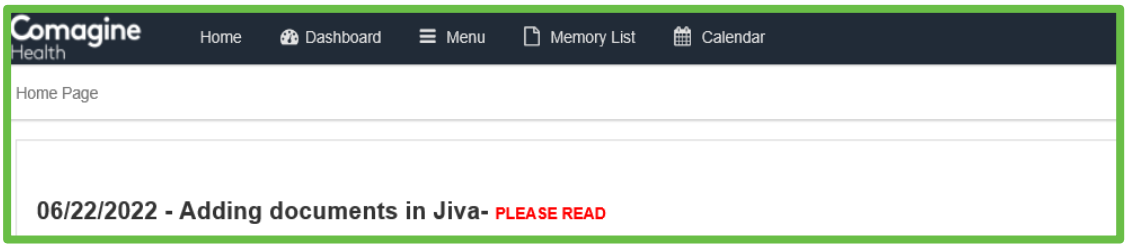
Quick Start Guide – SUD RTF Requests

District of Columbia, Department of Health Care Finance

This is a Quick Start Guide for providers submitting Substance Use Disorder (SUD) Residential Treatment Facility (RTF) Pre-Admission requests via the Comagine Health Provider Portal (CHPP). No personal health information is used in this guide.

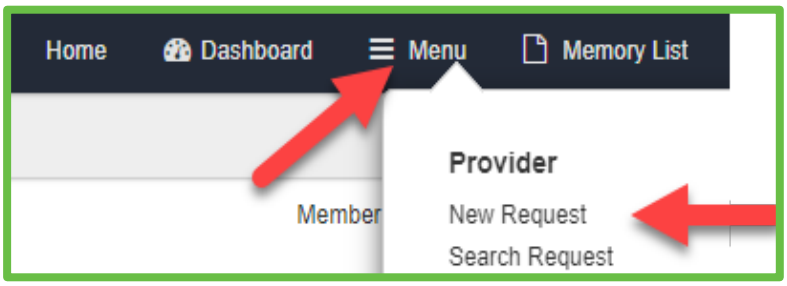
Steps

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 for New Request.



B. Under Client: Select DC MEDICAID.

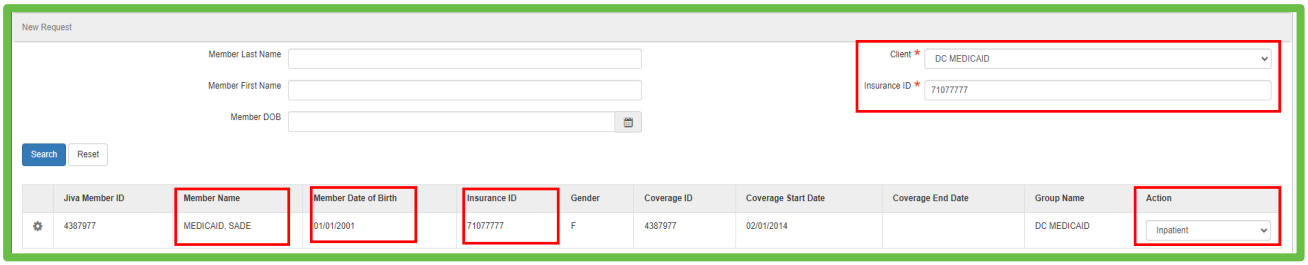
C. Under Insurance ID: Enter Medicaid number starting with a "7" and is nine digits.

D. Click on **Search**.

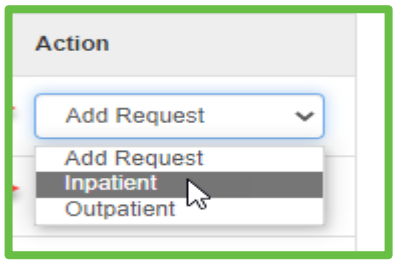


3) Medicaid Recipient Search:

A. Verify correct member name, 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 asterisk including the Treatment Class.

5) For **Inpatient** Requests complete:

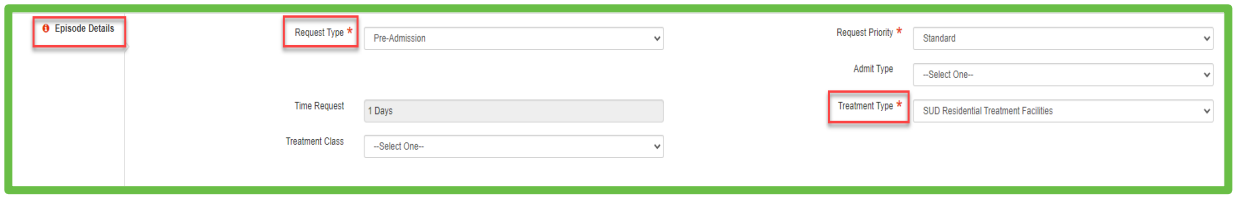
A. **Request Type***: Pre-Admission

B. Time Request: Does not need to be filled in

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

D. **Request Priority***: Non-Urgent will auto-populate

E. **Treatment Type***: Select SUD RESIDENTIAL TREATMENT FACILITIES



6) Fill out the **Diagnosis** Section:

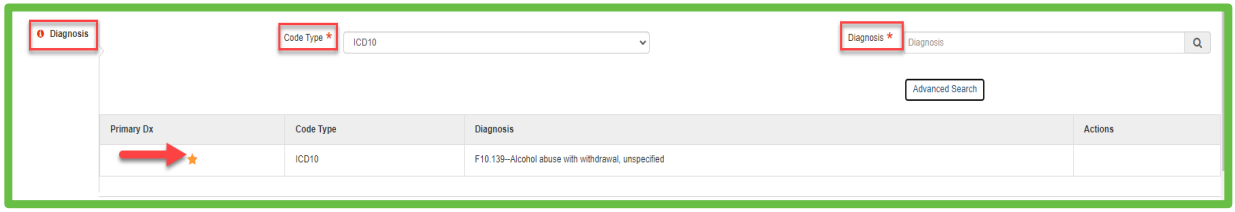
A. **Code Type**: ICD-10 will auto-populate.

B. **Diagnosis***: Only enter one diagnosis at a time.

i. The diagnosis codes will appear in a drop-down menu as you start typing, then you can select it.

ii. Example: F10.139 will appear below once you select it by clicking on it.

iii. Primary DX can be amended by selecting the yellow star on the primary DX line.



7) Complete the **Provider Details** Section.

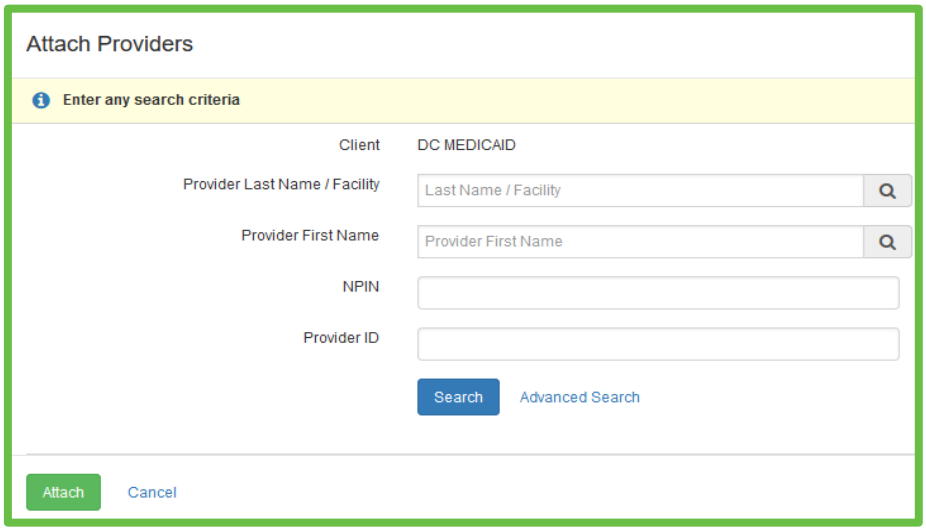
A. To add your Organization, click the paperclip beside the "Requesting Provider" drop-down menu underneath provider details. This entry is required for users to access the case via the Portal and receive updates on status from Comagine Health.

B. After adding your 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.

D. You can do a basic **Search** or **Advanced Search** for Providers.

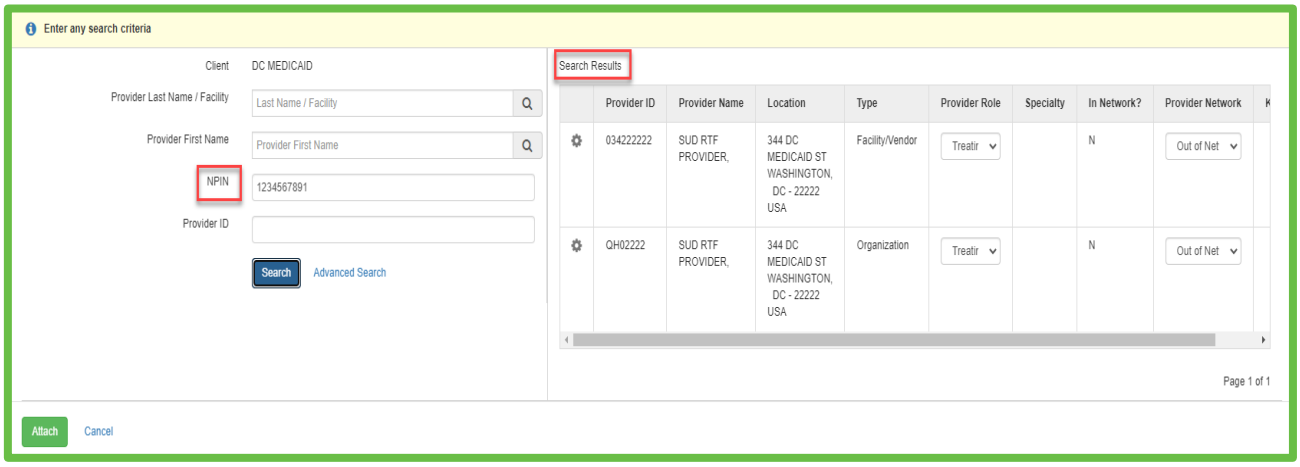


E. Enter the DC Medicaid Provider ID that starts with a "0", or the NPI number and select search.

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.

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



G. Each provider entry must be paired with a specific **provider role** selected from the drop-down menu 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.

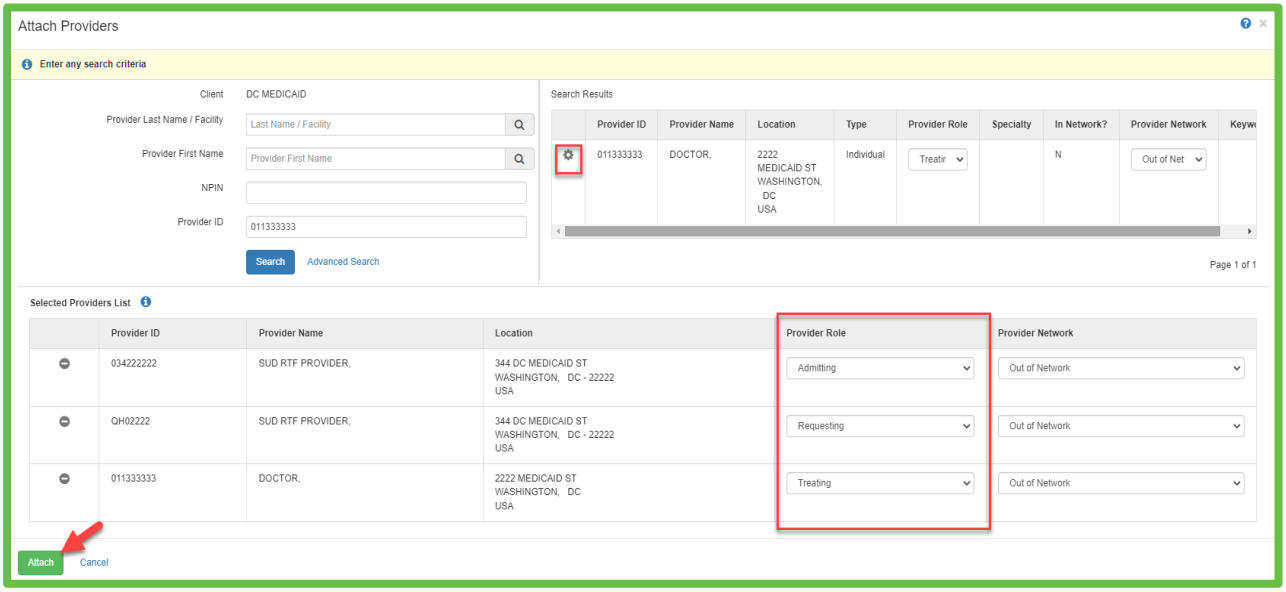
H. Click on the **gear icon ( )** under search results and choose **Multiple Attach**

i. The entry will remain there while you complete additional searches to complete your entries.

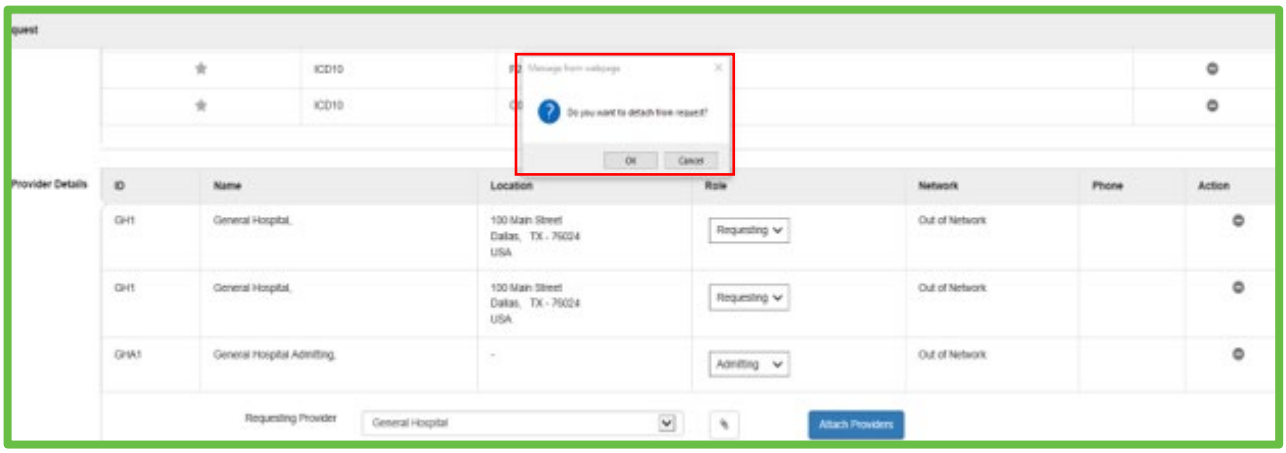
ii. When all entries are selected and you are ready to attach, select **Attach** from the bottom left of the screen. The list of providers will appear under Selected Provider's List.

iii. 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.

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



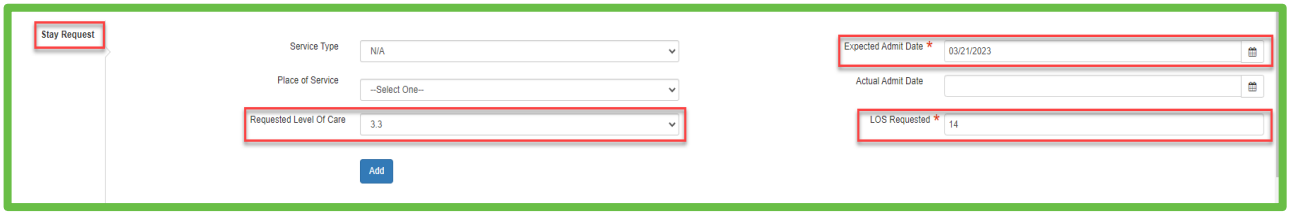
J. If a provider is selected in error, click the icon under **Action** to detach the provider; a pop-up message will ask, “Do you want to detach from request?”. Click **OK**.



8) Stay Request Section for Inpatient (IP) admits only**:**

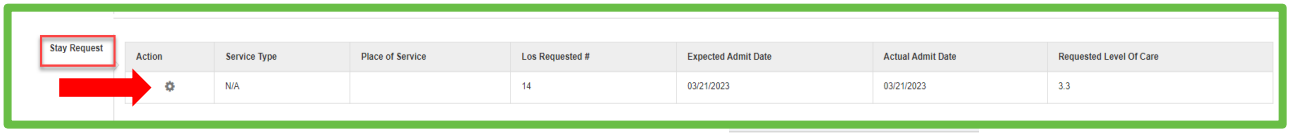
A. Service Type: Leave blank
B. Place of Services: Leave blank
C. Requested Level of Care: Select 3.1, 3.3, 3.5, 3.7 (May be useful)
D. **Expected Admit Date***: Enter Date
E. **Actual Admit Date**: Enter Date (if already admitted)
F. **LOS Requested** *: Enter number of days requested. For example, “1 day”.

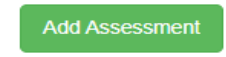
G. Click the blue **Add** button.



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.



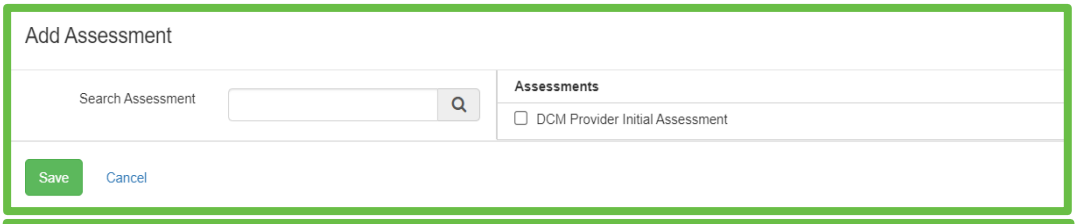


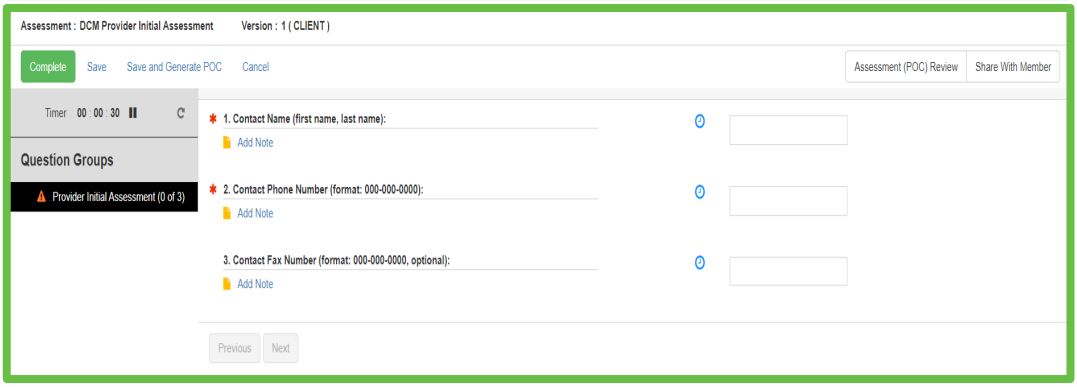
9) Add Assessments- Click on the Add Assessment tab.

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.



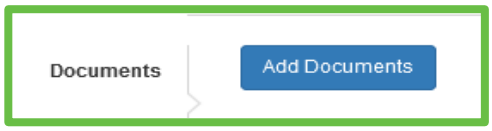


B. The **DCM SUD Residential Treatment Facilities Assessment** must also be completed.

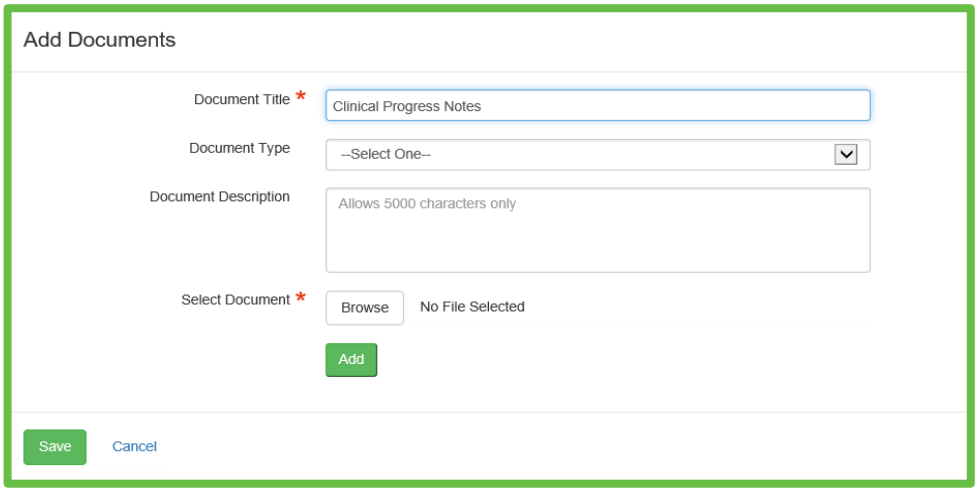
C. **Always** select "Complete" when finished with an assessment and not just "Save."



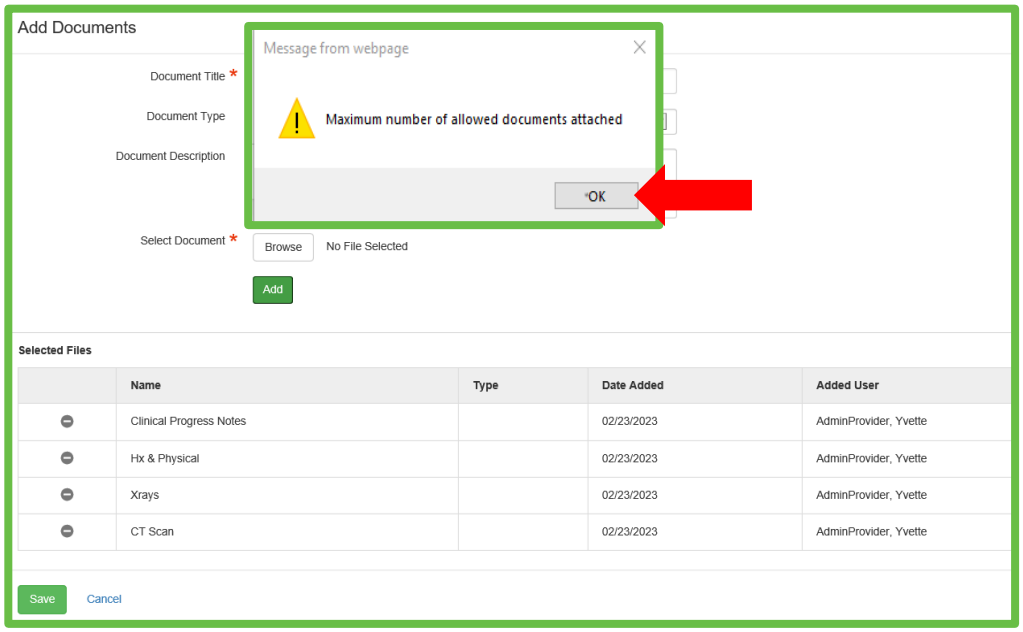
10) Add Documents Section



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.
D. A window will pop up from your personal folder on your computer – select the document you want to attach.
   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: Leave Blank.
F. Once you have selected the document to be added, click **Open** and then the green **Add** button.

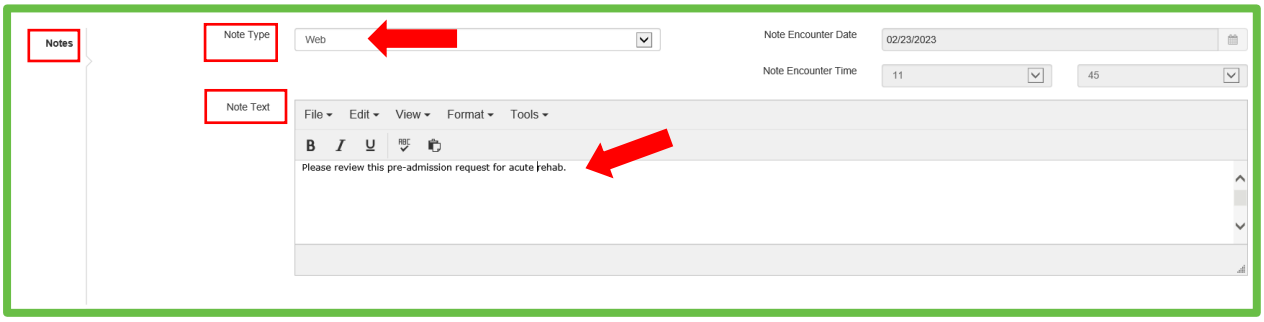


G. If you have multiple documents, please complete step A through E for each document.
H. Once all documents have been added, click **Save**.
I. The maximum number of allowed documents attached is four (4). If the number of uploaded documents exceeds four an error message will appear. If you need to add more than four documents, follow the process provided in Step 14 below to submit additional documents after the episode is submitted.



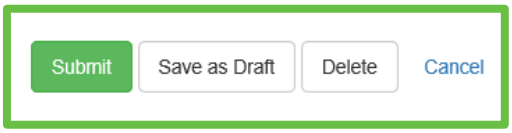
11) Fill in the **Notes** Section:

A. Note Type: Auto Populates to Web.
B. Note Text: Add notes according to the request, i.e., additional information submitted.
C. Note Encounter: Auto Populates the date.
D. Note Encounter Time: Auto-populates the time.

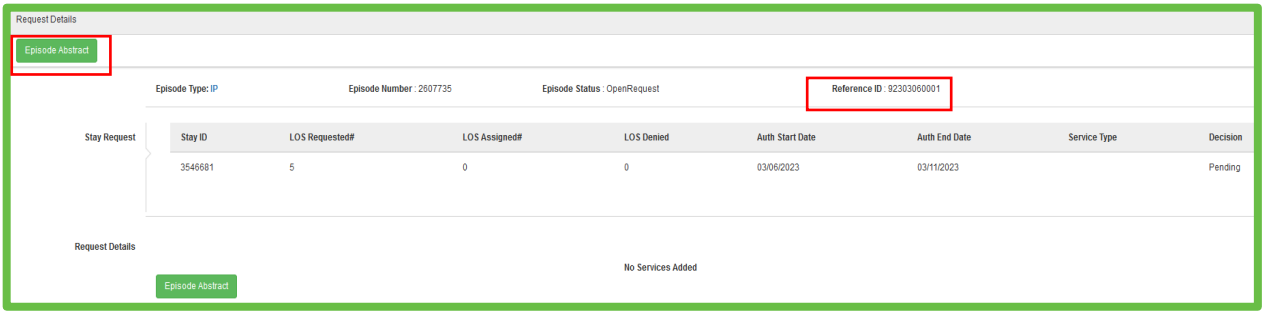


12) Submit, Save, or Delete:

A. Submit: Episode will be submitted to Comagine Health. Review and hit Submit Request – it will ask you to confirm.
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.

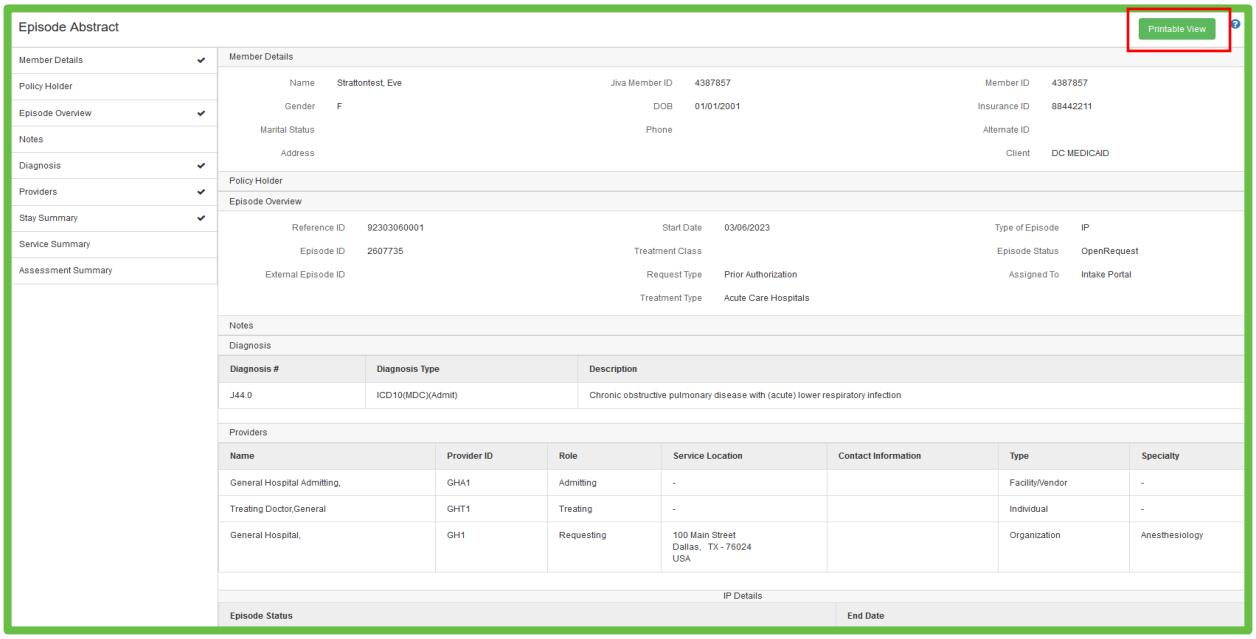


13) Make a note of the CHPP Reference ID number for your records to locate the episode faster.

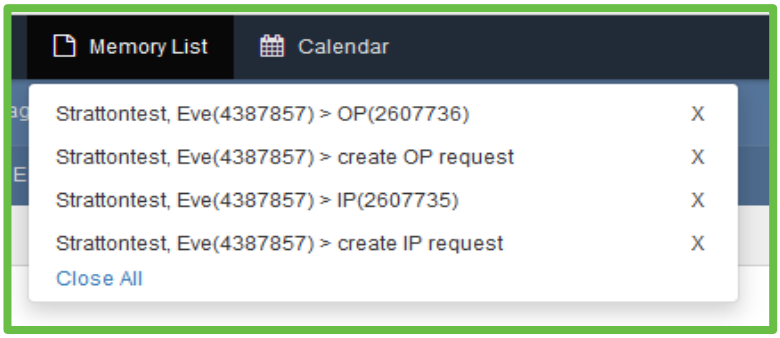


A. Selecting **Episode Abstract** allows you to review what was submitted in read-only format; however, edits are not allowed in the abstract.

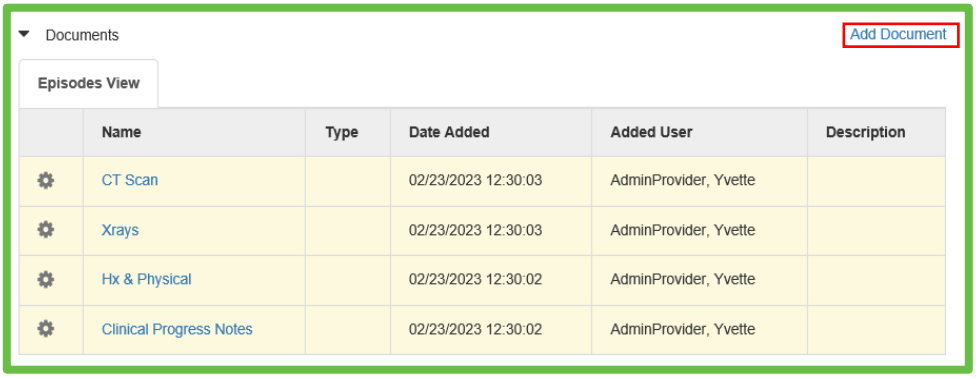
B. You can print by selecting Printable View button in the top right corner.



14) If you need to submit additional documents. Go to your memory list at the top of the screen.

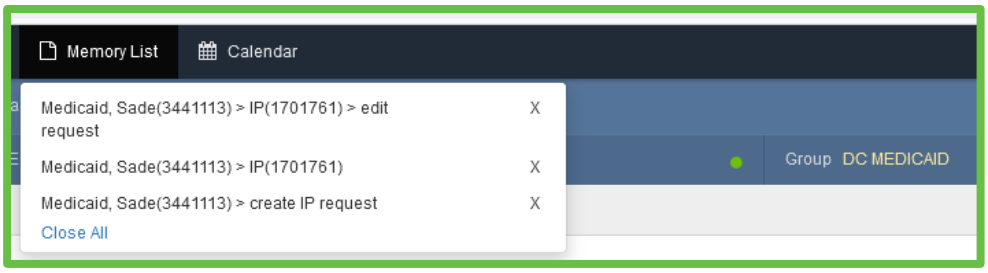


A. Select the episode you were working on in the Memory List or search for the Reference ID in the Search Request.
B. Click on **Add Document** and follow Step 10 (above).



15) **Always go to Memory List and close out of Episodes.** This will ensure Comagine Health, and the consultants, have access to review your submission.

A. 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
The CHPP Log-On Link: https://comaginepp.zeomega.com

Review/Revision History

Version Number	Date Reviewed/ Revised	Description of Changes	Author
0.1	3/1/2023	Initial	Folasade Akinkuowo