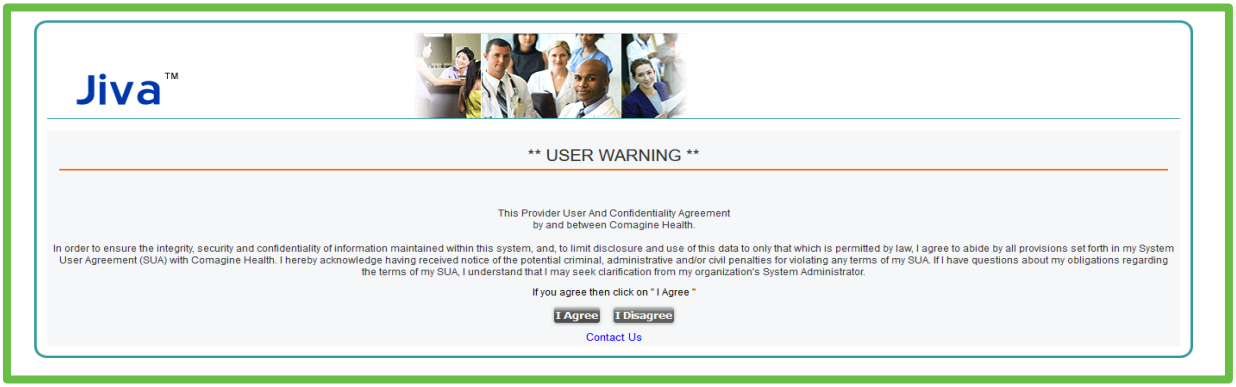
Quick Start Guide – Continued Stay Review Extension Requests

District of Columbia - Department of Health Care Finance

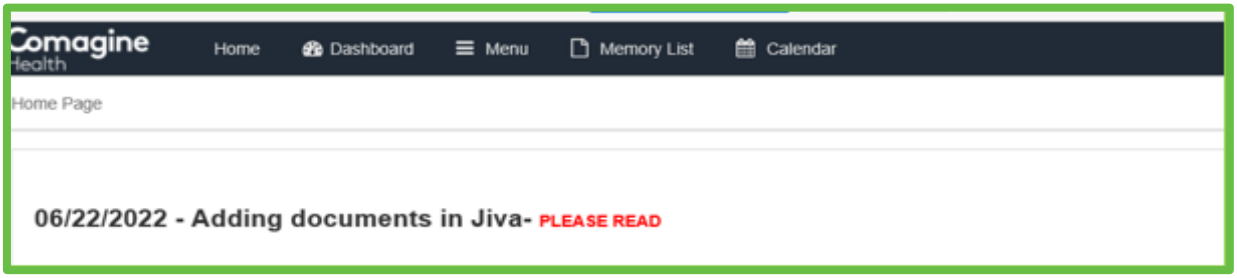
This is a Quick Start Guide for submitting continued stay review inpatient (IP) extension requests via the Comagine Health Provider Portal (CHPP). No personal health information is used in this guide.

Steps

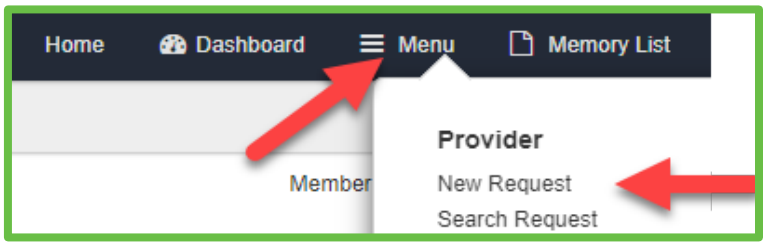
1) **Log In:**
   A. Enter current user ID and password.
   B. Compatible with Chrome, Edge, and Firefox. I.E. mode not required.



2) **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**.

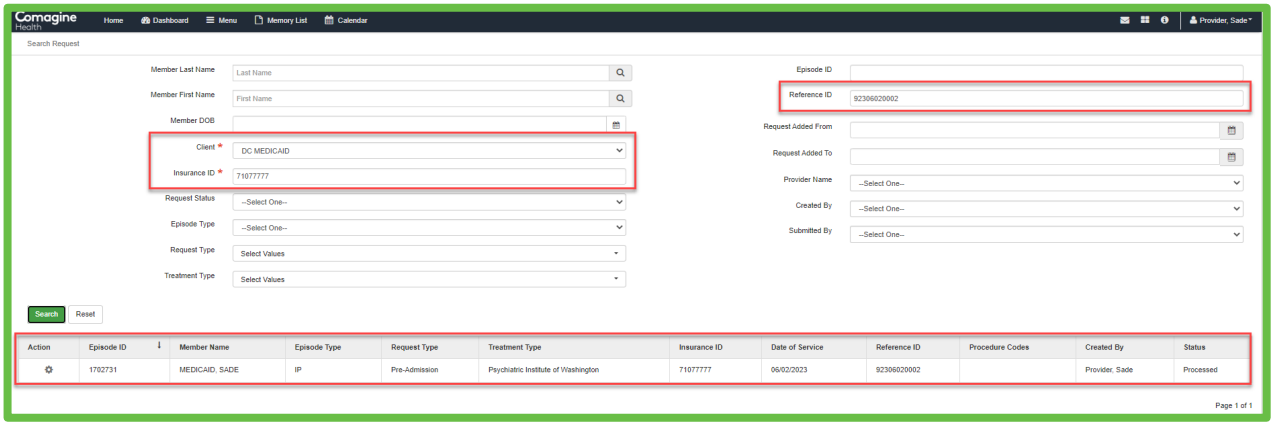


3) To submit a **continued stay review extension** request:
   A. Click on **Menu** and select **Search Request** from the drop-down.

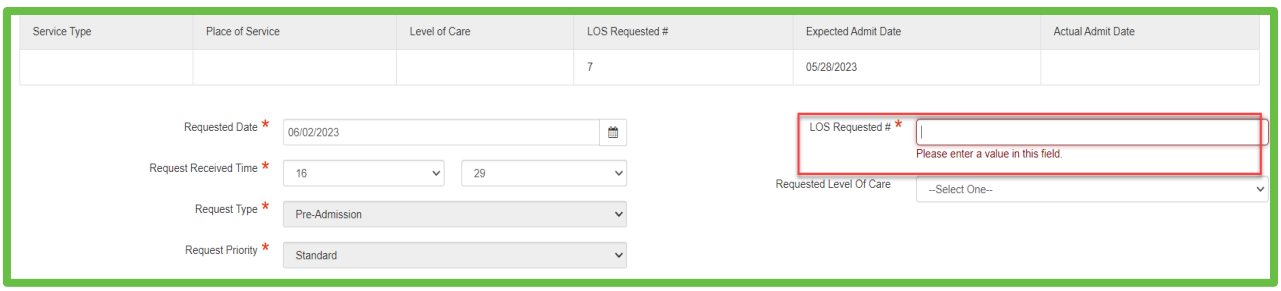


   B. **Client**: Select **DC MEDICAID**.
   C. **Insurance ID**: Enter the **Medicaid ID number**, starting with 7.
   D. Enter the **Reference ID** number.
   E. Click on **Search**.

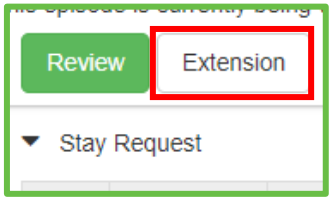
4) **Medicaid Recipient Search:**
   A. Verify correct member name, date of birth, and insurance ID.
   B. Click on the **gear icon** next to episode you want to work.
   C. Select **Open** from the drop-down menu.



5) **Stay Request**:
   A. Go to the **Stay Request** section and click the box next to the last approved length of stay (LOS) line.



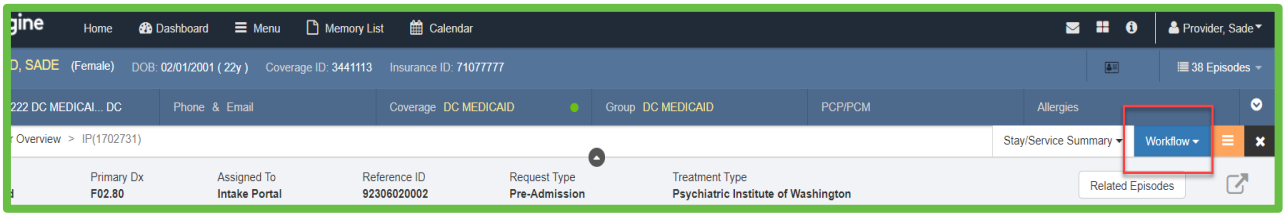
B. Click on the **Extension button** and enter the number of days requested.



C. If the extension request is 24 hours past the last approved date, then you may receive an error message that looks like the following screenshot. This is because currently it is set to error 24 hours from the last approved date or the next review due date. Comagine health is working on extending this 24-hr. timeline, so this error will change.

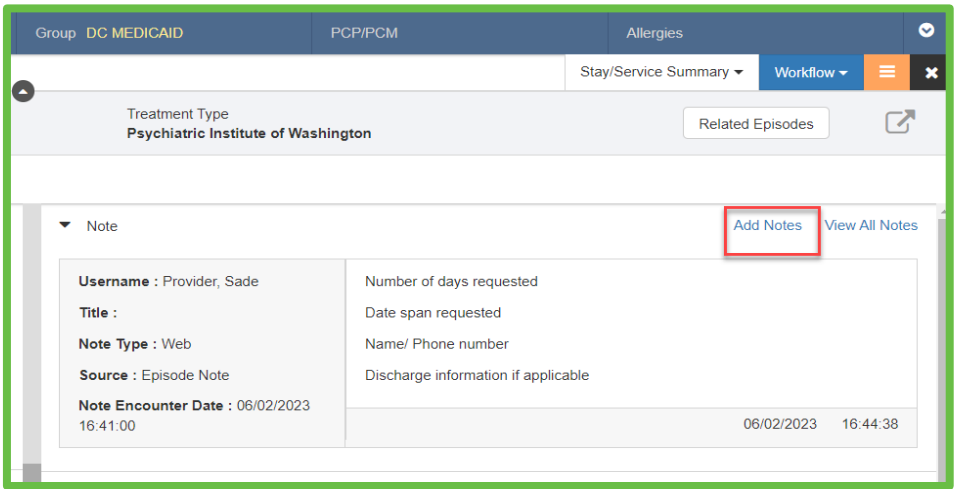


D. Even if you receive the error message and do not have the Extension button available to add the number of days requested in the LOS extension request, proceed to the **Workflow** tab to add your assessment.

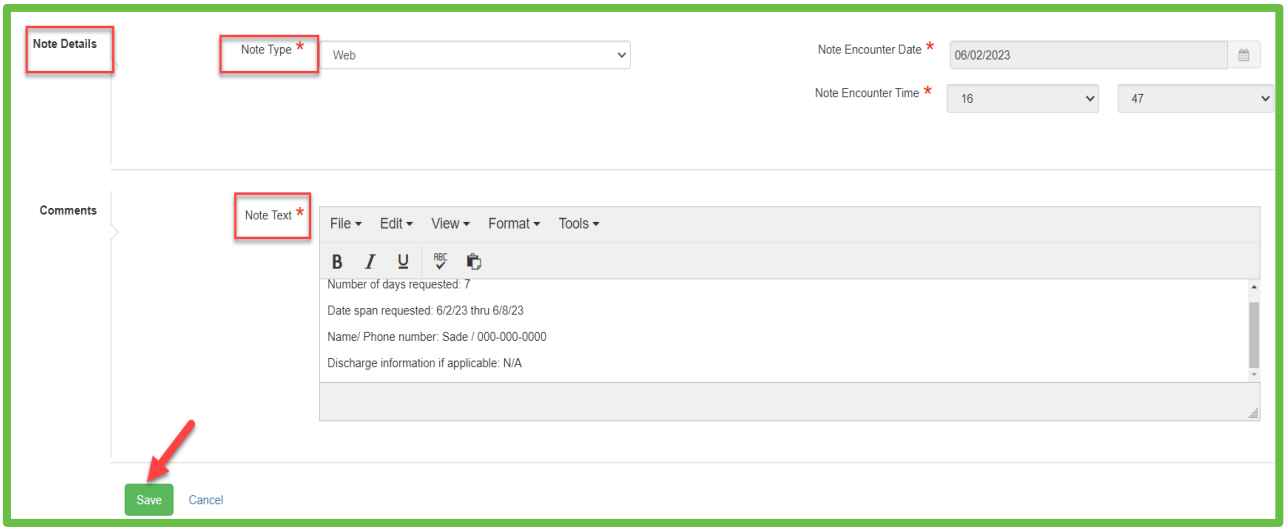


6) Update the **Notes** section:

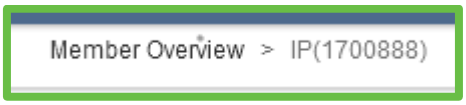
A. Click **Add Notes.**

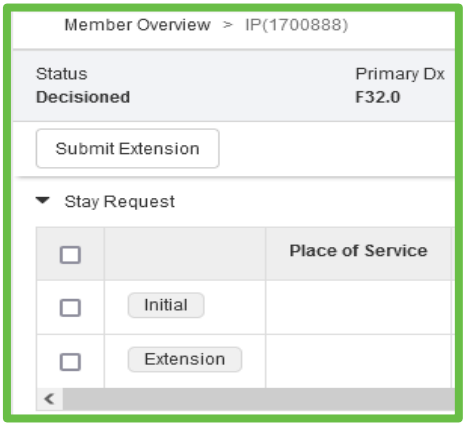


B. **Note Type**: Select **Web**.
C. **Note Text**: Add notes according to the request, such as the number of days requested, or your name, phone number, and email address.
D. Add the discharge date, discharge disposition, and follow up appointments, as applicable.
E. **Note Encounter Date** and **Note Encounter Time**: Auto-populates the date and time.
F. Click **Save**.

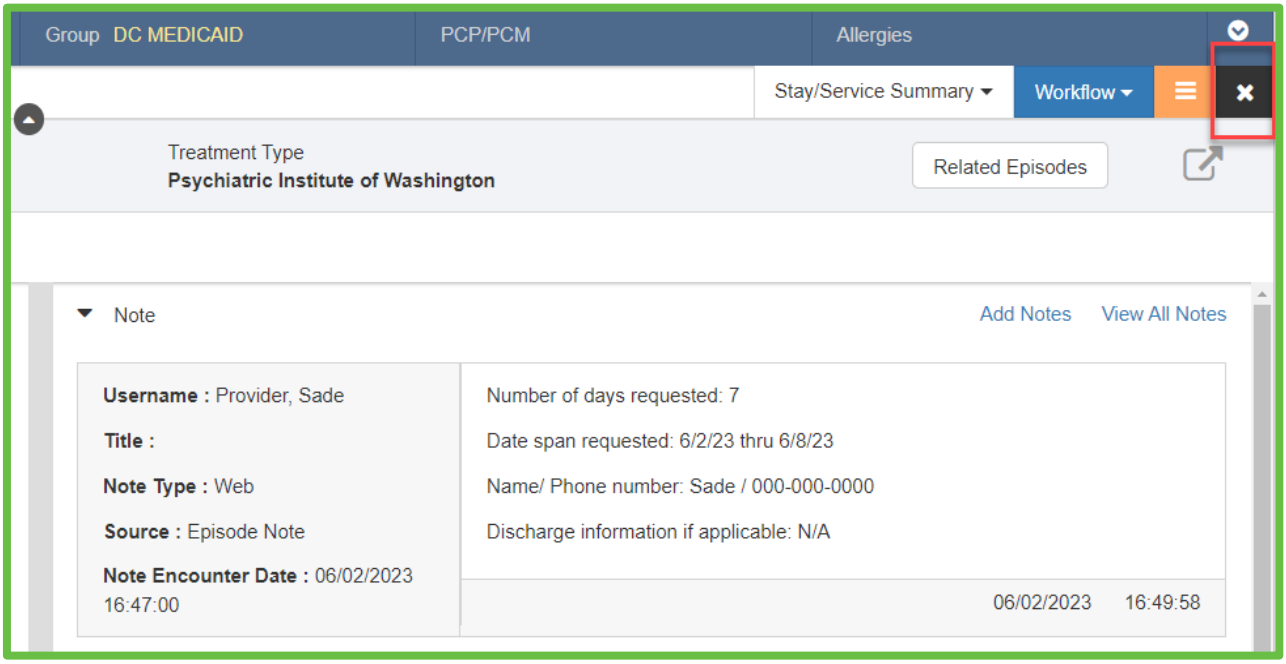


7) Submit the extension:
A. Click on the **Submit Extension** button if you are allowed to complete the LOS extension request, add notes, and complete the assessment. Click on the **IP(episode #)** to navigate in the episode for assessments and notes.



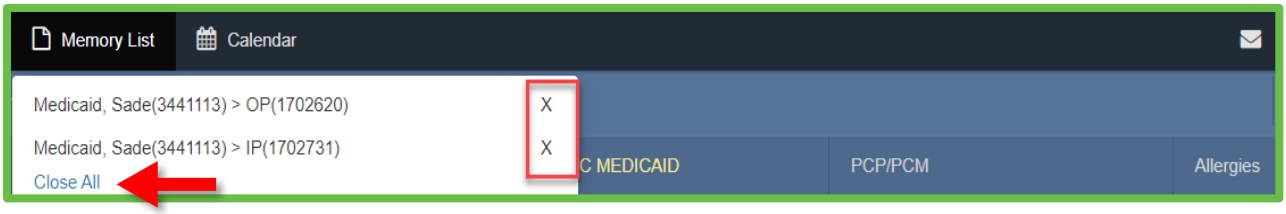


8) Click on the **x** in the right corner to close the episode when you have completed your request.



9) **Always go to Memory List and close out of episodes**. This will ensure Comagine Health will have access to review your submission.

A. Click on the **x** next to the episode or click **Close All** at the bottom 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