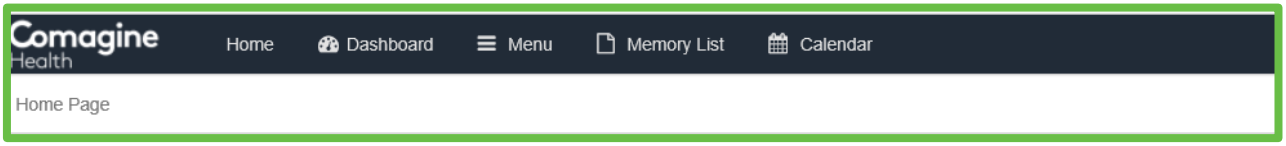
Quick Start Guide – Level of Care Determination Requests

District of Columbia- Department of Health Care Finance

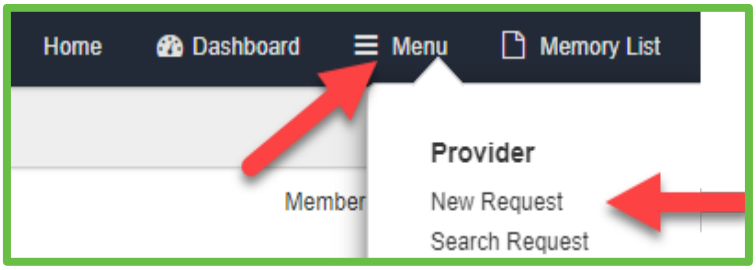
This is a Quick Start Guide for submitting Level of Care Determinations requests via the Comagine Health Provider Portal (CHPP). No personal health information is used in this guide.

Steps

1) **Main View:**
   A. **Home (Splash) Page** – Where Comagine Health posts provider announcements.
   B. **Dashboard** – Where work can be managed individually (through the **To Do** tab) or as a team (through **Team** tab).
   C. **Menu** – To start a **New Request** or **Search Request**.



2) To submit a **New Request**:
   A. Click on **Menu** and select **New Request**.

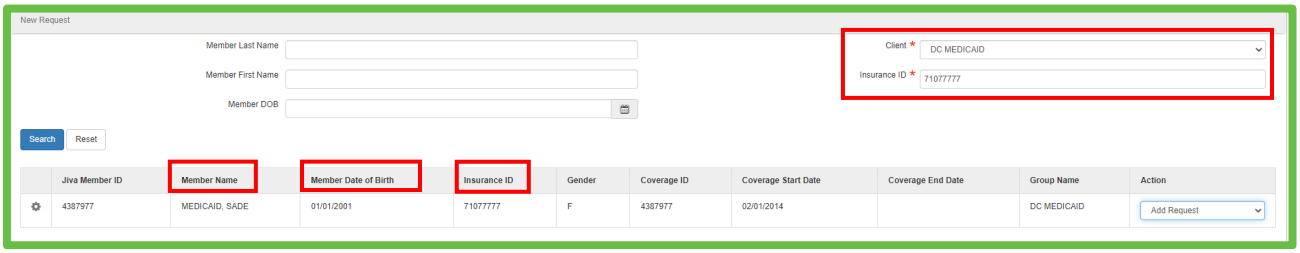


   B. **Client**: Select **DC MEDICAID**.
   C. **Insurance ID**: Enter the **Medicaid ID number**, starting with 7.
   D. Enter the **Reference ID** number.
   E. Click on **Search**.

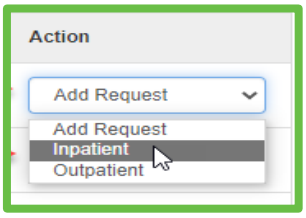


3) Medicaid Recipient Search:

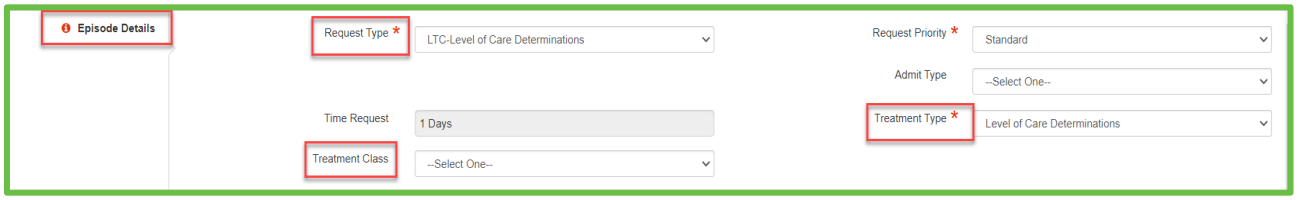
A. Verify correct **Member Name**, **Member Date of Birth**, and **Insurance ID**.



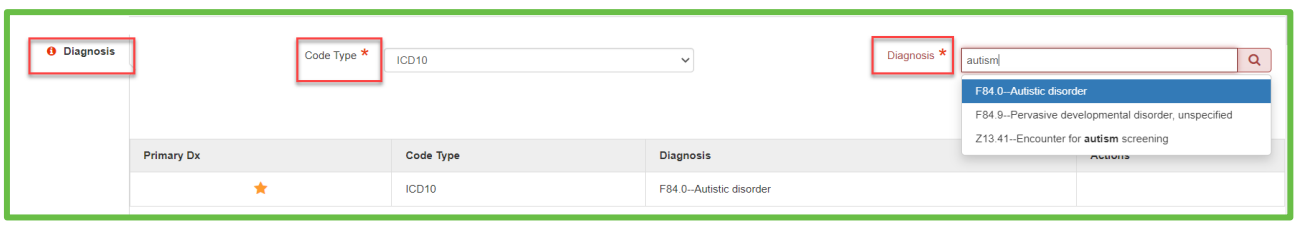
B. Under **Action**, click where it says **Add Request** and select **Inpatient** (IP) from the drop-down menu.



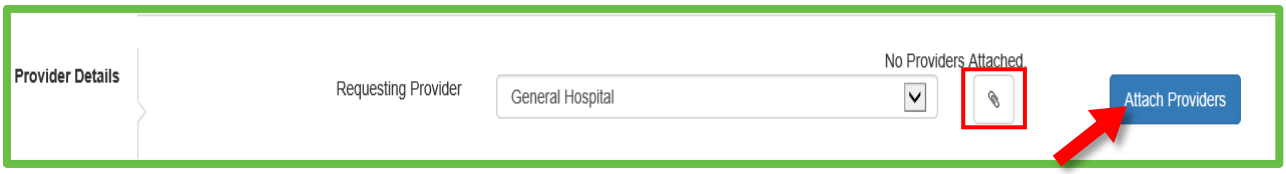
4) Fill out the **Episode Details** with the red asterisks, including the Treatment Class. For **Inpatient** requests complete:
   A. **Request Type***: Select **LTC - Level of Care Determinations**.
   B. **Time Request**: Does not need to be filled in.
   C. **Treatment Class**: Select **N/A** (this field MUST be completed even though an asterisk is not present).
   D. **Request Priority***: Will auto-populate with **Non-Urgent**.
   E. **Treatment Type***: Select **Level of Care Determinations**.



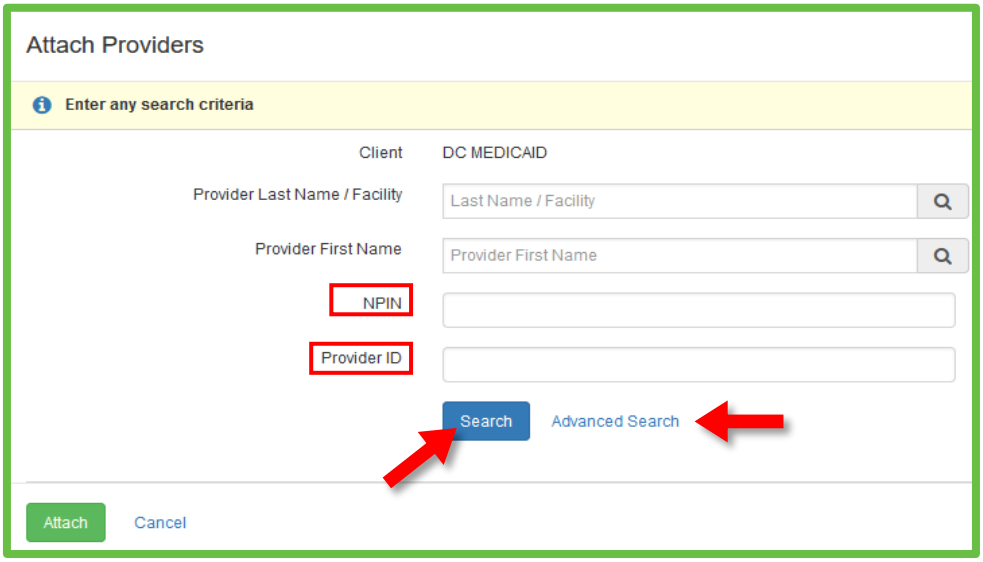
5) Fill out the **Diagnosis** section:
   A. For the **Code Type***: **ICD10** will auto-populate.
   B. Under **Diagnosis***: Only enter one diagnosis at a time.
      i. The diagnosis codes will appear in a drop-down menu as you start typing and can then be selected.
      ii. Example: F84.0 will appear below and can be selected by clicking on it.
      iii. If there are multiple diagnoses, the primary diagnosis (Primary Dx) can be amended by selecting the **yellow star** on the **Primary Dx** line.



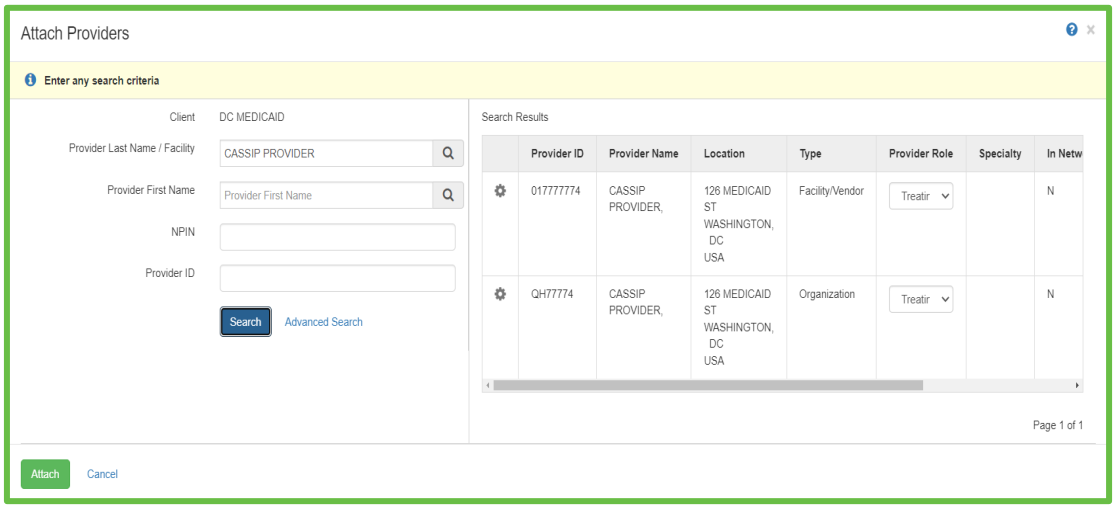
6) Complete the **Provider Details** section:
   A. To add an organization, click the **paperclip icon** beside the **Requesting Provider** drop-down menu underneath **Provider Details**.
      i. This entry is required for users to access the case via the CHPP and receive updates on the status from Comagine Health.
   B. After adding the organization, please 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 Search** for providers. Enter the DC Medicaid **Provider ID** that starts with a "0", or the National Provider Identification Number (**NPIN**).
      i. For facility/vendors and individual selections, searching for the Medicaid **Provider ID** or the **NPIN** may help narrow the requests rather than searching by a 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.



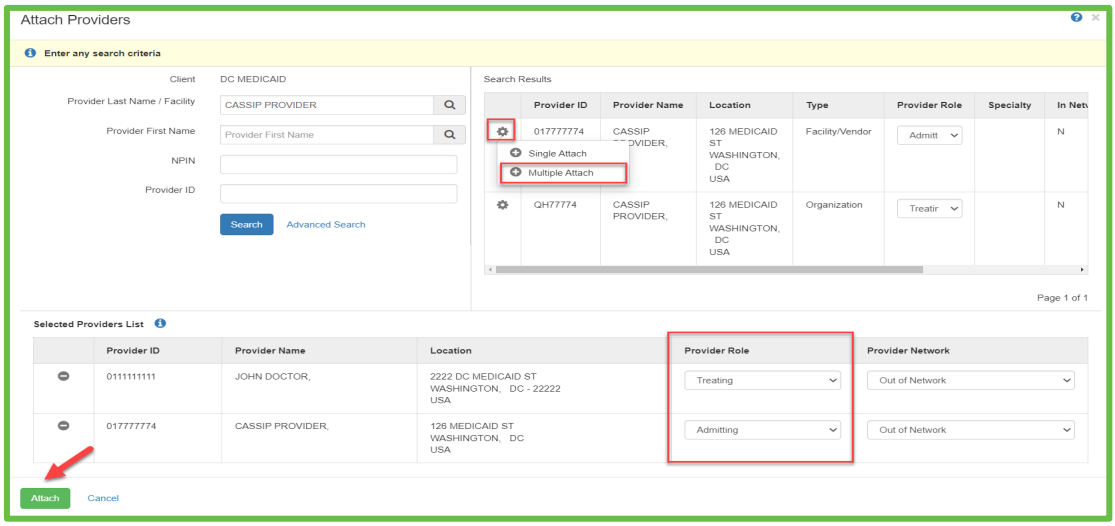
D. Click **Search**. The search results will appear on the right.



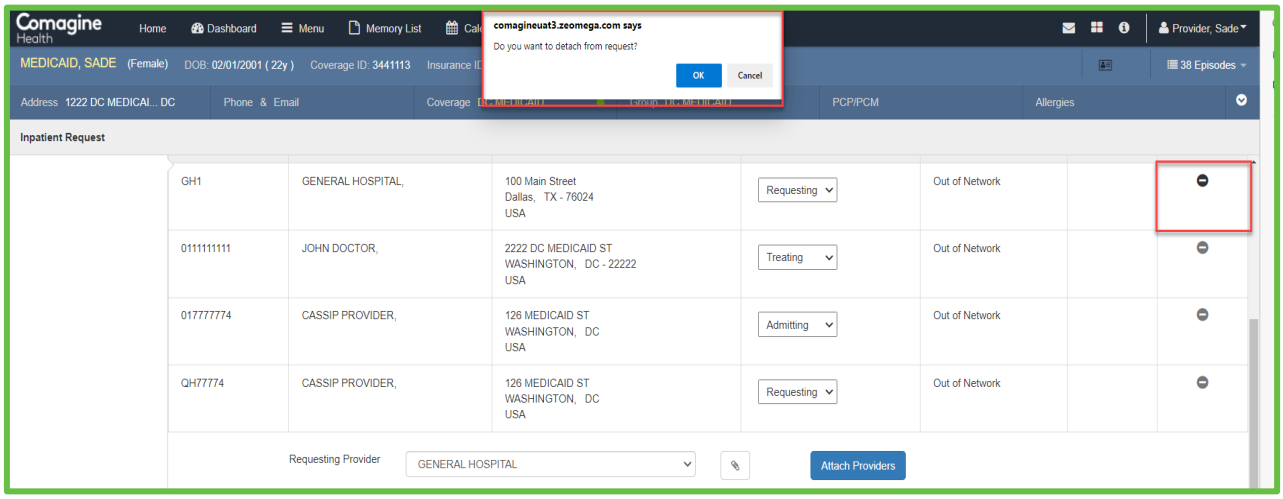
E. Each provider entry must be paired with a specific **provider role** selected from the drop-down contained inside the **Provider Role** column within the search result itself. Tip: Disregard the **Provider Network** drop-down.
   i. Facility/vendor is always paired with **Admitting**.
   ii. Individual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

F. Click on the **gear icon ( )** under the search results and choose **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, and you will need to recomplete Step C - forward for any additional entries.

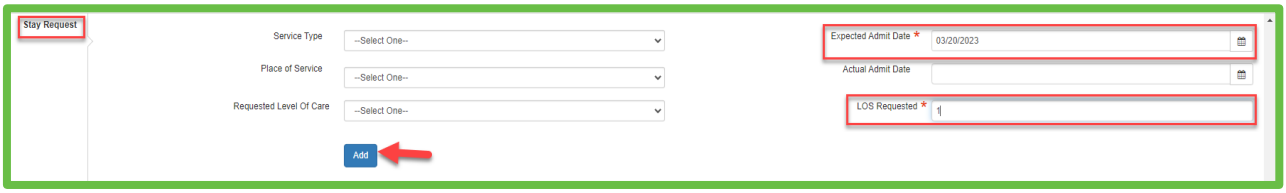
G. Once all providers have been selected, click the green **Attach** button to save all providers.



H. If a provider is selected in error, click the icon under **Action** to detach the provider. A pop-up message will ask, “Do you want to detach from request?”. Click **OK**.

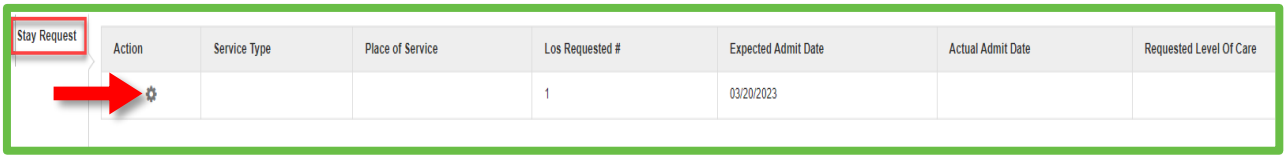


7) Complete the **Stay Request** section for Inpatient (IP) admits only**:**
   A. **Service Type**: Leave blank.
   B. **Place of Services**: Leave blank.
   C. **Requested Level of Care**: N/A (May be useful).
   D. **Expected Admit Date***: Enter the date.
   E. **Actual Admit Date**: Leave blank
   F. **LOS Requested***: Enter number of days requested – for example, 365 days.
   G. Click the blue **Add** button.

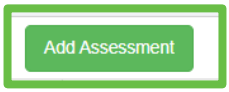


8) To **edit a Stay Request**:
   A. Click on the **gear icon** under **Action**. A new screen will open for edits.

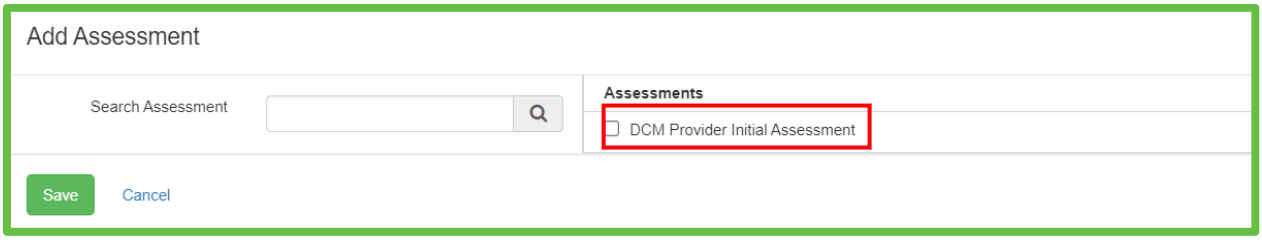
9) To **remove a Stay Request**:
   A. Click on the **gear icon** under **Action** and select **Remove**. A box will open to confirm you want to remove it, click **OK** to remove.



10) To **Add Assessments**:
   A. Click on the **Add Assessment** tab.



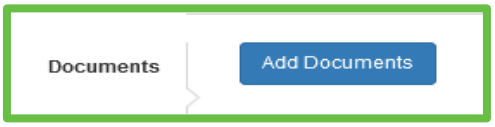
B. Select and complete the DCM Provider Initial Assessment.



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**.



11) In the **Documents** section:

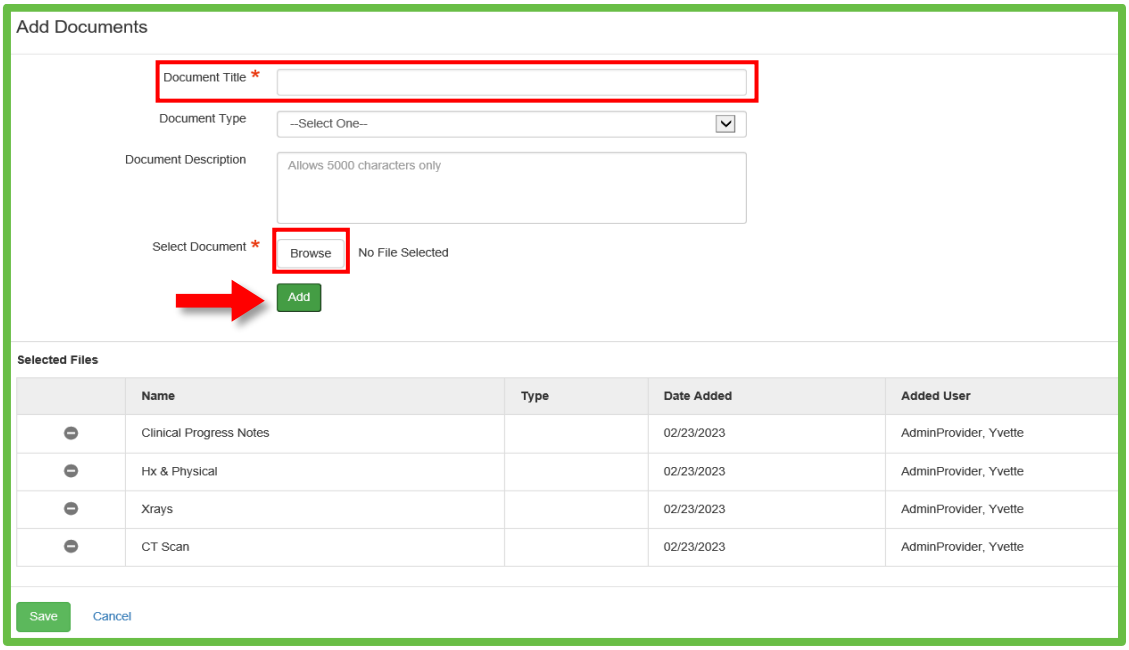


A. Click on the blue **Add Documents** button.
B. **Document Title***: Enter the name of the document being uploaded.
C. **Document Type**: Can be left blank, or you can select the document type from the drop-down.
D. **Select Document***: Choose **Browse** and locate the document to upload.
   i. Tip: 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.
E. **Document Description**: Can be left blank.

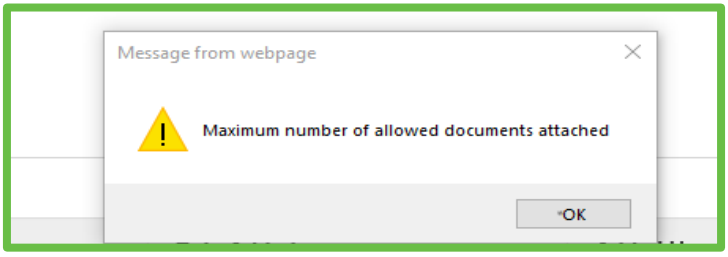
F. Once you have selected the document to be added, click the green **Add** button.

G. If you have multiple documents, please complete Steps A through E for each document.

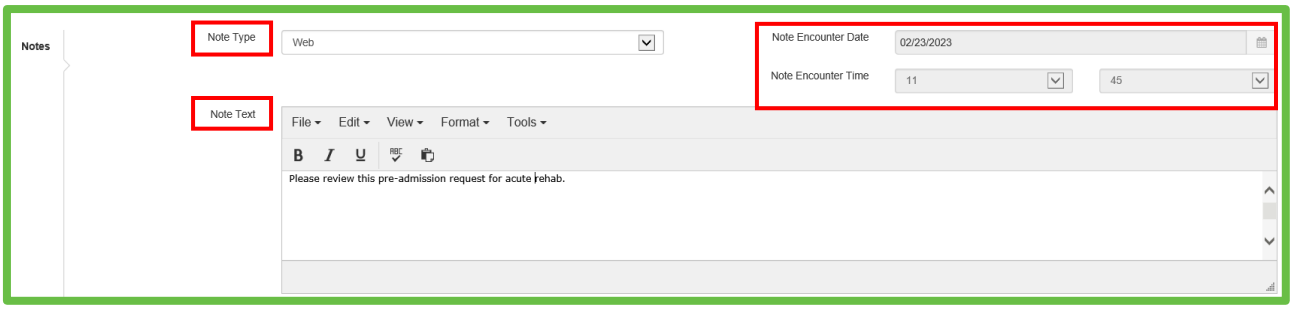
H. Once all documents have been uploaded, select **Save**. If there are multiple documents, repeat the steps above.



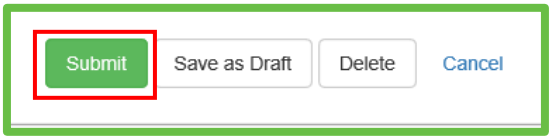
I. The maximum number of allowed documents that can be attached is four (4). If the number of uploaded documents exceeds 4 an error message will appear (see below). If more than 4 documents need to be attached, additional documents can be added after the request has been submitted – see Step 15 below.



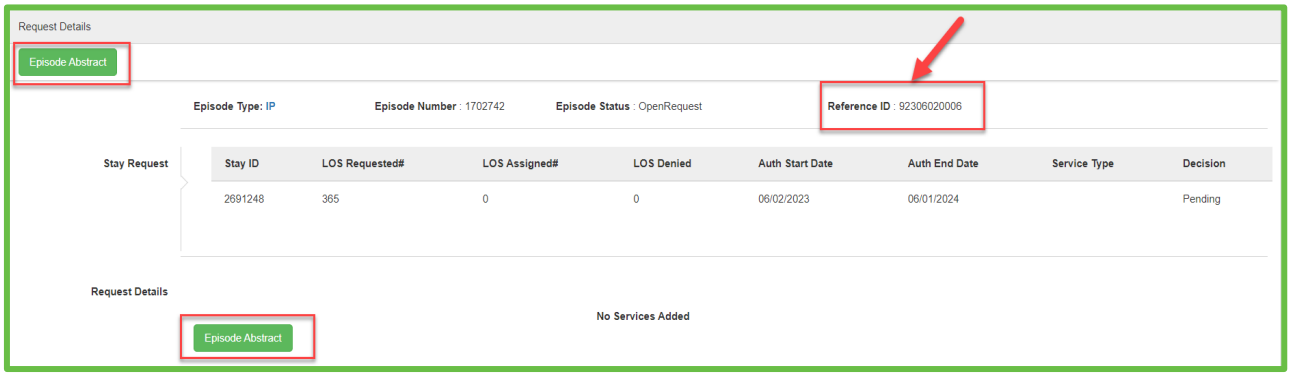
12) Under the **Notes** section, enter the following information:
    A. **Note Type**: Will auto-populate to **Web**.
    B. **Note Text**: Add notes according to the request (i.e., additional information submitted).
    C. **Note Encounter Date** and **Note Encounter Time**: Will auto-populate the date and time.
    D. Click **Save**.



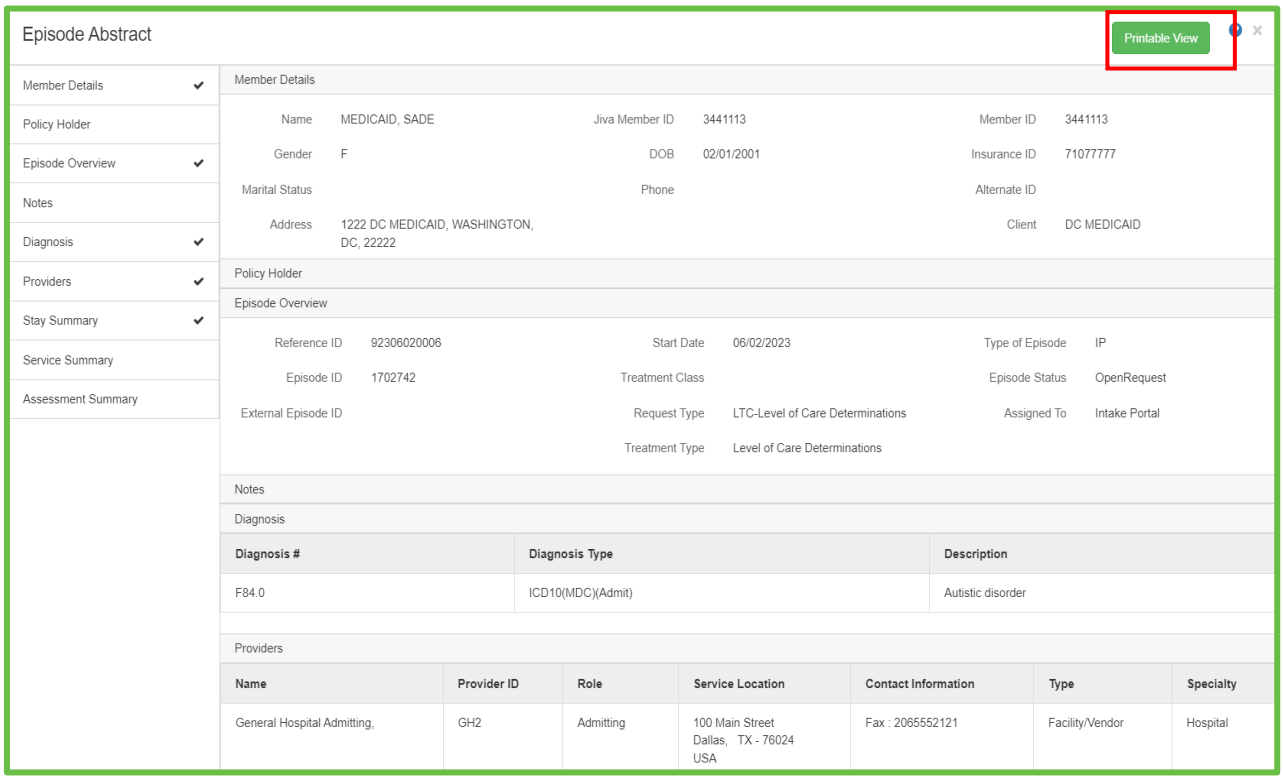
13) **Submit, save, or delete**. Review to ensure your entered information is correct and click **Submit**. It will ask you to confirm – click **OK**.
    A. **Submit**: Episode will be submitted to Comagine Health.
    B. **Save as Draft**: Episode will not be submitted to Comagine Health but will be saved for later edits.
    C. **Delete**: The request will be deleted.



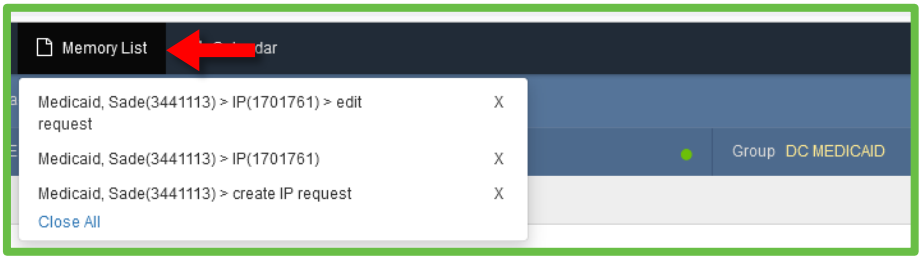
14) Make a note of the CHPP **Reference ID number** for your records to locate the episode faster.
    A. Selecting **Episode Abstract** here allows you to review what was submitted; however, you cannot edit.



B. You can print by selecting **Printable View**.

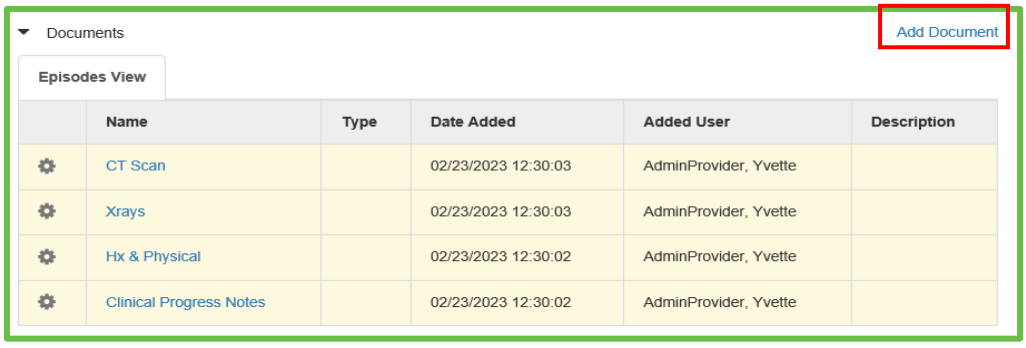


15) If additional documents need to be submitted, locate the submitted episode by clicking on **Memory List** at the top of the screen, or by completing a search by clicking **Menu** and then **Search Request**.

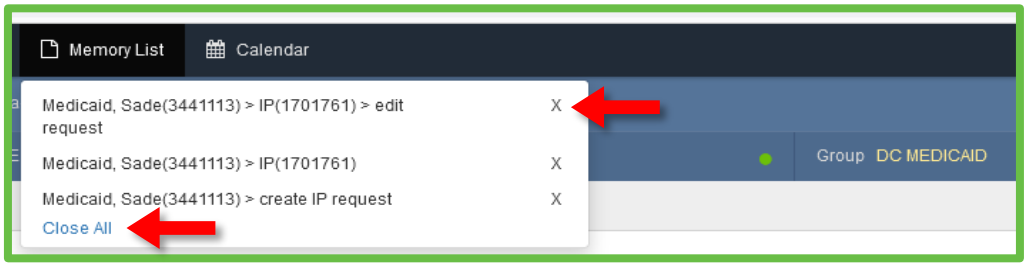


A. Select the episode you were working on in the **Memory List** or search for the **Reference ID** in the **Search Request**.

B. Click on **Add Document** and follow Step 11 above to add additional documents.



16) **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** 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	06/02/2023	Initial	Folasade Akinkuowo