Comagine Health

Comagine Health's Jiva Provider Portal Training

Folasade "Sade" Akinkuowo, RN, MSN, CCM
DC Medicaid QIO Director
May 2023

Objectives

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

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.

Comagine Health

What’s New!

Comagine Health

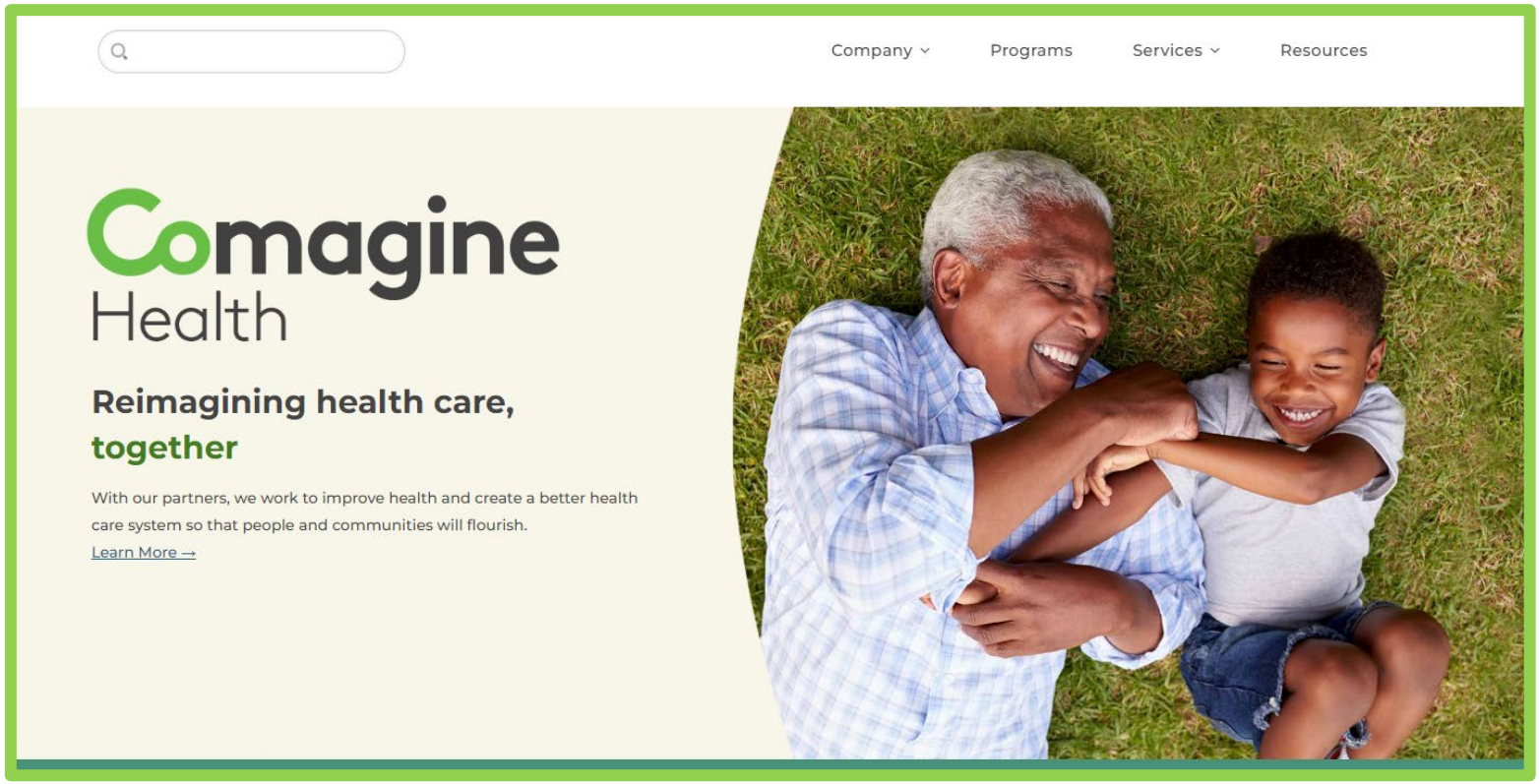
Provider Portal Upgrade

- **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

Comagine Health Provider Portal (CHPP)

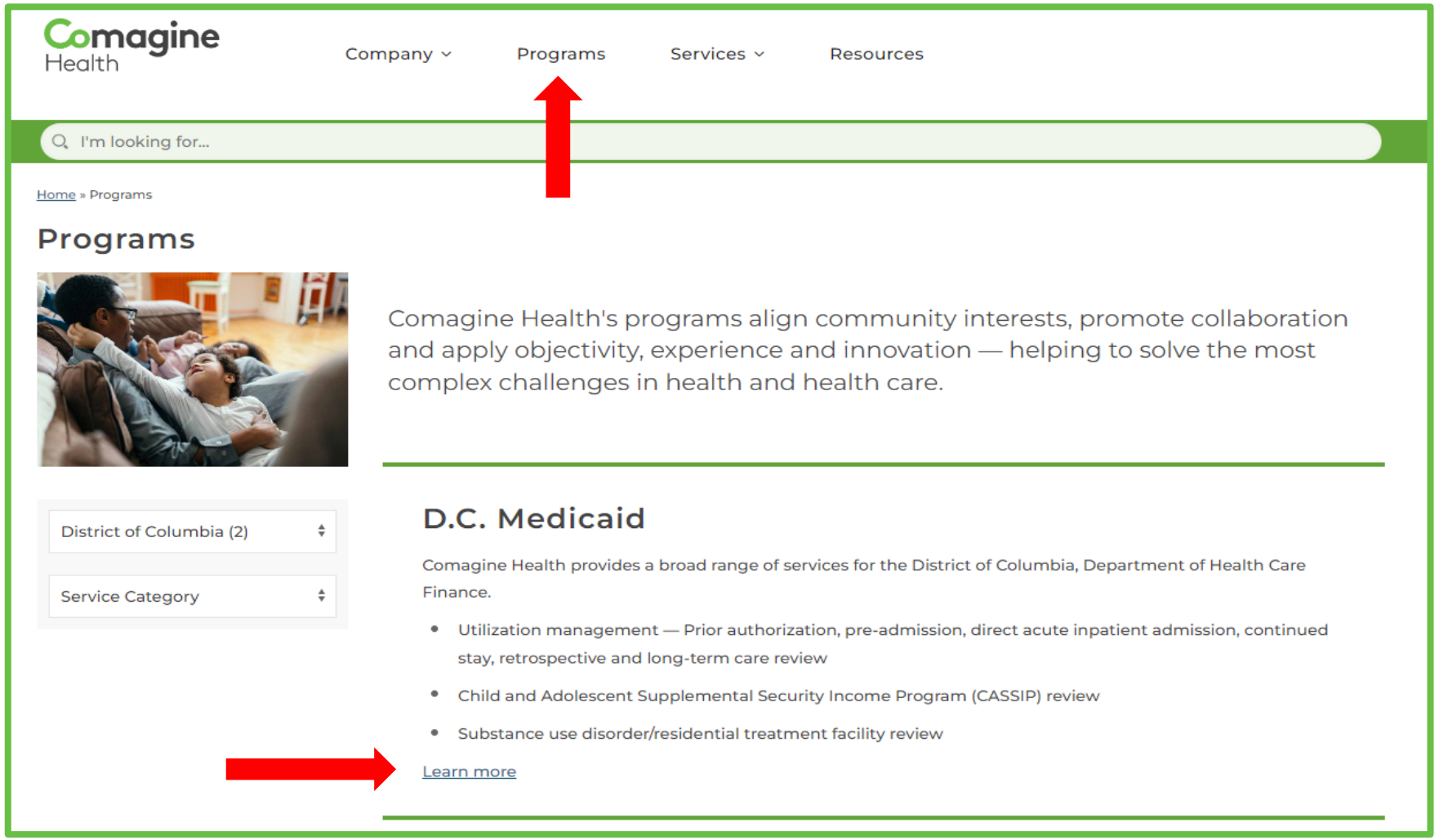
- Submit reviews within the CHPP
- Go to Comagine Health's website - http:www.comagine.org



Comagine Health

Comagine Health Website

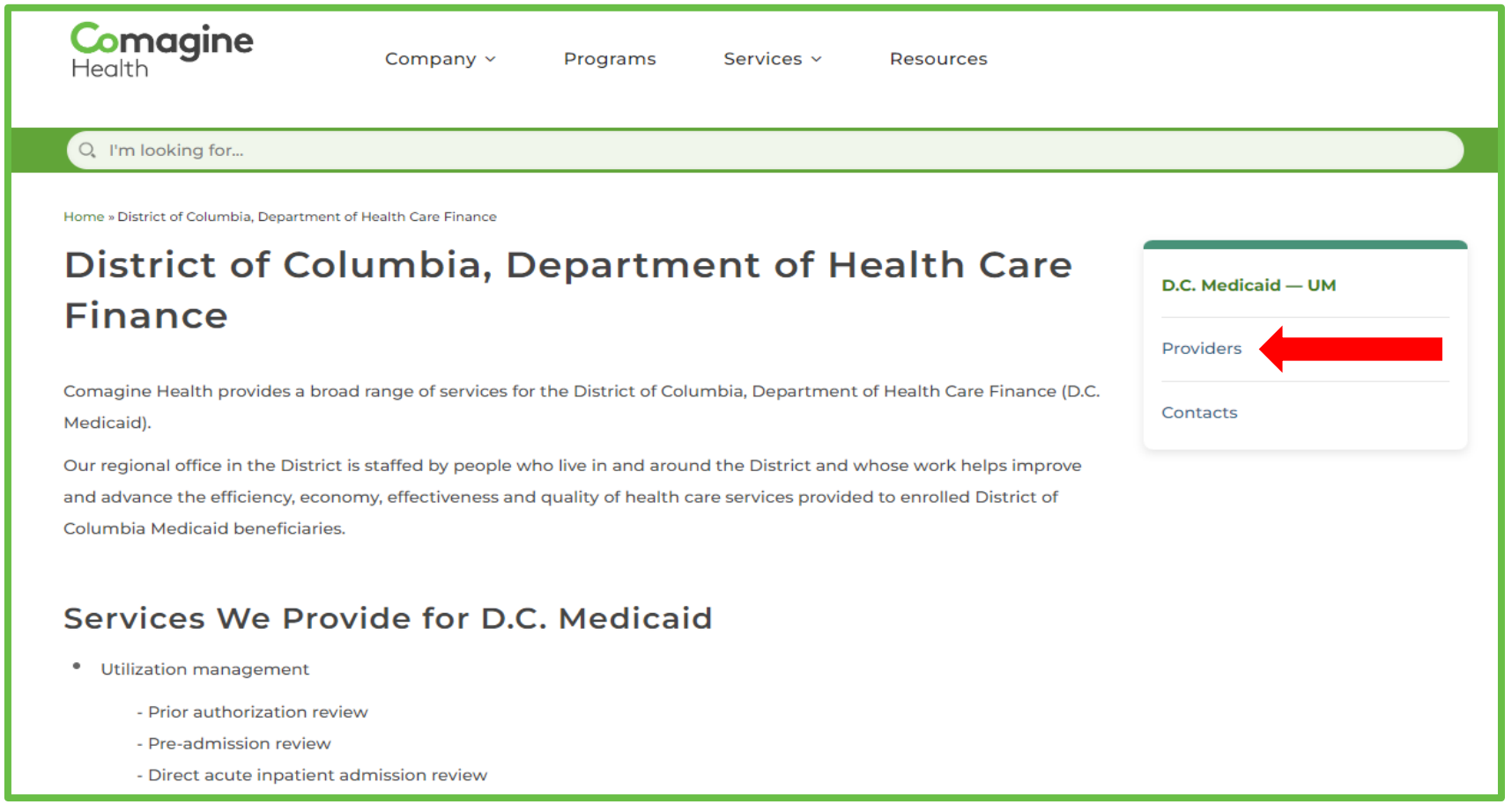
- Click on Programs, find **D.C. Medicaid**, and select ‘Learn more’



Comagine Health

Provider Portal Access

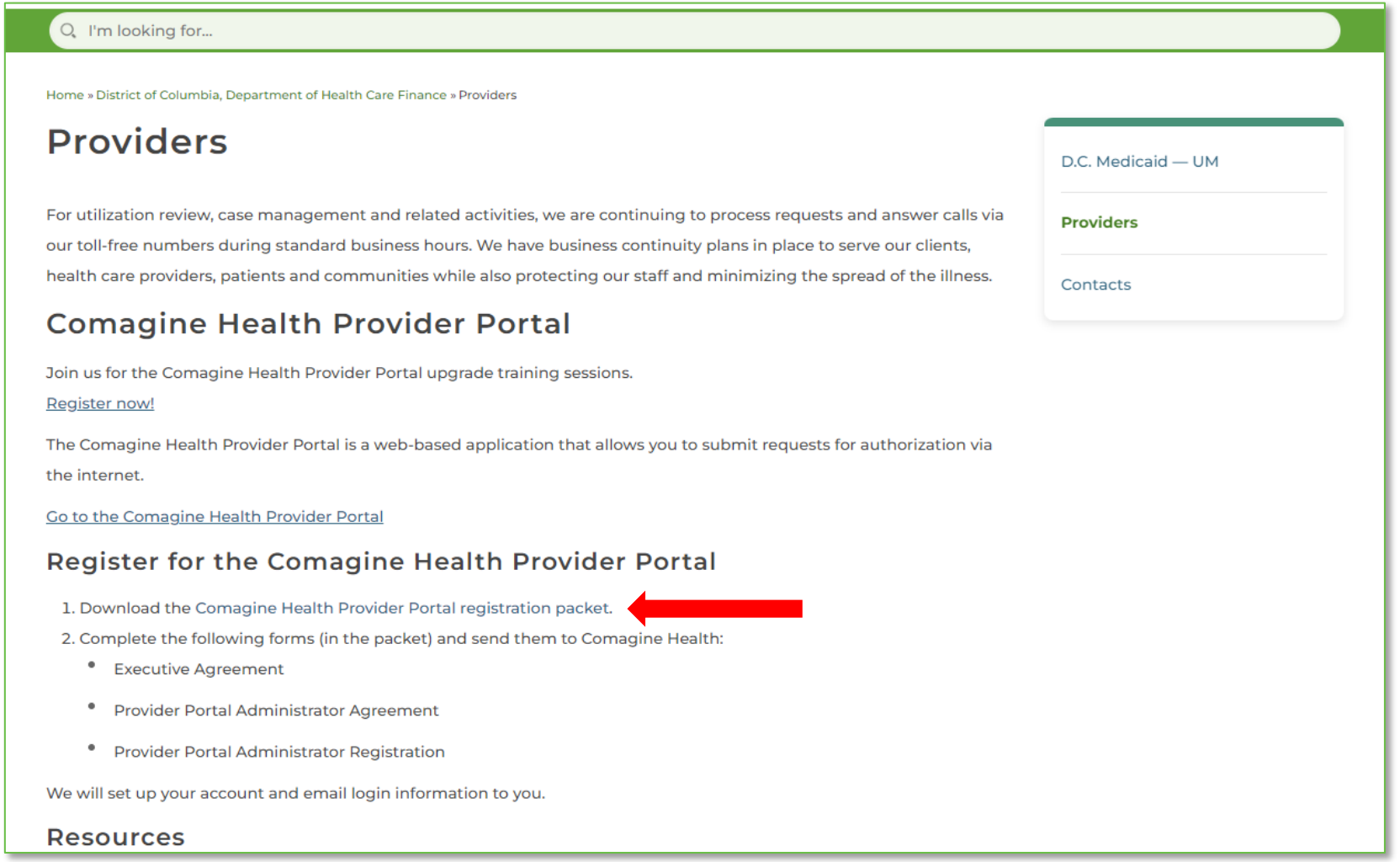
- Select **‘Providers’** on the right-side panel will display the Provider page with the Provider Portal Link



Comagine Health

Provider Registration Packet

On the Provider page, under the Comagine Health Provider Portal section, you will find the link to download the CHPP registration packet



Comagine Health

Submitting a Request for Portal Access

- **Submit via email:**
  - Email: dcmedicaid@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.

Comagine Health

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

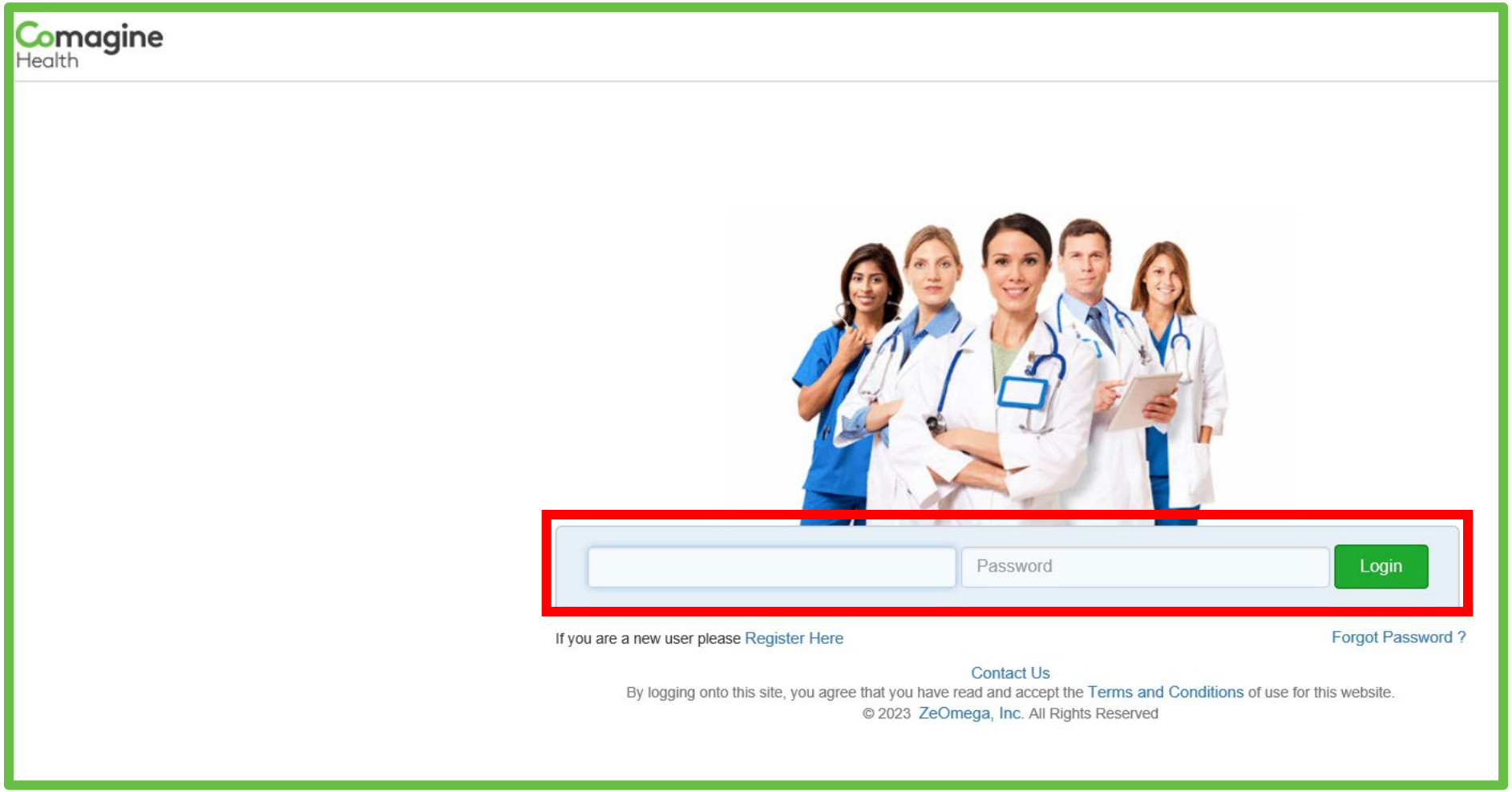
Comagine Health

Provider Portal Access



Comagine
Health

How to Log Into the Provider Portal



Comagine Health

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.

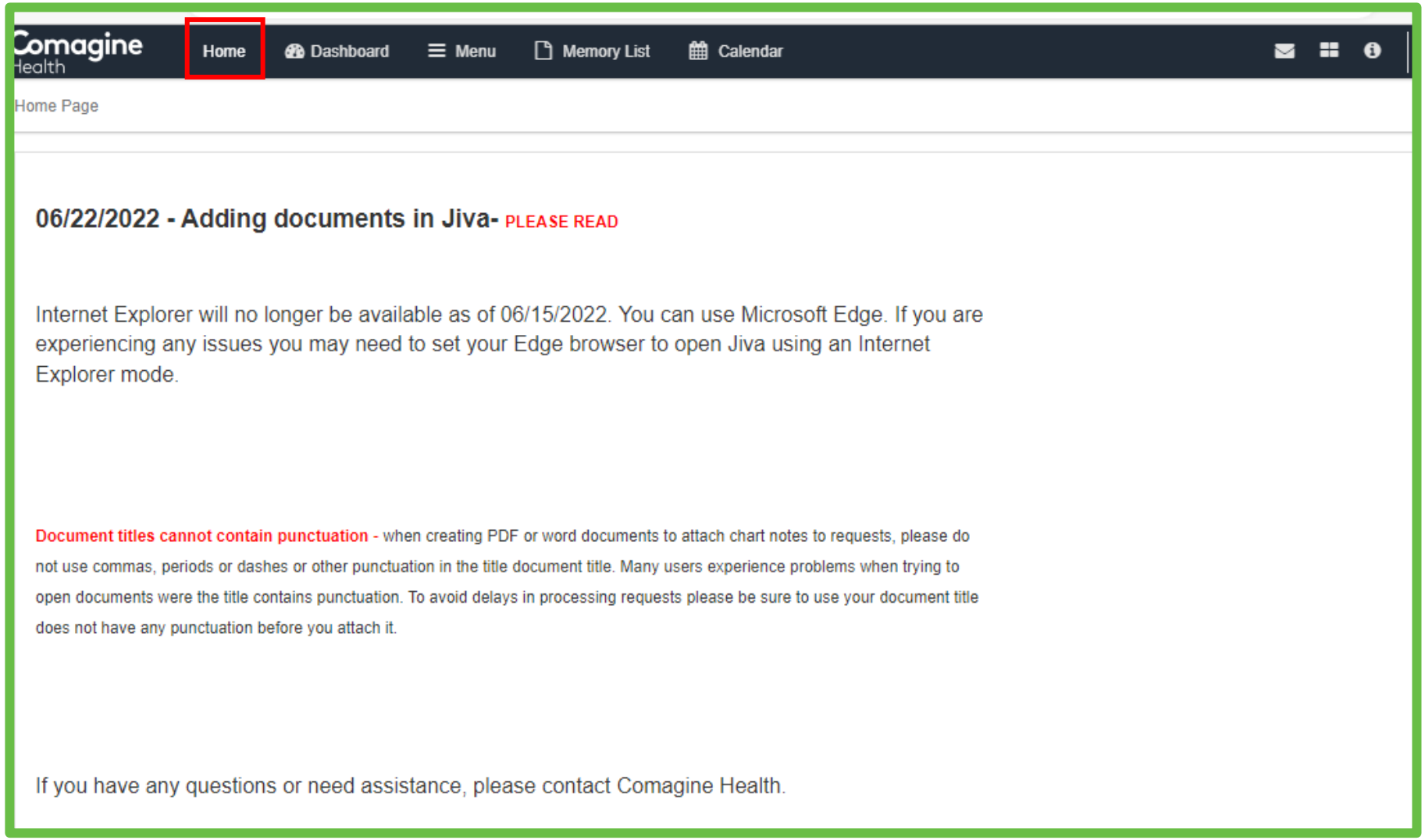
If you agree then click on " I Agree "

I Agree I Disagree

Contact Us

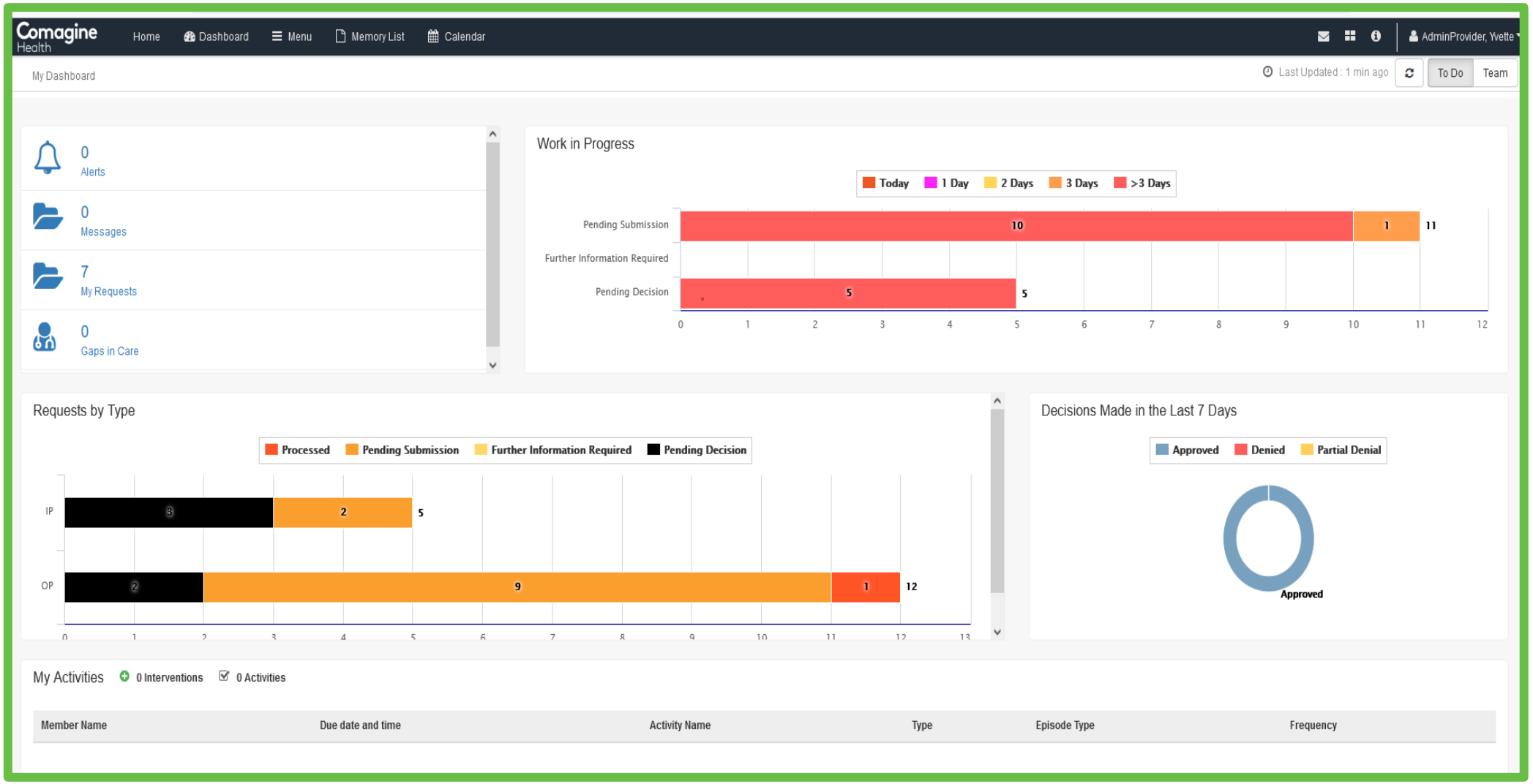
Comagine Health

Provider Home Page – View Posted Announcements



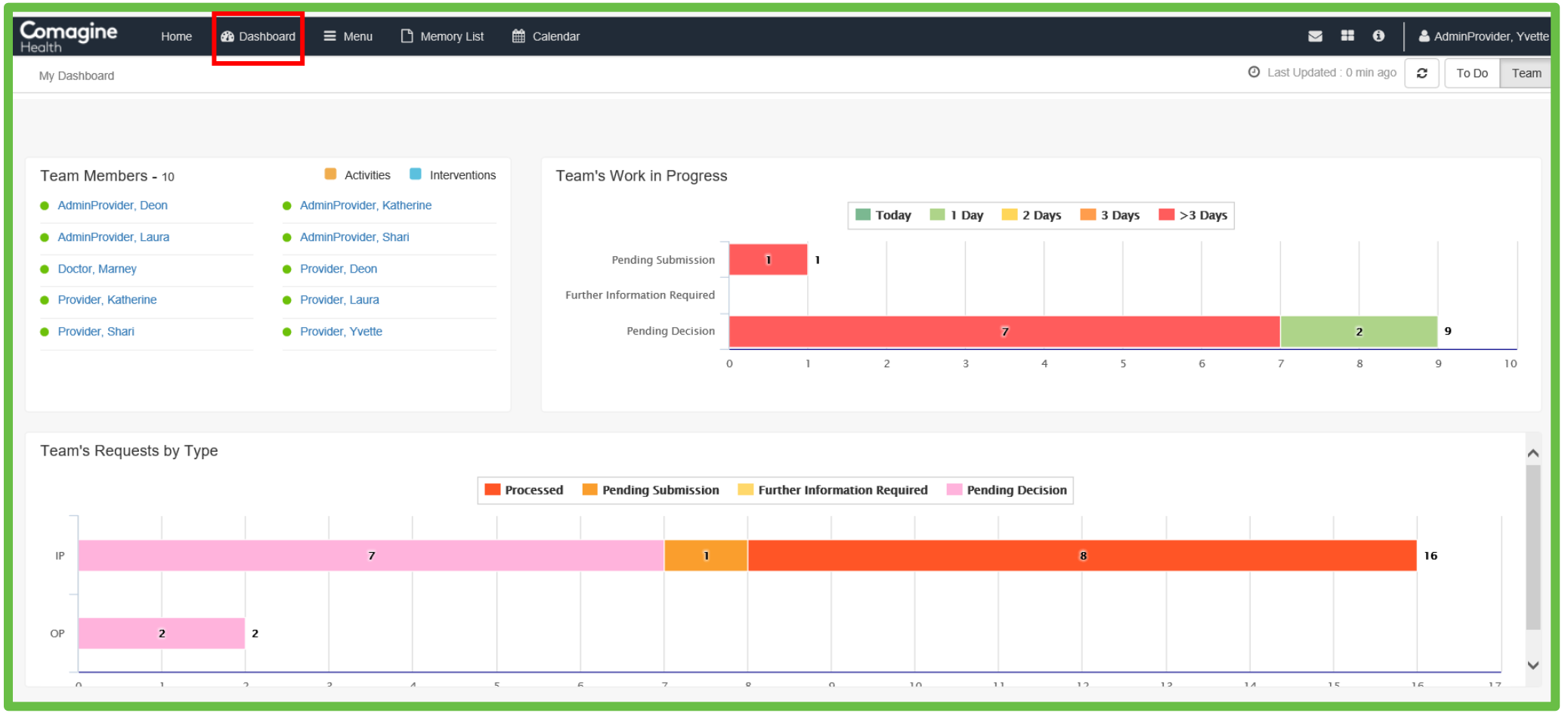
Comagine Health

Provider Dashboard - To Do



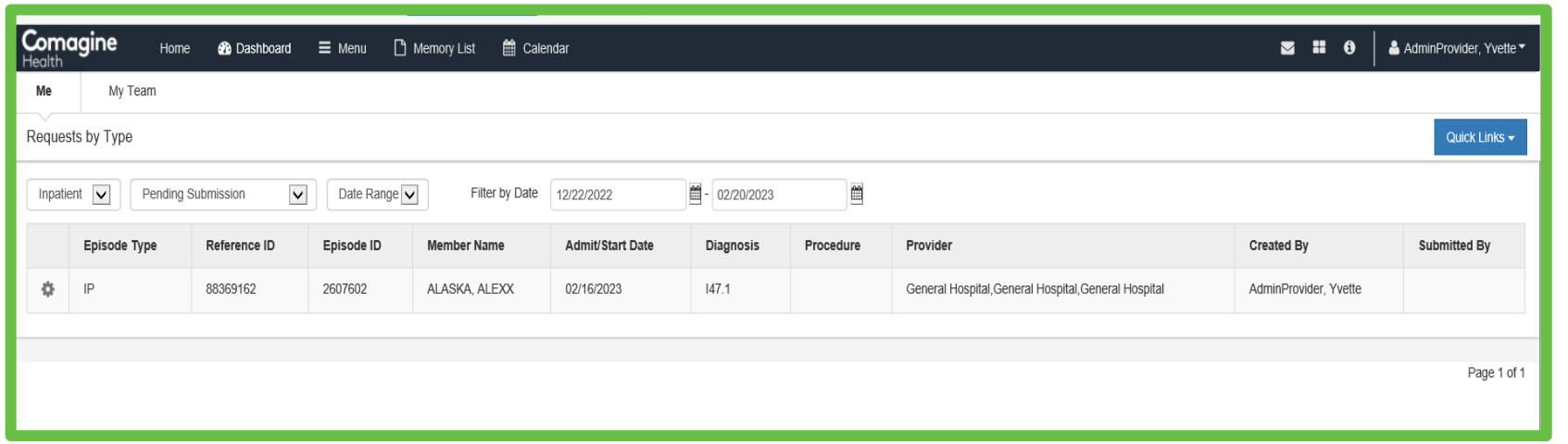
Comagine Health

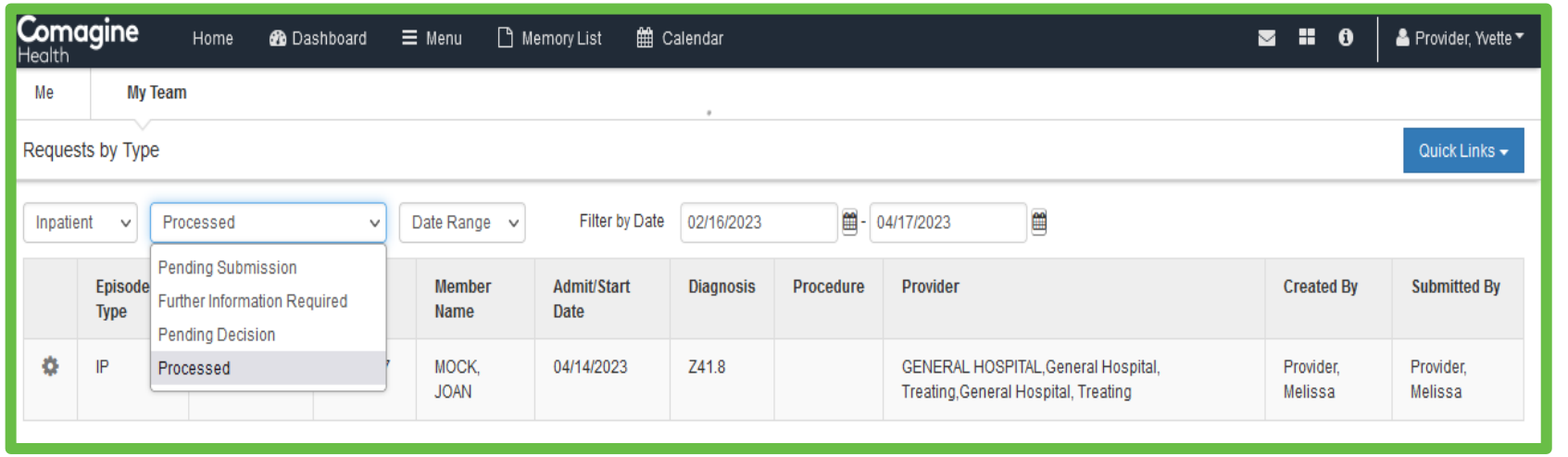
Provider Dashboard - Teams



Comagine Health

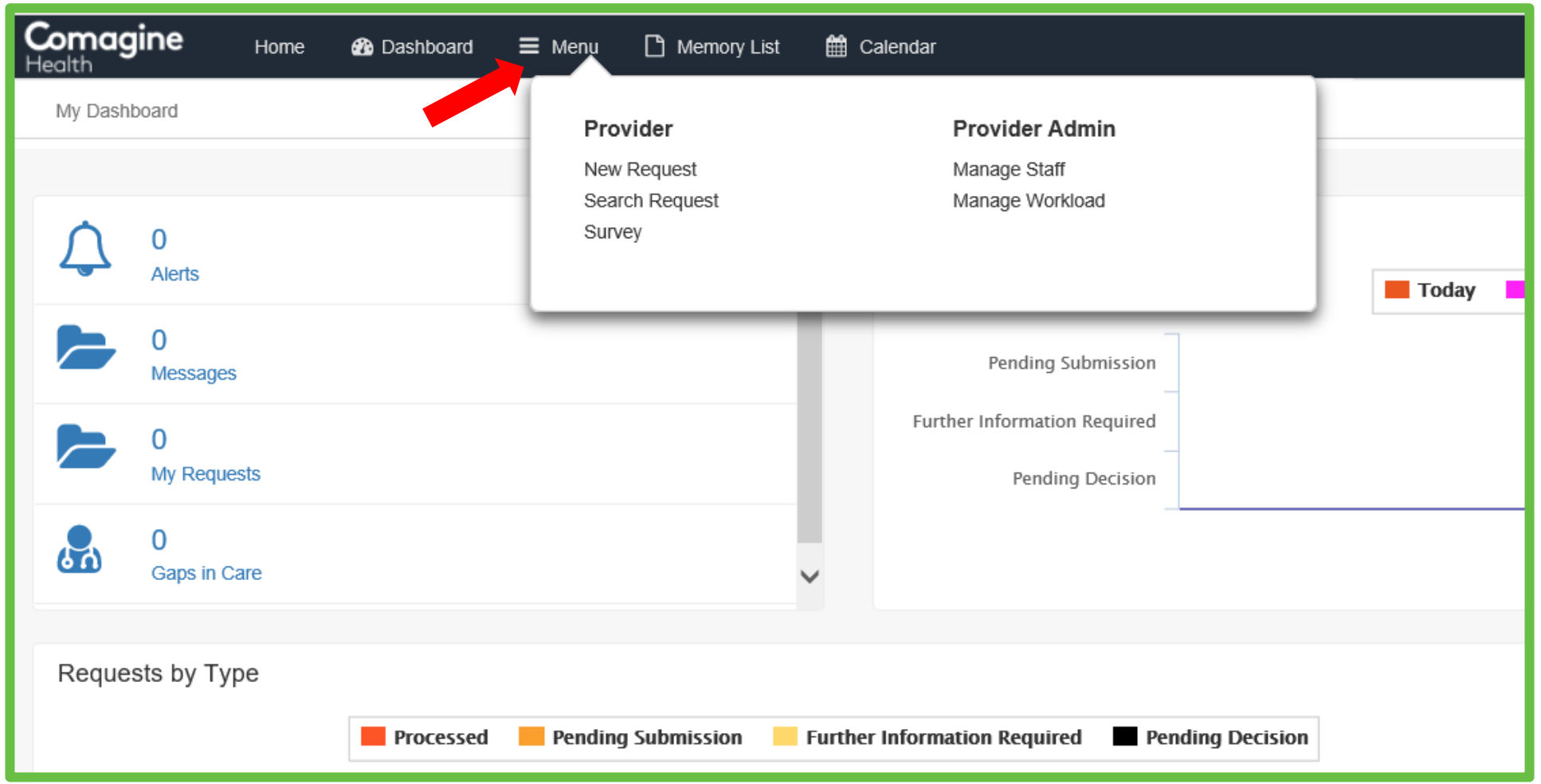
Provider Dashboard Links





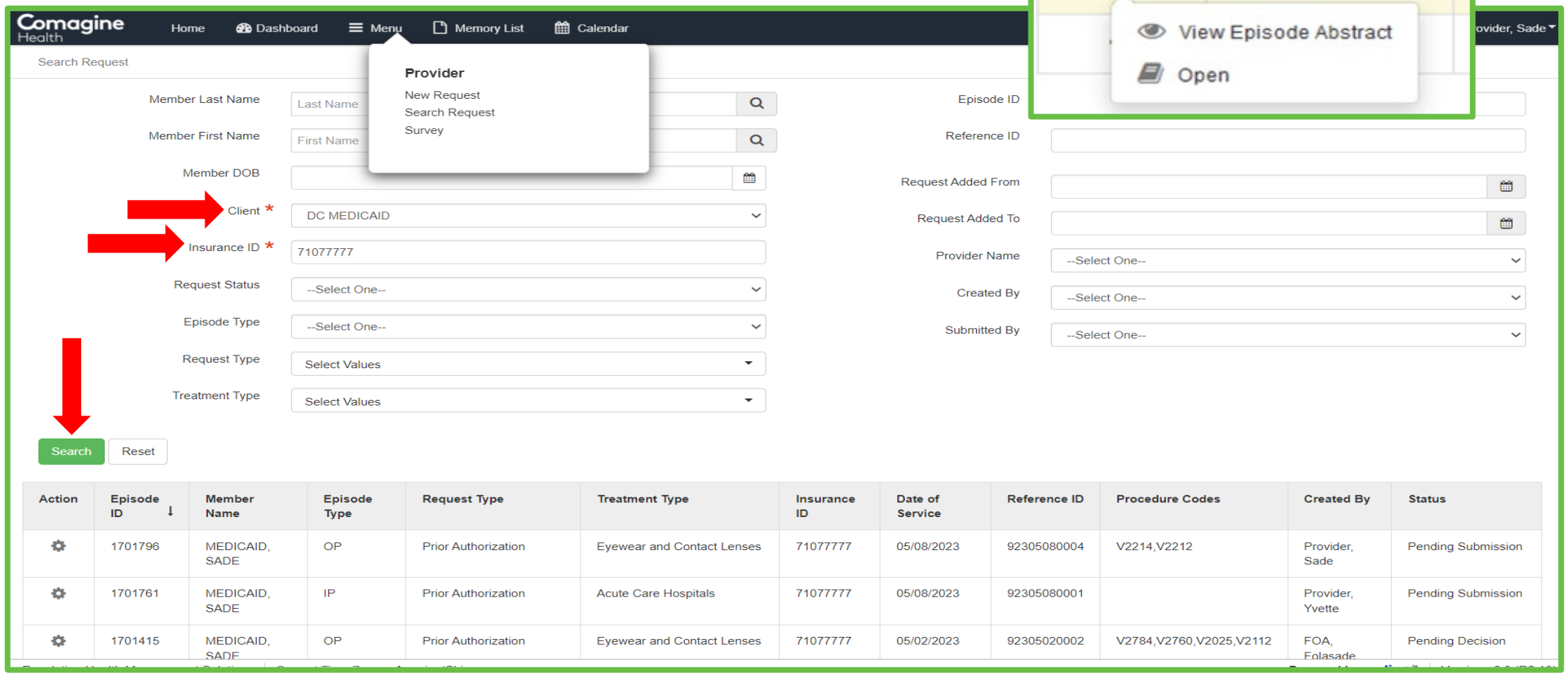
Comagine Health

How to Search or Submit a New Request



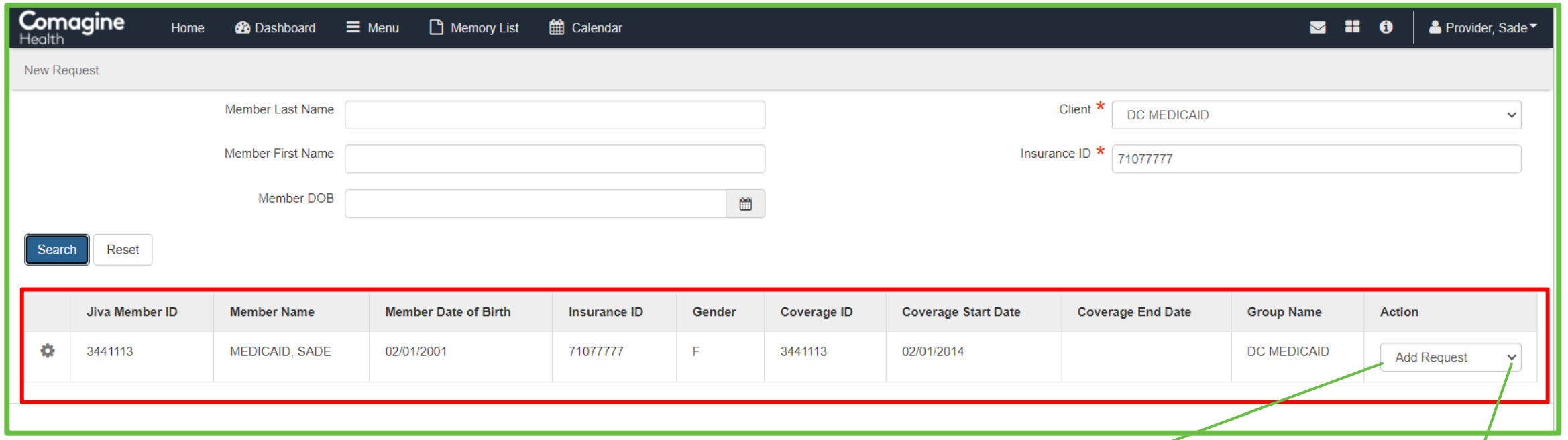
Comagine Health

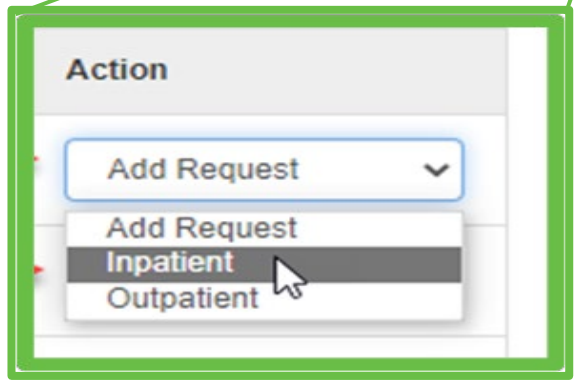
Search Request



Comagine Health

Submit a New Request

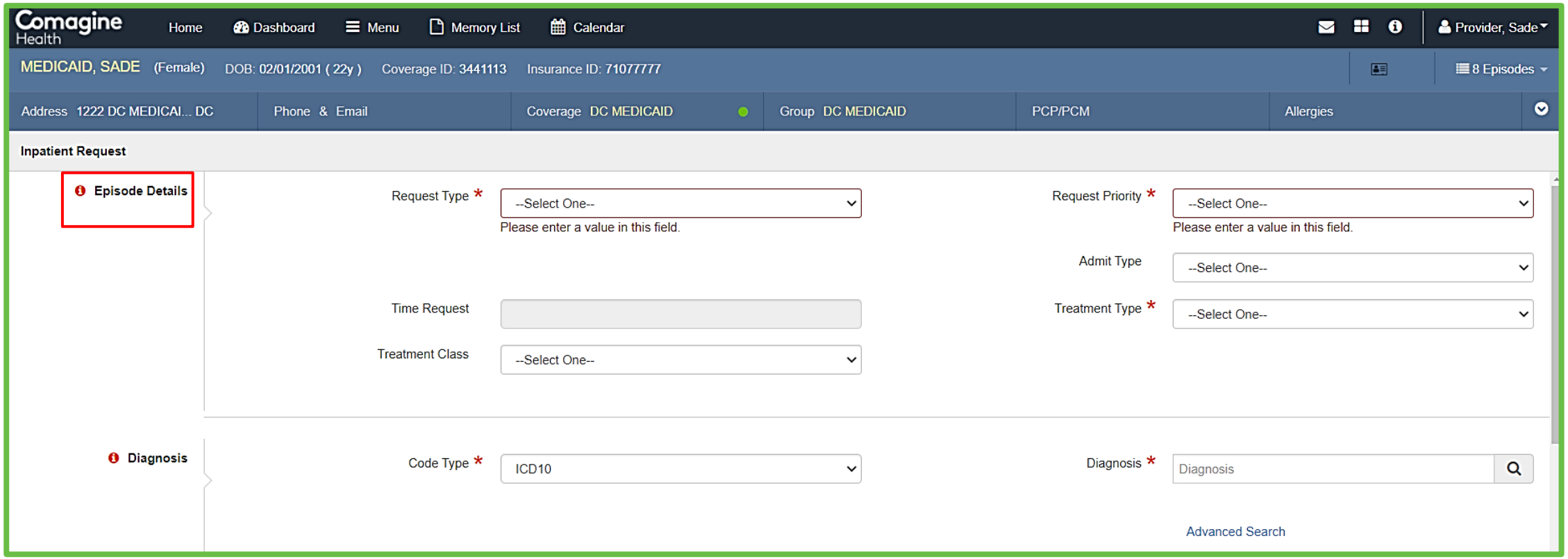




Comagine Health

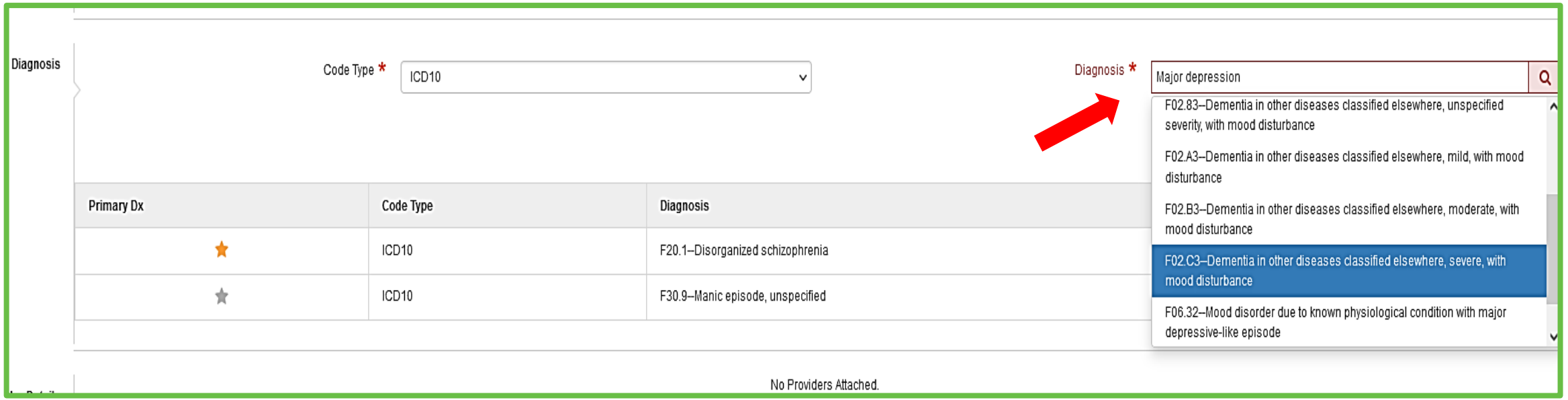
Submit a New Request

- Enter Episode Details in mandatory fields where there is a red asterisk
- Treatment Class is also a mandatory field (even though no asterisk)



Submit a New Request, cont.

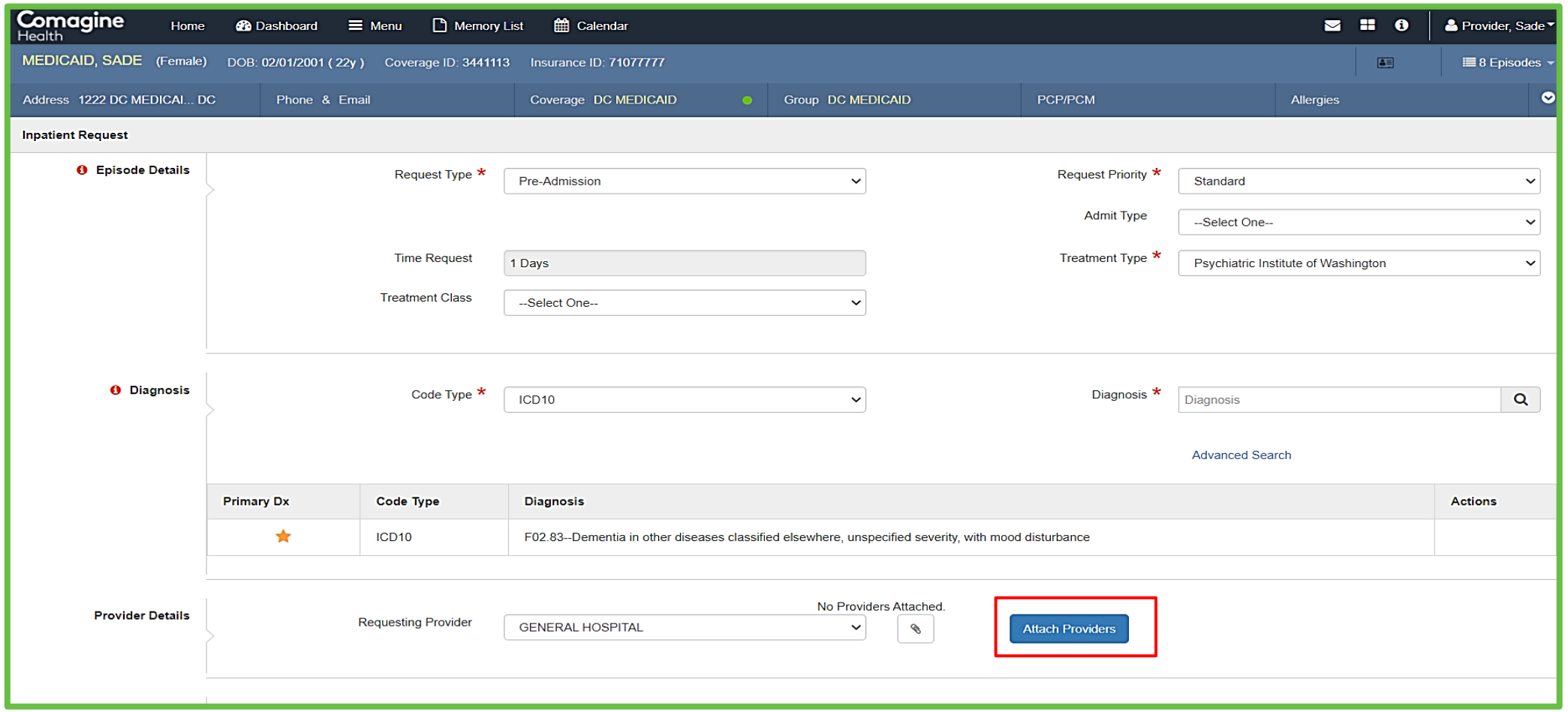
- Enter Diagnosis



Comagine Health

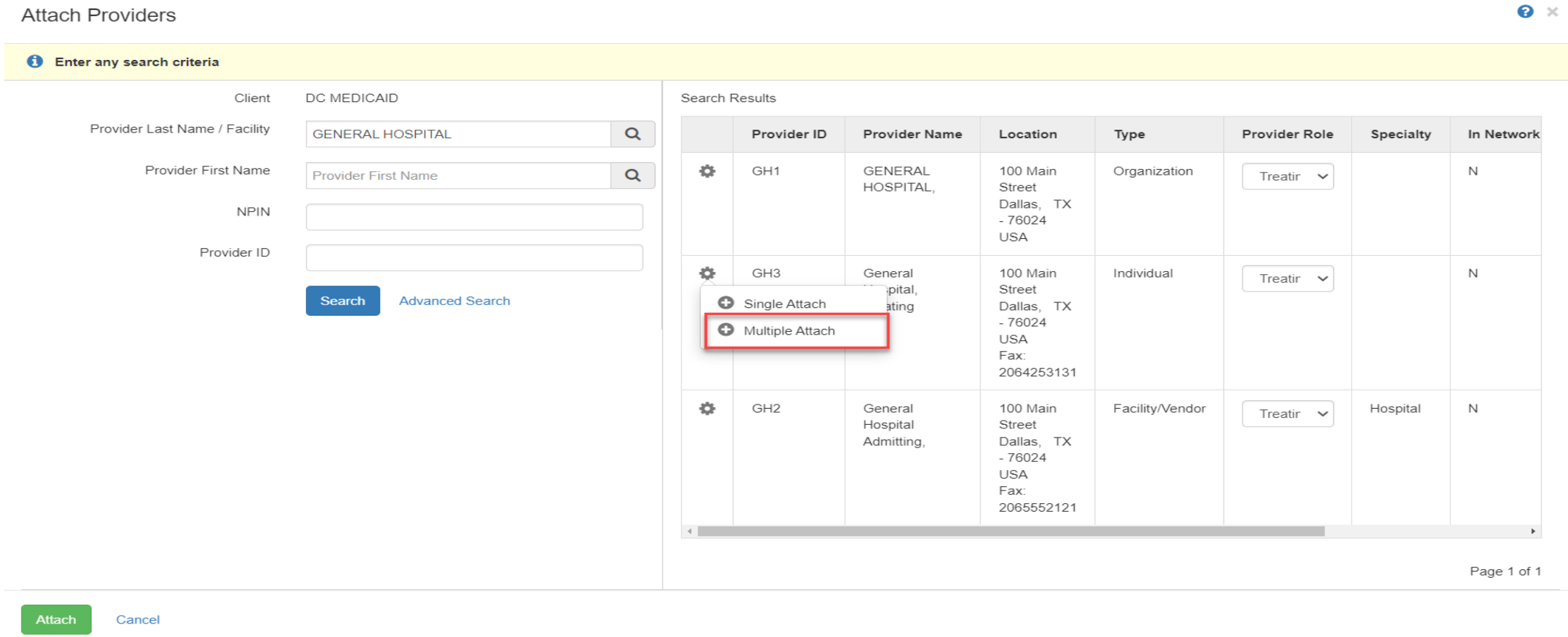
Submit a New Request, cont.

- Attach Providers to Episode



Steps to Add Providers

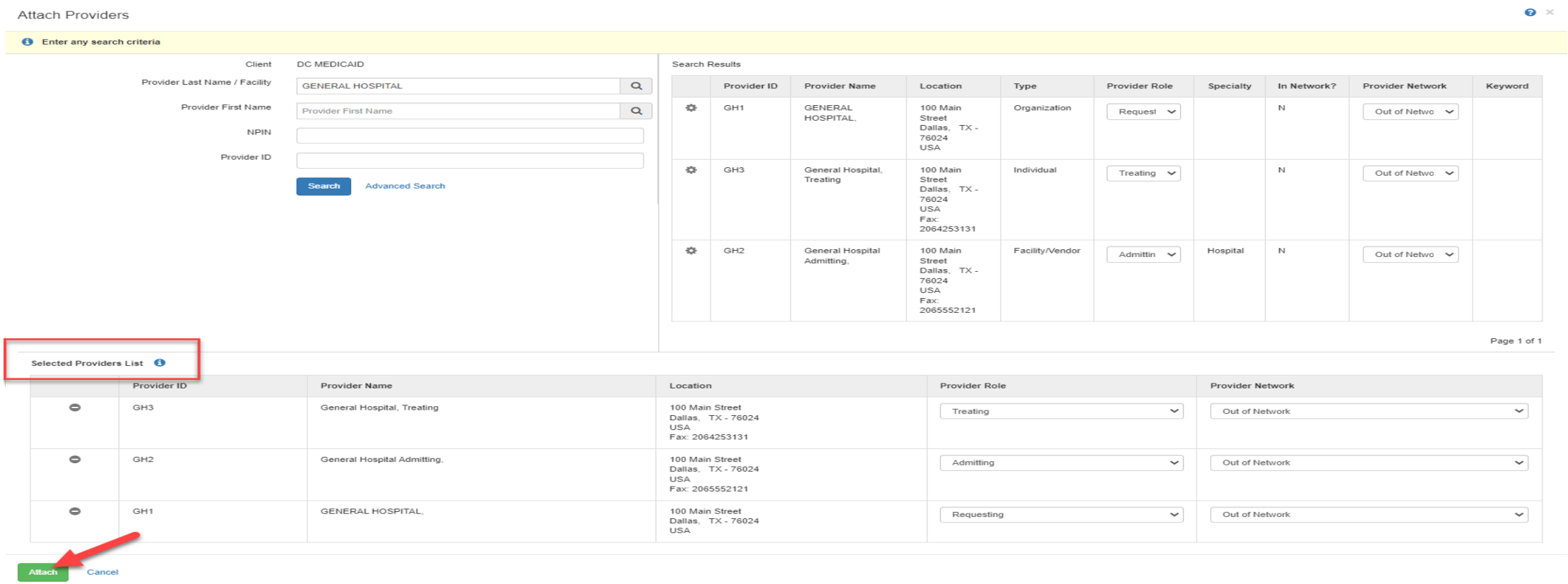
- Use Search or Advanced Search to find providers



Comagine Health

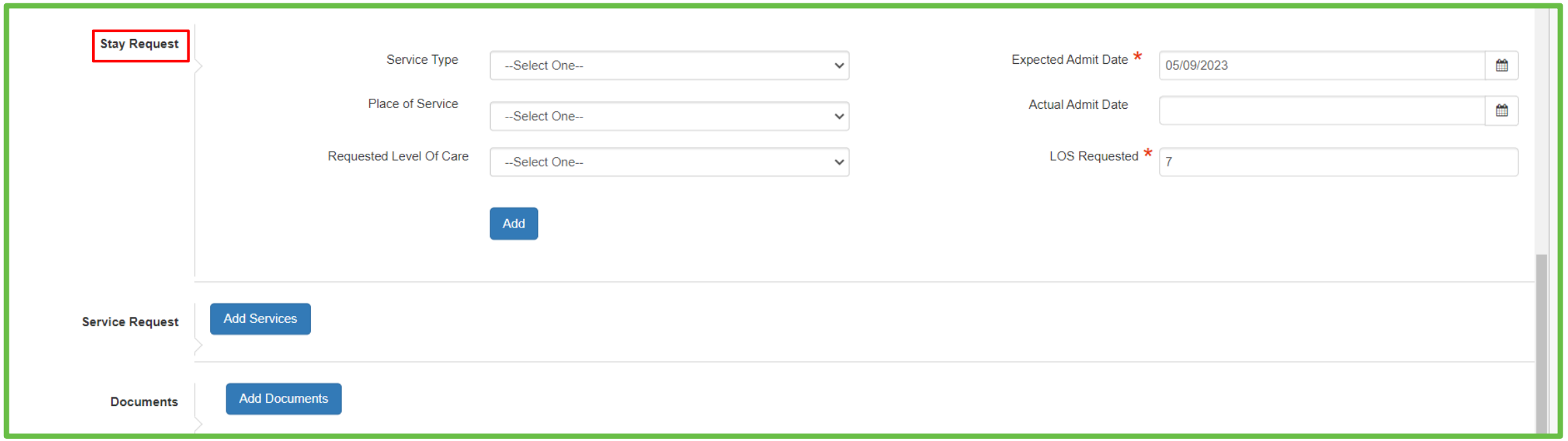
Steps to Add Provider, cont.

- Admitting, Treating, and Requesting providers must be attached



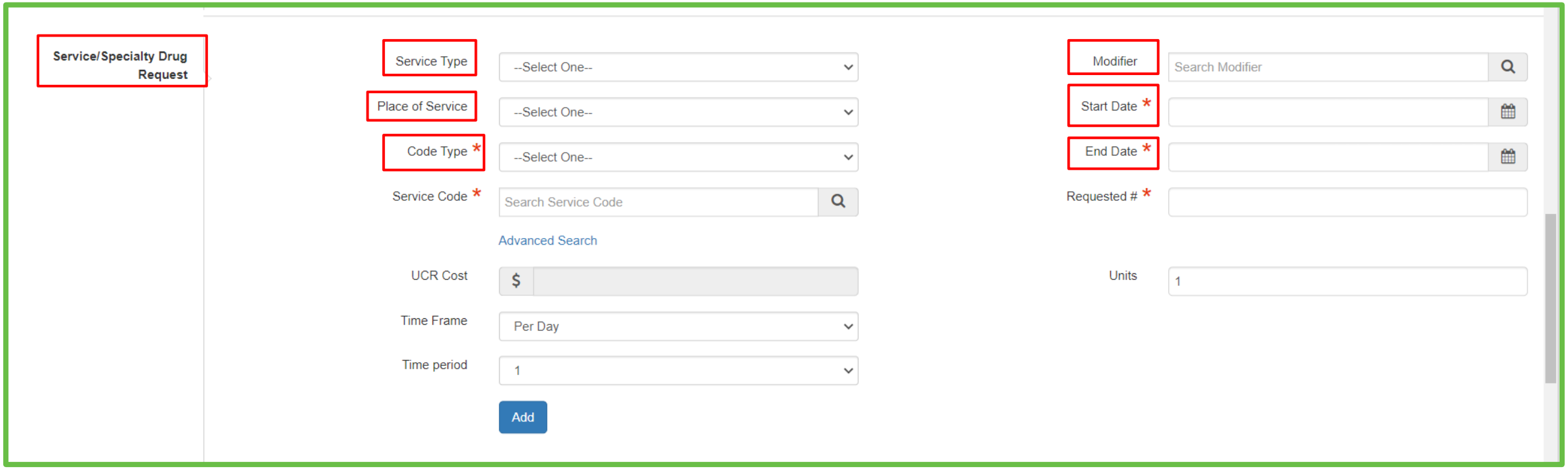
Comagine Health

Stay Request Must be Completed for Inpatient Services



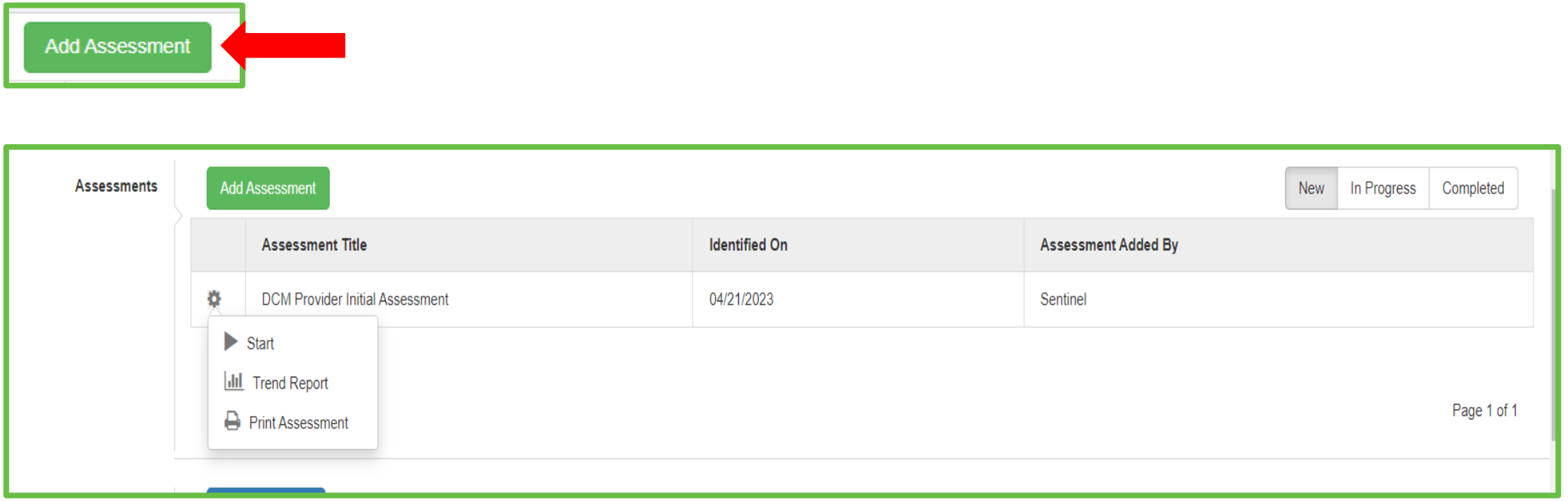
Comagine Health

Service Request Must be Completed for Outpatient Services



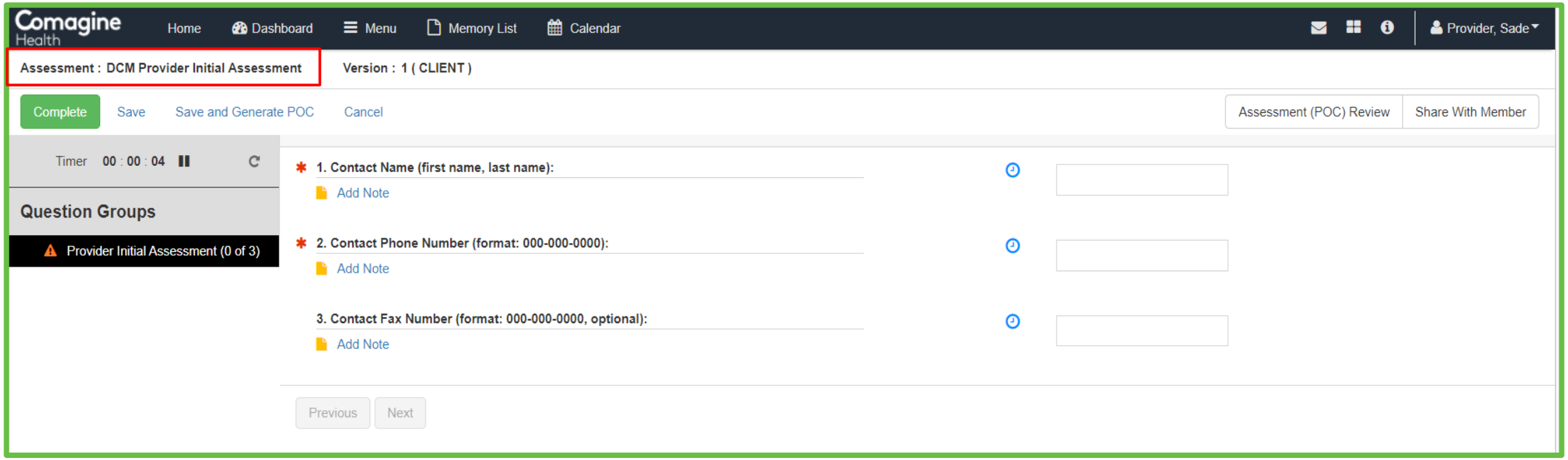
Comagine Health

Assessments



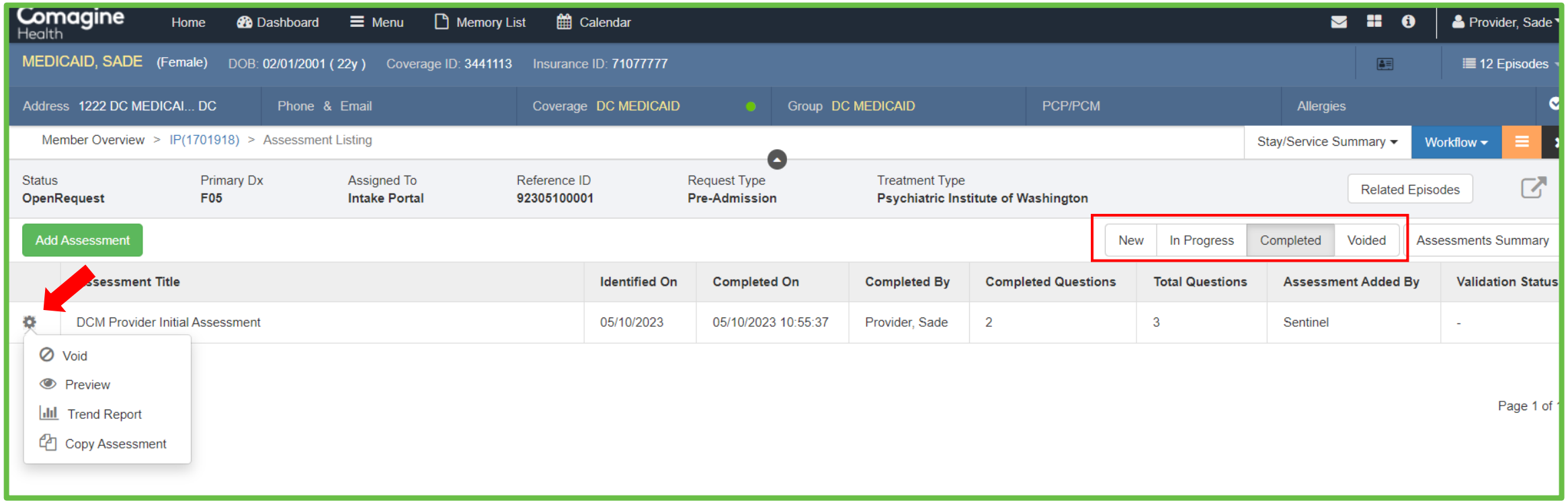
Comagine Health

DCM Provider Initial Assessment



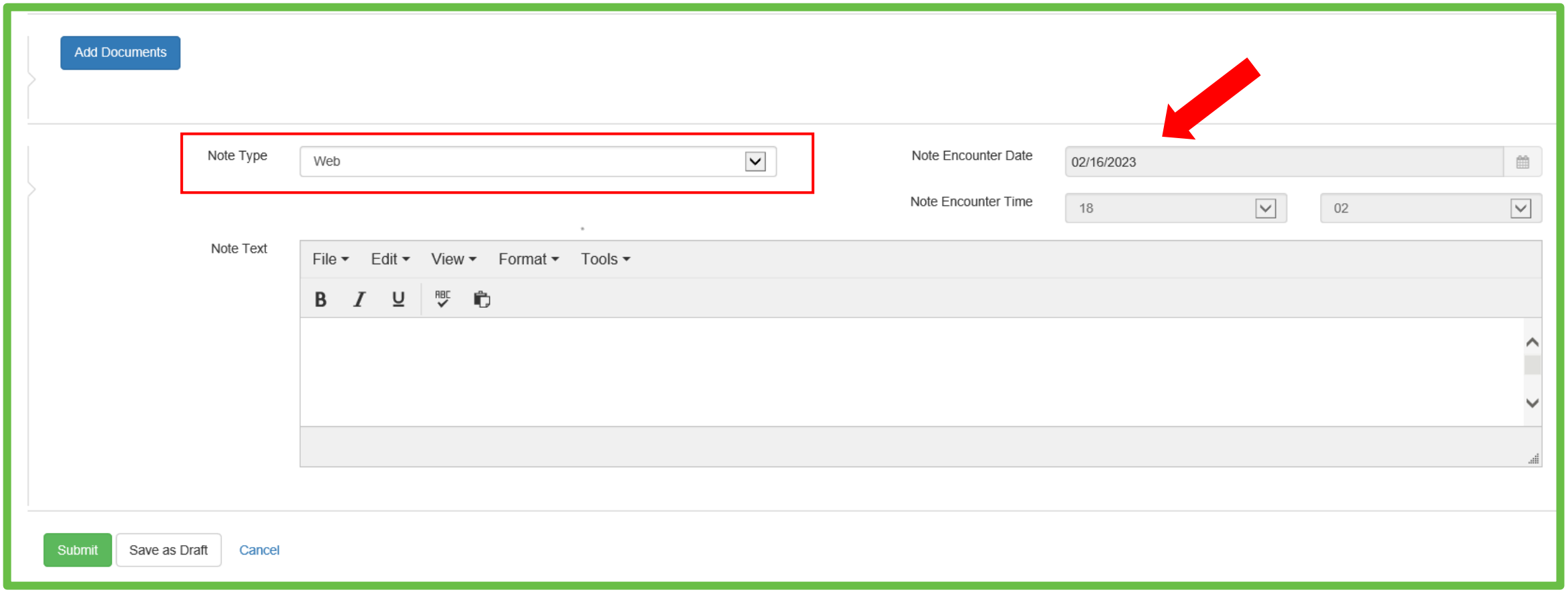
Comagine Health

Preview Assessment



Comagine Health

Notes



Comagine Health

Submit or Save as Draft

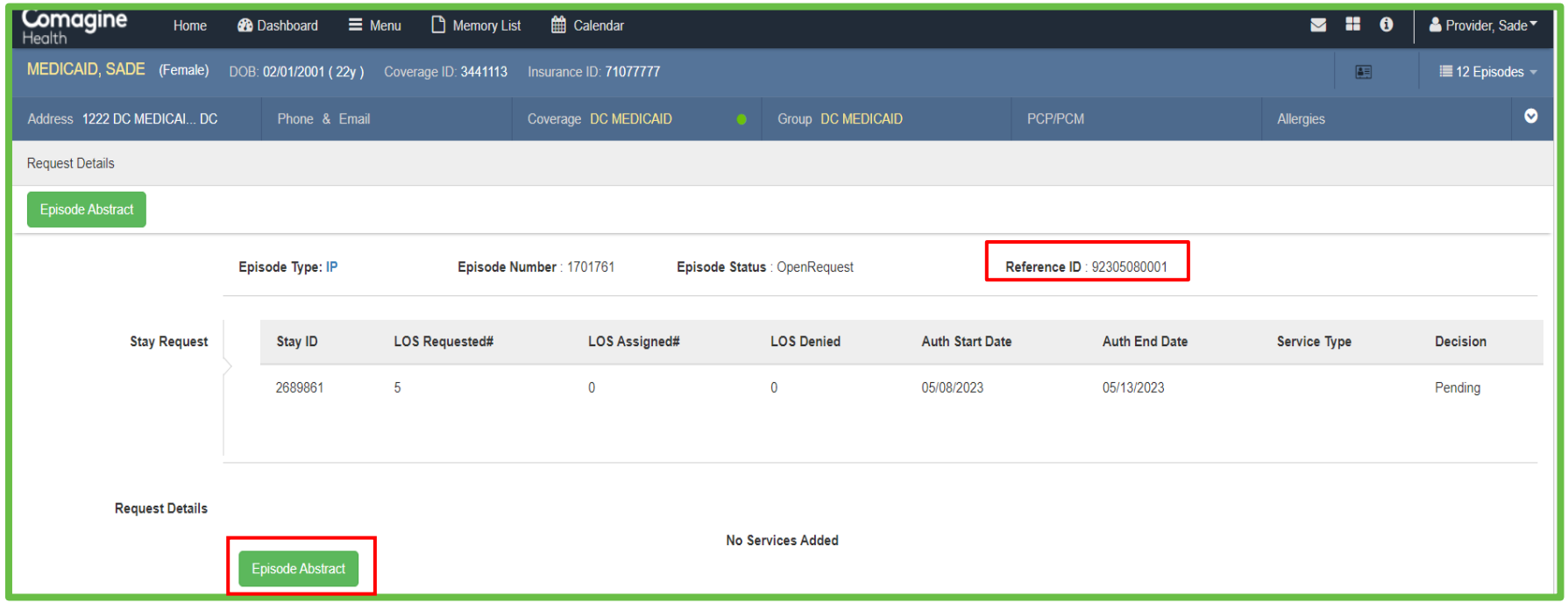
- **Submit**: Episode will be submitted to Comagine Health
- **Save as Draft**: Episode will not submit to Comagine Health but will be saved for later submission and can be edited
- **Delete**: The request will be deleted



Comagine Health

Reference ID

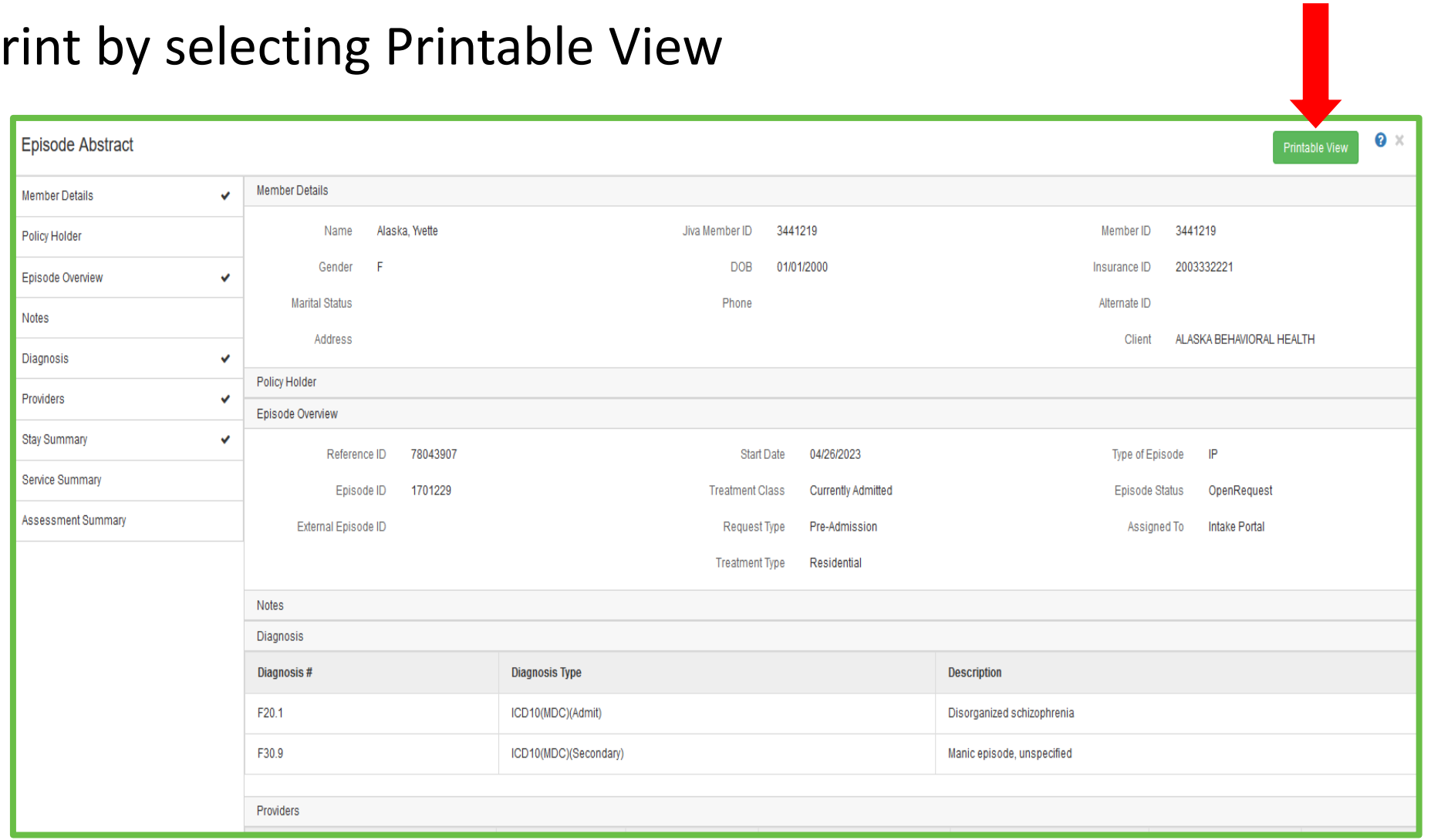
- Make a note of the CHPP Reference ID number for your records to locate the episode faster
- The reference ID will become a prior authorization number on an approved request
- Selecting Episode Abstract allows you to review what was submitted; however, you cannot edit from here



Comagine Health

Abstract View

- You can print by selecting Printable View



Comagine Health

Provider Resources

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

Comagine Health

Questions



Type your questions in the chat

Comagine Health

Thank you!

Comagine Health