Comagine Health DC Healthcare Alliance Skilled Nursing Facility Review Process

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Comagine Health



Comagine Health 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 DC Healthcare Alliance Skilled Nursing Facility (SNF) review submission process to improve provider understanding and support a more efficient and effective review process.
- Demonstrate how to enter a SNF request through the CHPP.

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 and answer questions at the end.

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DC Healthcare Alliance Skilled Nursing Facility

- Skilled Nursing Facility (SNF) services are for patients who have complex needs that cannot be adequately provided at home.
- SNF services include a combination of:
  - Medical service - wound care, IV antibiotics, and/or medication treatment
  - Therapy service - physical and occupational therapy, speech and language pathology
  - Nursing care - Skilled nursing services to manage chronic conditions and assist with daily living activities
- SNF services will be limited to a maximum of 30 days.
- A maximum of three (3) 30-day periods may be authorized per year.
- Lengths of stay are requested in seven (7) day increments.

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Required Documentation

Supporting clinical documents such as:

- Hospital discharge summary (if transitioning from an acute care setting)
- History and Physical
- Current medication list / MAR

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- # 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.

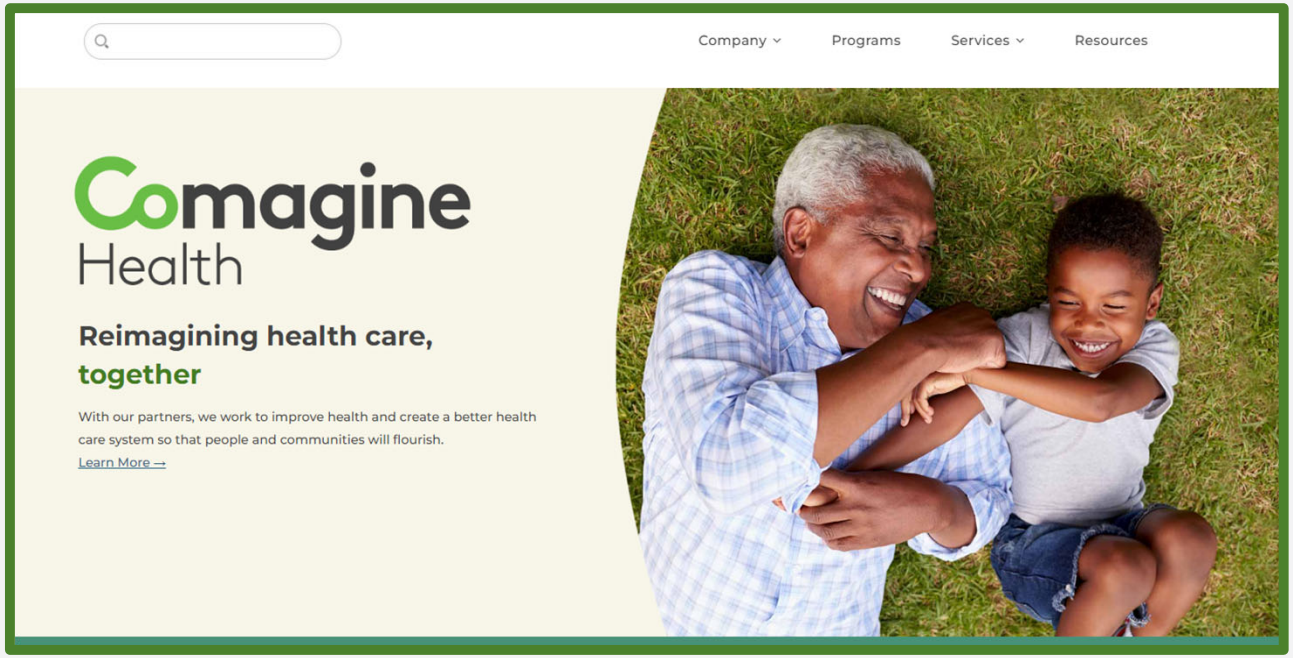
Will include an independent review by physician not associated with the original denial.

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Comagine Health Provider Portal

Submit reviews within the Comagine Health Provider Portal (CHPP).

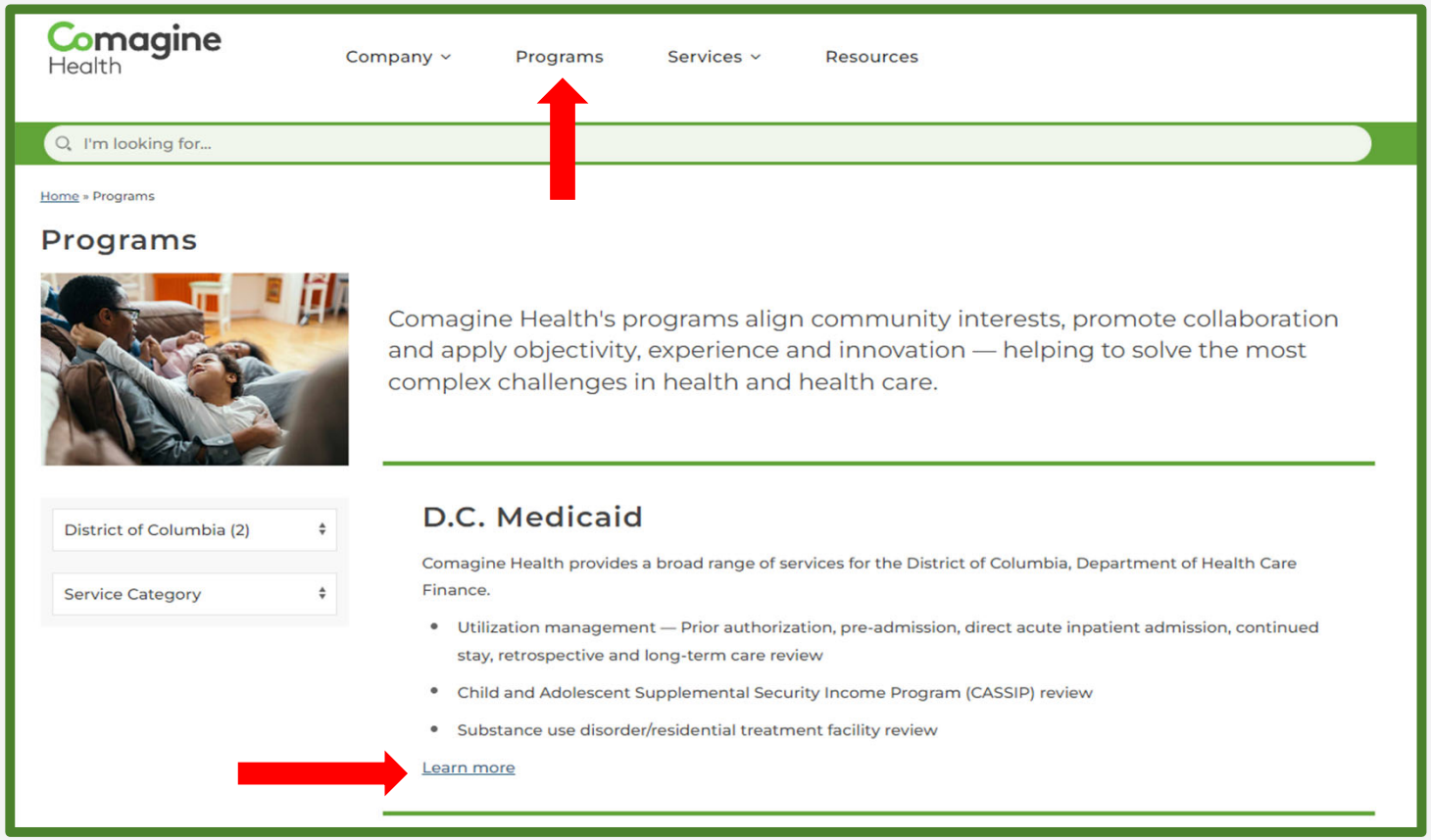
Go to Comagine Health's website - http:www.comagine.org



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Comagine Health Website

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



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Comagine Health Provider Website

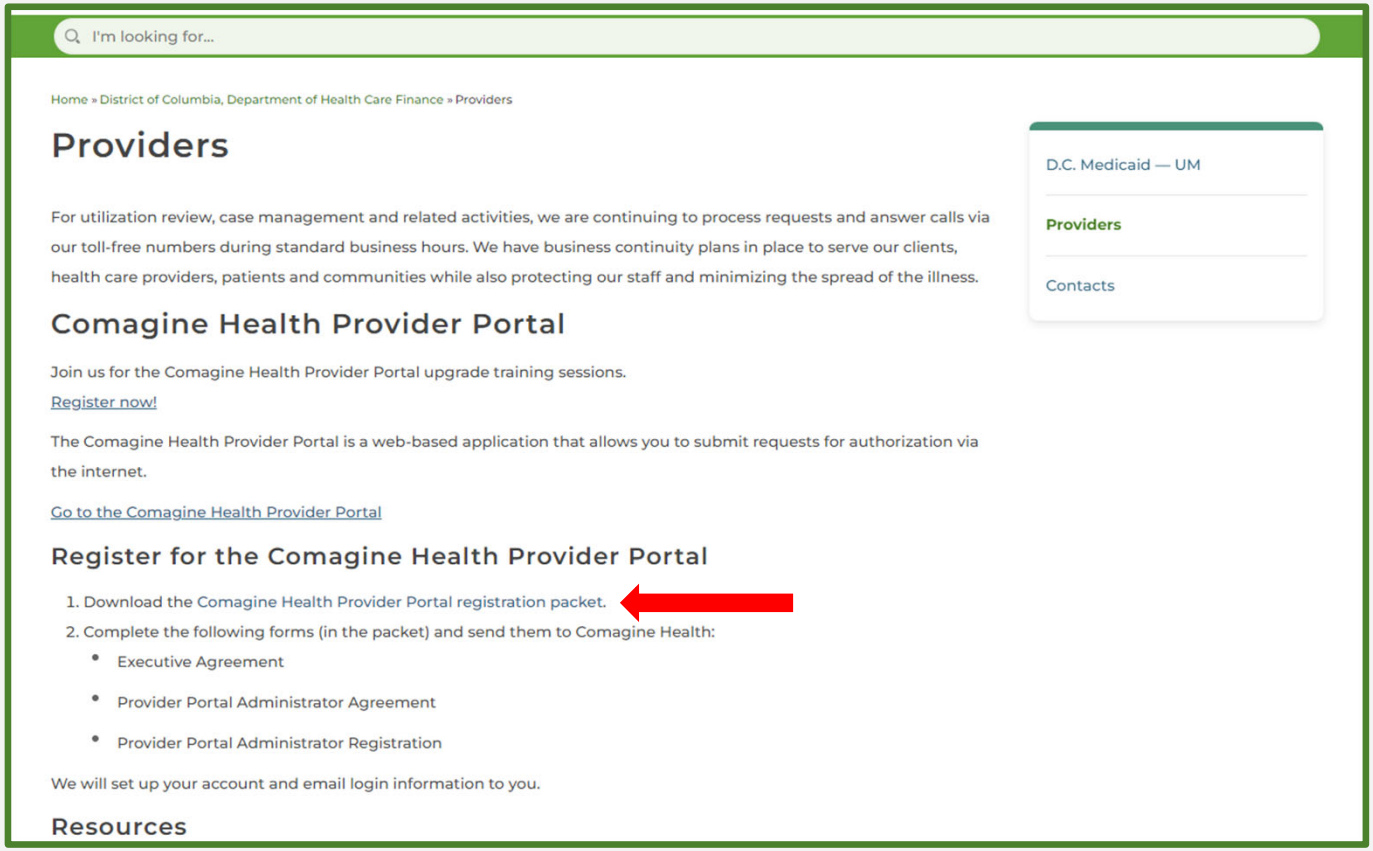
Select **Providers** on the right-side panel will display the Provider page. This page contains important trainings, provider resources, and more.



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CHPP 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
  - Deactivating User accounts

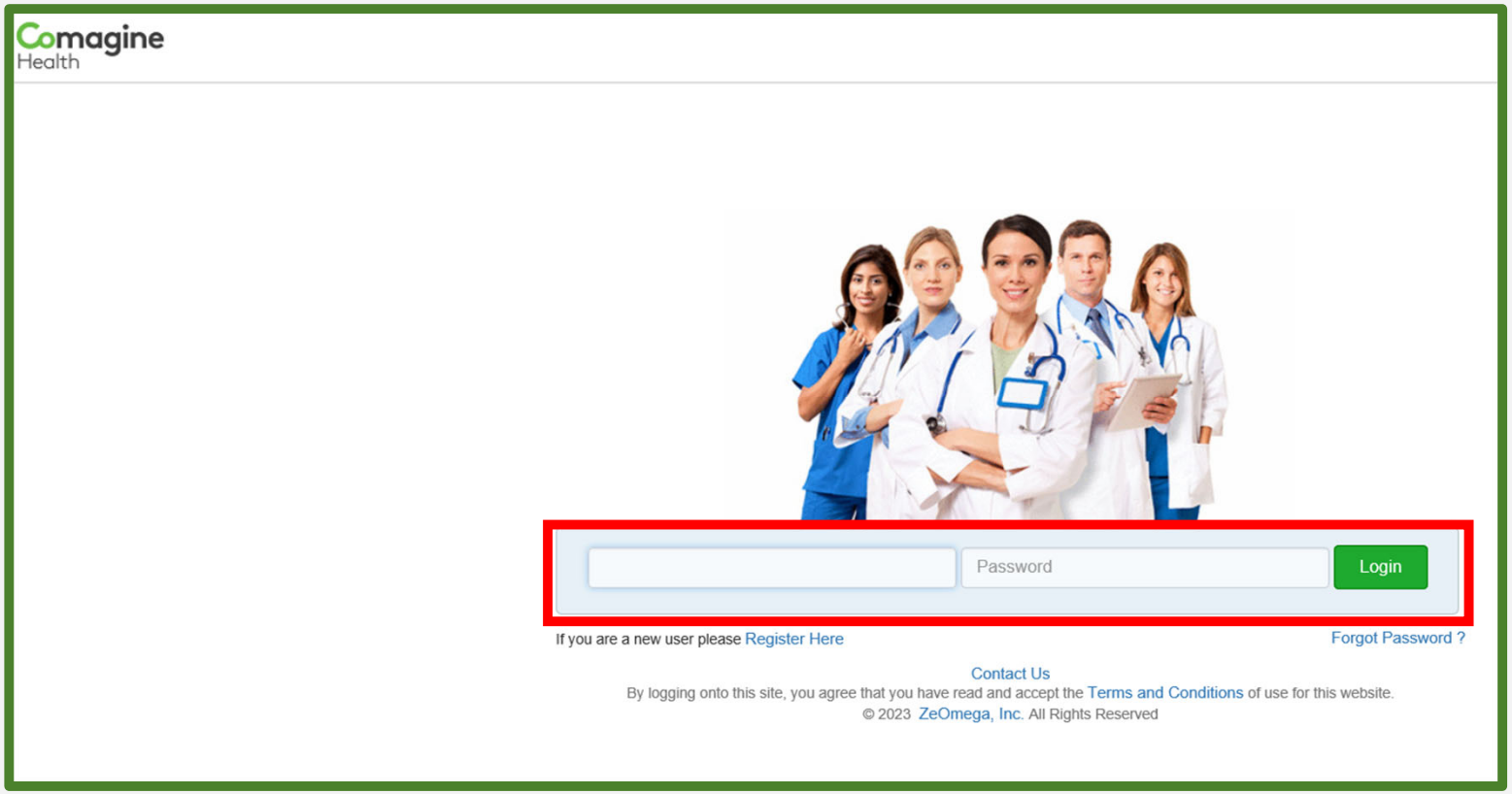
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- **Provider Portal Access**



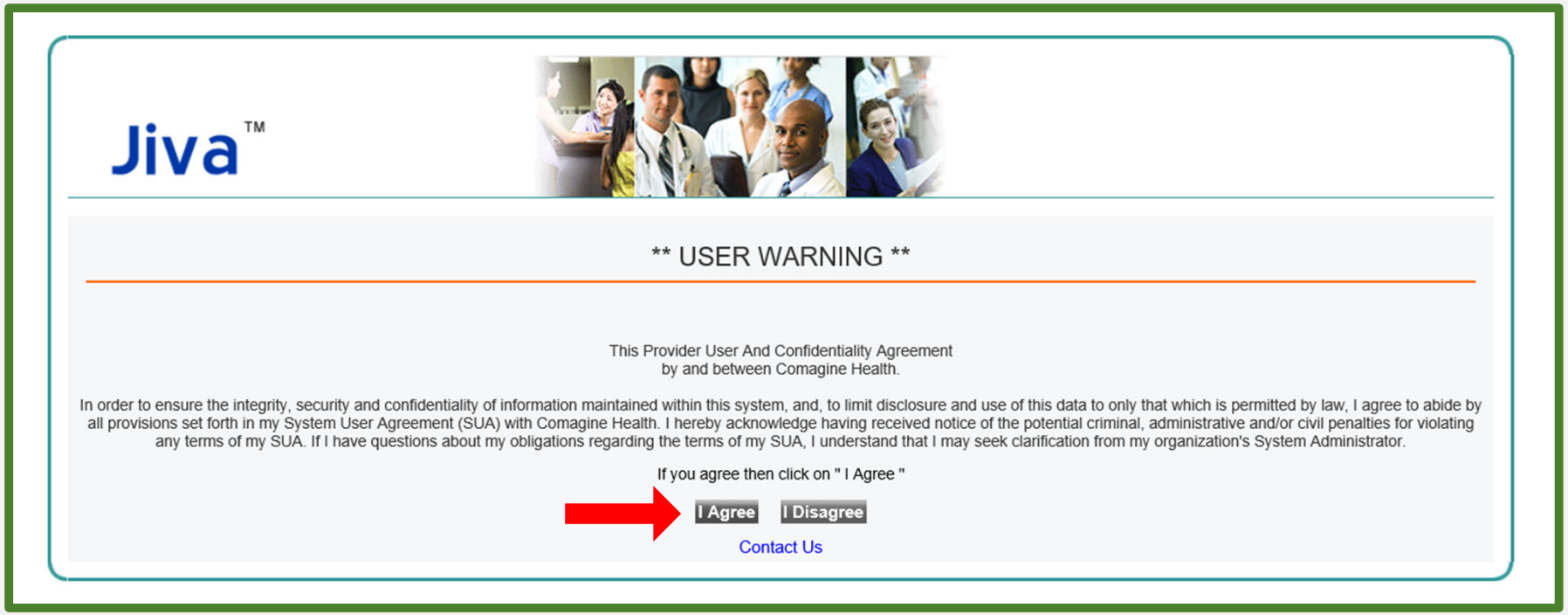
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How to Log Into the Provider Portal



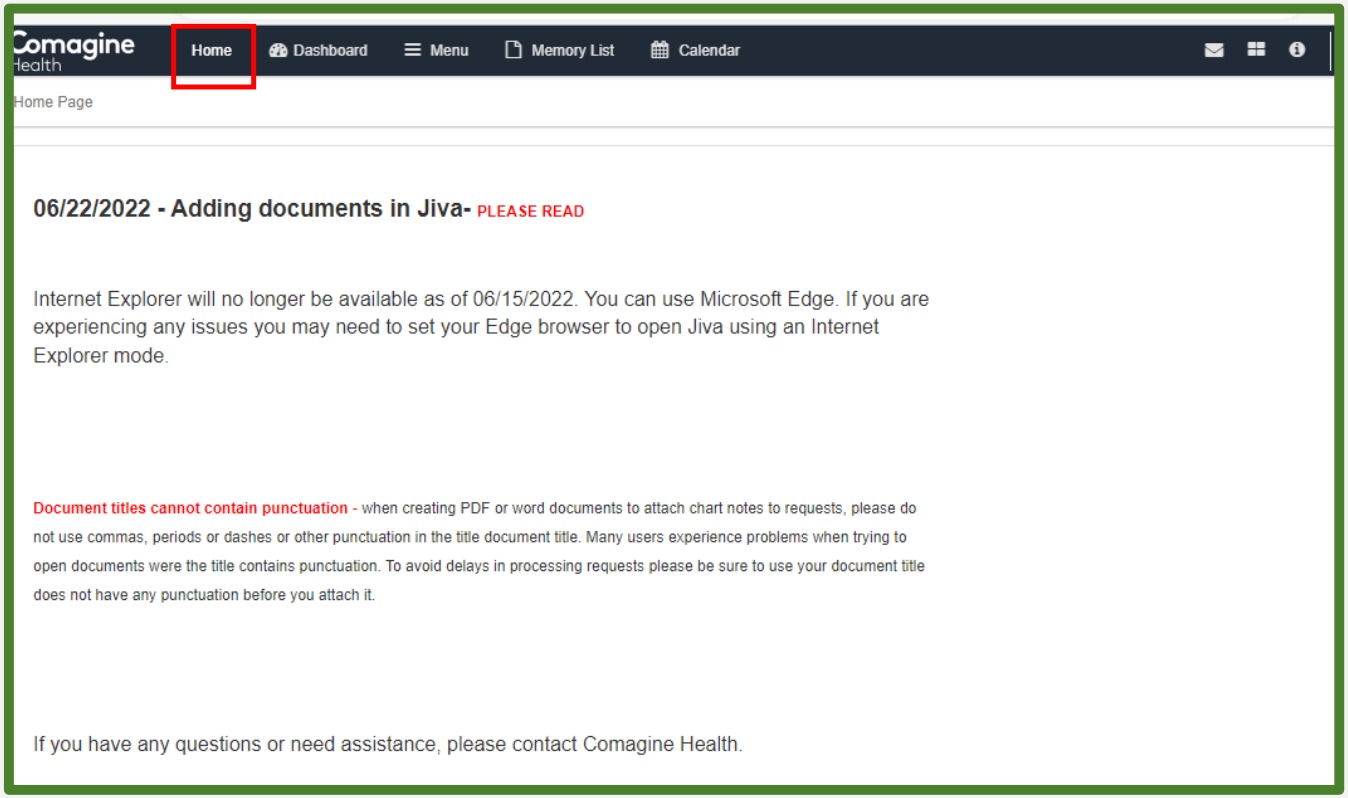
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Provider Portal Log In



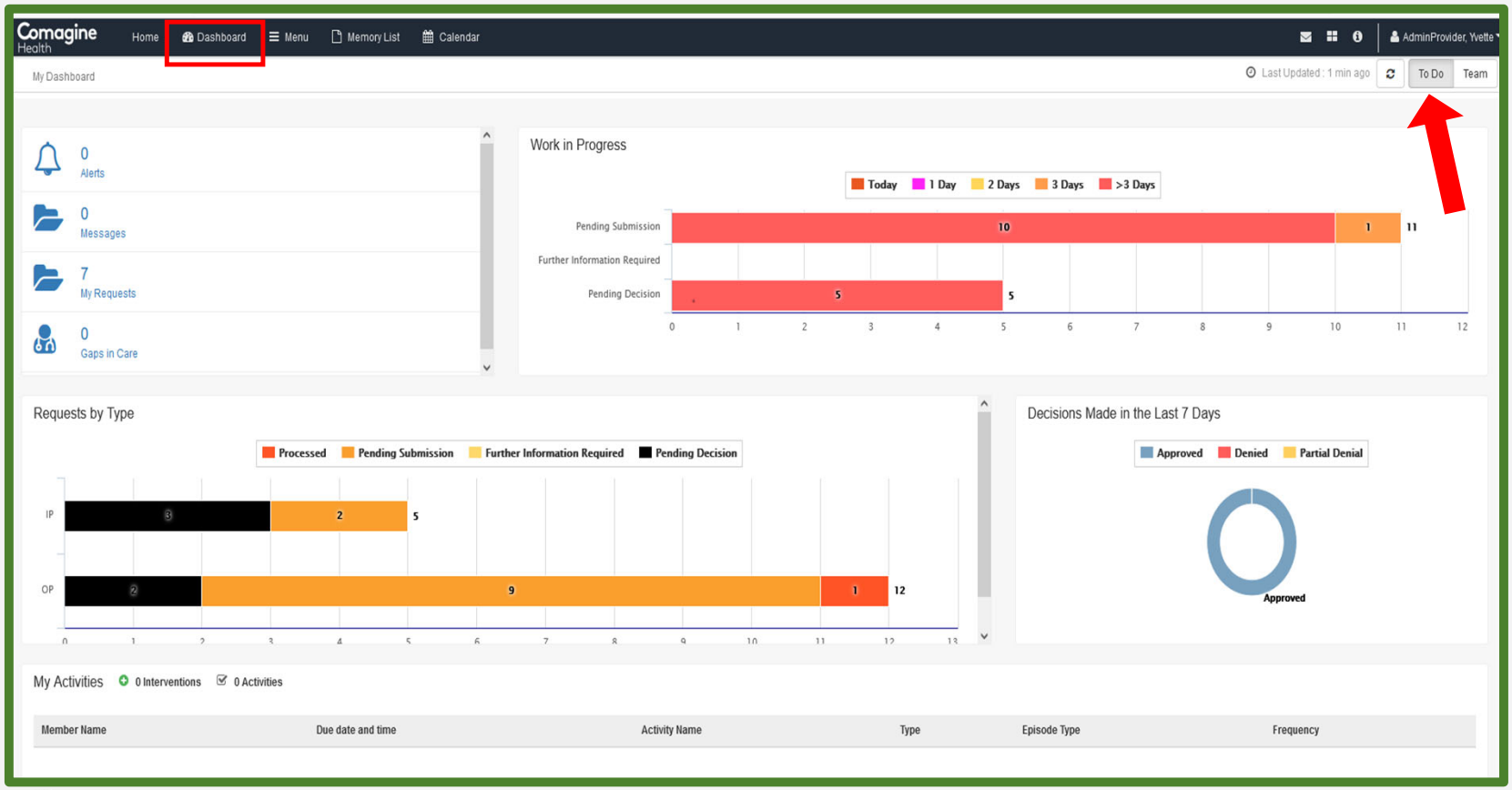
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Provider Home Page – View Posted Announcements



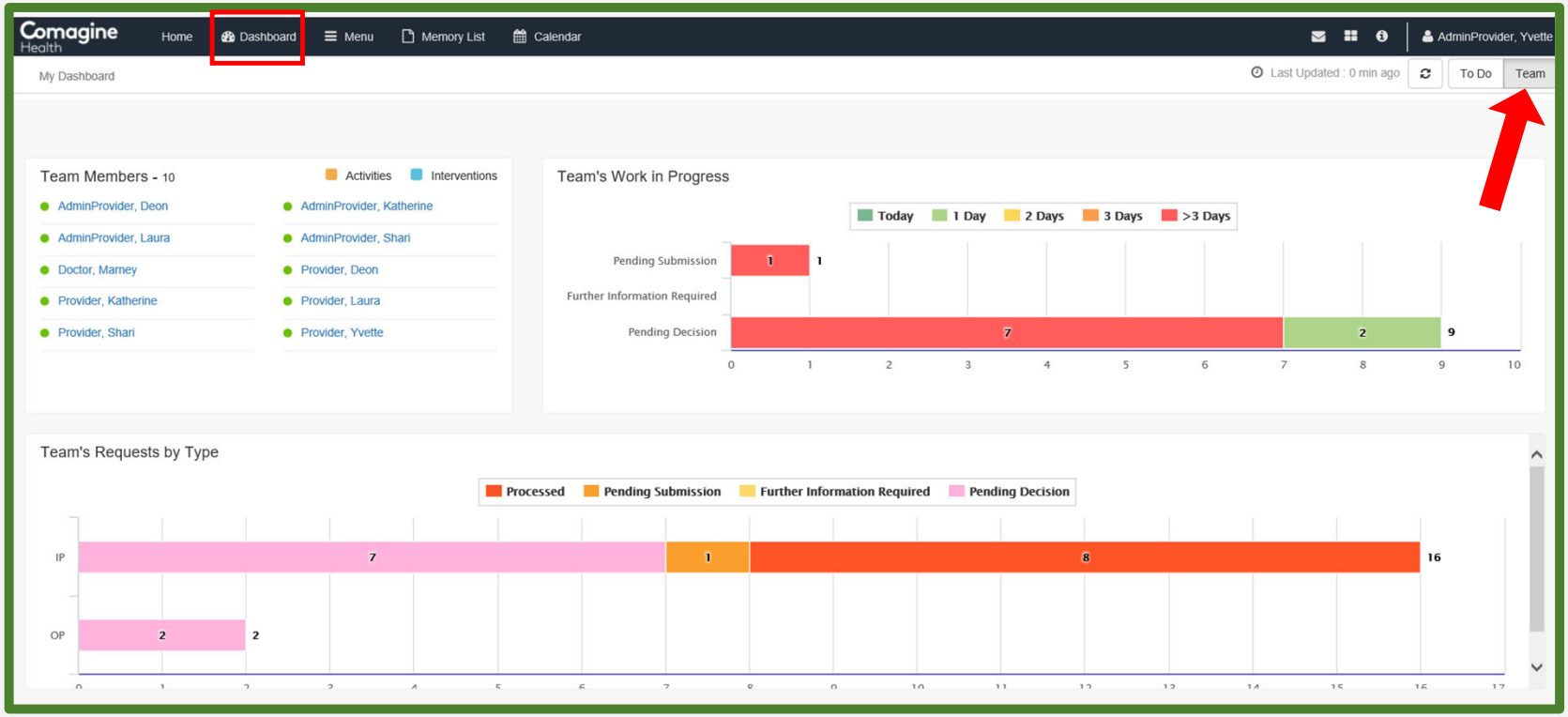
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Provider Dashboard - To Do



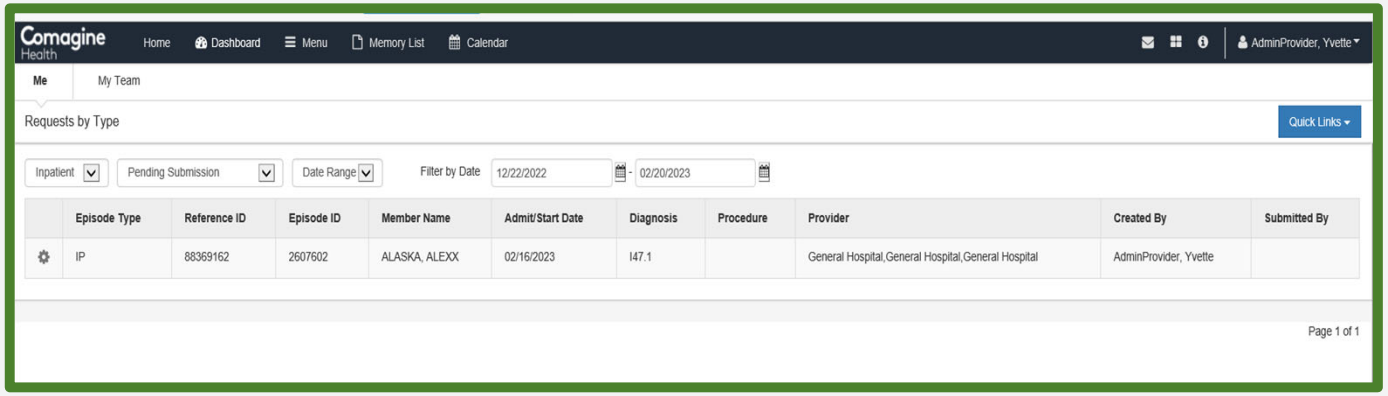
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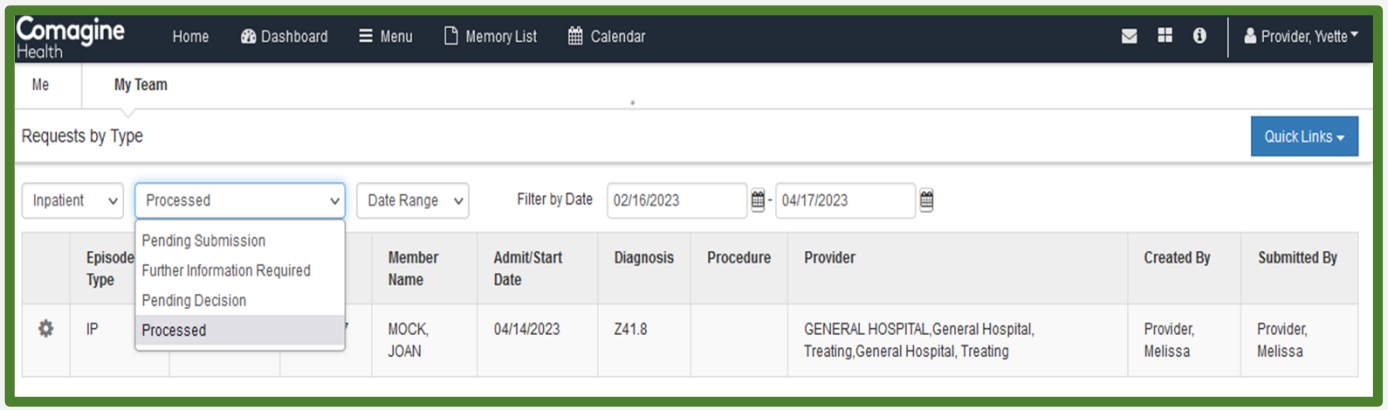
Provider Dashboard - Teams



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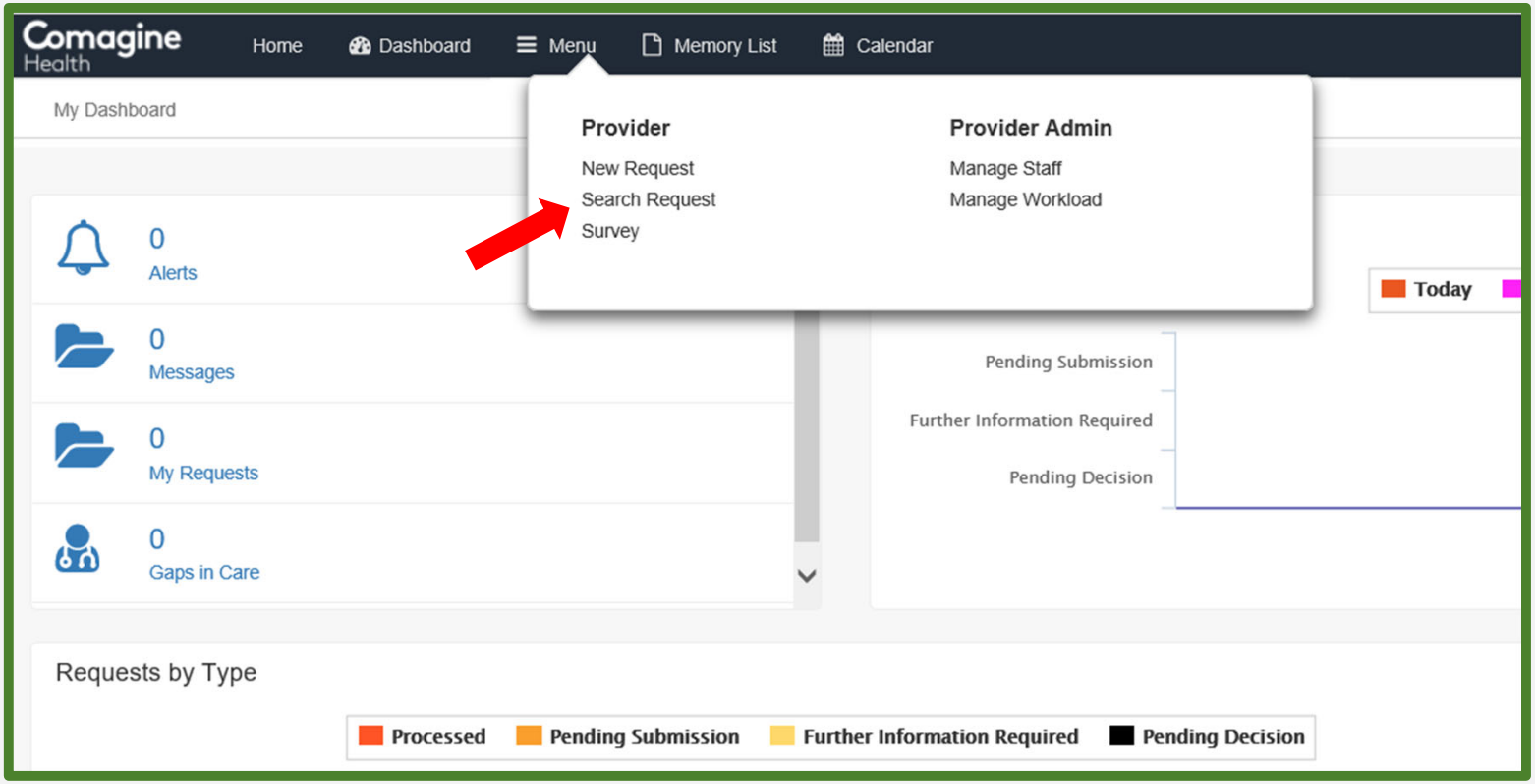
Provider Dashboard Links





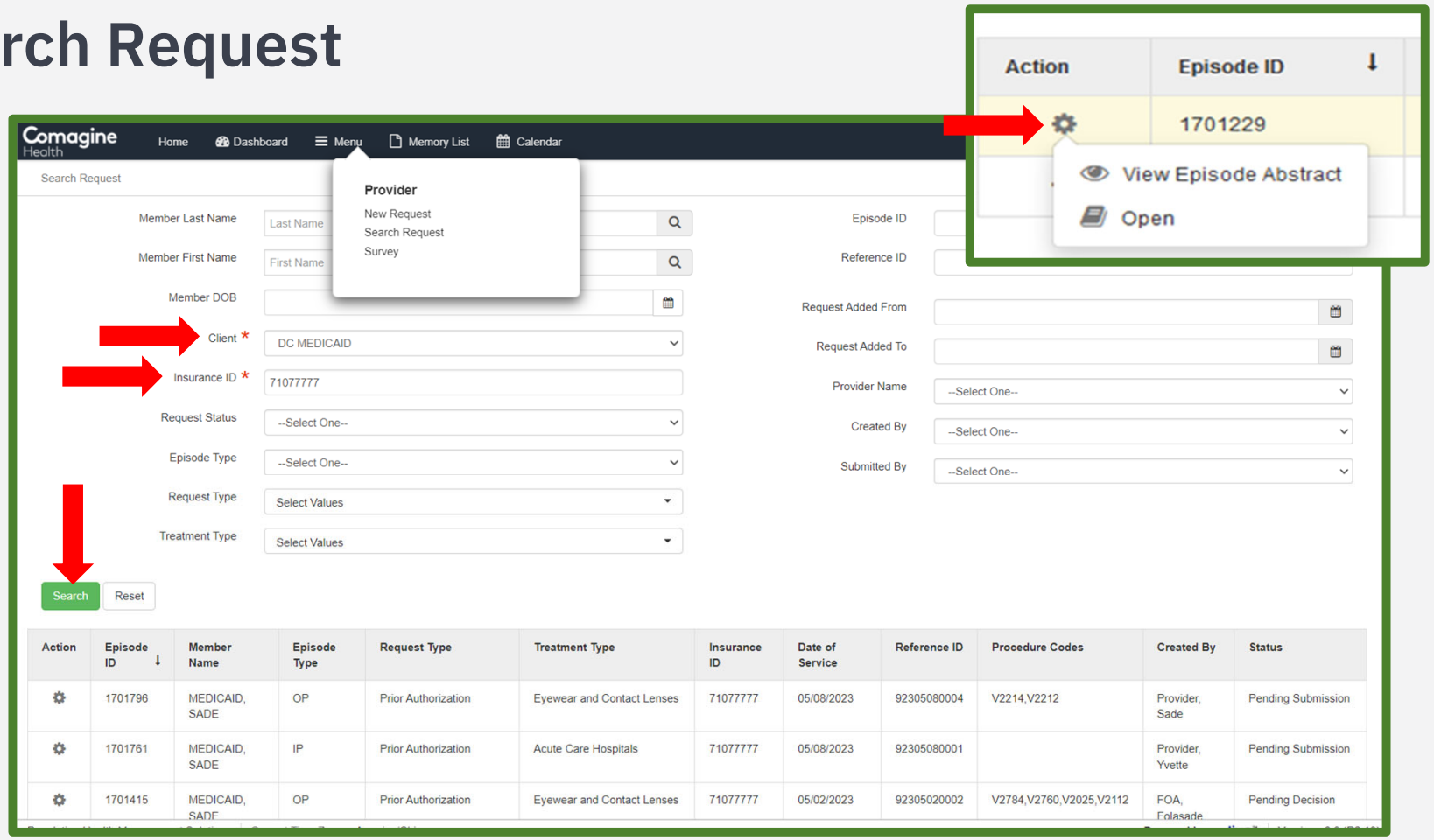
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How to Search or Submit a New Request



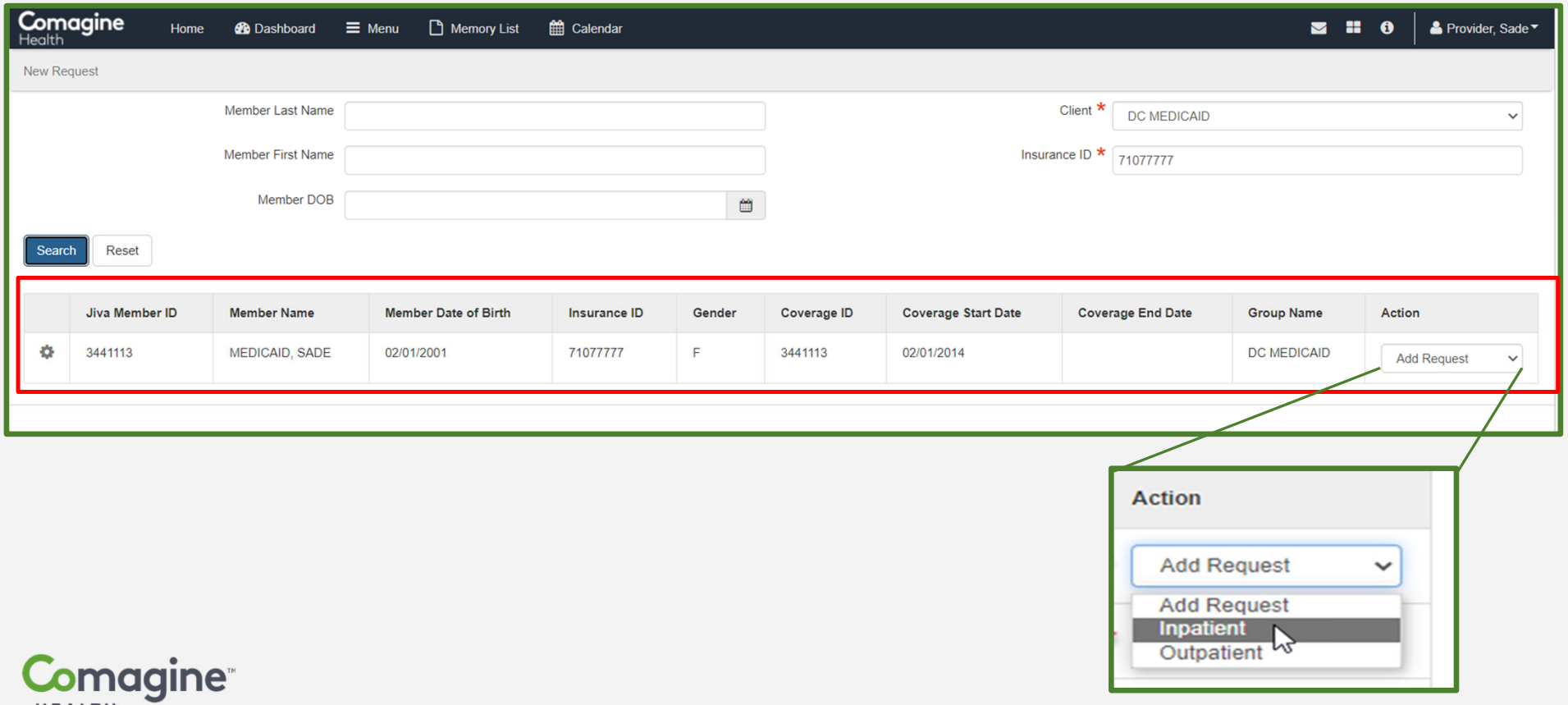
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Search Request



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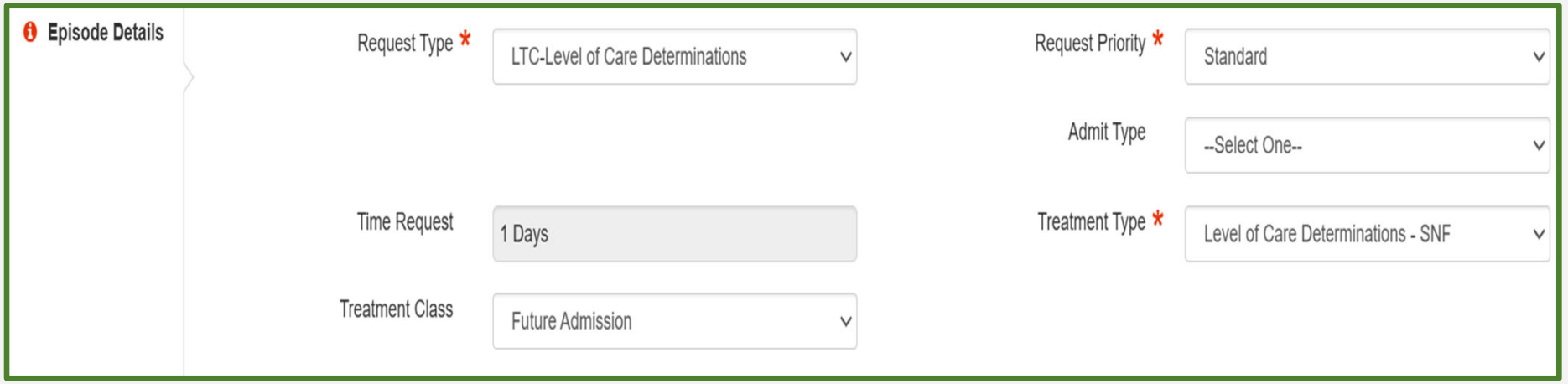
Submit a New Request



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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 **Level of Care Determinations - SNF**

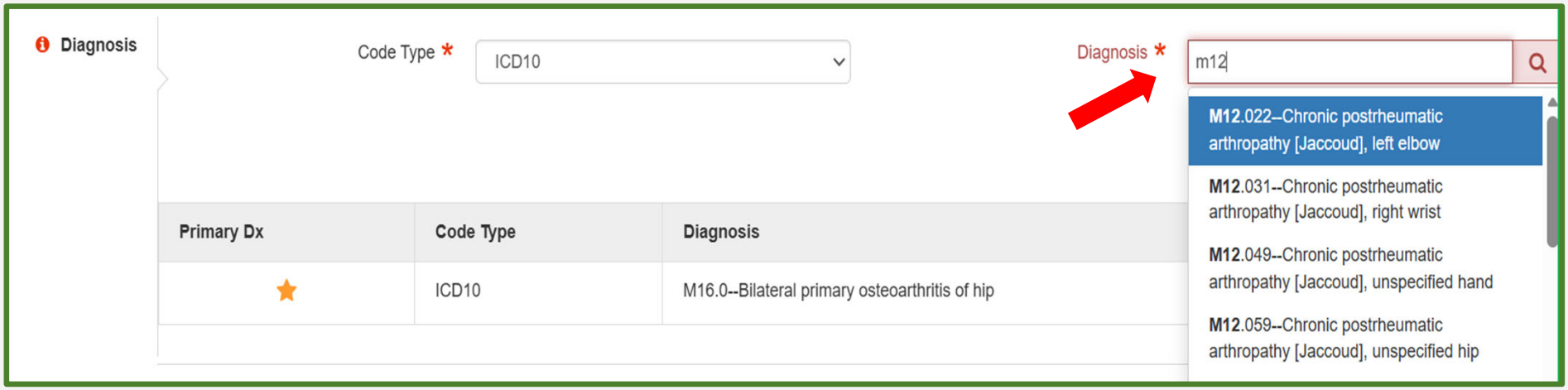


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Submit a New Request

Continued

- Enter the Diagnosis

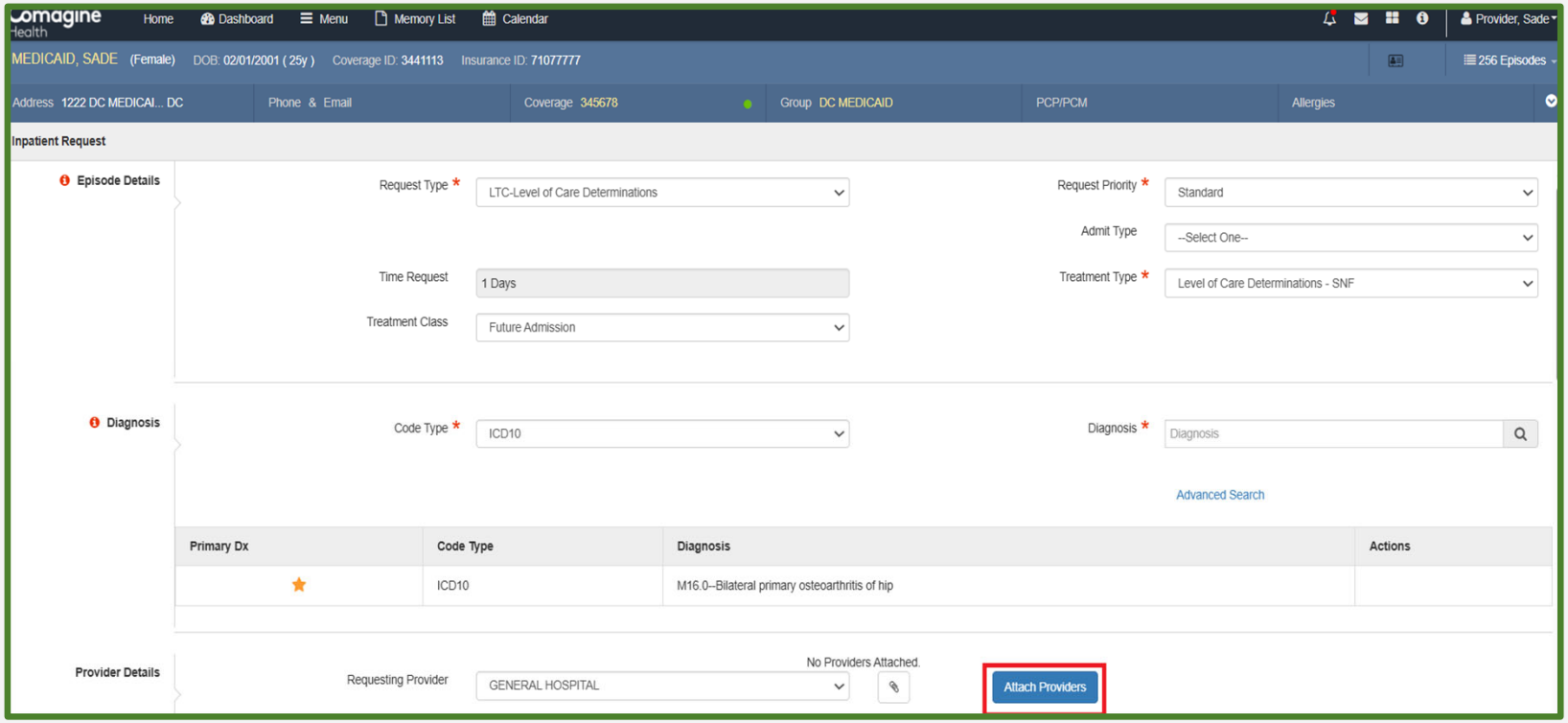


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Submit a New Request

Continued

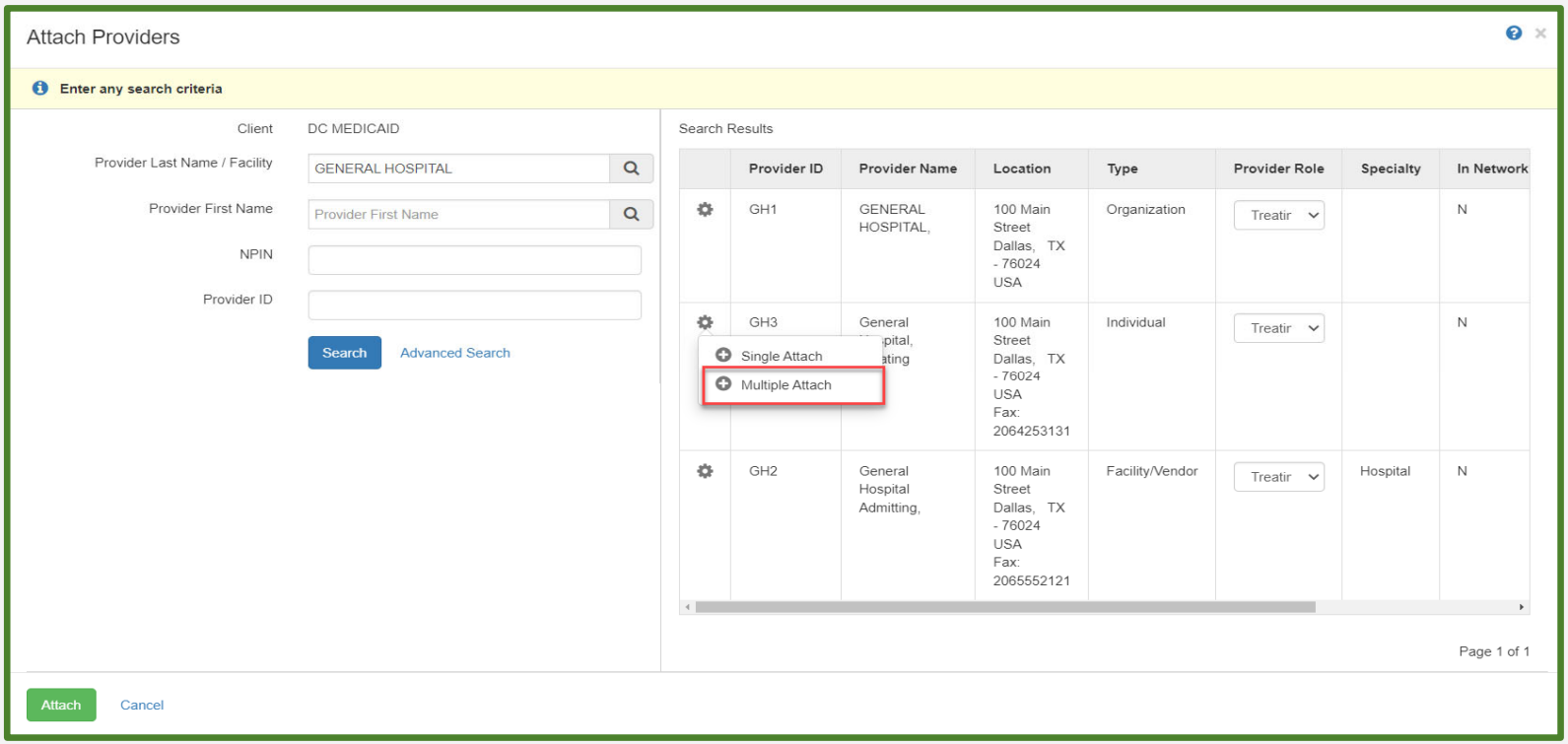
- Attach the Providers to the Episode.



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Steps to Add Providers

- Use **Search** or **Advanced Search** to find providers.

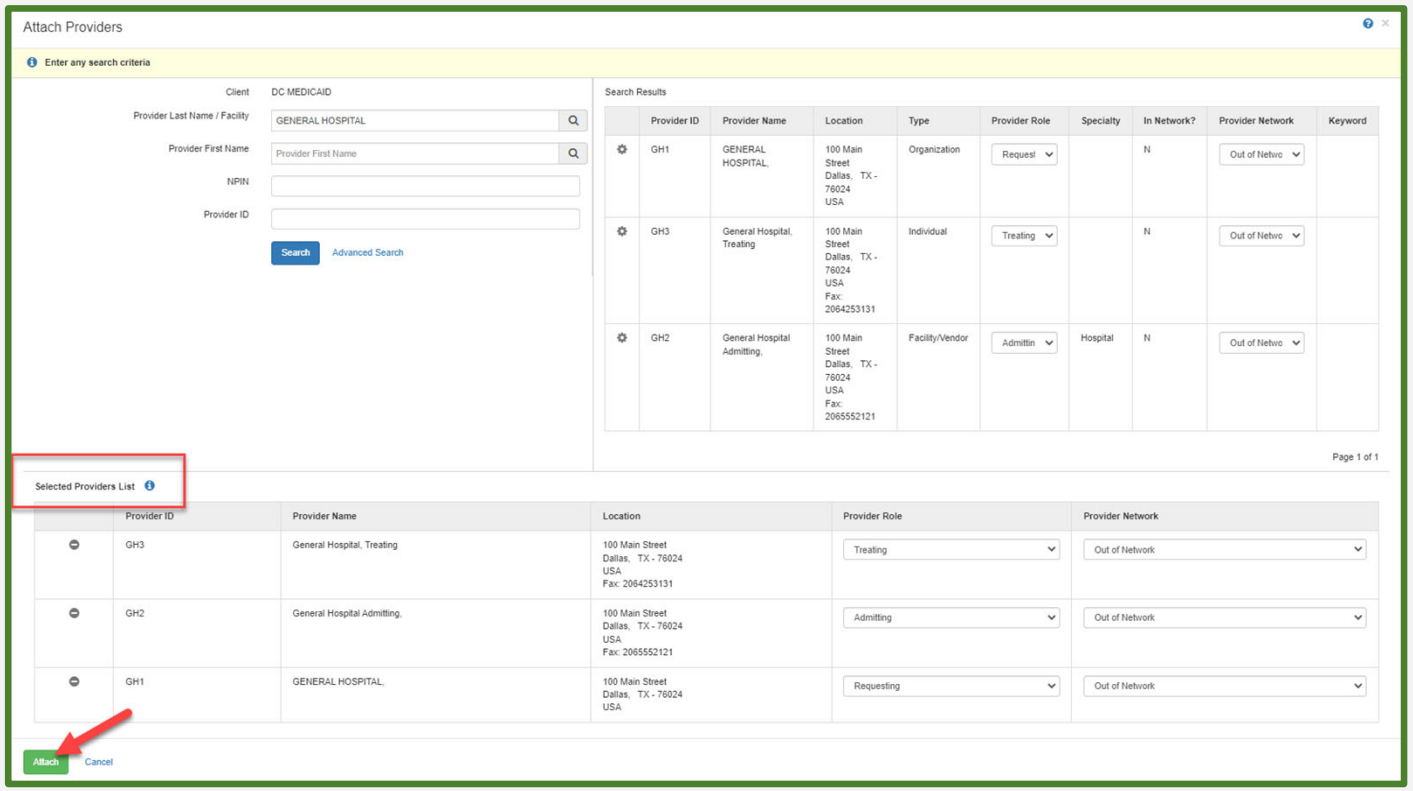


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Steps to Add Provider

Continued

- **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

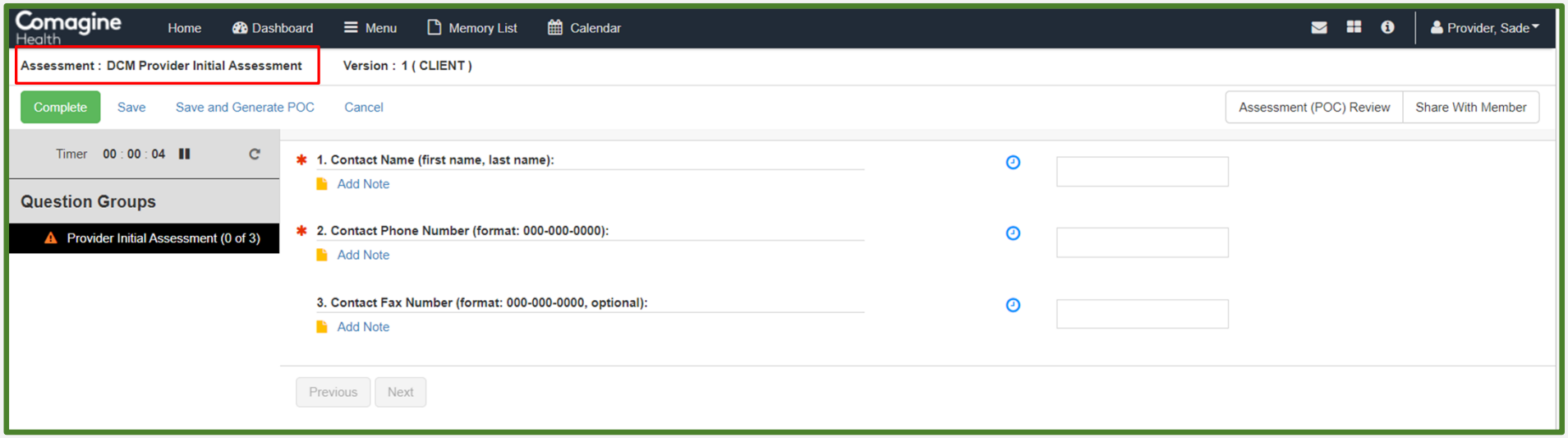
- Select the gear and click **Start** to complete the **DCM DME Request (mandatory to save and submit)**.



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DCM Provider Initial Assessment

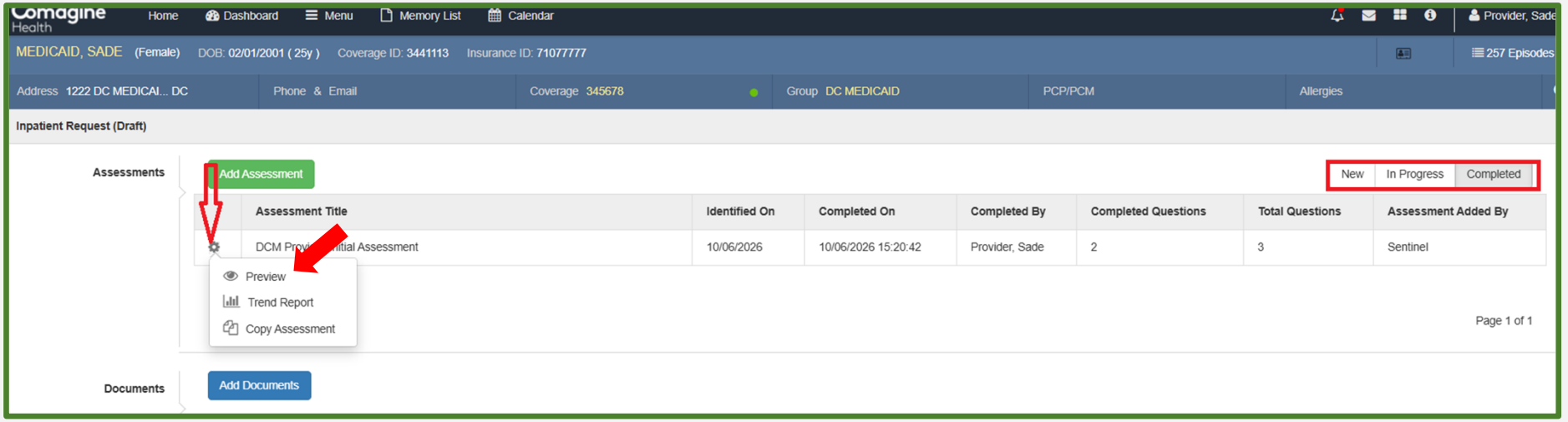
- Answer the assessment questions.
- Always select **Complete** when finished with an assessment and not just Save.



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Preview Assessment

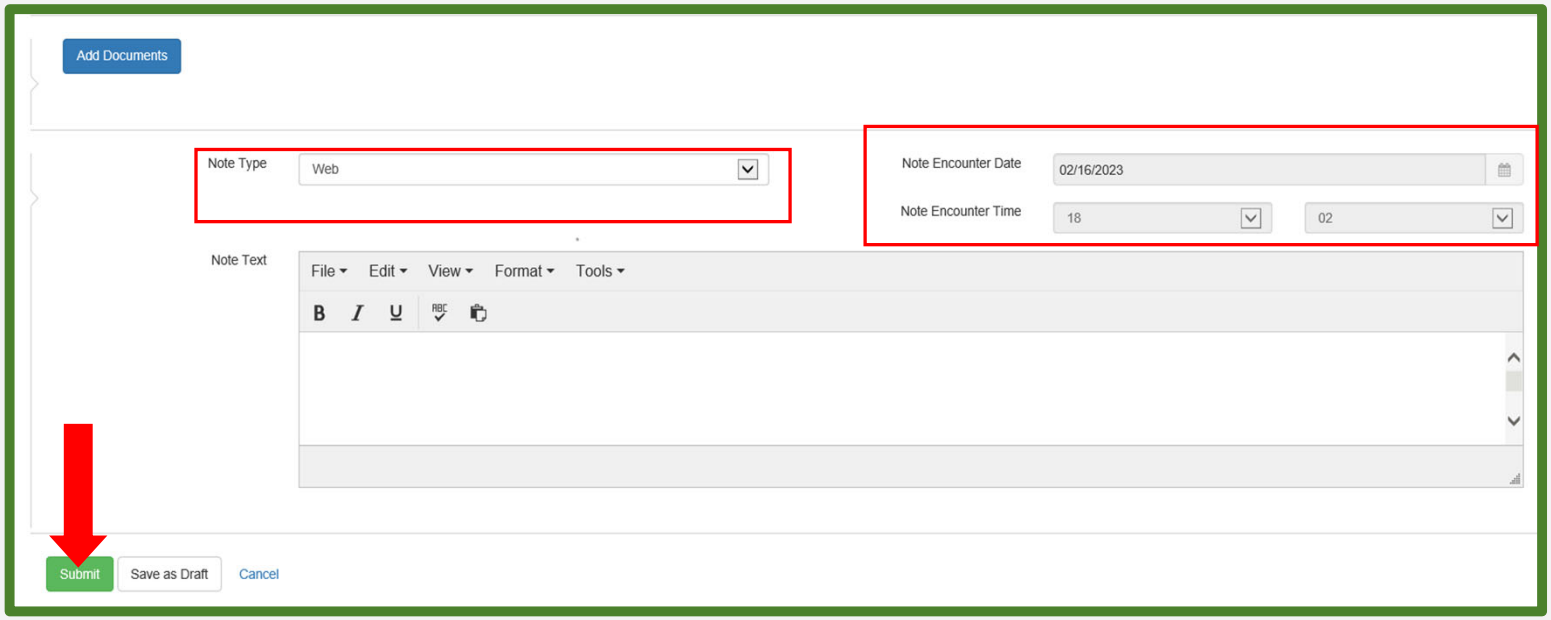
- You can review the completed or in progress assessments by clicking on the gear and selecting **Preview**.
- The tab on the right-hand side also needs to be selected – either **completed** or **in progress**.



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Notes

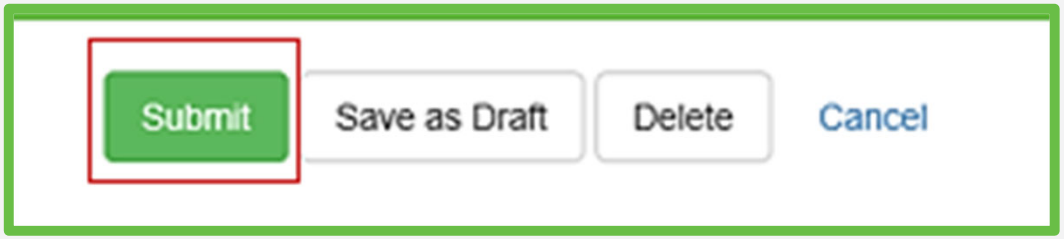
- Note Type: Auto Populates to **Web**.
- Note Text: Add notes according to the request (i.e., additional information submitted).
- Note Encounter Date: Auto Populates.
- Note Encounter Time: Auto-populates.



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Submit or Save as Draft

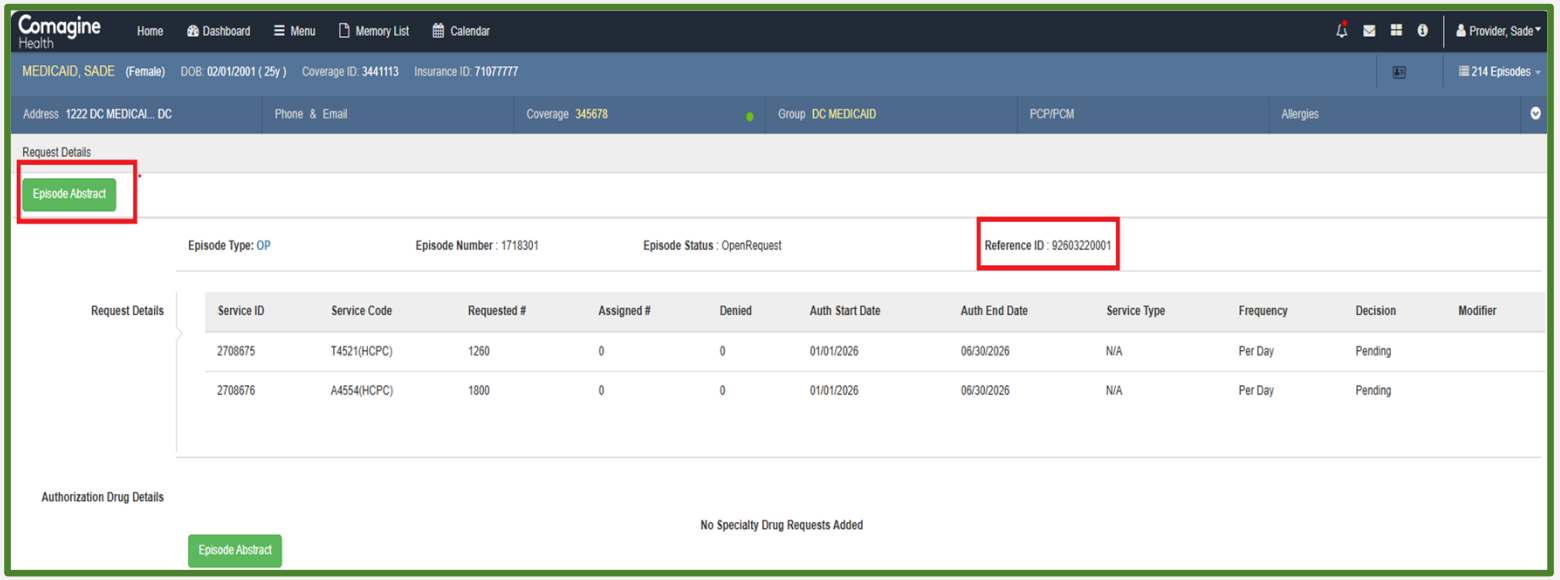
- **Submit**: Episode will be submitted to Comagine Health.
- **Save as Draft**: Episode will not submit to Comagine Health but will be saved for later submission and can be edited.
- **Delete**: The request will be deleted.



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Reference ID

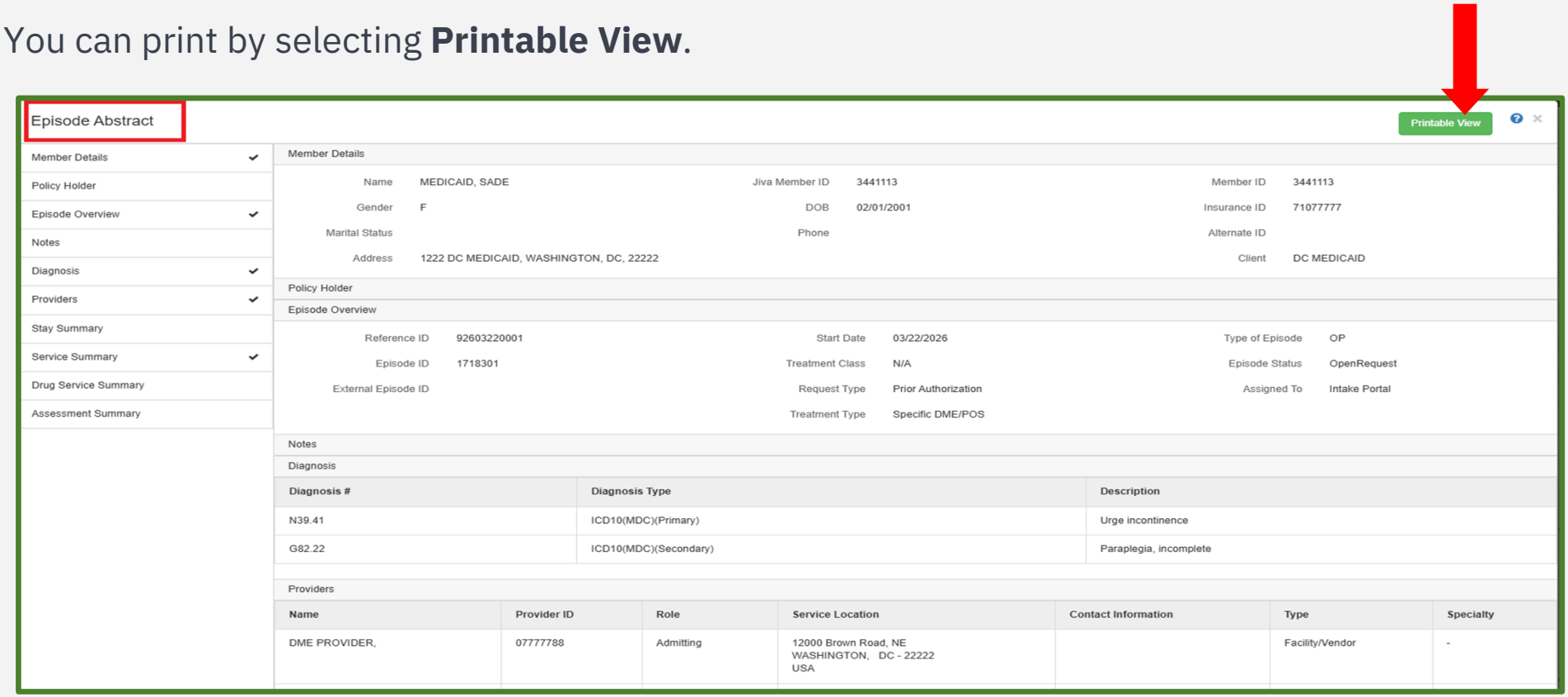
- Note of the CHPP Reference ID number for your records to locate the episode faster.
- The reference ID will become the prior authorization number on an approved request.
- Selecting **Episode Abstract** allows you to review what was submitted; however, you cannot edit from here.



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Abstract View

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



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Provider Resources

- Comagine Health Provider Portal (CHPP) User Guide
- CHPP Administrator Guide
- CHPP Quick Start Guide – DC Healthcare Alliance Skilled Nursing Facility Requests
- CHPP Training Webinars (recording and slides)
- CHPP Registration Packet

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Who to Contact

- If there are errors messages with the 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

Review questions:

- Ask to speak with the Clinical Manager, Phurbu McAlister, pmcalister@comagine.org

Escalated questions or concerns:

- Ask to speak with the QIO Project Director, Sade Akinkuowo, fakinkuowo@comagine.org

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- Questions



Type your questions in the chat

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Thank you!

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