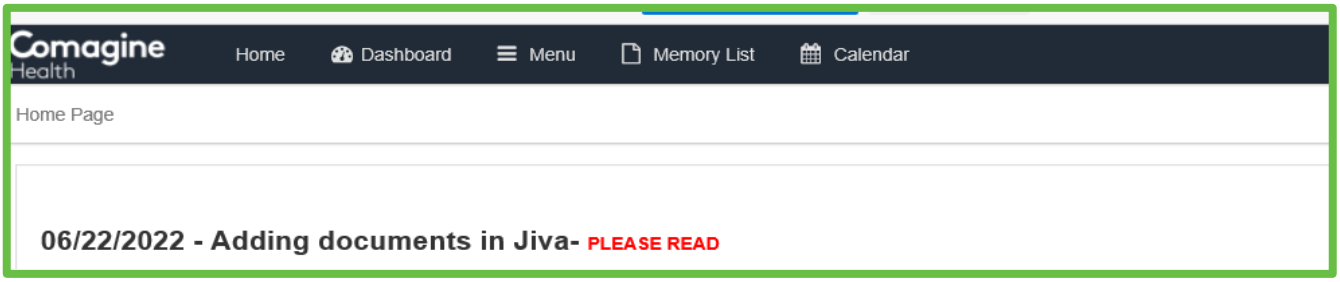
Quick Start Guide – LTACH Requests

District of Columbia, Department of Health Care Finance

Quick Start Guide for submitting a Long-Term Acute Care Hospital (LTACH) Pre-Admission requests via the Comagine Health Provider Portal (CHPP). No personal health information is used in this guide.

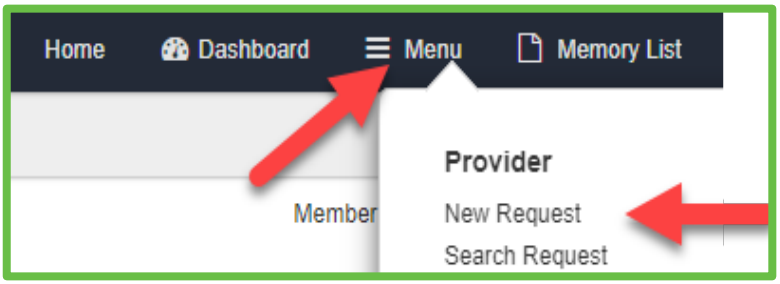
Steps

1) Main View: Home (Splash) Page, Dashboard, Menu (New Request or Search Request), and Memory List.



2) Submit a **New Request**:

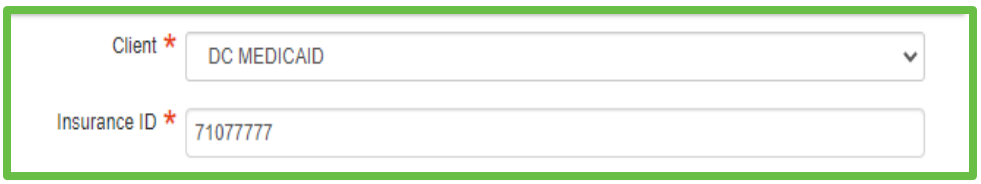
A. Click on Menu and select "New Request".



B. Under Client, select DC MEDICAID.

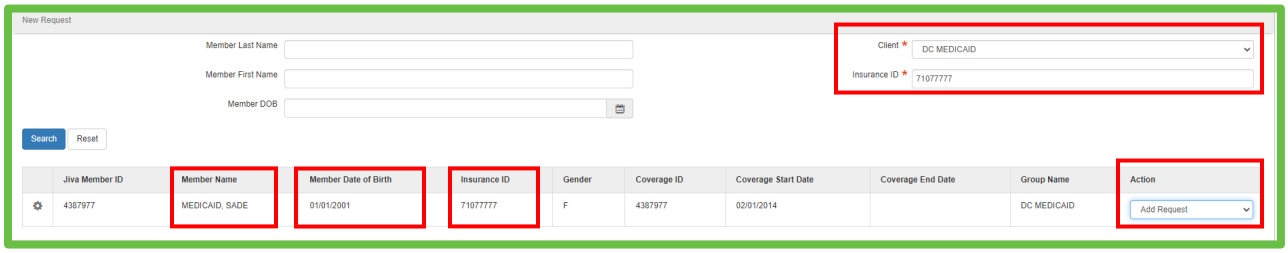
C. Under Insurance ID: Enter Medicaid number, which starts with "7" and has nine digits.

D. Click on **Search**.

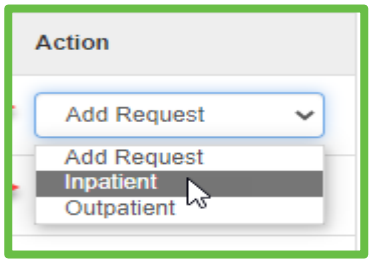


3) Medicaid Recipient search:

A. Verify correct member name, date of birth, and insurance ID.



B. Click on the **Add Request** drop-down menu and select Inpatient (IP).



4) Fill out the **Episode Details** with the red asterisk, including the Treatment Class. For **Inpatient** requests, complete:

A. **Request Type***: Pre-Admission.

B. **Time Request**: Does not need to be filled in, and automatically populates to 1 day.

C. **Treatment Class**: Select Currently Admitted, Discharged (Retros only), Future Admission, or N/A (this field MUST be completed even though an asterisk is not present).

D. **Request Priority***: Will auto-populate with Non-Urgent.

E. **Treatment Type***: Select SPECIALTY HOSPITAL OF WASHINGTON.



5) Fill out the **Diagnosis** 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, and you can then select it.

ii. Example: J44.0 will appear below, and you select it by clicking on it.

iii. The primary diagnosis can be amended by selecting the yellow star on the “Primary DX” line.

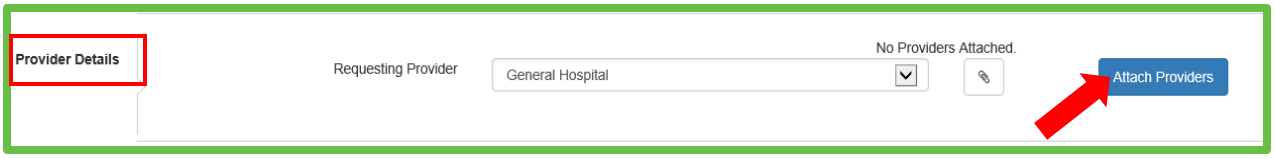


6) Complete the **Provider Details** Section:

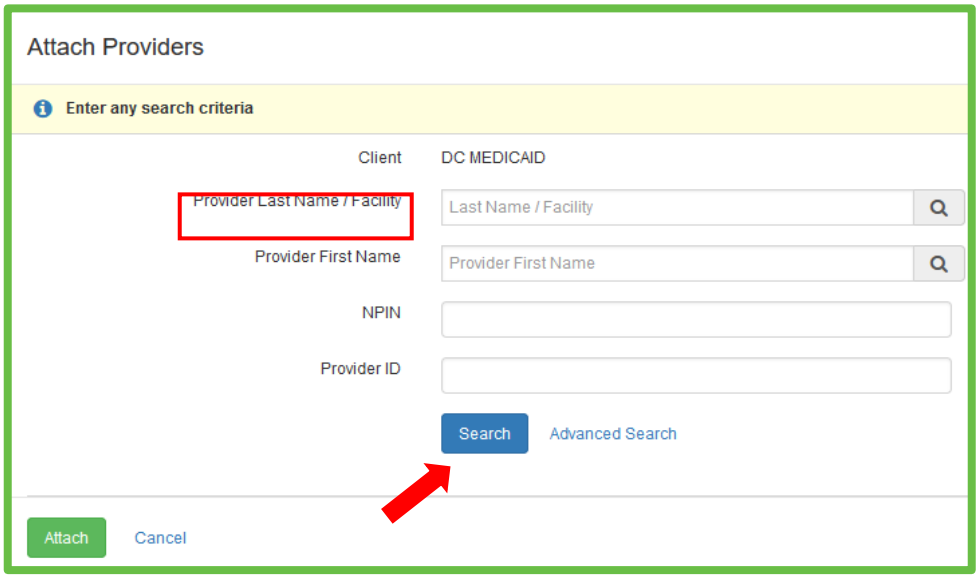
A. To add your Organization, click the paperclip beside the "Requesting Provider" drop-down underneath provider details.

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

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



C. Once selected, you will see the screen below. You can do a basic **Search** or **Advanced** for providers.

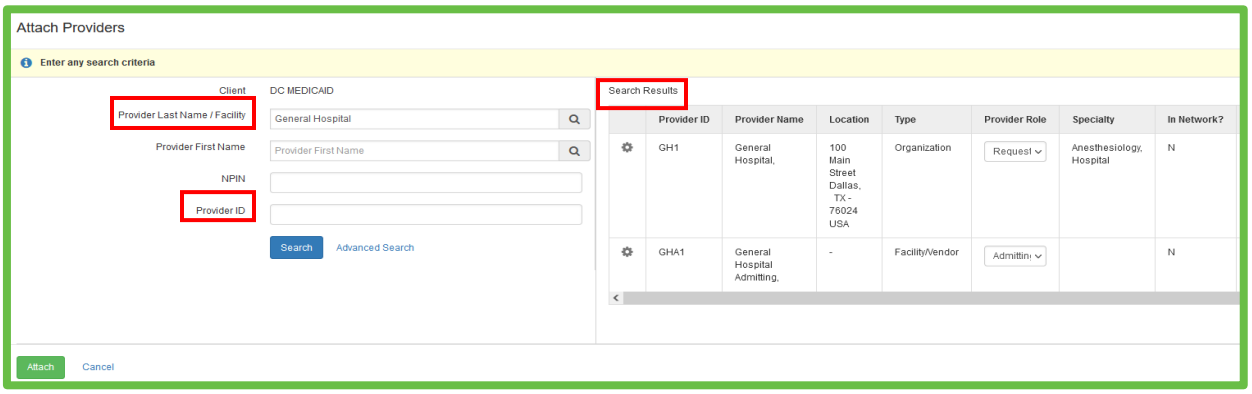


D. Enter the DC Medicaid Provider ID that starts with a "0", or the NPI number, and click Search.

i. 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.

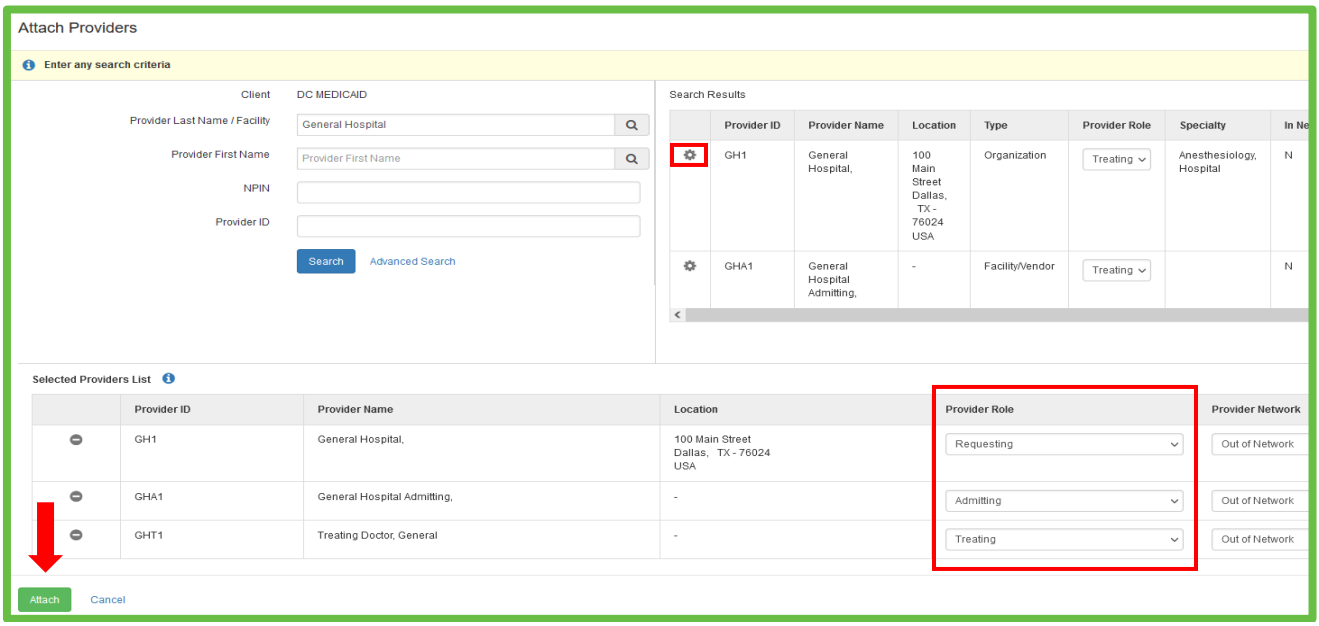
E. Click **Search**. The search results for the agency will appear on the right.



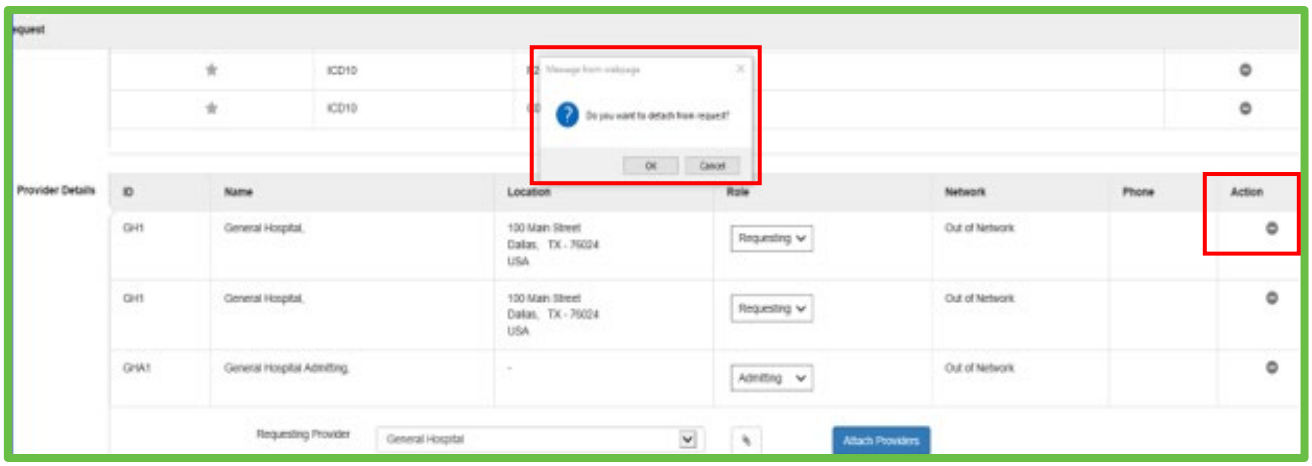
F. Each provider entry must be paired with a specific **provider role** selected from the drop-down contained inside the Provider Role column within the search result itself.
   i. Facility/vendor is always paired with Admitting.
   ii. Individual is always paired with Treating.
   iii. Organization is always paired with Requesting.

G. Click on the **gear icon ( )** under search results and choose **Multiple Attach**.
   i. The list of the providers will appear under the **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.

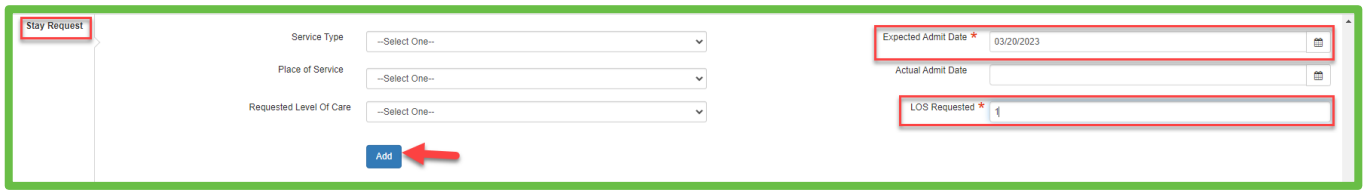
H. Once all providers have been selected, click on the green **Attach** button to save all providers.



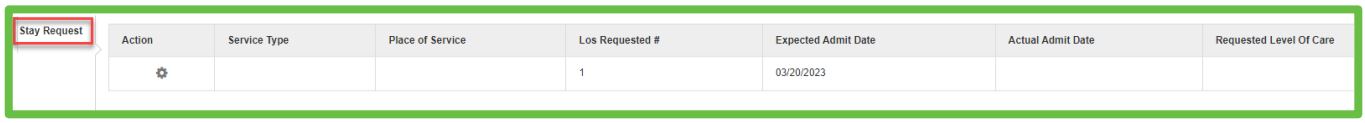
I. If a provider is selected in error, click the icon under **<u>Action</u>** to detach the provider; a pop-up message will ask "Do you want to detach from request?" Click **OK**.



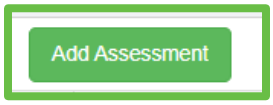
7) **Stay Request** Section for Inpatient (IP) admits only**:**
   A. **Service Type:** Leave blank.
   B. **Place of Service**: Leave blank.
   C. **Requested Level of Care**: Select Acute Medical/Surgical, Rehab, or N/A.
   D. **Expected Admit Date***: Enter date.
   E. **Actual Admit Date**: Enter Date (if already admitted)
   F. **LOS Requested** *: Enter number of days requested. For example, 7 days.
   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.

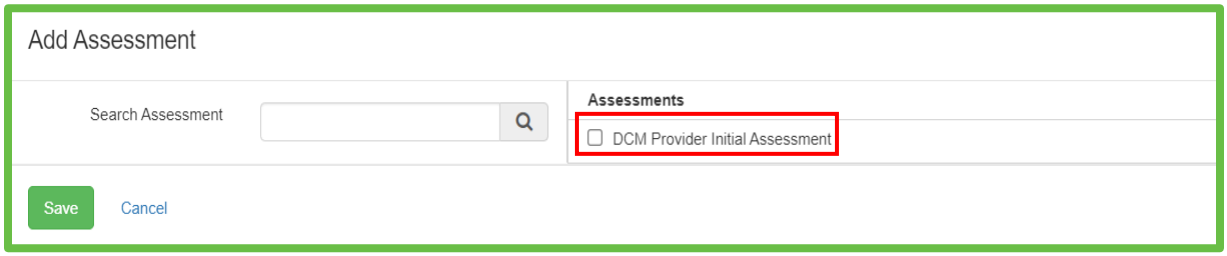


   J. At the end you should see the Stay Request entered, as below.



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



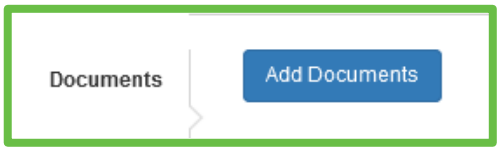


   A. Select and complete the **DCM Provider Initial Assessment.**
      i. There are three questions in the **DCM Provider Initial Assessment**
      ii. Enter Contact Name, Contact Phone Number and Contact Fax.
      iii. **Always** select "Complete" when finished with an assessment and not just "Save."



9) **Add Documents** section:

A. Click on the blue **Add Documents** button.



B. **Document Title***: Enter the name of the document being uploaded.

C. **Select Document***: Choose "Browse" and locate your document to upload.

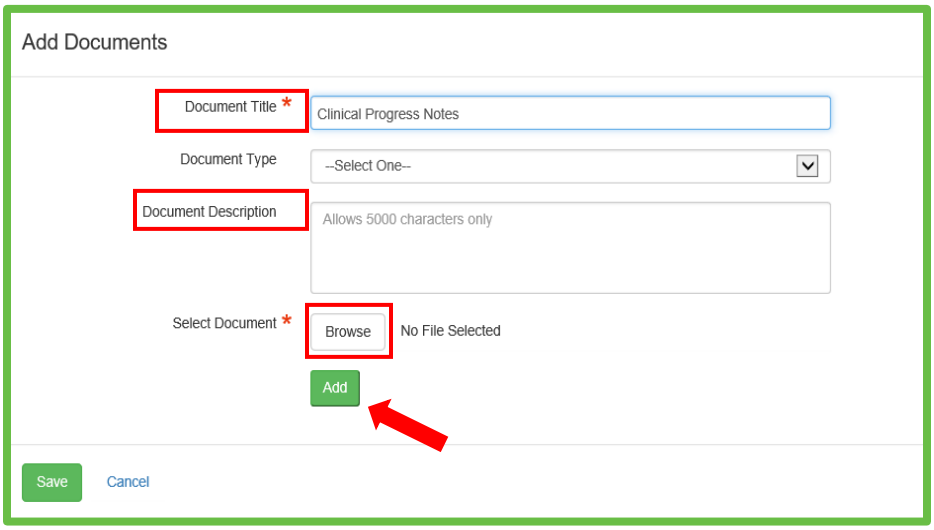
i. Tip: Please only use PDF or DOC files.

ii. Tip 2: TIFF files will not be accepted and Comagine Health will ask for clinicals to be resubmitted in either PDF or DOC format.

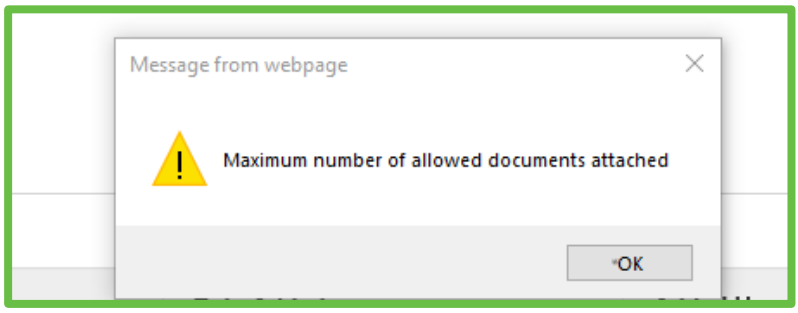
D. **Document Description**: Leave Blank

E. Once you have selected the document to be added, click the green **Add** button.

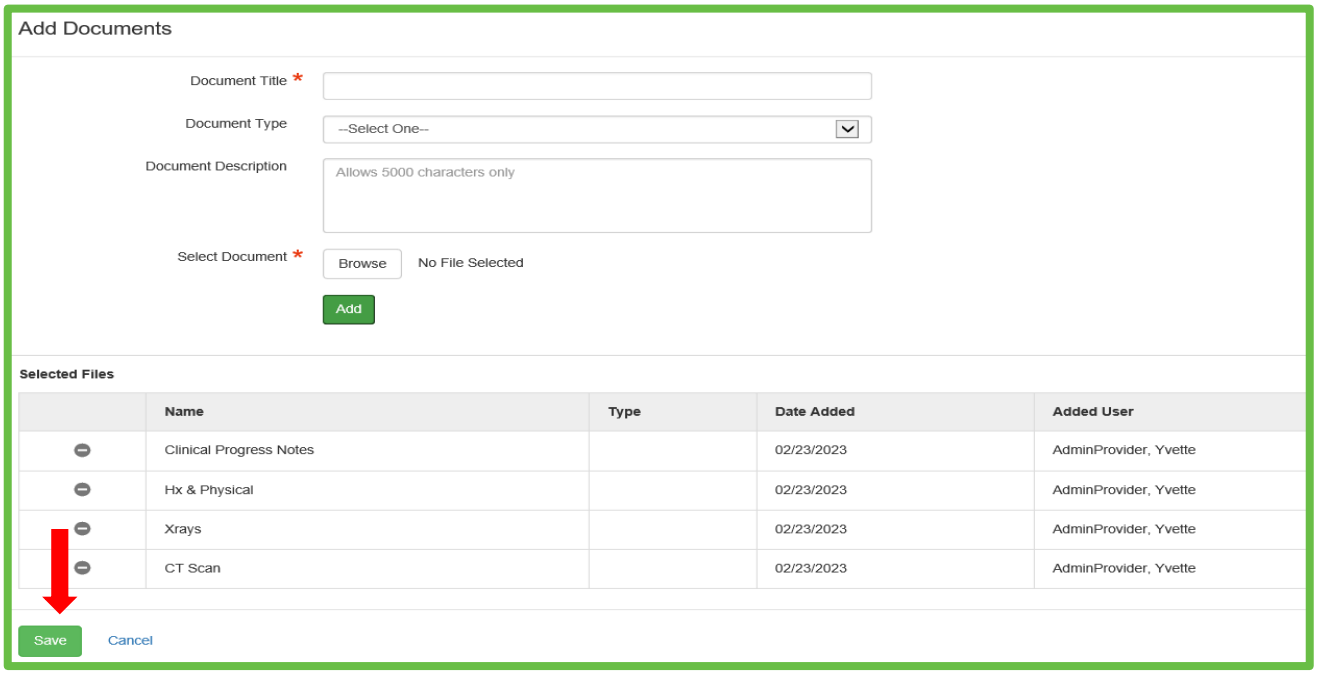
F. If you have multiple documents, please complete step A through E for each document.



G. If the number of uploaded documents exceeds four an error message will appear (see below). *The maximum number of allowed documents attached is four (4). If you need to add more than four documents, you may combine documents into less than five uploads. If you choose not to combine the documents, you may add additional documents after you have submitted your request.



H. Once all documents have been uploaded, Select **SAVE**.



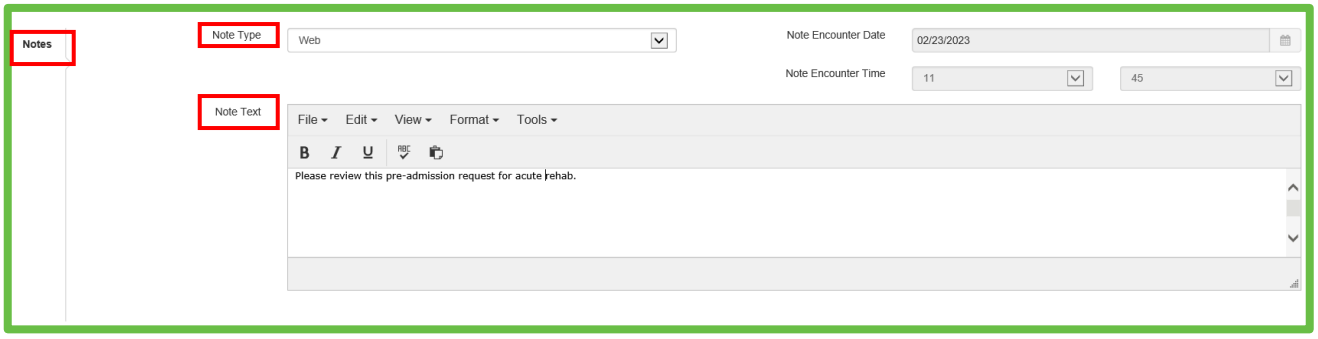
10) Under the **Notes** Section, enter the following information:

A. The **Note Type** will auto-populate to **Web**.

B. The **Note Text** allows you to add notes according to the request (i.e., additional information submitted).

C. The **Note Encounter** field will auto-populate the date.

D. The **Note Encounter** Time will auto-populate the time.

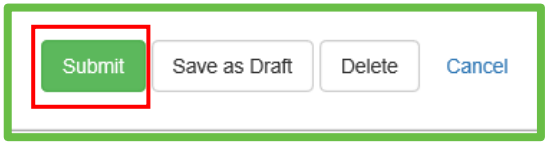


11) Submit, save, or delete. Review to ensure your entered information is correct and click "Submit". It will ask you to confirm.

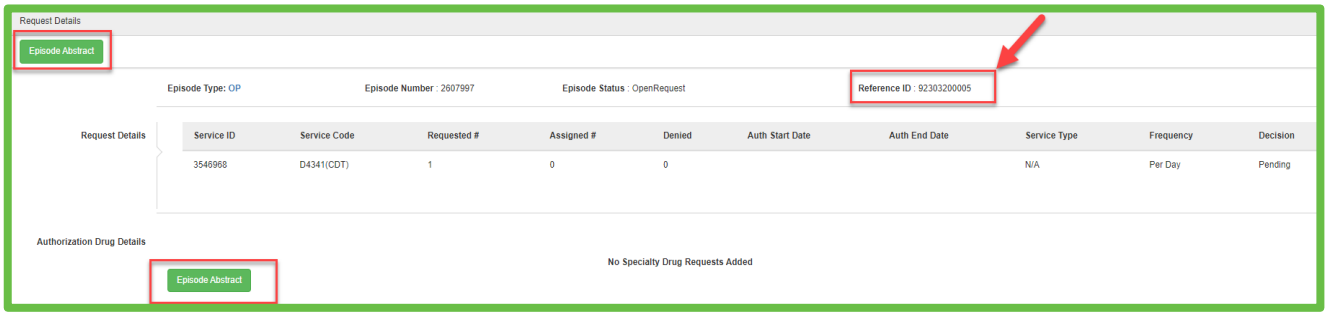
A. **Submit**: Episode will be submitted to Comagine Health

B. **Save as Draft**: Episode will not submit to Comagine Health; but will be saved for later to edit

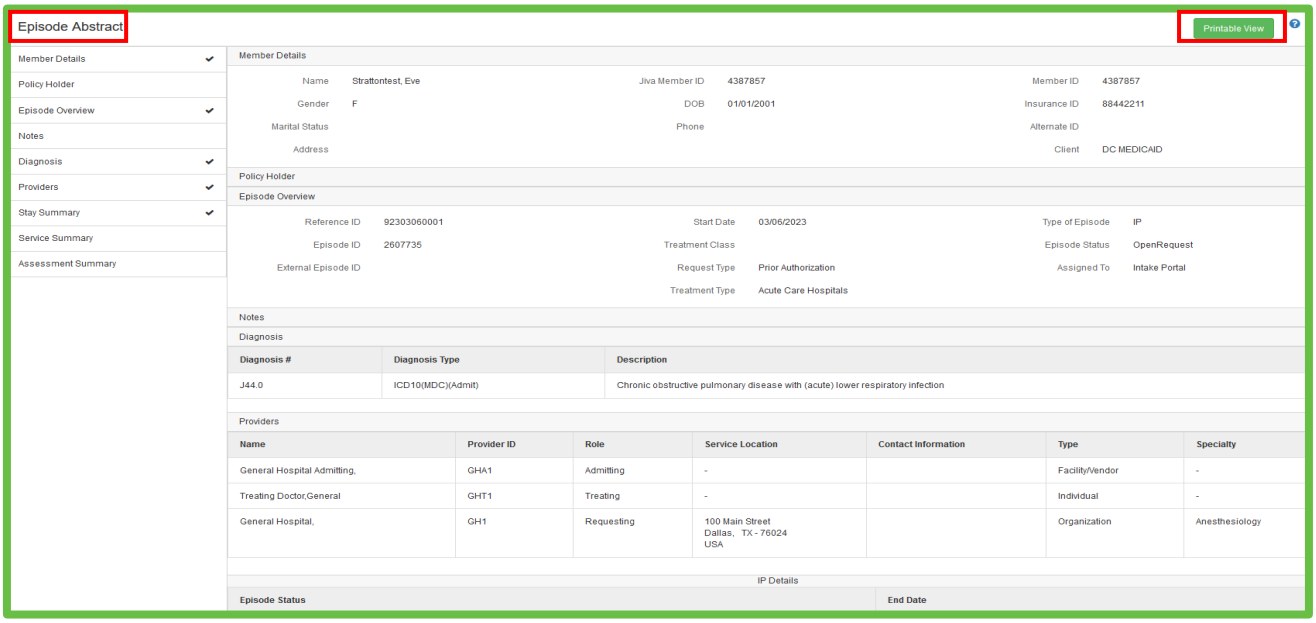
C. **Delete**: The request will be deleted



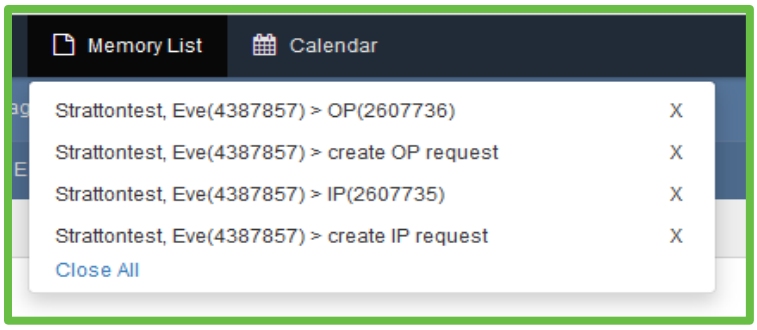
12) Make a note of the CHPP **Reference ID** number for your records to locate the episode faster.



A. Selecting **Episode Abstract** here allows you to review what was submitted; however, you cannot edit from here.
B. You can print by selecting Printable View button in the top right corner.

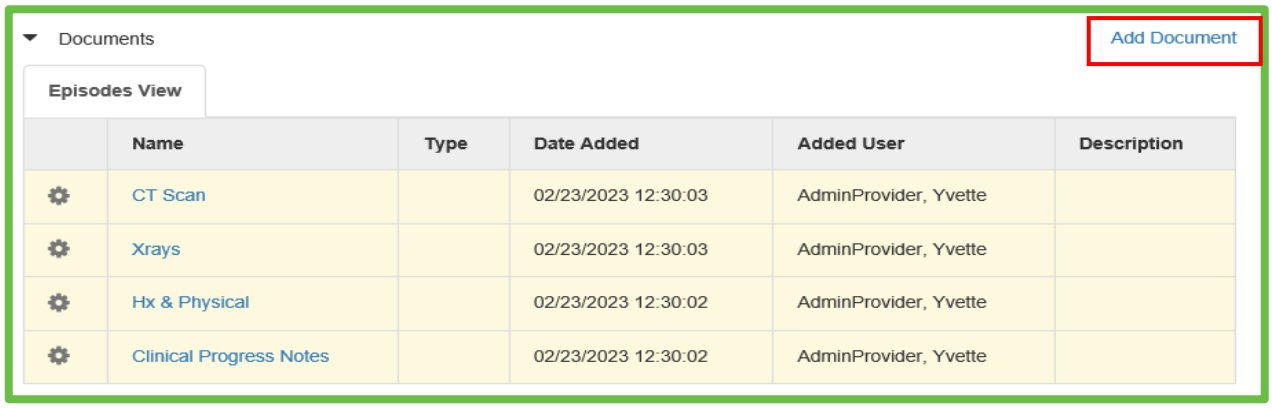


13) If you need to submit additional documents, go to the **Memory List** at the top of the screen.

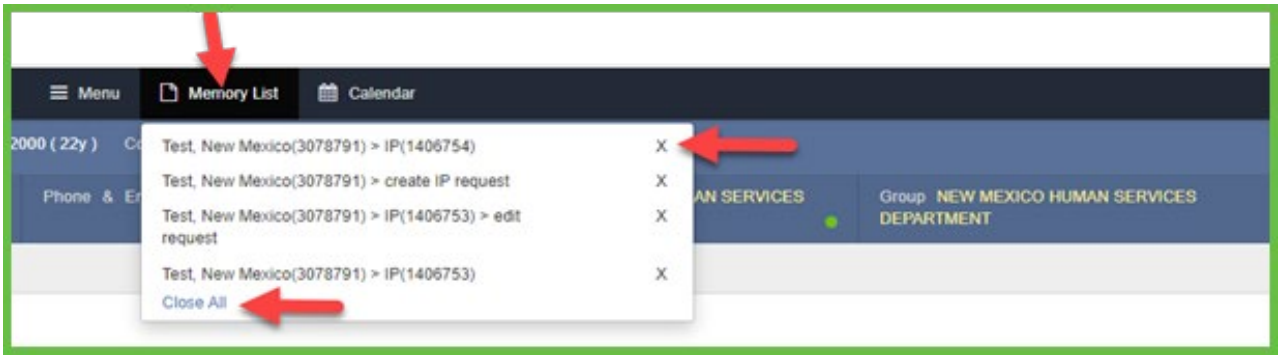


A. Select the episode you were working on.

B. Click on **Add Document** and follow Step 13 above to add additional documents.



14) **Always go to the Memory List and close out of all episodes**. This will ensure Comagine Health has access to review your submission. Click on the "X"s next to the episodes or click "Close All" to clear the Memory list.



For CHPP TECHNICAL ASSISTANCE: 1-800-251-8890
CHPP LOG-ON LINK: https://comaginepp.zeomega.com

Review/Revision History

Version Number	Date Reviewed/ Revised	Description of Changes	Author
0.1	3/21/2023	Initial	Folasade Akinkuowo