Comagine Health Acute Care Review Process

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QIO Director

Comagine Health



- Comagine Health, formerly Qualis Health and HealthInsight, is a national, nonprofit, health care consulting firm. We work collaboratively with patients, providers, payers and other stakeholders to reimagine, redesign and implement sustainable improvements in the health care system.
- As a trusted neutral party, we work to address key complex health and health care delivery problems.
- We conduct Utilization Reviews to determine if medical necessity is met.

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Objectives/Agenda

- Review the Comagine Health Provider Portal (CHPP).
- Provide an overview of Comagine Health's submission process for acute care hospital surgical review requests to provide a clear understanding and improve efficiency and effectiveness for providers.
- Demonstrate how to enter an Authorization Request through the CHPP.

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Acute Care Reviews

- Comagine Health will review acute care services associated with surgical procedures, transplants, medical procedures and testing on behalf of the District of Columbia Department of Health Care and Finance.

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Required Documentation

- 719A Prior Authorization form for the procedures
- Transplant Prior Authorization form (if applicable)
- Supporting clinical documents

Review Determination

- **Technical Denials -** intended as a “stop gap”. Happens if the additional information requested to complete the review was not received within three (3) business days.

❑ **Resubmit the request with all required documents for the medical necessity review!**

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Review Determination, Continued

- **Medical Necessity Denial:**

❑ **Parties notified**

❑ **Appeal process is offered**

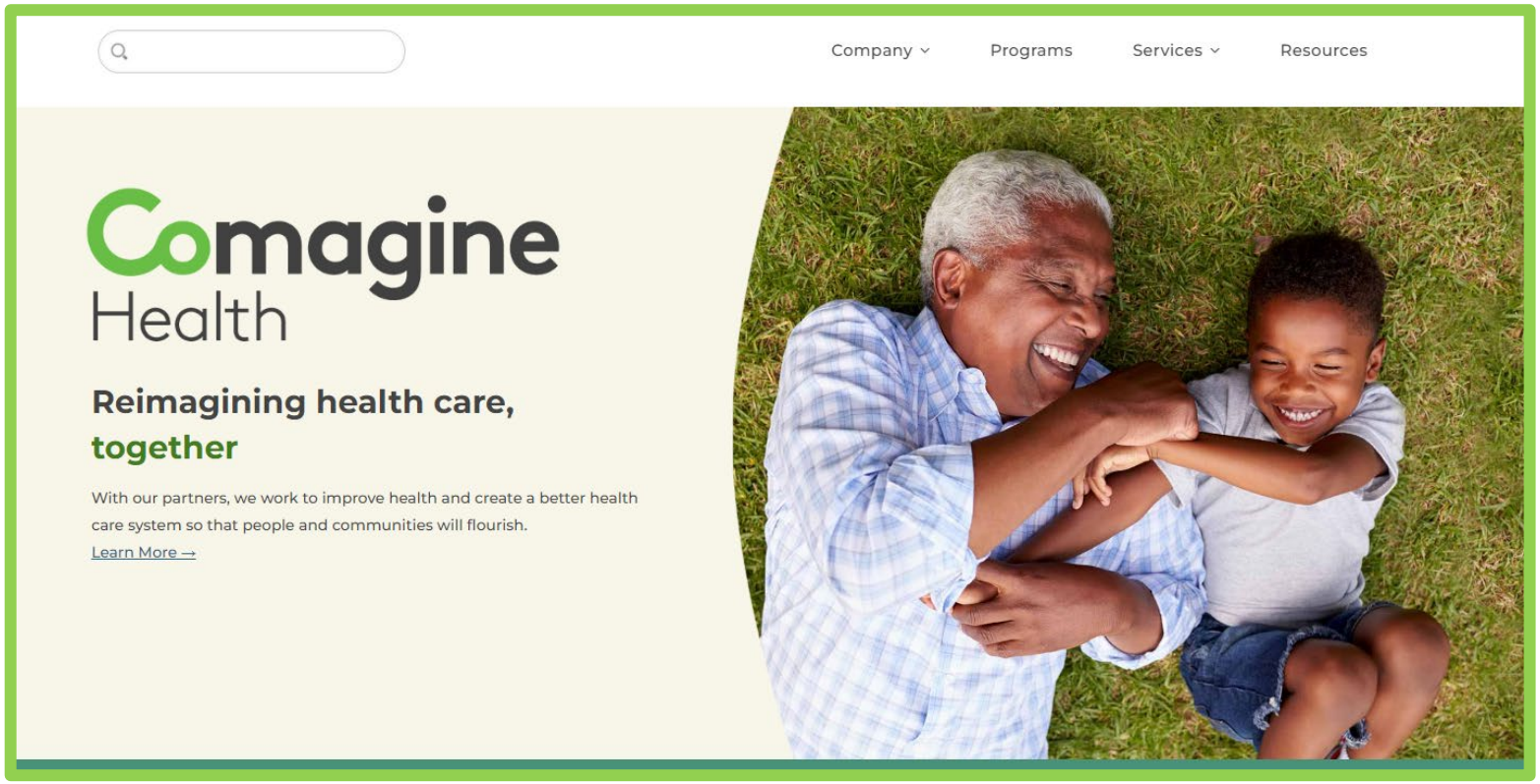
- **Appeal timeline – submit within 21 days from Denial notice (letter) date.**

Will include an independent review by physician not associated with the original denial.

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Comagine Health Provider Portal (CHPP)

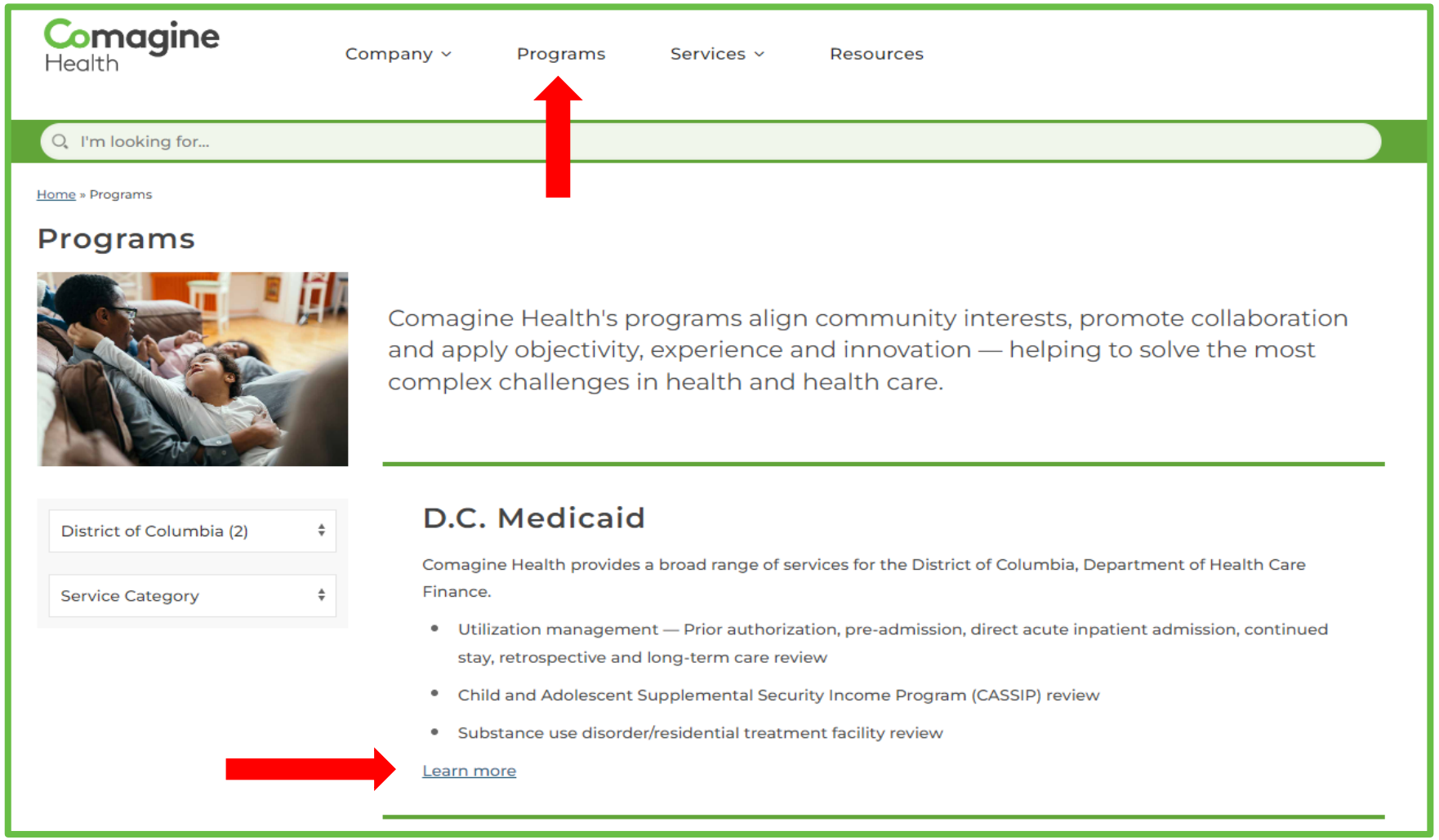
- Submit reviews within the CHPP
- Go to Comagine Health's website - http:www.comagine.org



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Comagine Health Website

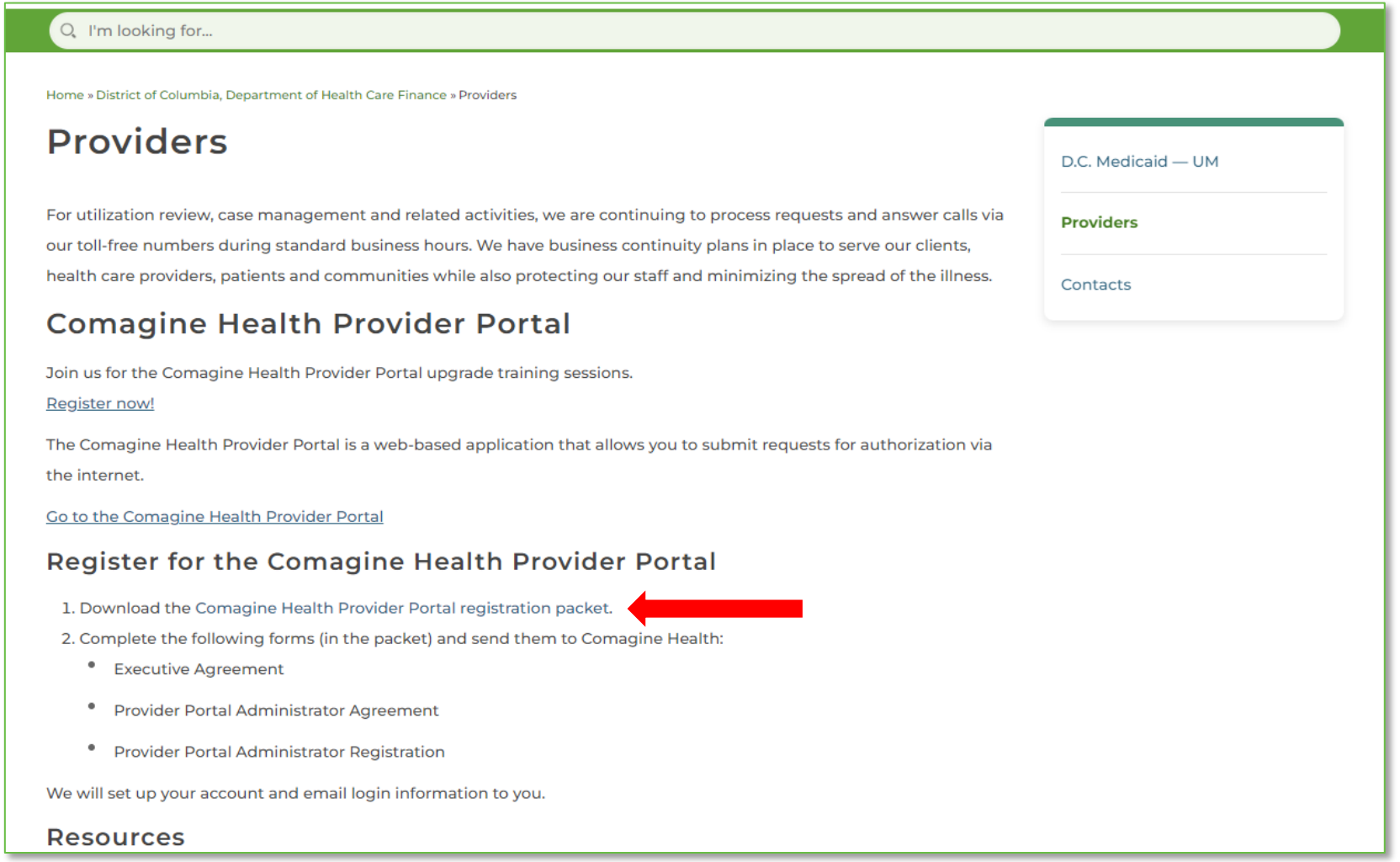
- Click on Programs, find **D.C. Medicaid**, and select ‘Learn more’



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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



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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.

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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

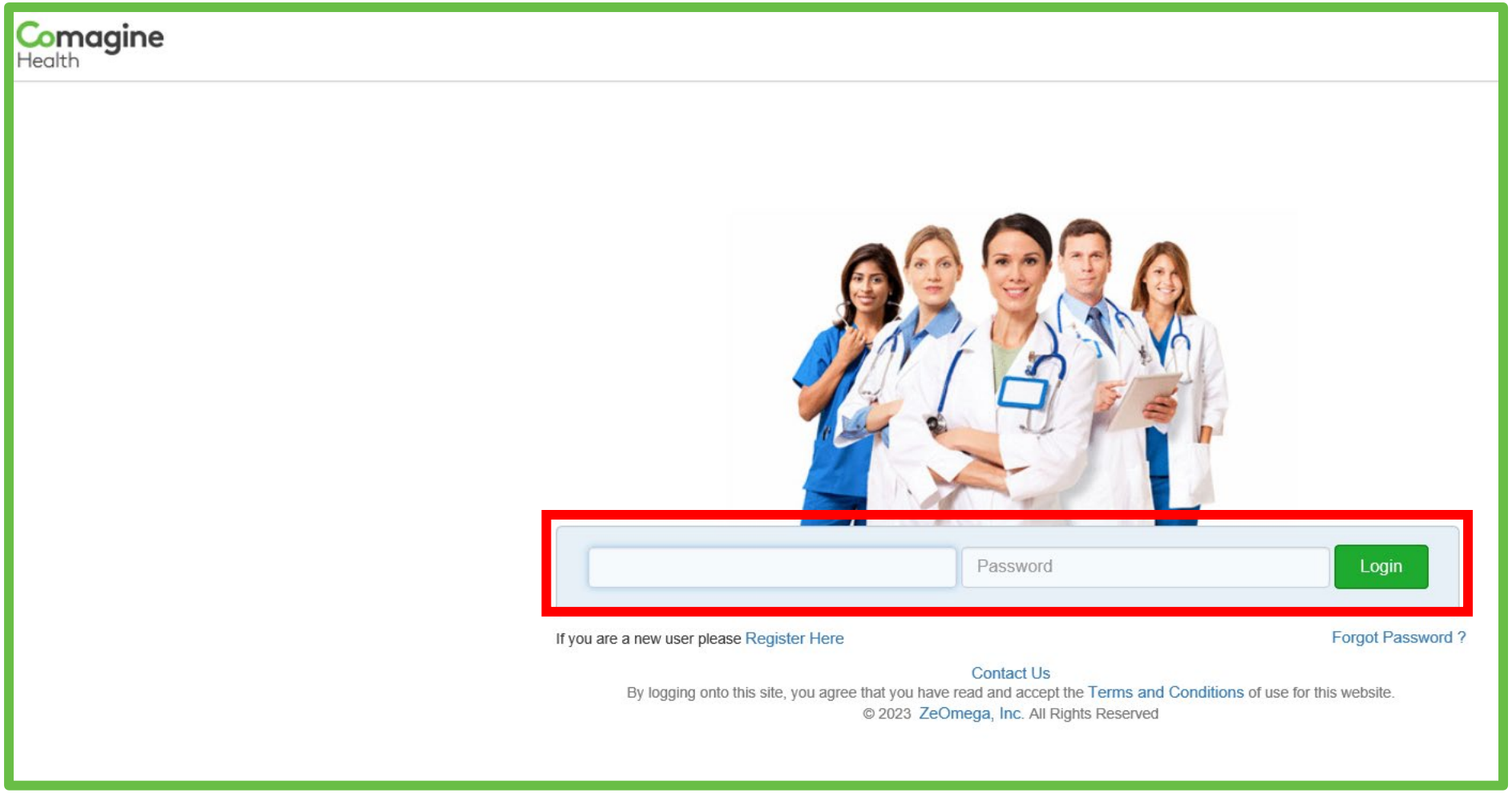
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Provider Portal Access



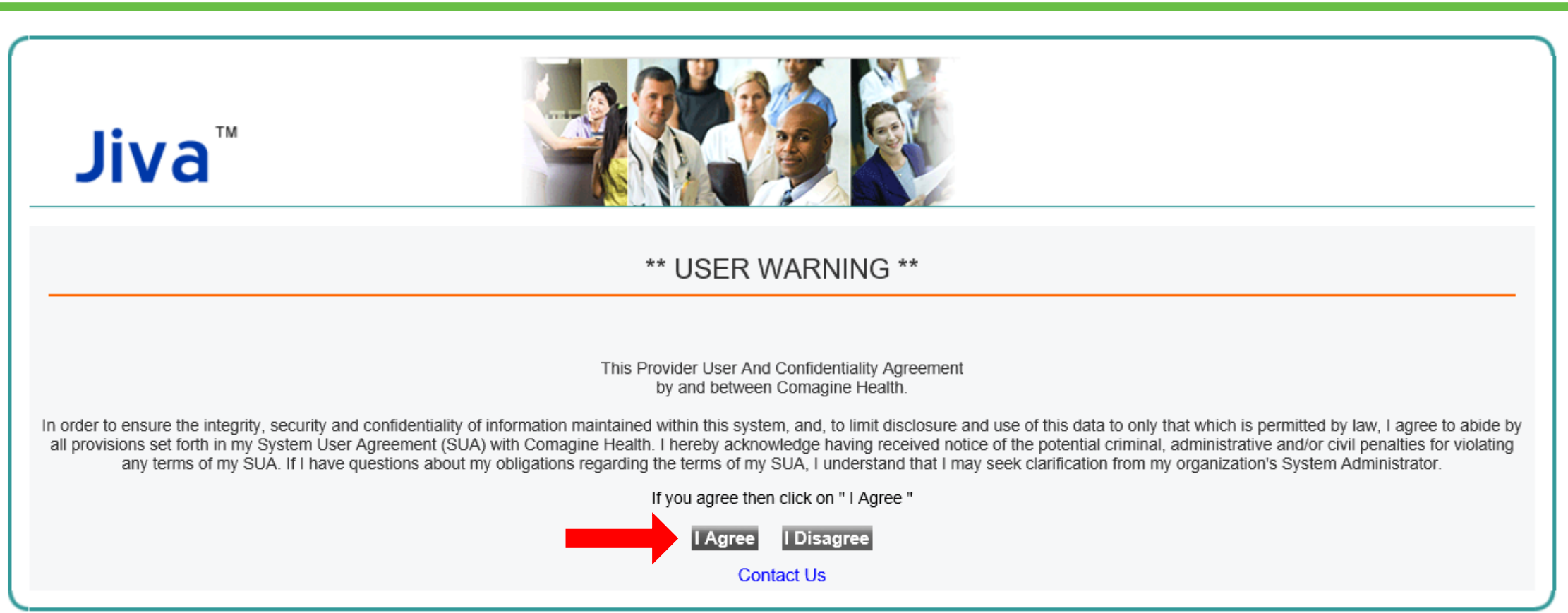
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How to Log Into the Provider Portal



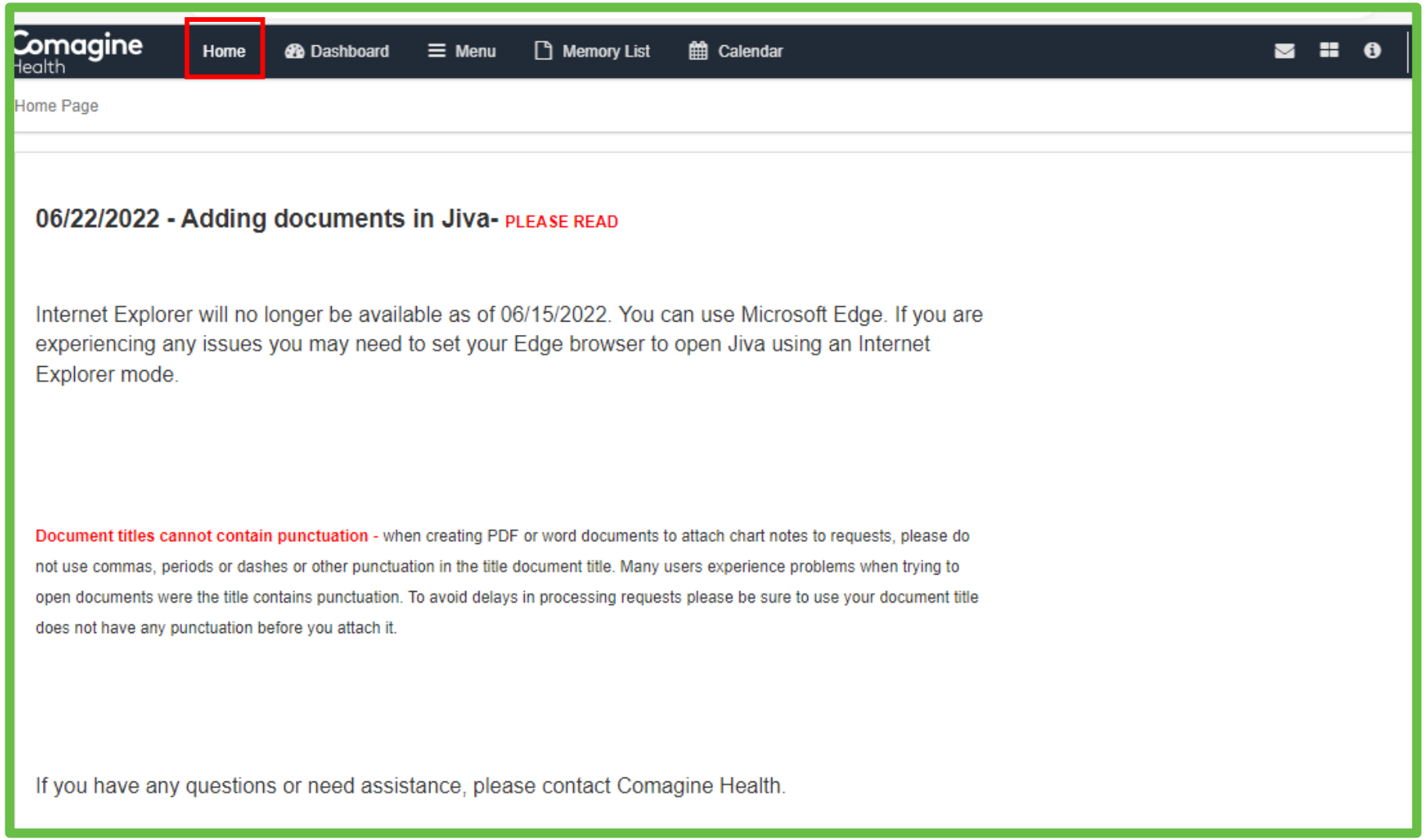
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Provider Portal Log In



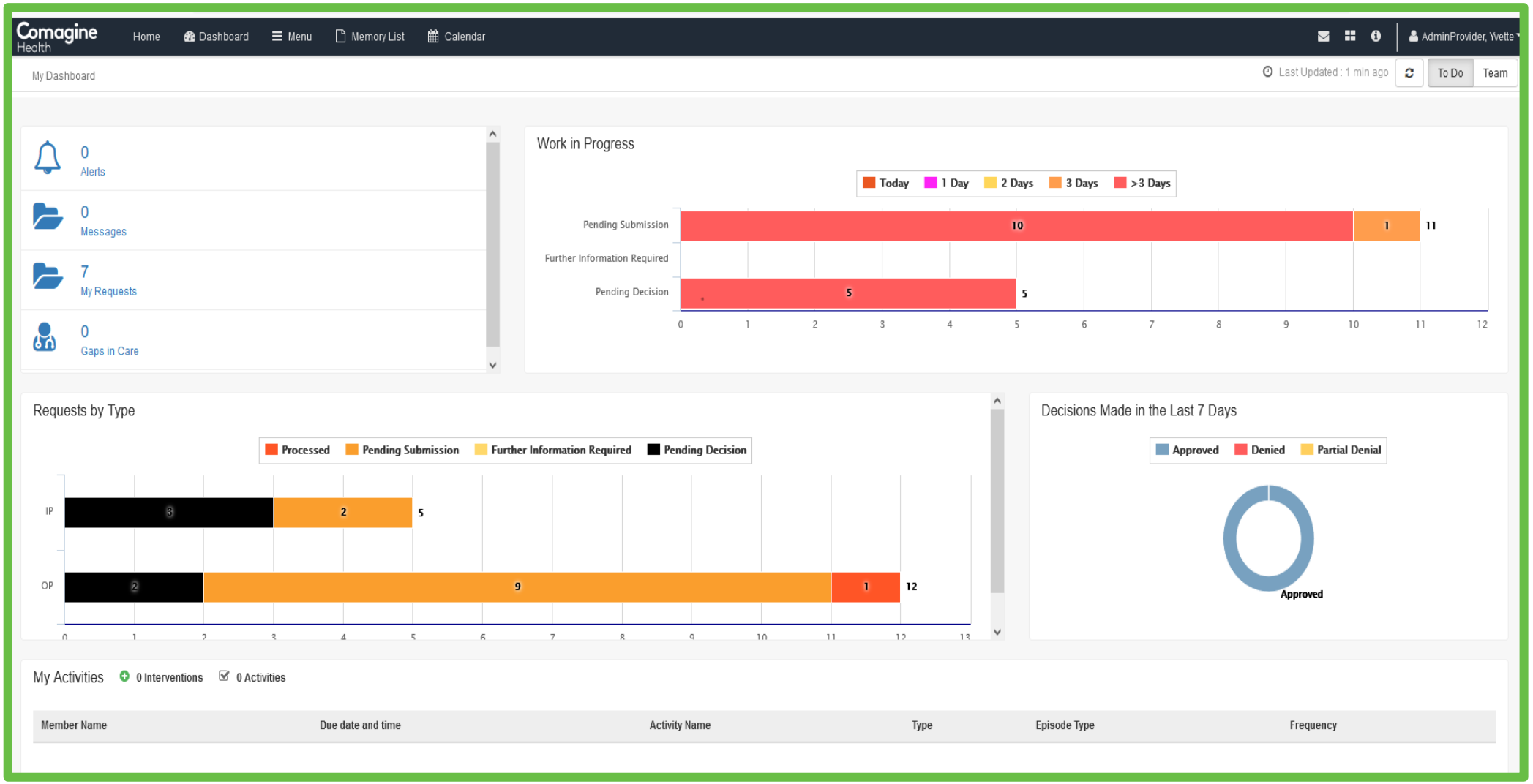
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Provider Home Page – View Posted Announcements



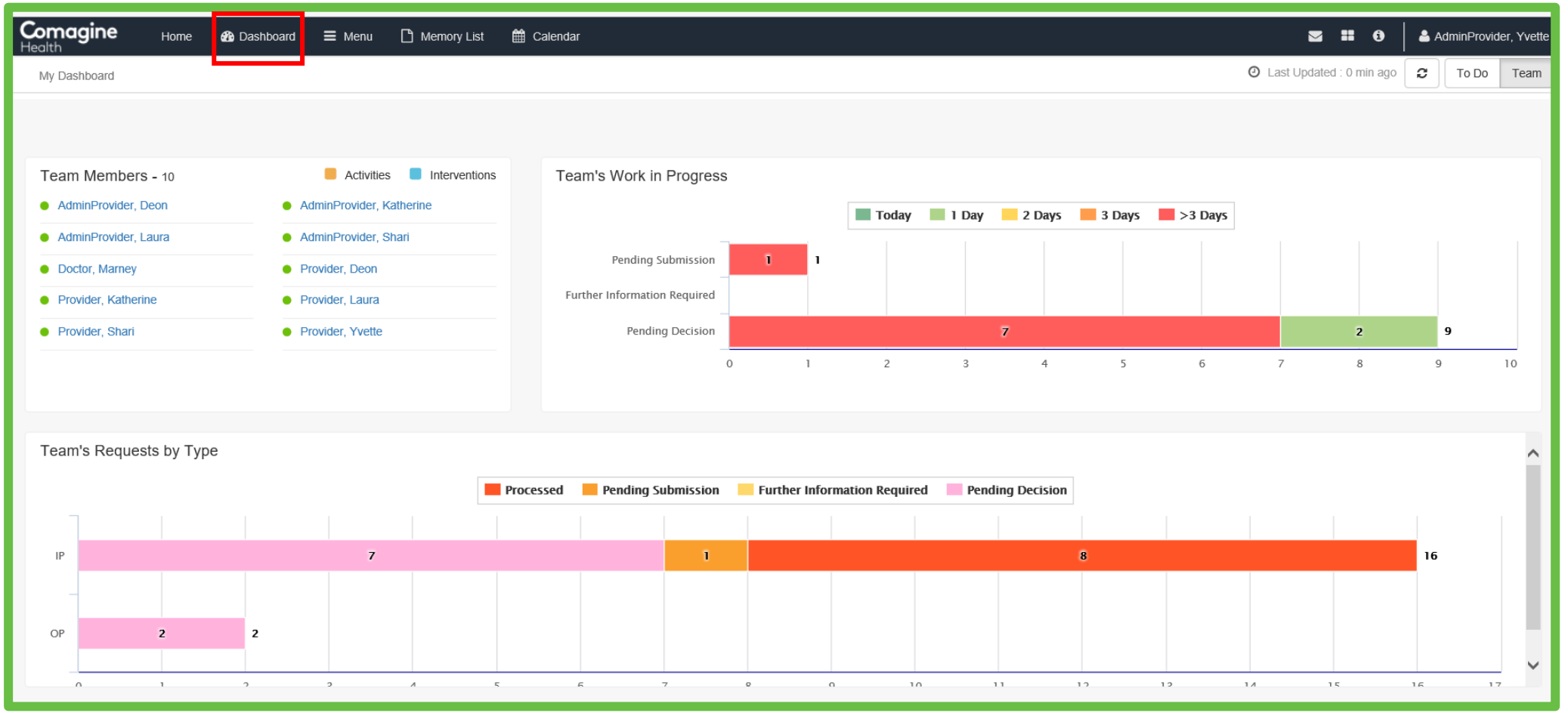
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Provider Dashboard - To Do



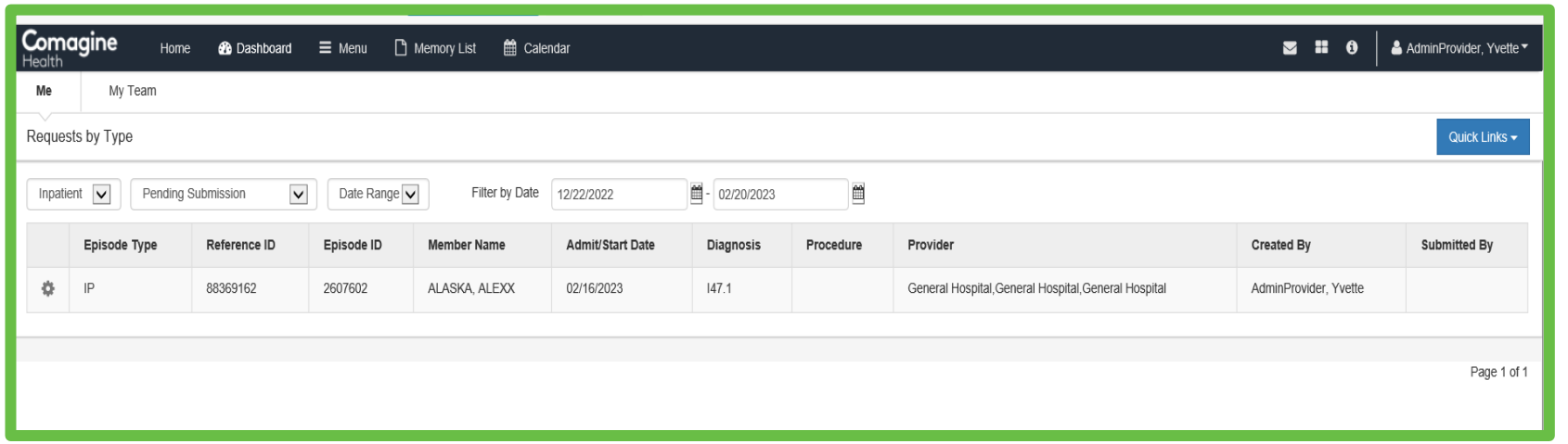
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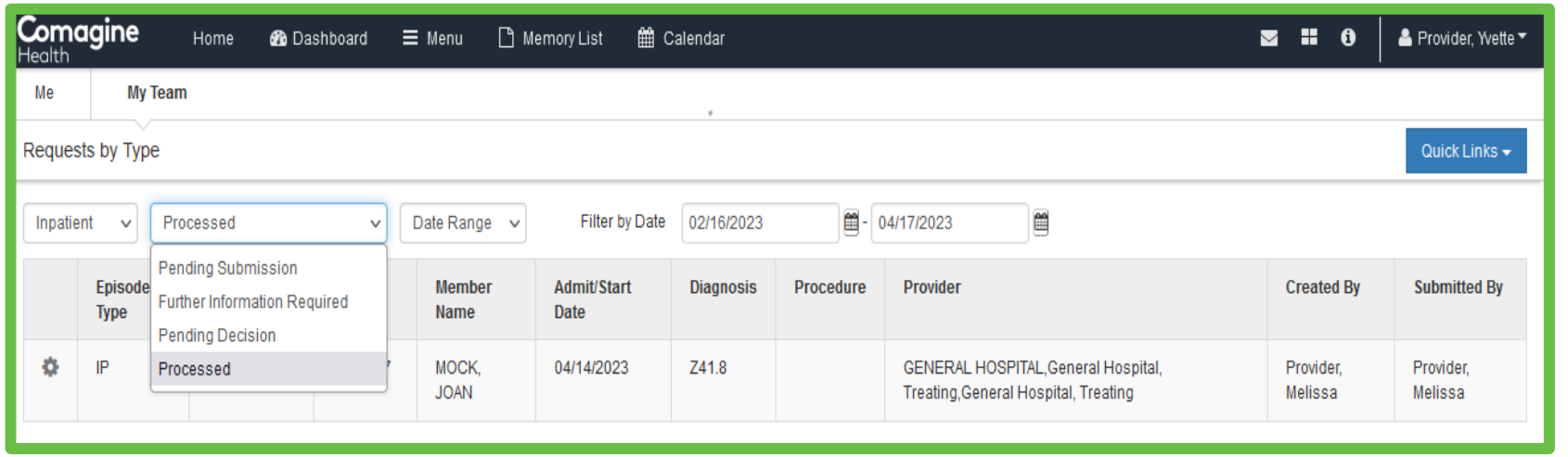
Provider Dashboard - Teams



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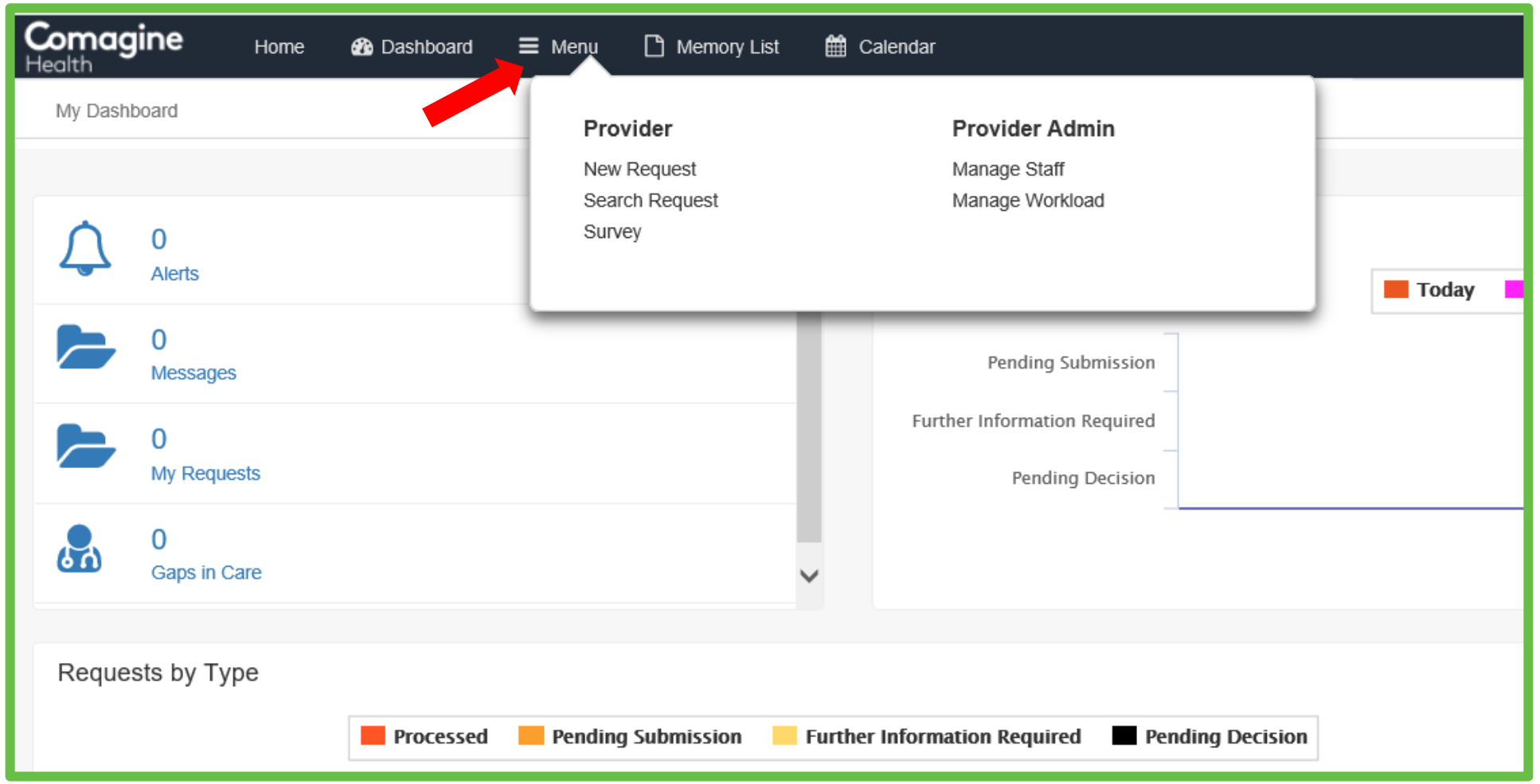
Provider Dashboard Links





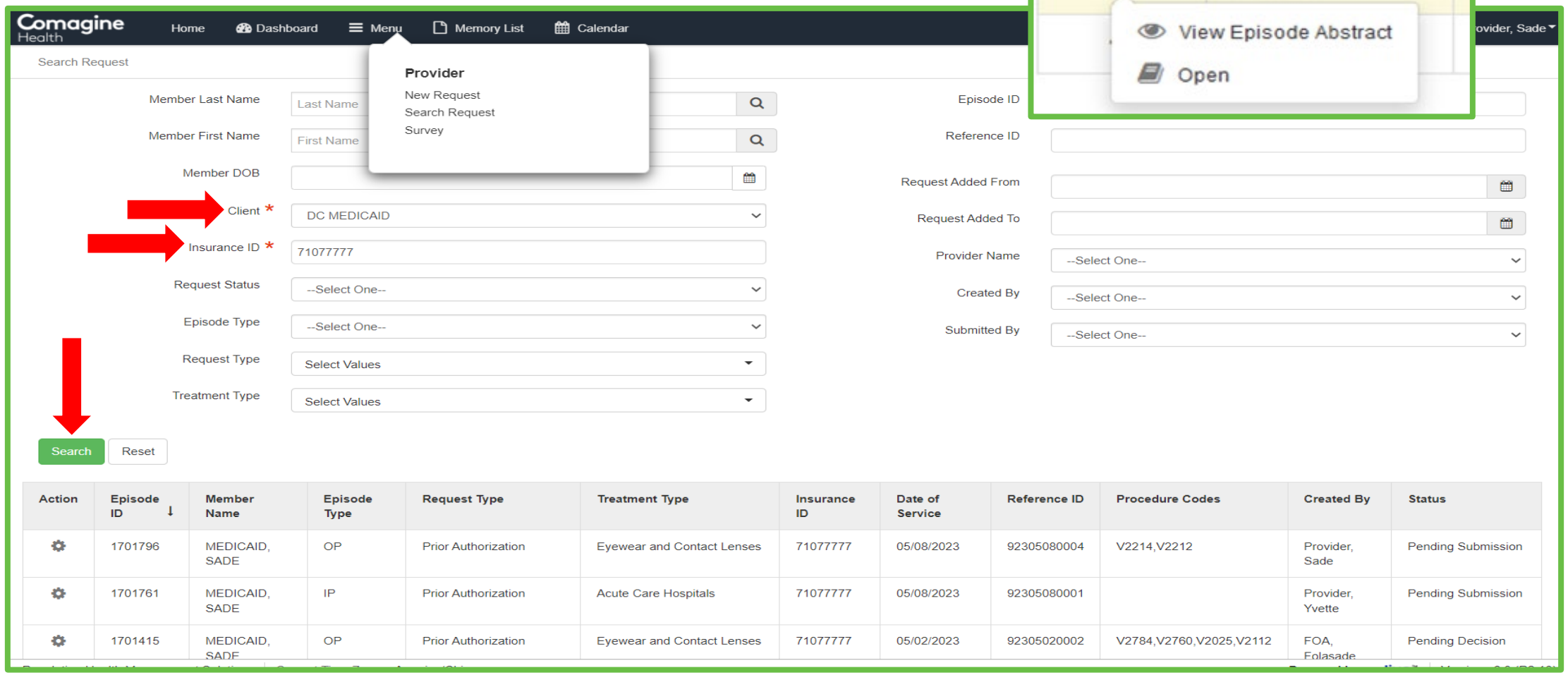
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How to Search or Submit a New Request



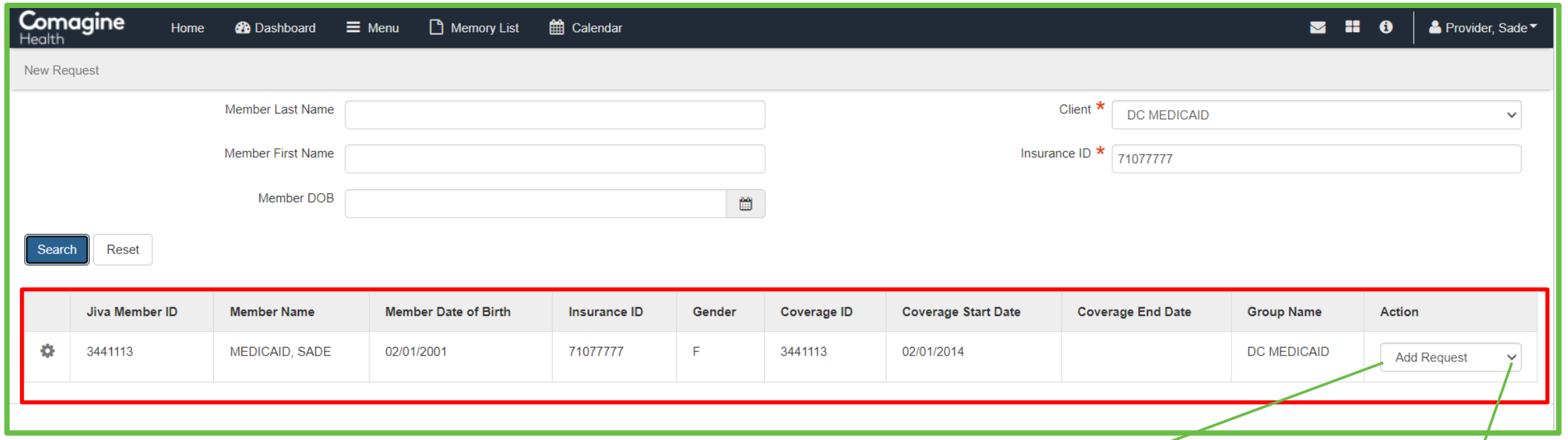
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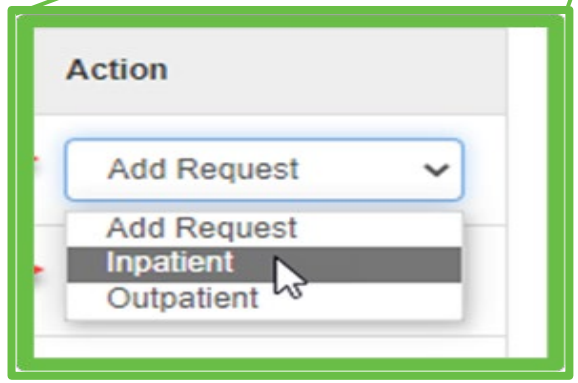
Search Request



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Submit a New Request

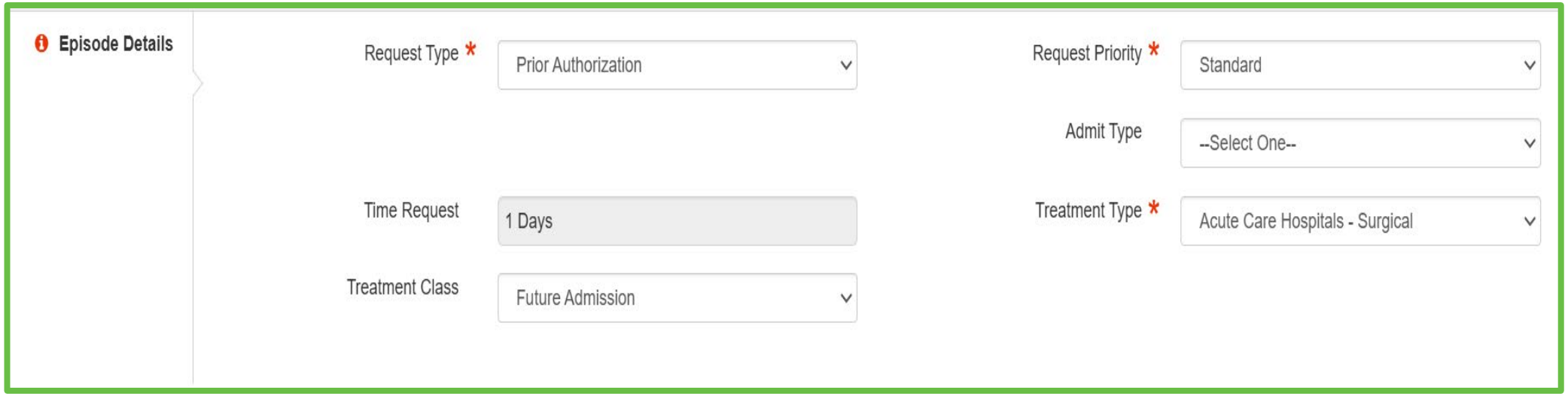




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Submit a New Request

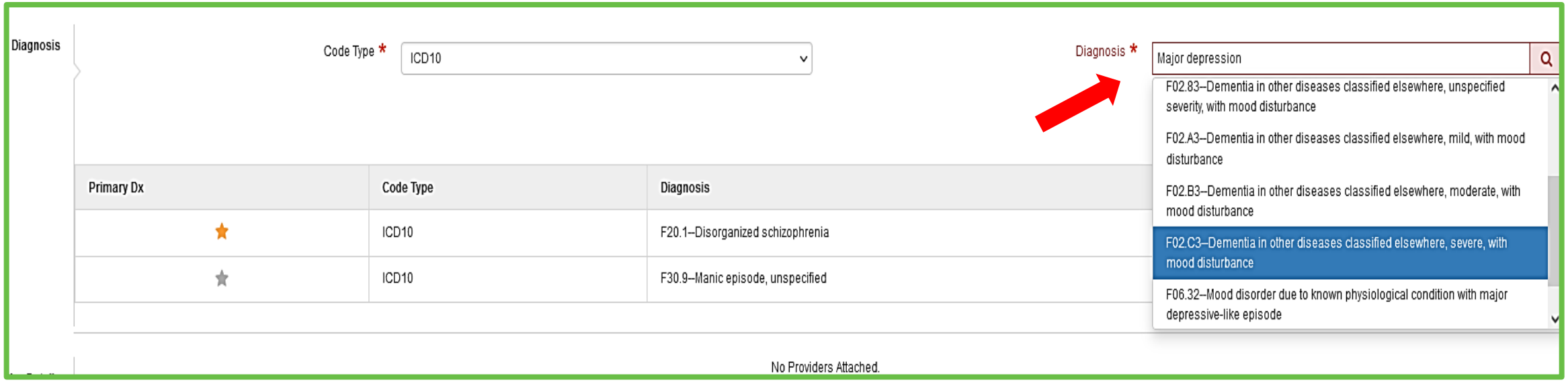
- Enter Episode Details in mandatory fields where there is a red asterisk
- Treatment Class is also a mandatory field (even though no asterisk)
- Treatment Type is **Acute Care Hospitals - Surgical**



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Submit a New Request, cont.

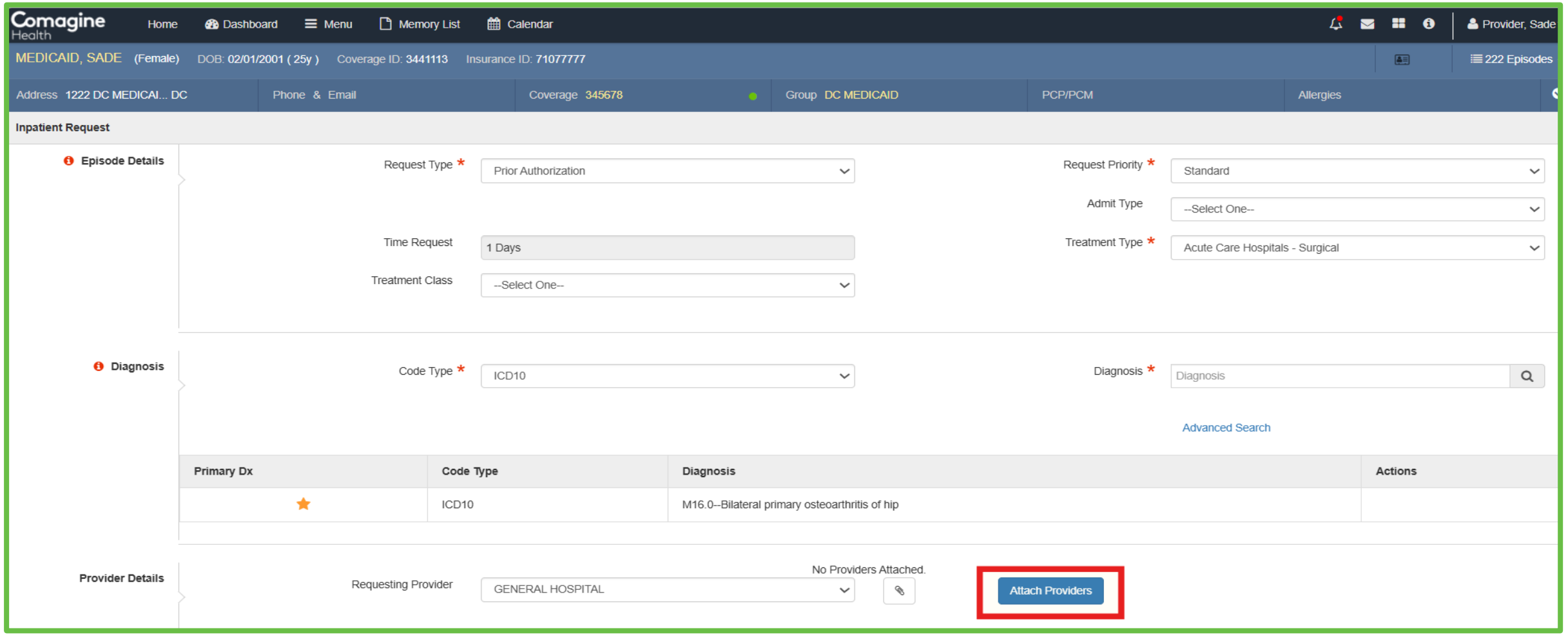
- Enter the Diagnosis



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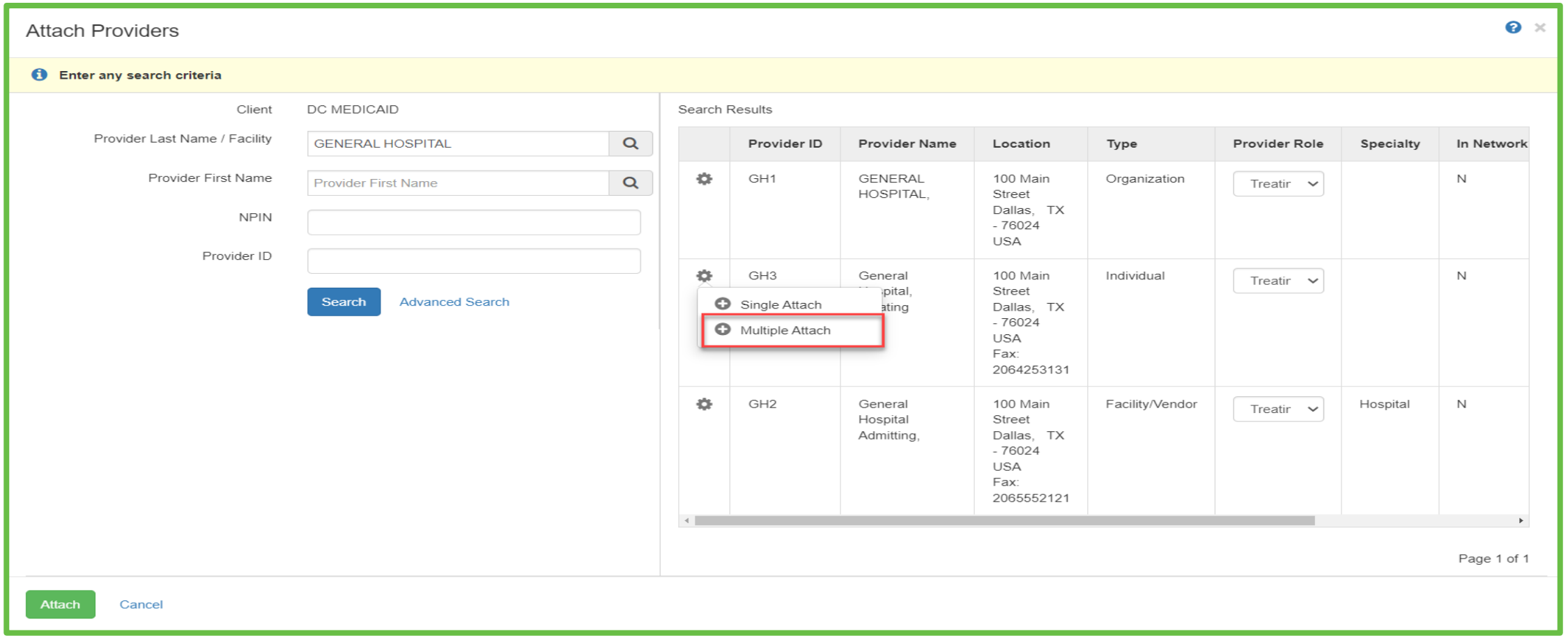
Submit a New Request, cont.

- Attach the Providers to the Episode



Steps to Add Providers

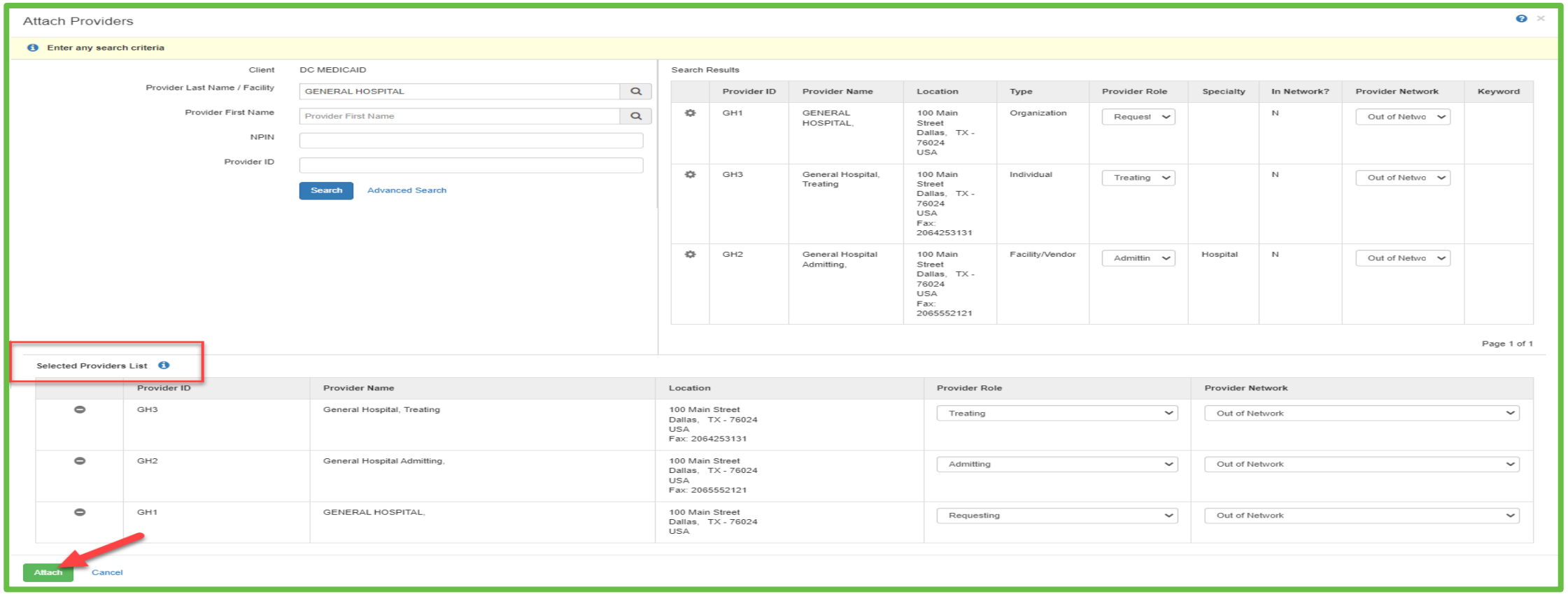
- Use Search or Advanced Search to find providers



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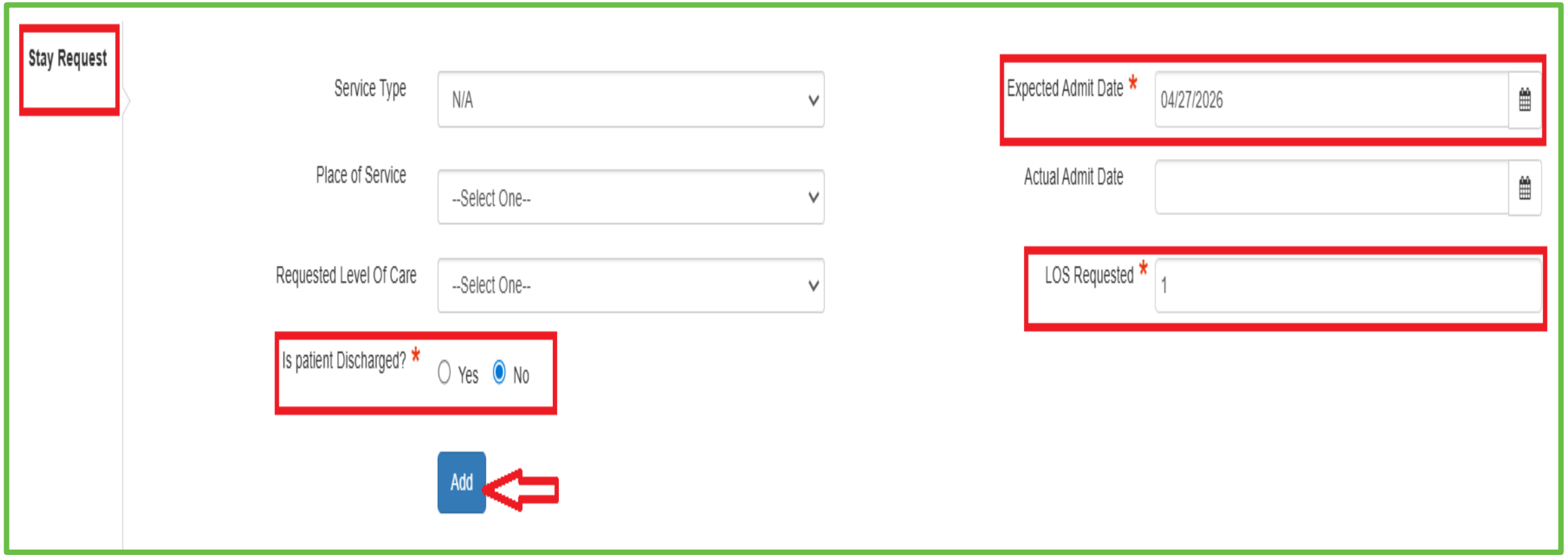
Steps to Add Provider, cont.

- Admitting, Treating, and Requesting providers must be attached



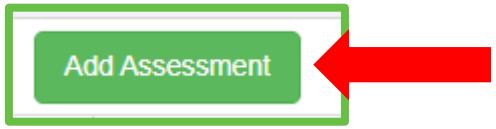
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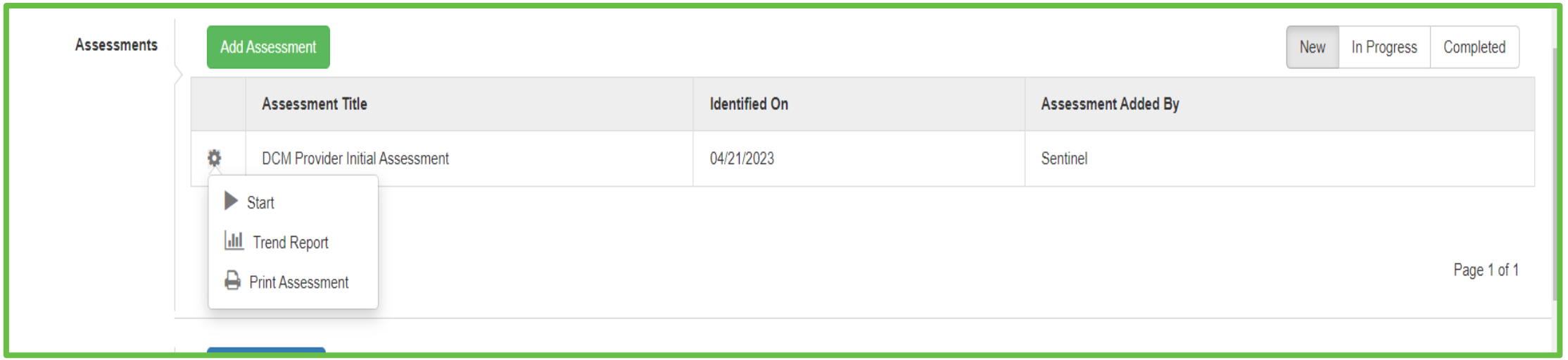
Stay Request Must be Completed for Inpatient Services



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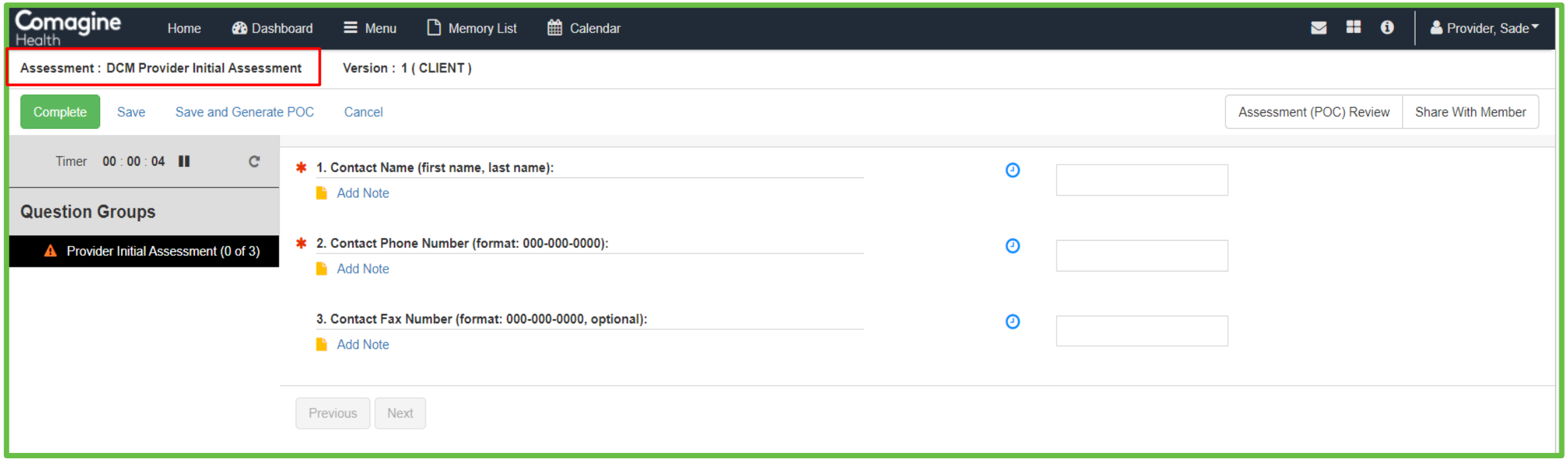
Assessments





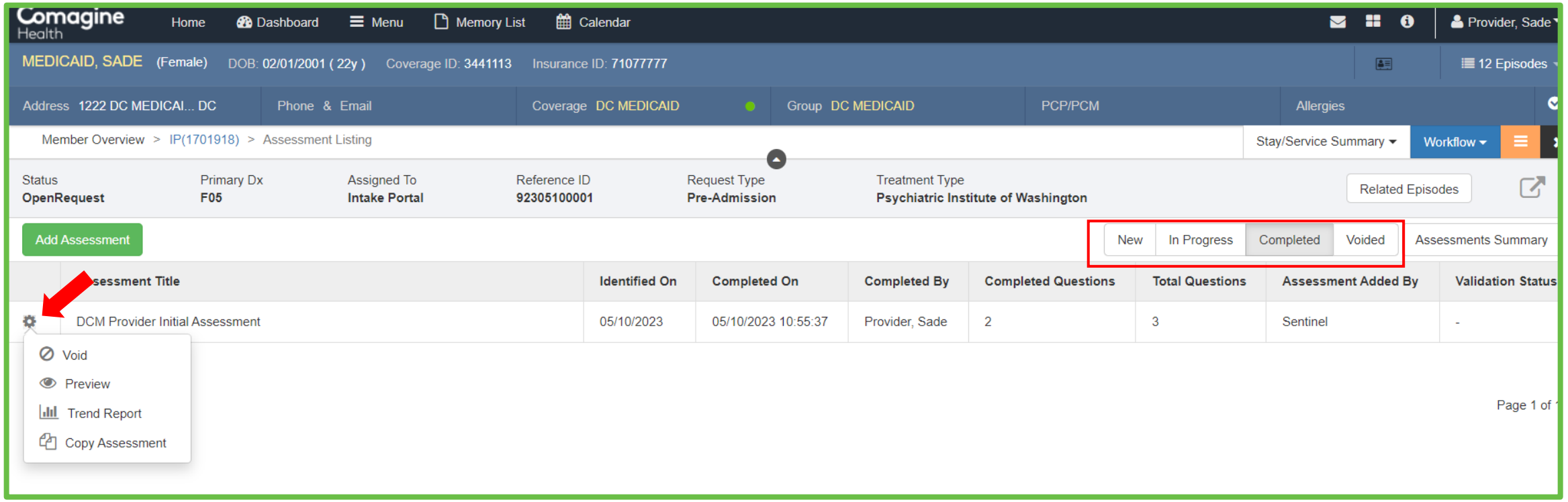
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DCM Provider Initial Assessment



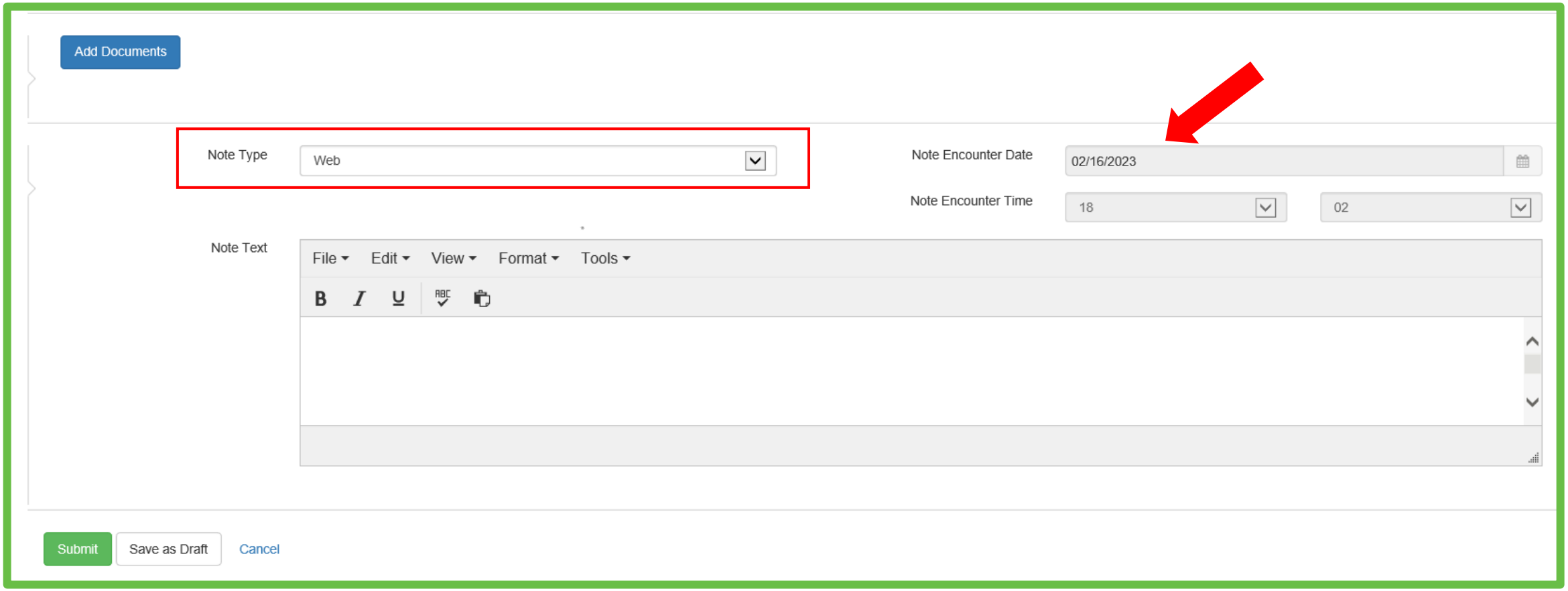
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Preview Assessment



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Notes



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Submit or Save as Draft

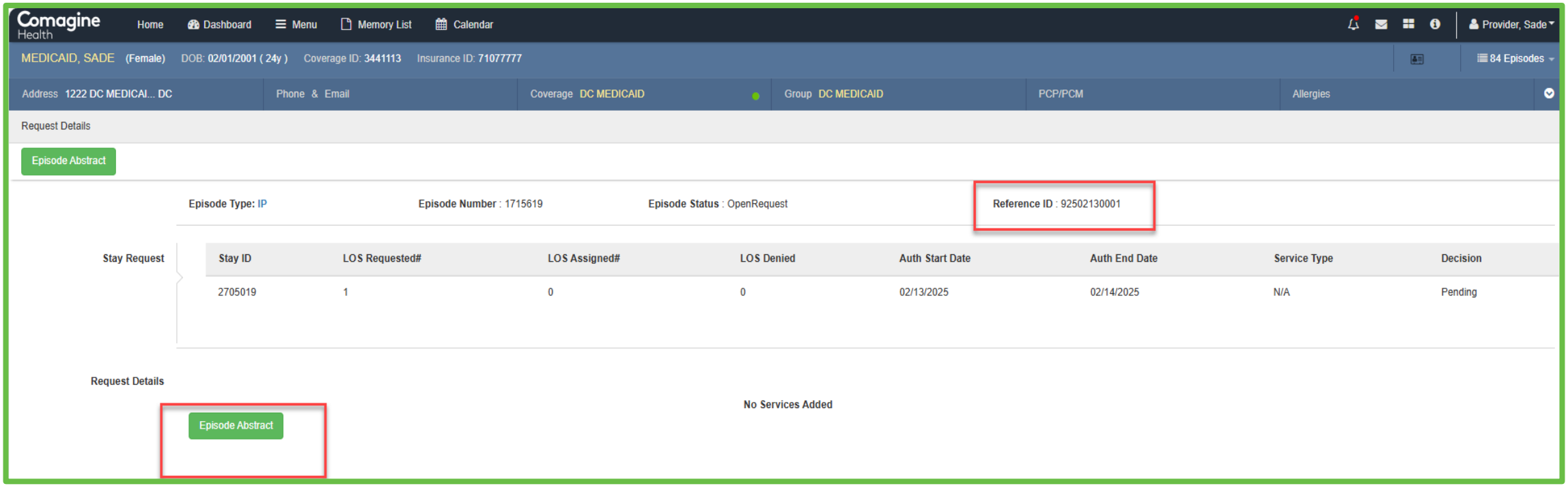
- **Submit**: Episode will be submitted to Comagine Health.
- **Save as Draft**: Episode will not submit to Comagine Health but will be saved for later submission and can be edited.
- **Delete**: The request will be deleted.



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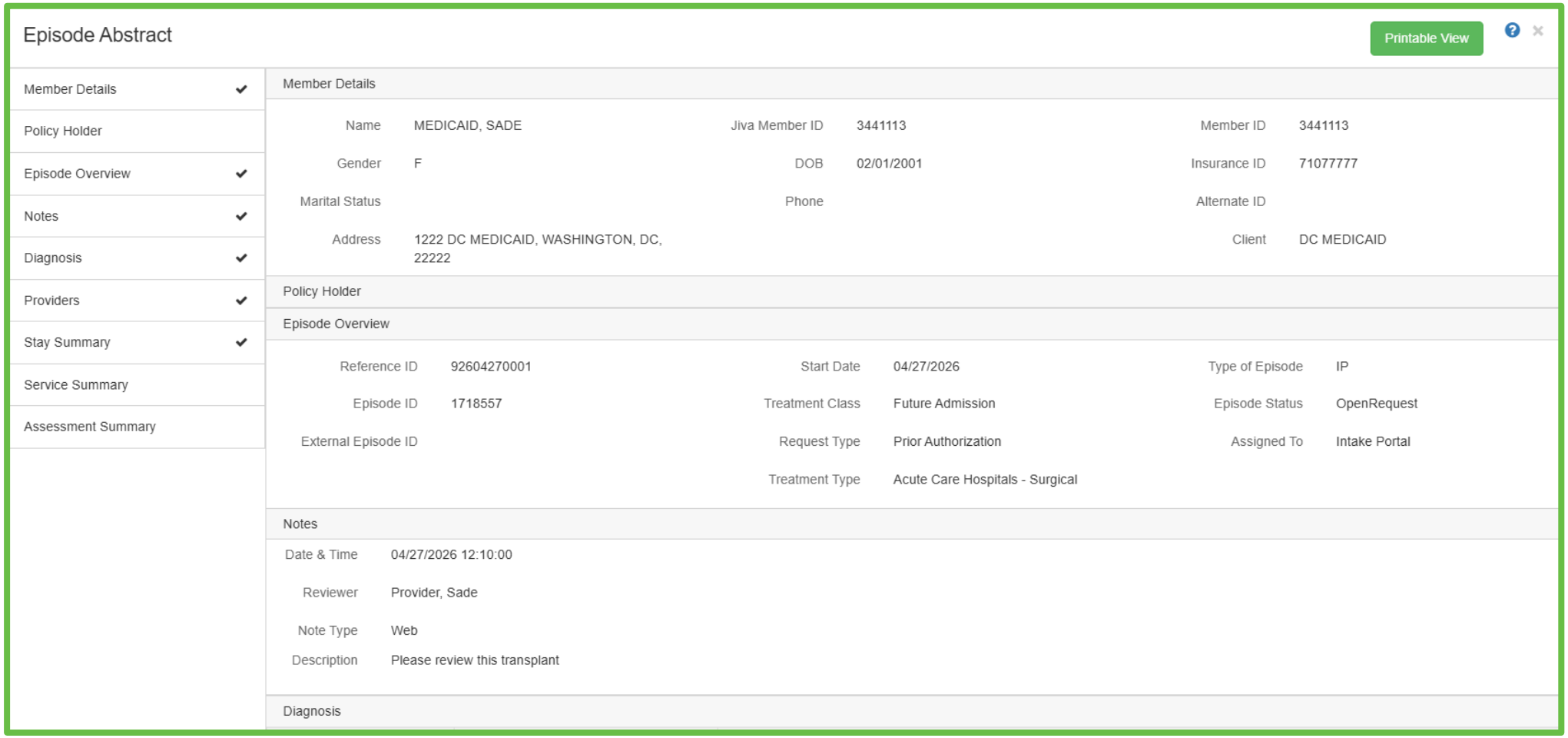
Reference ID

- 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.



Abstract View

- You can print by selecting Printable View



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Who to Call

- If there are errors messages with the Comagine Health Provider Portal (CHPP)
- Request to create a new member in the CHPP
- Questions regarding Medical Necessity Denial, or general questions

Comagine Health DC Office

Main # 1-800-251-8890

- CHPP error message issues

Review questions:

- Ask to speak with the Clinical Manager, Phurbu McAlister, pmcalister@comagine.org
- Escalated questions or concerns - QIO Project Director, Sade Akinkuowo, fakinkuowo@comagine.org

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Questions?

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