Comagine Health

# Therapy Provider Training

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Comagine Health 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.

# About Us

- Our services:
  - Care Management
  - Systemwide Quality Improvement
  - Consulting and Research
  - Health IT and Analytics
- Providing care management to Medicaid and private contracts since 1984
- Office locations in Alabama, Alaska, California, District of Columbia, Idaho, Nevada, New Mexico, Oregon, Utah and Washington state

# What We Do

- Contract with Alaska Medicaid to review for select services:
  - Imaging
  - Pre-service surgical procedures
  - Initial and Concurrent inpatient reviews
  - Retrospective inpatient and outpatient reviews
  - Physical, Occupational and Speech Therapy (NEW!)
- Utilize InterQual® (IQ), state guidelines and organizational policies to conduct reviews
- Offer web-based and telephonic provider education

# What We Don’t Do

We do not receive financial incentives
to deny or limit services

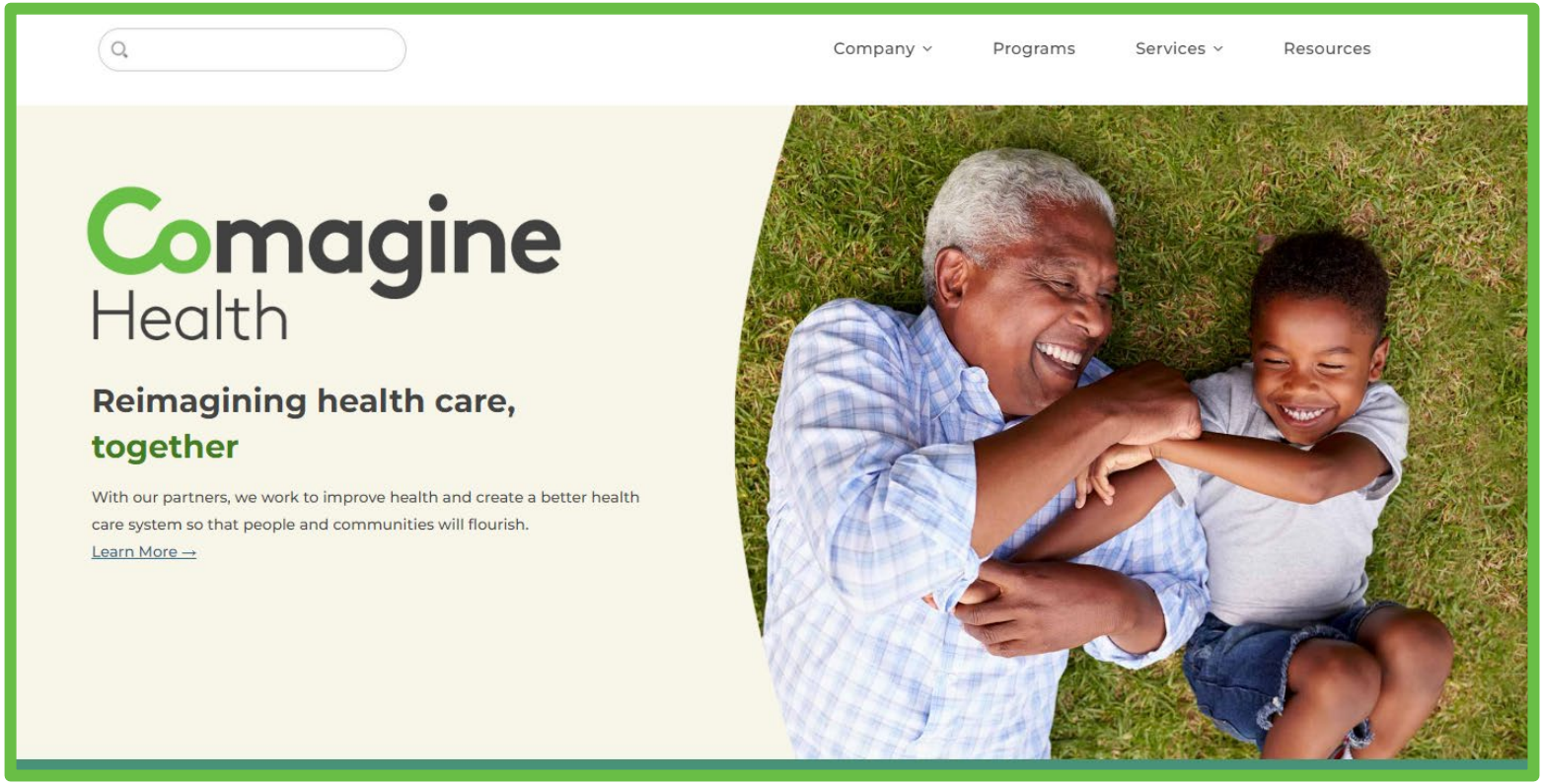
Comagine Health

# Objectives

- Comagine Health Website
- Registering for the Comagine Health Provider Portal (CHPP)
- Therapy Regulations
- Documentation Requirements
- Provider Resources

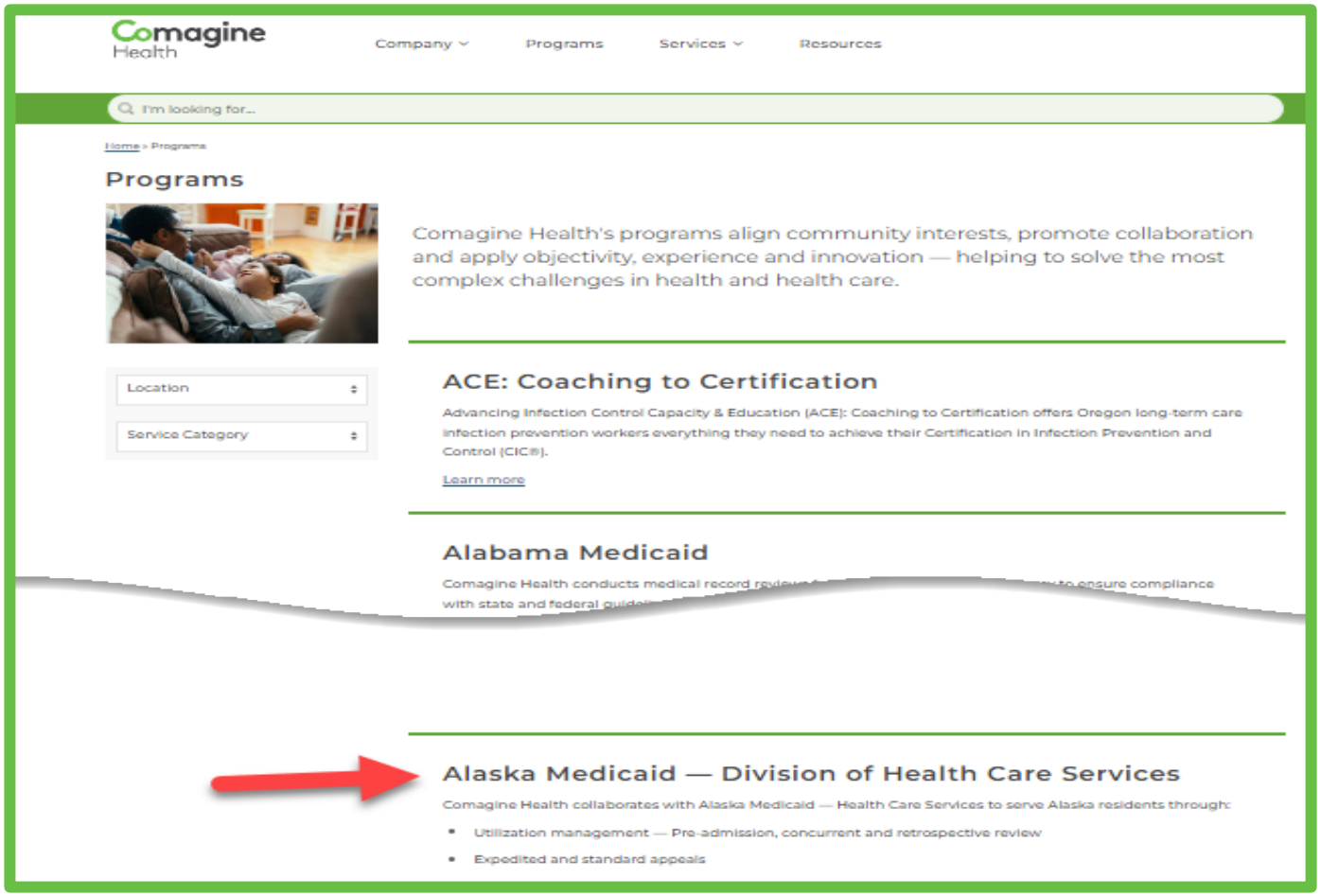
# Comagine Health Website

- http:www.comagine.org
- Click on **Programs** then Alaska Medicaid- Health Care Services
- Click on the Learn More link

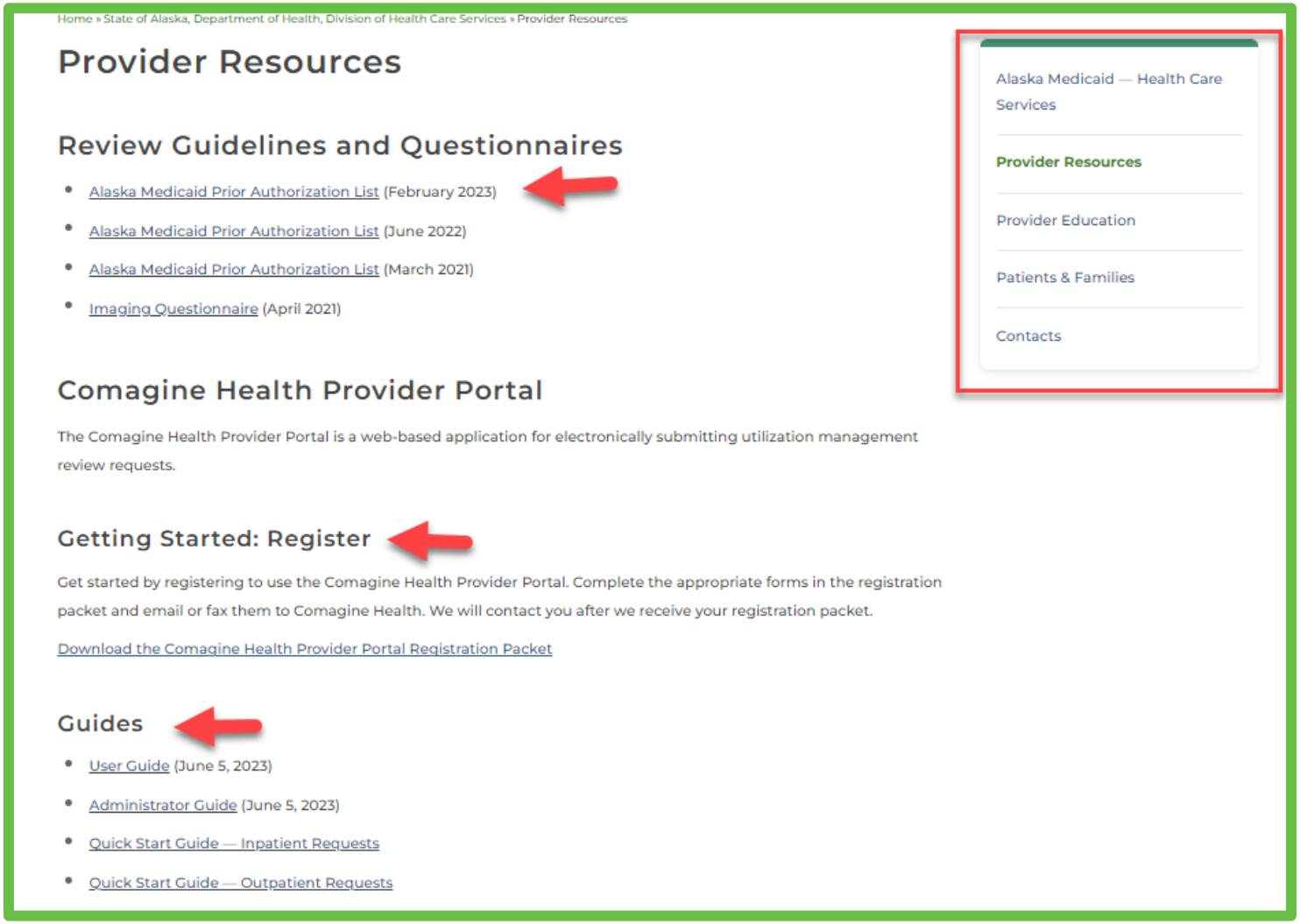


# Comagine Health Website

- Click on Programs then select Alaska Medicaid- Health Care Services

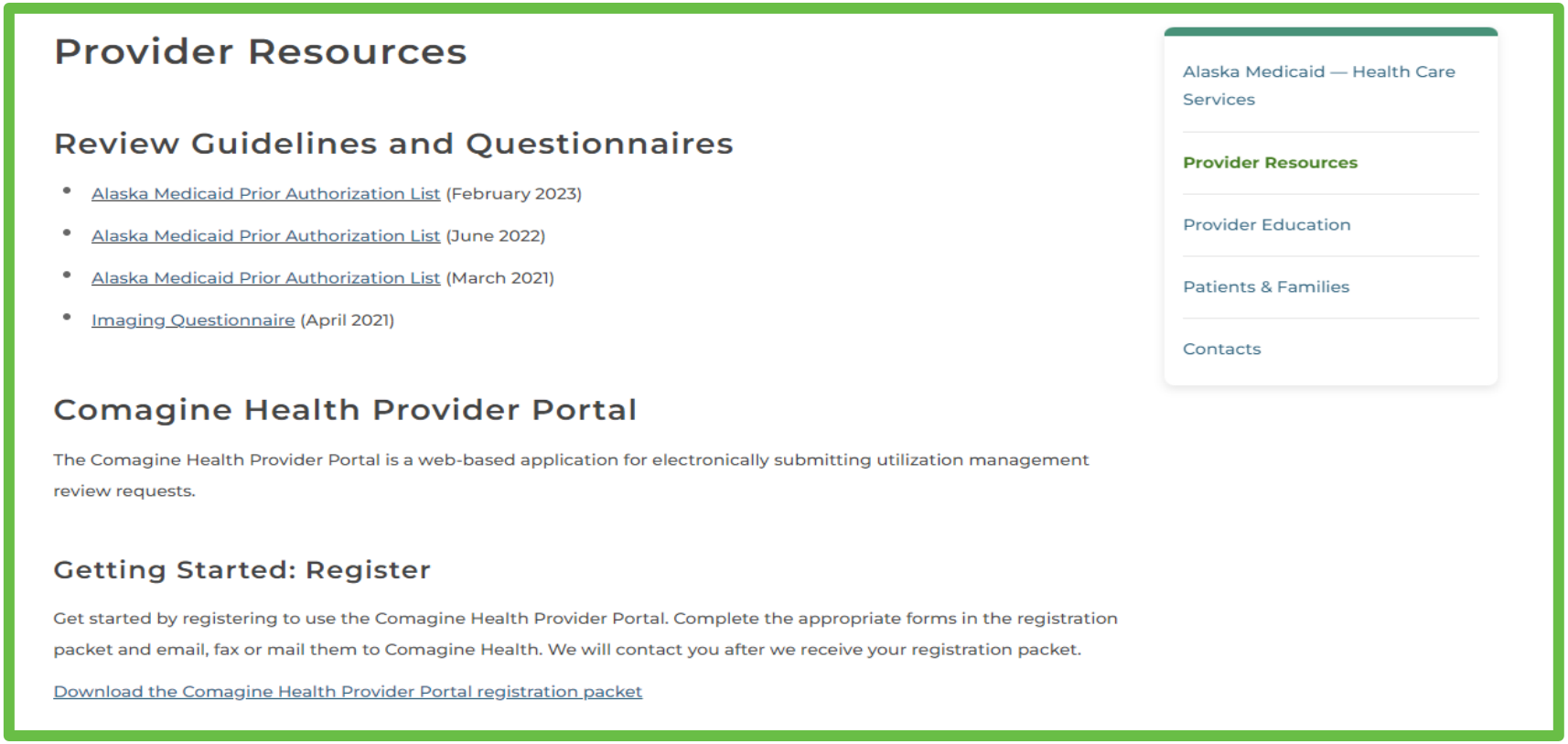


# Website Provider Resources



# Provider Registration Packet

- Select '*Provider Resources*', located in the right navigation panel
- Download, complete and submit the registration packet

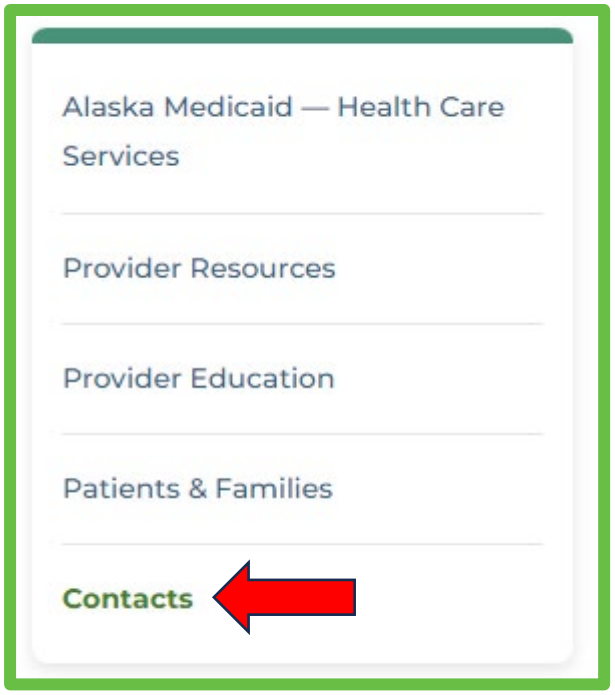


# Submitting a Request for Portal Access

- **Submit via email (preferred) or fax:**
  - Email: tkirn@comagine.org and jordonez@comagine.org
  - Fax: 800-826-3630
- **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 Access

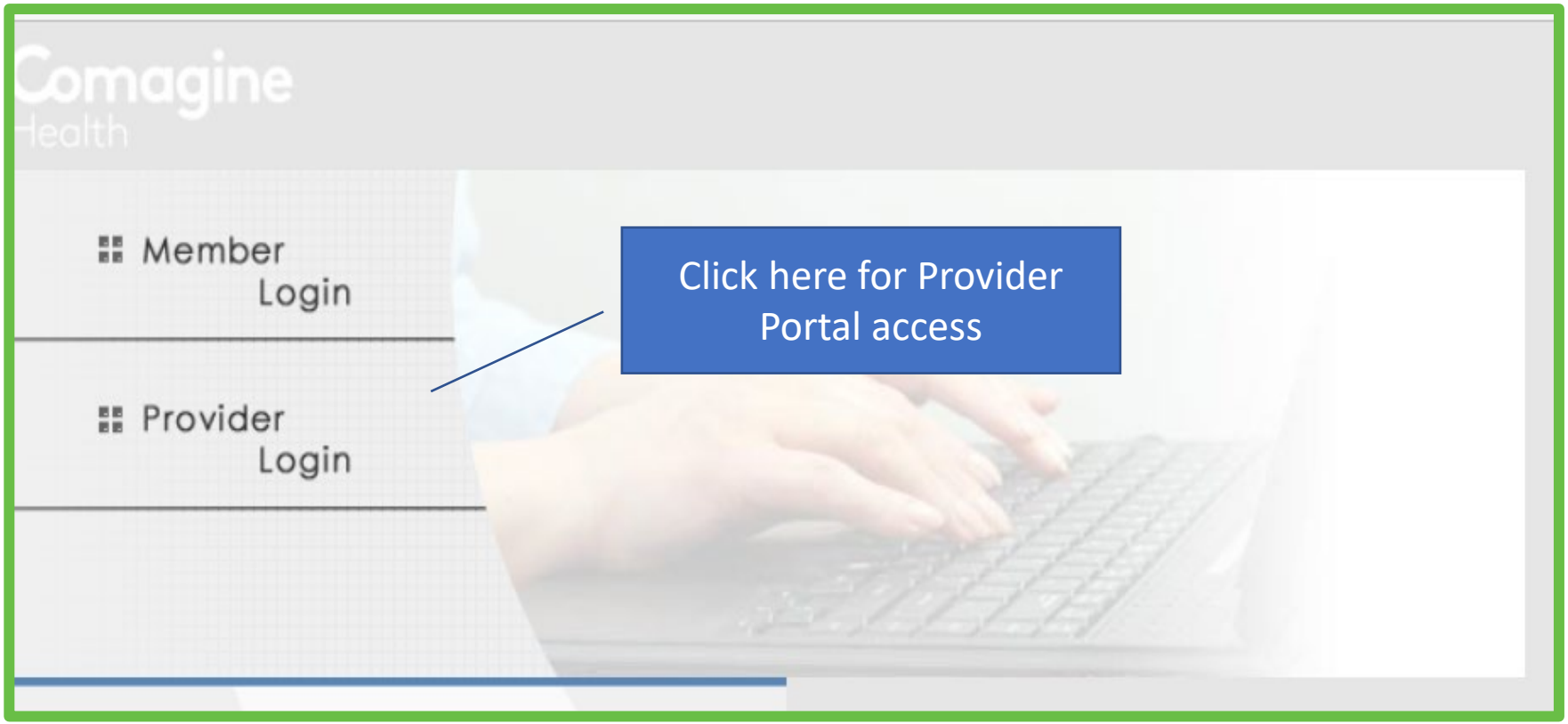
- Right navigation panel: select ‘Contacts’




- Access the Comagine Health Provider Portal (CHPP) link to view the home page and authorization requests



# 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.

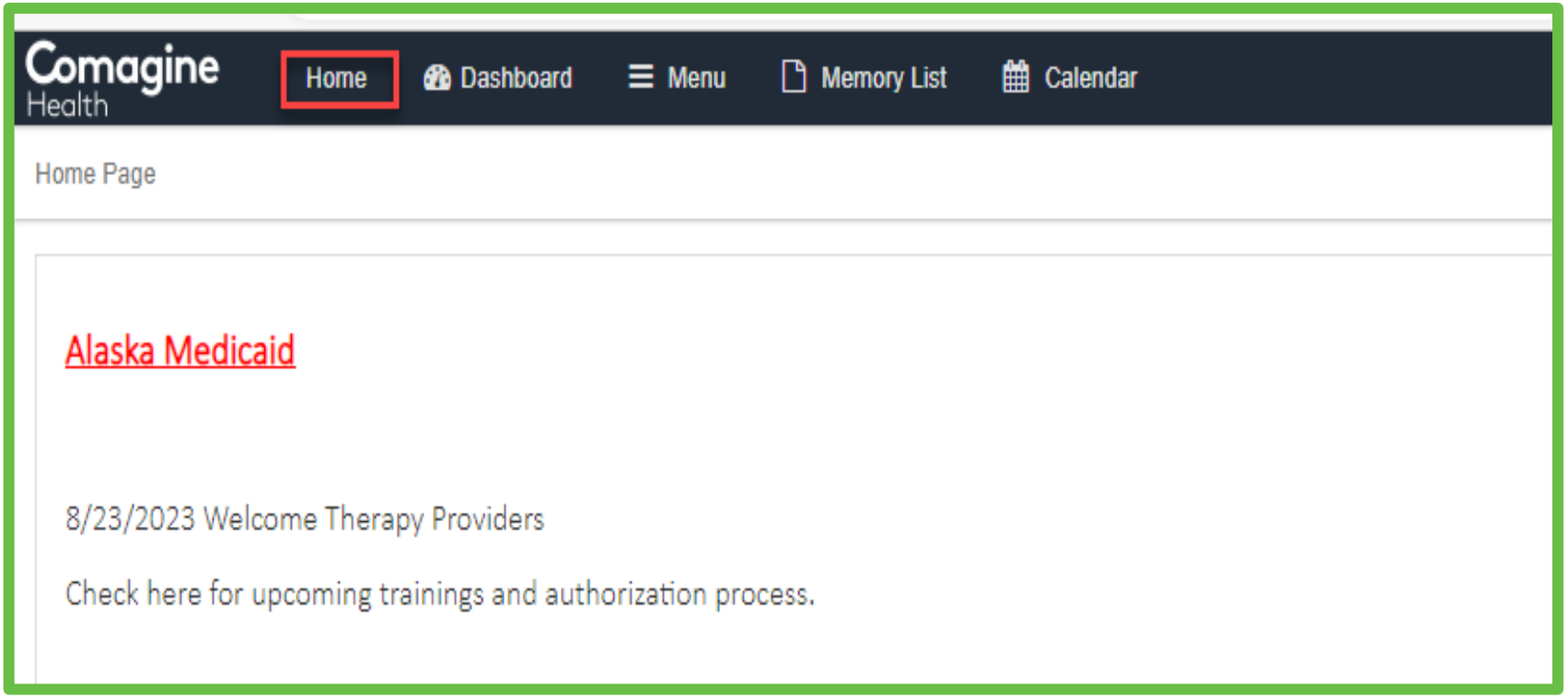
In order to ensure the integrity, security and confidentiality of information maintained within this system, and, to limit disclosure and use of this data to only that which is permitted by law, I agree to abide by all provisions set forth in my System User Agreement (SUA) with Comagine Health. I hereby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



# Documentation Requirements

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# Utilization Management

- Review for medical necessity, appropriateness of treatment(s) and select procedures
- Utilize evidence-based criteria and organizational policies
  - 2022 InterQual® criteria
  - Organizational policies
    - Developed by a multidisciplinary team (Physicians and Clinicians)
    - Support standards of care and contractual expectations

# Prior Authorization Requirements

**Prior Authorization Requirements**

Therapy services for members 21 year and old will now require a prior authorization when the total units reimbursed by the department meet or exceed the following amounts per fiscal year (July 1-June 30):

- 2 units of physical and occupational therapy evaluation (combined)
- 30 units of physical and occupational therapy modalities and therapeutic procedures (combined)
- 8 units of speech language pathology therapy evaluations
- 15 units of speech language pathology therapy

**Key Points Related to Therapy Prior Authorizations:**

- July 1st of each year members utilization will be restarted at zero units
- Prior authorization requirements will go into effect Nov 2023 to June 30th, 2024, the first year. The Fiscal year July 1 to June 30 will be applied in following years.
- Physical and occupational therapy unit utilization are calculated together
- Speech language pathology therapy unit utilization are calculated separately
- Guidance for requesting a service authorization will be announced prior to Nov 2023
- Information on procedure codes subject to the prior authorization requirement will be listed on Comagine Health's website prior to Nov 2023

Coverage of Habilitation Services:

Habilitation services for member, regardless of age, will be covered effective 3/3/2023.

Treatment plan Requirements

- Physicians, Pas, and APRNs will be included as authorized healthcare providers for the oversite of therapy treatment plan (review and sign); requirement for being the prescribing provider was removed
- Physical and speech language pathology therapy treatment plan intervals have been increased from every 4 weeks to every 6 weeks for members 21 years of age and older

# Regulations

- Alaska Medicaid therapy regulation's location at https://www.akleg.gov/basis/aac.asp#7.115.100 thru https://www.akleg.gov/basis/aac.asp#7.115.400



# Plan of Care (POC) Requirements

The POC is the initial treatment plan

- PT and SLP treatment plan intervals every 6 weeks. OT treatment plan every 4 weeks.
- Dates of service (DOS) requested must be included in the POC.
- Start and stop time on all visit notes.
- Frequency and duration of visits (i.e., 2 times a week for 6 weeks).
- Required MD/PA/APRN signature within 14 days.
- Short- and long-term goals included.
- Planned Current Procedural Terminology (CPT) codes and quantity.

# Progress Note Requirements

- Dated with start and stop times
- Targeted clinical progress notes to include progress, any changes or concerns
- Progress details toward meeting goals and include any new goals
- Home exercise plan (HEP) initiation and progress
- Signed Prescription for therapy (within 1 year)

# Exclusions

Therapy services exclusions for anyone 21 years and older includes:

- Any maintenance of bodily function
- Physical fitness
- Swimming therapy
- Weight loss

# Habilitation

- Covered for Medicaid eligible members of any age
- Maintenance physical therapy services related to conditions caused by developmental disabilities or developmental delay will be paid if
  - The services prevent a condition from worsening *or*
  - The development of an additional health problem
- Standard rehabilitation documentation requirements are the same for habilitation

# Comagine Health Contact Information

## Utilization Review

Toll-free phone
(800) 783-9207

Toll-free fax
(800) 826-3630



## Utilization Review Hours

6:30 am to 5:00 pm Alaska Time
Monday through Friday

# Utilization Management Questions



# Thank you!

Comagine Health