied, or Partial Denial
3. Today through to 7 days
4. The Date Range can be selected or Filter by Date

When you pull up your Requests, more functionality is available.

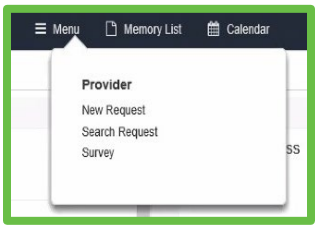


1. Clicking on the **gear ( )** icon under **Actions** will allow you to select the episode or select the **Abstract View** (which shows you an overview of information about the submitted request.
2. Quick links has a drop down that allows you to select the episode list (i.e., Requests by Type, Work in Progress or Decisions Made)



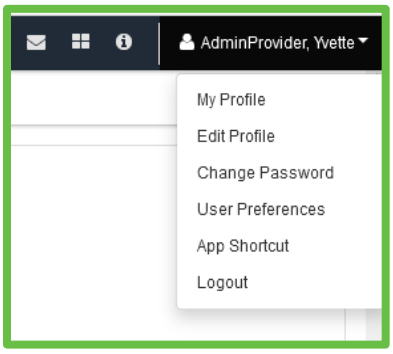
Provider Menu

The Provider Menu is where you go to submit new requests or search for submitted requests.



User Profile

The Provider Portal Administrator configures your profile when creating their Team's user accounts. However, the Provider Portal enables you to change your profile settings and navigate common profile needs using the drop-down list under your name in the upper-right corner. The User Profile drop-down list includes the following links:



- My Profile
- Edit Profile
- Change Password
- User Preferences
- App Shortcut
- Logout

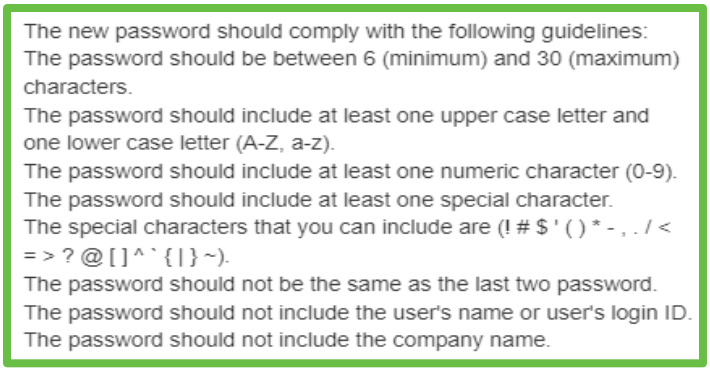
My Profile allows you to view information about your account, and **Edit Profile** allows you to make specific edits to your information, when needed. User Preferences allows you to manage your account preferences.

Change Password

The **Change Password** link enables you to change your password.

To change the password:

1. Click **Change Password** link in the User Profile drop-down list.

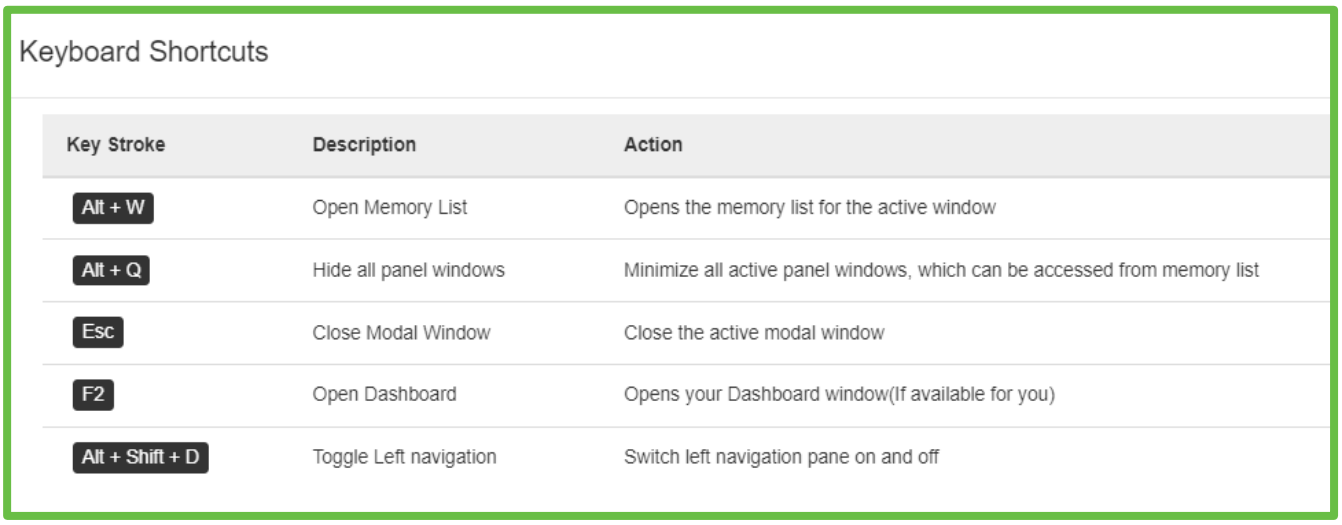


2. Enter your current password in the **Old Password** field.
3. Enter your new password in the **New Password** field.
4. Re-enter your new password in the **Confirm New Password** field.
5. Click **Change Password** to save your new password.
   - All fields with a red label and asterisk (*) are mandatory fields.
   - The new password must comply with the password guidelines.

- After changing your password, you will be prompted to log in to the portal again using your new password.

App Shortcuts

The **App Shortcuts** link under the User Profile drop-down list displays the keyboard shortcuts.

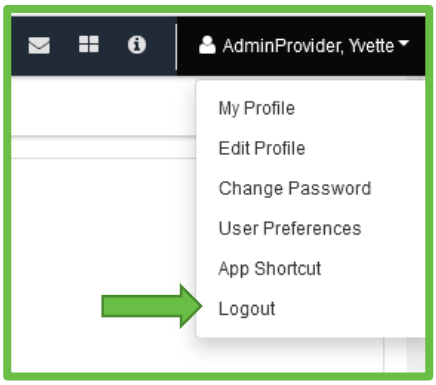


Logging Out

The **Logout** link under the User Profile drop-down list enables you to logout from the CHPP.

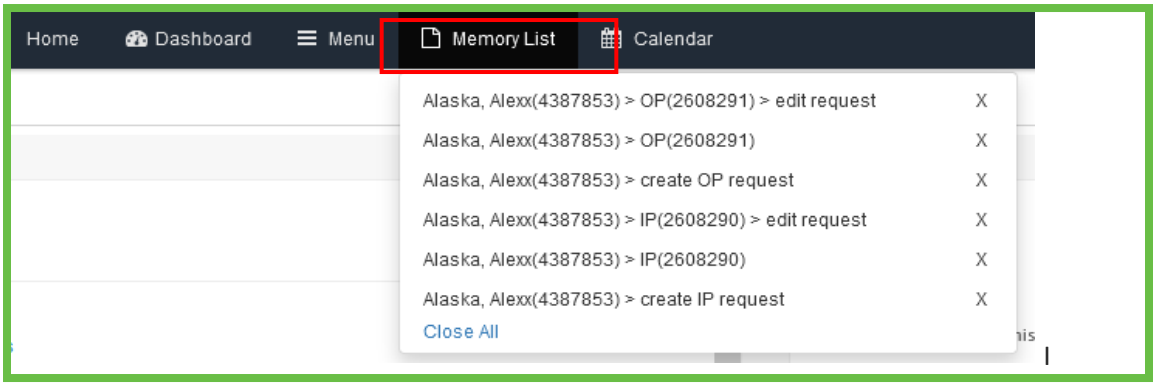
To log out of CHPP:

1. Click the **Logout** option in the User Profile drop-down list. The message, *'Do you want to logout from the session?'* will appear.
2. Click **OK** to log out from the Provider Portal or click **Cancel** to discard the message.
   Note: The system will log you out automatically after 60 minutes.



Memory List

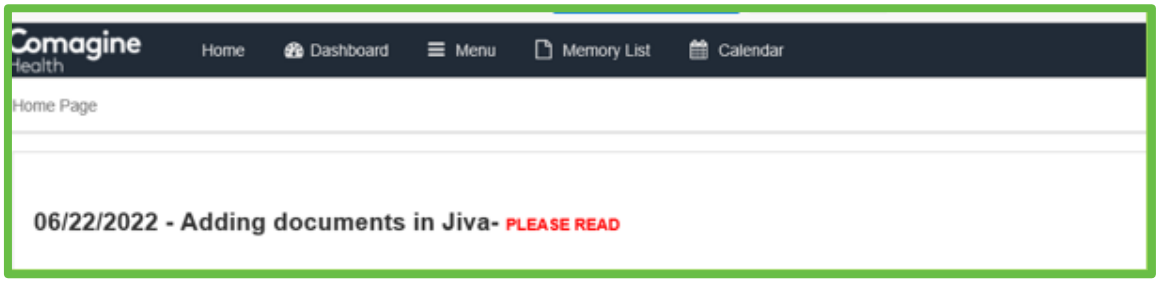
- By default, the **Memory List** displays a maximum of ten open screens.
- Users should always go to their Memory Lists at the end of their CHPP sessions to close out of episodes they entered or viewed so that they can be worked on by others.
  - You can close a member episode by either selecting the "**X**" by the episode or by using the member link to enter the record and close the window once you have verified work is complete.
  - You can close all open records by selecting the Close All link that appears in the Memory List.
  - If your session times out or you log out, the **Memory List** will disappear.



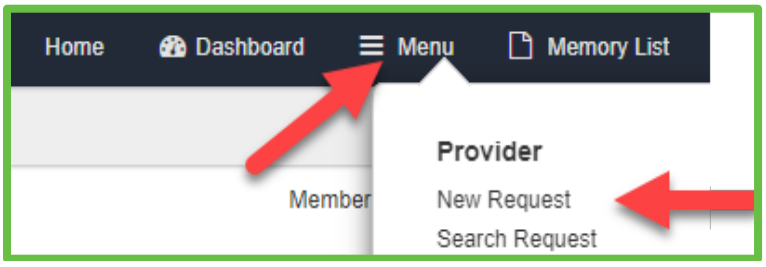
Quick Start Guide (QSG) –Inpatient Requests

QSG for submitting inpatient (IP) authorization requests via the Comagine Health Provider Portal (CHPP).

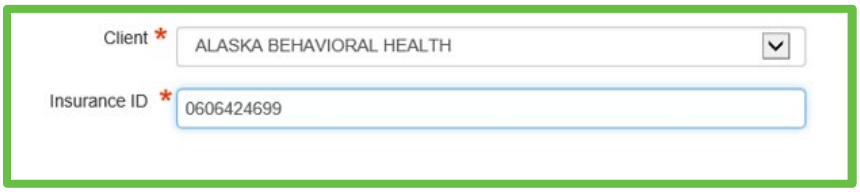
1) **Main View:**
   - **A.** Home (Splash) Page- where Comagine Health posts provider announcements
   - **B.** Dashboard - where work can be managed Individually (To Do tab) or as a Team
   - **C.** Menu- to start New Request or Search Request



2) Submit a **New Request**
   A. Click on Menu for New Request

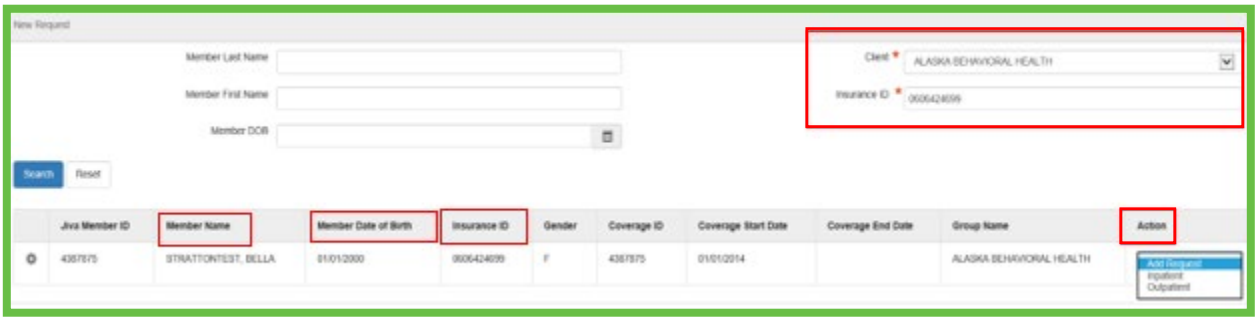


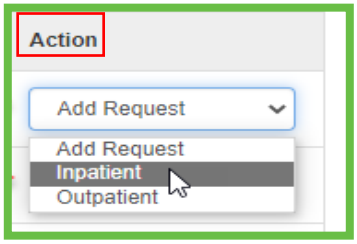
   B. Under Client: Select ALASKA BEHAVIORAL HEALTH
   C. Under Insurance ID: Enter Medicaid ID number starting with 200 or 060
   D. Click on Search



3) Medicaid Recipient Search:

A. Verify correct member name, date of birth and insurance ID
B. Select Add Request
C. Select Inpatient (IP)



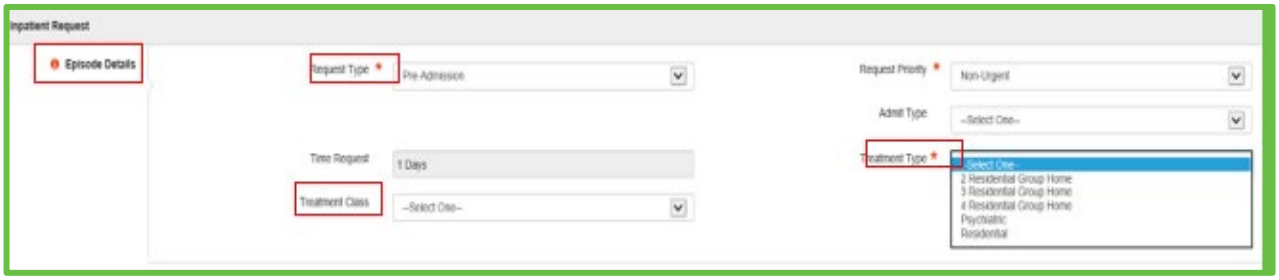


4) Episode Details: Complete the required fields with the red asterisk. Please also complete the Treatment Class field, even though there is no asterisk, it is a required field.

For **Inpatient** Requests complete:

A. **Request Type***: Pre-Admission or Retrospective
B. Time Request: Does not need to be filled in
C. **Treatment Class**: Select Currently Admitted, Discharged (Retros only), or Future Admission (Mandatory field even though an asterisk is not present)
D. **Request Priority***: Non-Urgent will Auto-populate
    i. Tip: If you need to expedite your request, please submit the request as "non-urgent," and include all relevant codes and clinical information required for the review. Once submitted, call Comagine Health to request an expedite.
E. **Treatment Type***: Select Psychiatric or Residential

Inpatient Request View:



5) Diagnosis: complete this section

A. Code Type: ICD10 will auto-populate

B. **Diagnosis***: Only Enter one diagnosis at a time

   i. The diagnosis codes will appear in a drop-down menu as you start typing, then you can select it

   ii. Example: F84.0 will appear below once you select it by clicking on it

   iii. Primary DX can be amended by selecting the yellow star on the primary DX line.



6) Provider Details: complete this section

A. Three entries with matching provider roles are still required.

   i. Facility/vendor – Admitting (the facility where services are taking place).

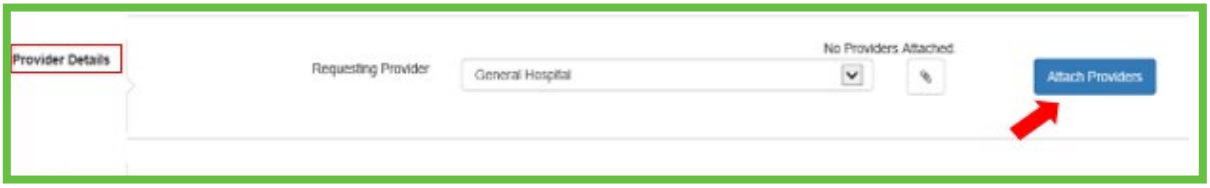
   ii. Individual – Treating (the attending physician).

   iii. Organization – Requesting (the Organization entry allows Portal users to view and enter cases online).

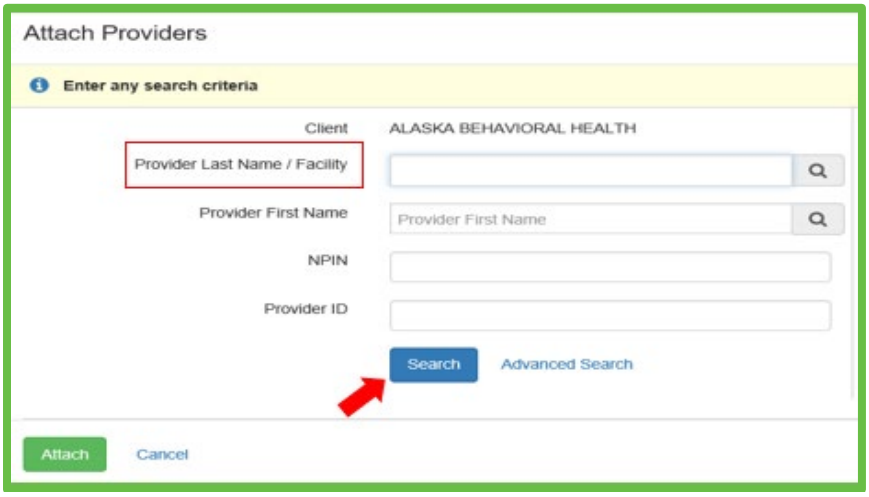
B. To add your Organization, click the paperclip beside the "Requesting Provider" dropdown underneath provider details.

   i. This entry is required for users to access the case via the Portal and receive updates on status from Comagine Health.

C. After adding your Organization, please select **Attach Providers** by clicking on the blue **Attach Providers** button to the right of the paperclip.

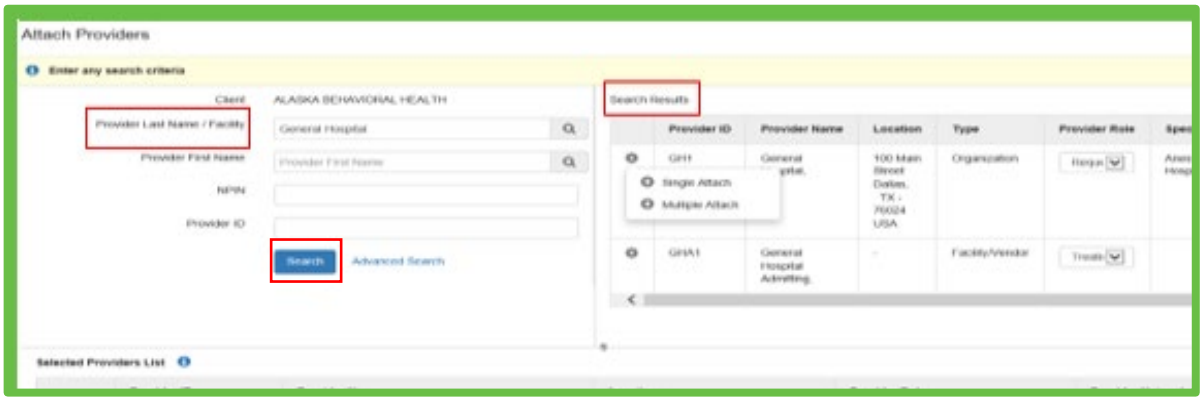


D. Once selected, you will see a search screen allowing a basic **Search** or **Advanced Search**



E. Enter the agency name, NPIN or Provider ID under **Provider Last Name/Facility**, **NPIN or Provider ID**
   i. Tip: For facility/vendors and Individual selections, searching for the Medicaid Provider ID or the National Provider Identification Number (NPIN) may help narrow requests versus searching by last name.
   ii. An errant search will trigger you to call Comagine Health for assistance. You may do so or attempt your search again using different parameters.

F. Click Search. The search results for the agency will appear on the right side of the search screen.

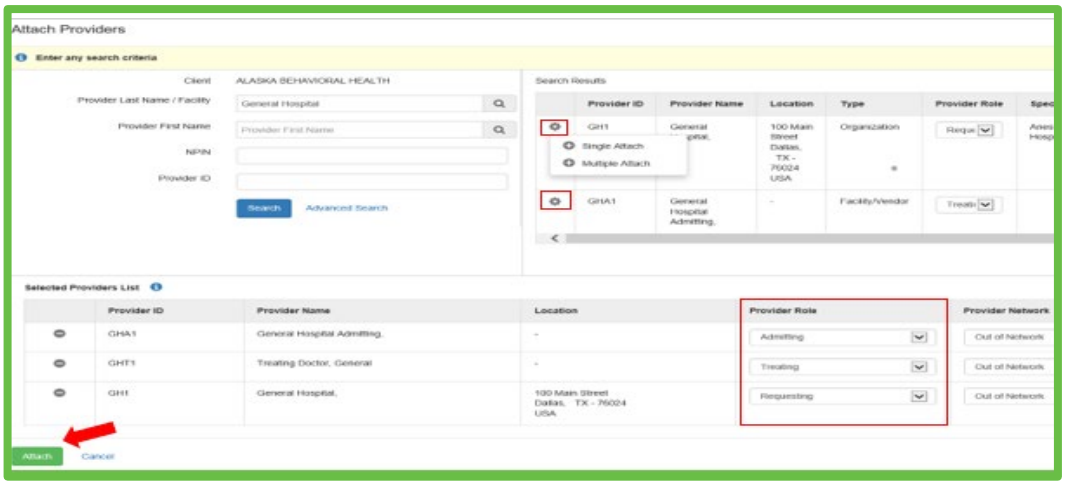


G. Each provider entry must be paired with a specific **provider role** selected from the drop-down contained inside the Provider Role column within the search result itself. Tip: Please disregard the "Provider Network" drop-down. It is a deactivated field for Alaska- Division of Health Care Services.
   i. Facility/vendor is always paired with Admitting.
   ii. Individual is always paired with Treating.
   iii. Organization is always paired with Requesting.

H. Click on the **gear (⚙)** under search results and chose **Multiple Attach**
   i. The list of providers will appear **under Selected Provider's List**
   ii. The entry will remain there while you complete additional searches to complete your entries.
   iii. When all entries are selected and you are ready to attach, select Attach from the bottom left of the screen.

iv. If you prefer selecting Single Attach instead of Multiple Attach, this will allow you to attach one provider at a time. You will have to recomplete step C-forward for any additional entries.

v. Once all providers have been selected, click the green **Attach** button to save all providers.



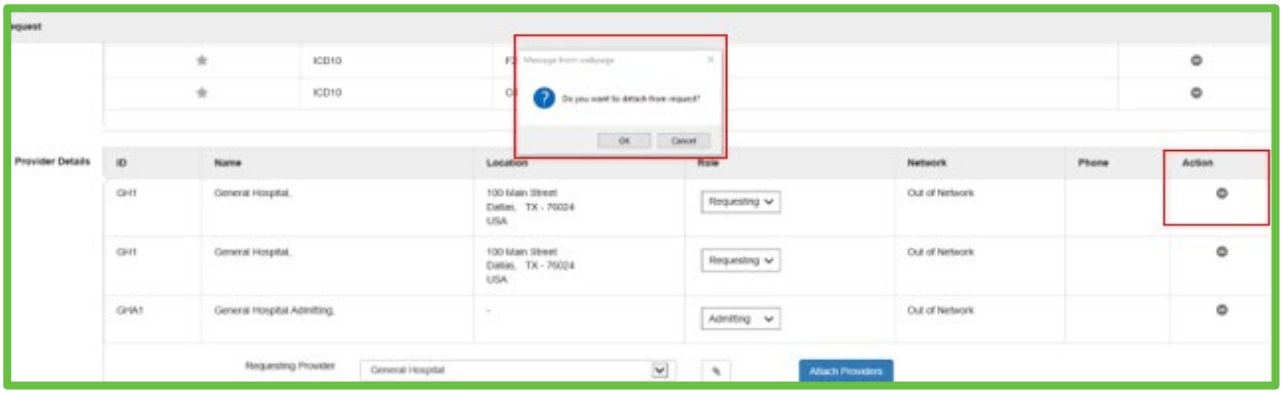
I. The providers will appear under **Provider Details.** Each episode requires:

i. Admitting

ii. Treating

iii. Requesting

J. If a provider is selected in error; click the icon under **<u>Action</u>** to detach the provider; a pop-up message will ask “Do you want to detach from request?” Click **OK**



7) Stay Request Section for Inpatient (IP) admits only**:**

A. Service Type: Leave blank

B. Place of Services: Leave blank

C. Requested Level of Care: Leave blank or select N/A

D. **Expected Admit Date***: Enter Date

E. Actual Admit Date: Enter Date (if already admitted)

F. **LOS Requested***: Enter number of days requested

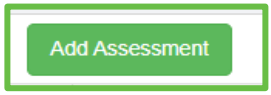
G. Click the blue Add button.

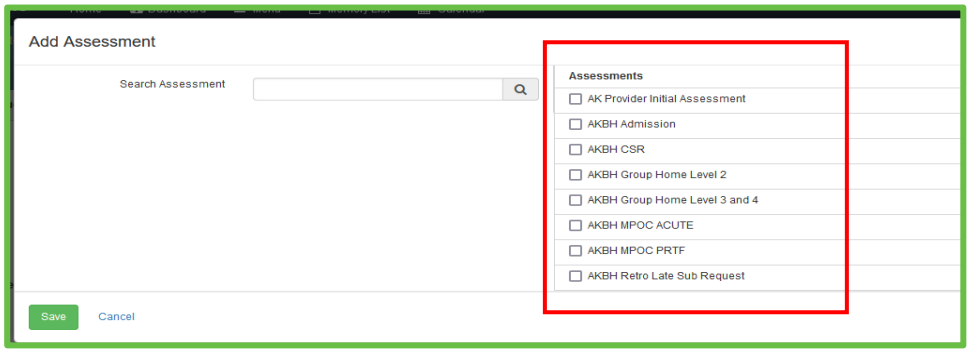
H. To edit a Stay Request, click on the Gear under Action. A new screen will open for edits.

I. To remove a Stay Request, a box will open to confirm you want to remove it, click OK to remove.

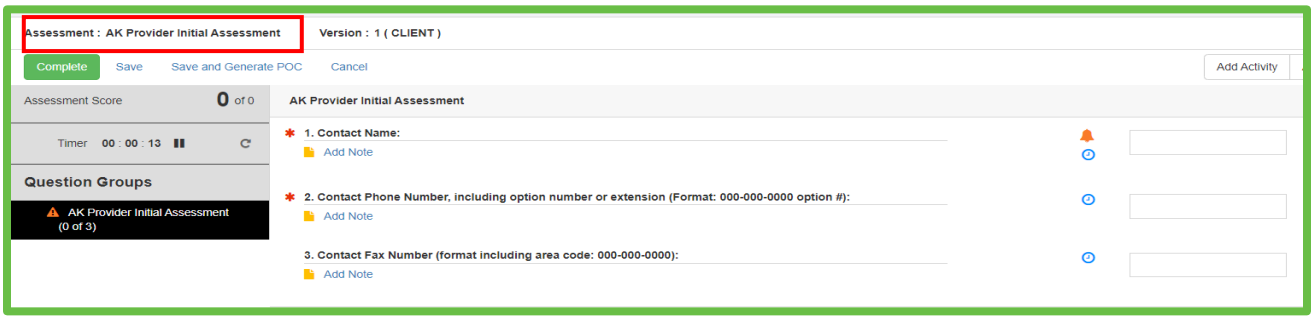


8) Add Assessments- Click on the Add Assessment tab.



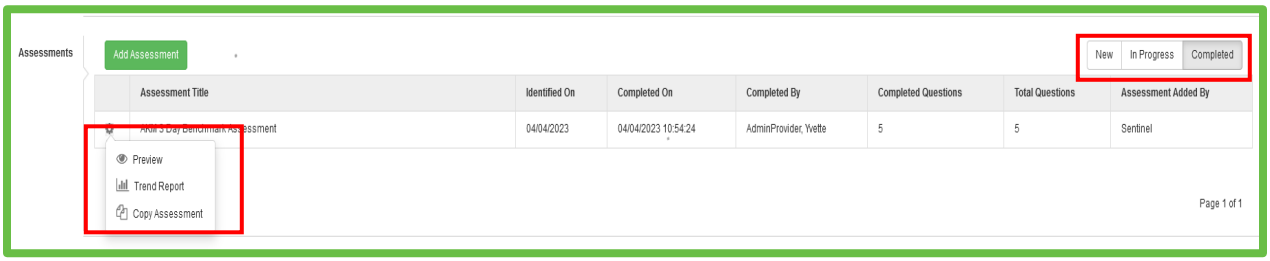


A. Select and complete the NEW **AK Provider Initial Assessment.**
   i. There are three questions in the **AK Provider Initial Assessment**
   ii. Enter Contact Name and Contact Phone Number.
   iii. **Always** select "Complete" when finished with an assessment and not just "Save."



B. Initial inpatient (IP) requests require an additional assessment (supportive clinical details are also required)
   i. For example, The AKBH admission assessment.
   ii. There has been no change to the assessments or requirements.

C. If you want to review your work, select the completed or in progress tab then click on the gear icon next to the completed or in progress assessment that you want to preview.



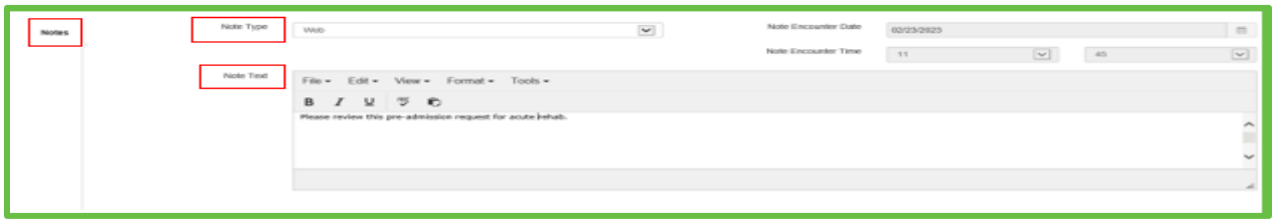
9) Notes Section

A. Note Type: Auto-populates to **Web**

B. Note Text: Add notes according to the request, i.e., additional information submitted

C. Note Encounter: Auto-Populates the date

D. Note Encounter Time: Auto-populates the time

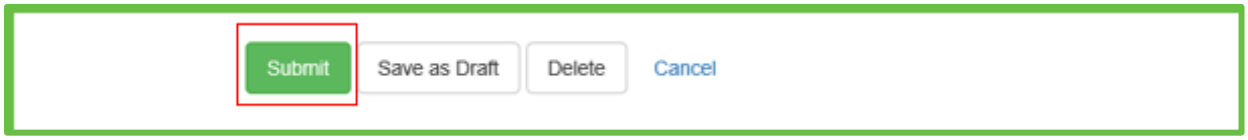


10) Submit: Review and select submit Request – it will ask you to confirm

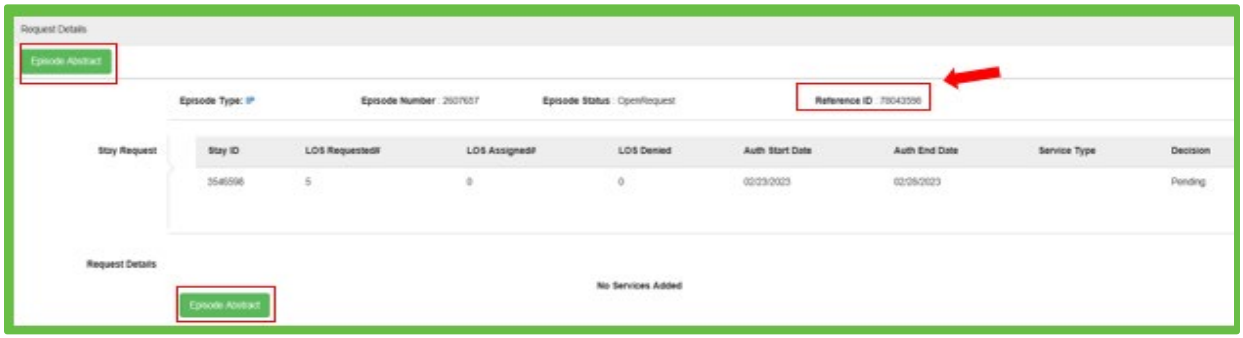
A. **Submit**: Episode will be submitted to Comagine Health

B. **Save as Draft**: Episode will not submit to Comagine Health, but save as draft for later or to edit

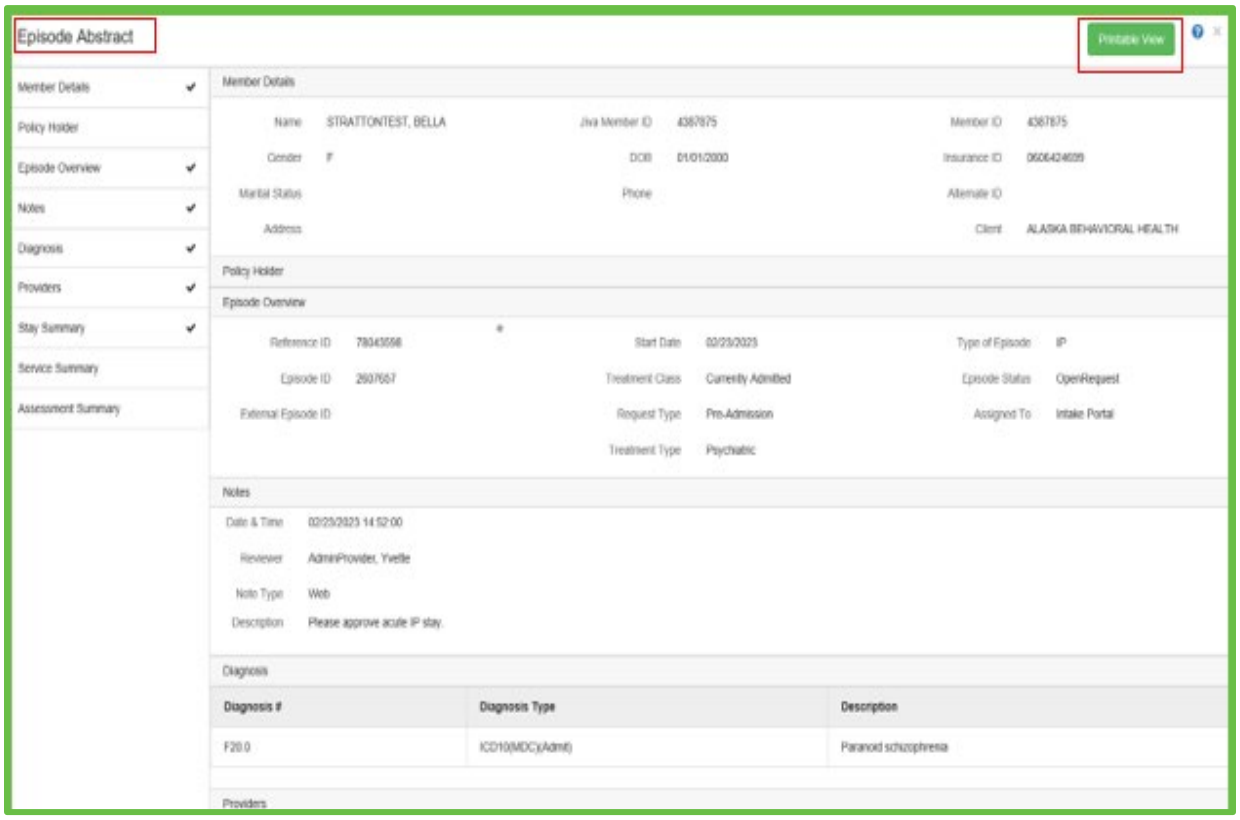
C. Delete: The request will be deleted



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

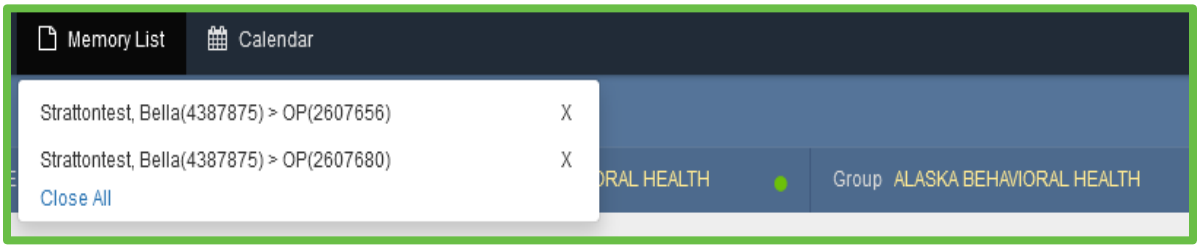


A. Selecting Episode Abstract allows you to review what was submitted, however you cannot edit from here
B. You can print by selecting Printable View



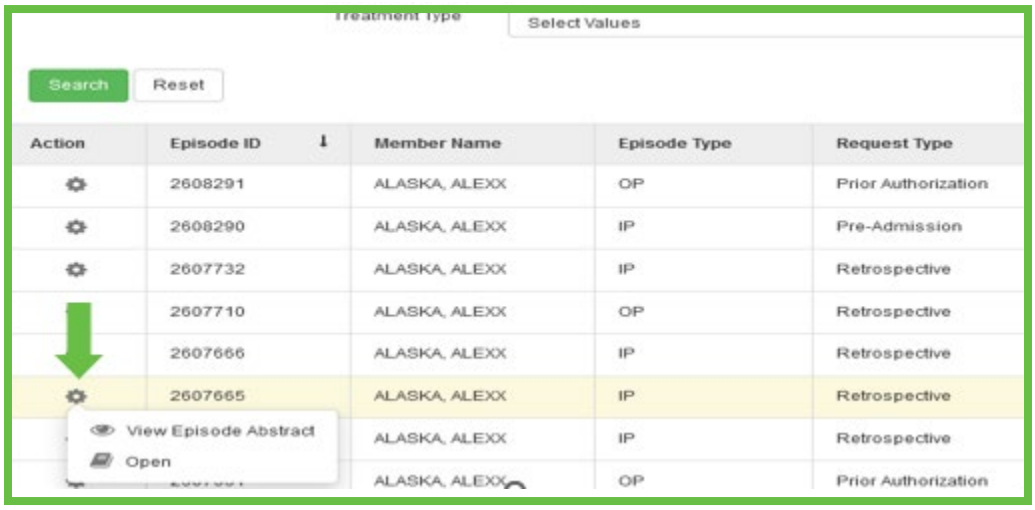
12) Always go to Memory List and close out of Episodes. This will ensure Comagine Health, and the consultants, have access to review your submission.

A. Click on the "X" next to the episode or click "Close All" to clear the Memory list.

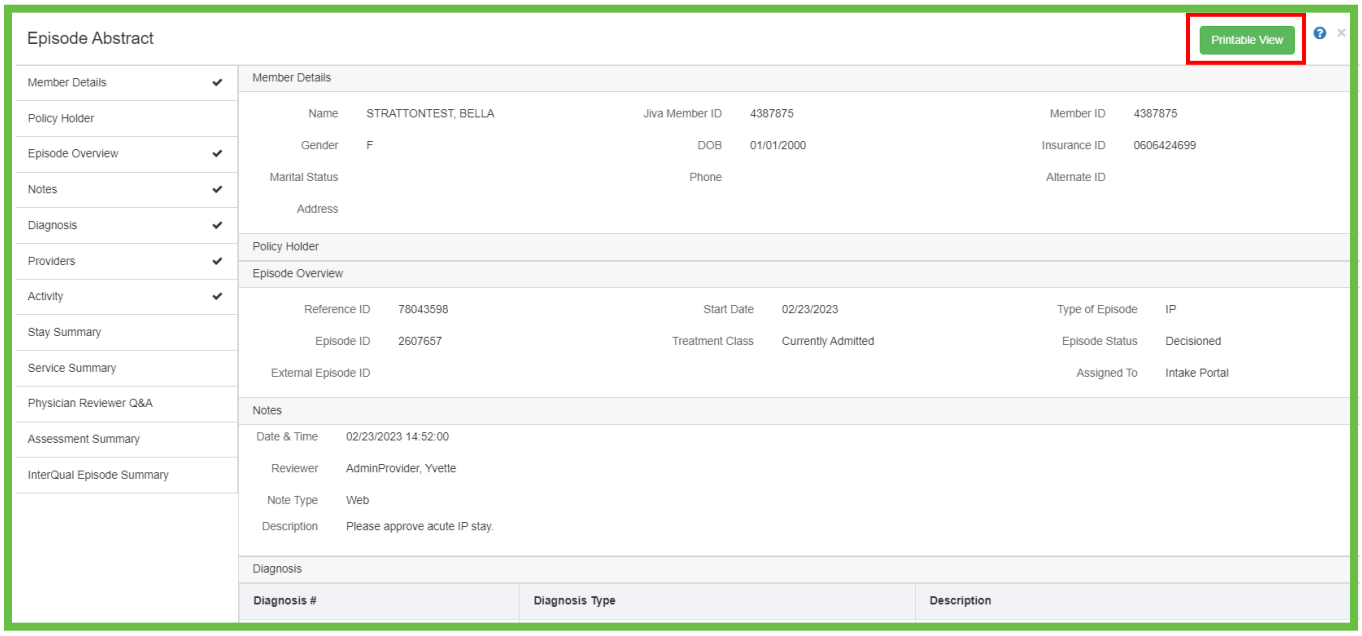


How to Print a Request

First find your request, either by using the **Menu** > **Search Request** screen, the **Memory List** or **My Requests** on the Dashboard.



Click on the gear icon next to the Episode ID number of your request to open the "**View Episode Abstract**". The abstract view will have a green printable view button at the top right-hand side. Click on this button to print the abstract view.



Review/Revision History

The following table allows for easy tracking of recent reviews, changes, and updates to this User Guide.

Version Number	Date Reviewed/ Revised	Description of Changes	Author
0.1	4/4/2023	Initial	Yvette Stratton