Comagine Health Provider Portal Crisis Bed Training

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DC Medicaid QIO Director
November 21, 2025

Objectives

- Review the Required Documents for Crisis Bed
- Review the Comagine Health Provider Portal (CHPP)
- Review Log-on Information
- View Dashboard Features
- How to Enter a Crisis Bed 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 and answer questions at the end.

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Psychiatric Crisis Stabilization Bed

- "Psychiatric crisis stabilization services offer therapeutic, community-based, home-like residential treatment for persons age eighteen (18) or older living in the community; who are in need of support to ameliorate psychiatric symptoms; who are voluntary; and, based upon a psychiatric assessment conducted on-site, are deemed appropriate for residential services within a structured, closely monitored temporary setting." – Chapter 80 (Certification Standards for Behavioral Health Stabilization Providers), Subtitle A (Mental Health) of Title 22 (Health) of the DCMR

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Psychiatric Crisis Stabilization Bed

- Comagine Health will review Crisis Bed for beneficiary with DC Medicaid fee-for-service, Managed Care, Alliance, and QMB.
- Initial requests cover the first forty-eight hours of admission.
- Continued Stay reviews are conducted in four-day increments until medical necessity is no longer met or the beneficiary discharges.

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Required Documentation for Initial 48 Hours of Admission

- Completed DLA-20 form with a sore of 4 or less, signed by Psychiatrist (MD or DO), Psychologist, LICSW, APRN (NP), LPC, RN, LMFT, LGSW, LGPC, Psychology Associates, or Physician Assistant (PA) and dated within 90 days.
- Any other supporting clinical documents

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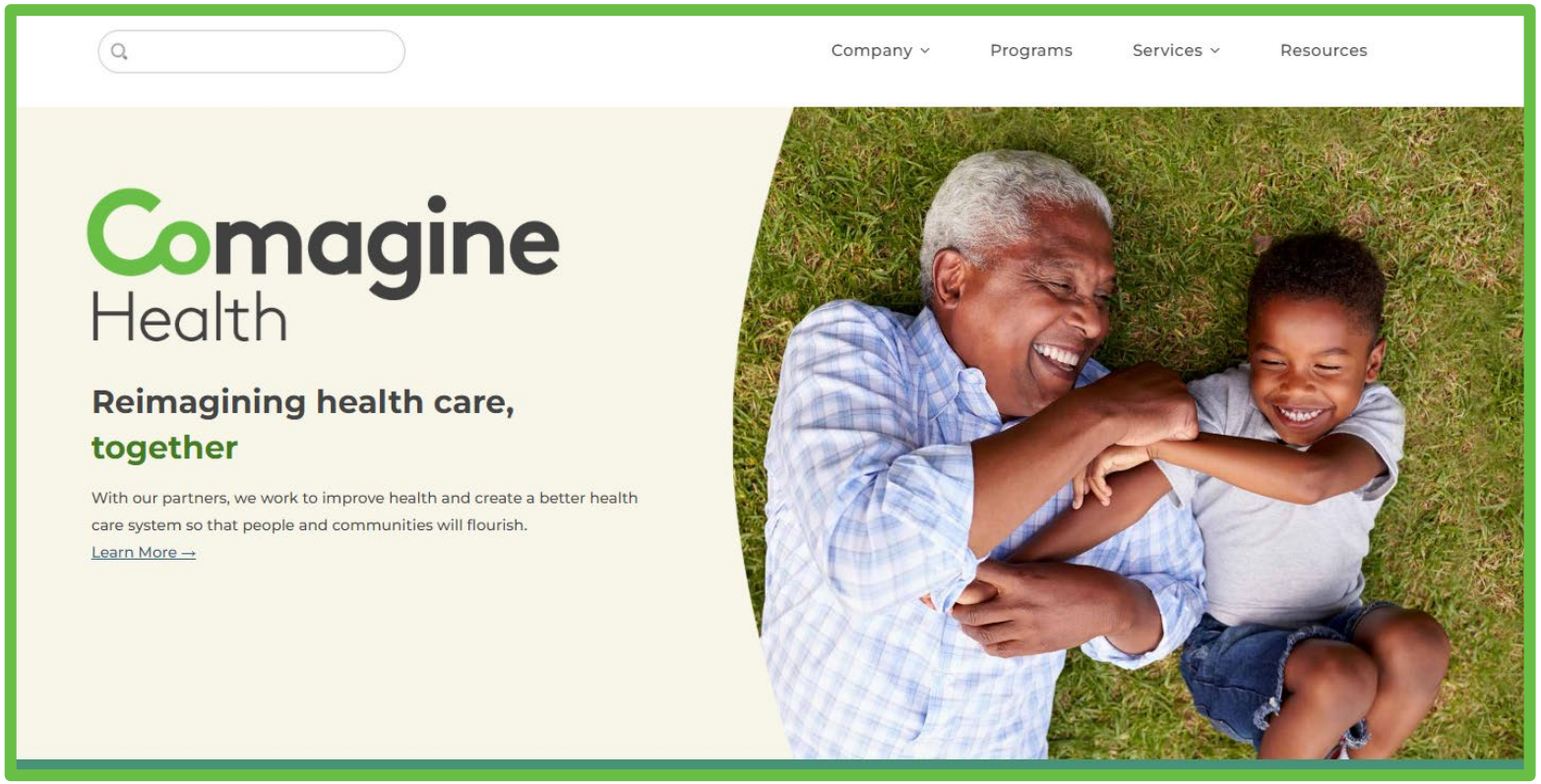
Crisis Bed Continued Stay Reviews

- Are reviewed in four (4) day increments until medical necessity is no longer met or the beneficiary discharges.
- Does not require DCM Crisis Bed Review Assessment form.
- Includes additional documentation requirements:
  - DLA-20 form completed and signed with a score of 4 or less- *signed by Psychiatrist (MD or DO), Psychologist, LICSW, APRN(NP), LPC, RN, LMFT, LGSW, LGPC, Psychologist Associates, Physician Assistant (PA) and within 90 days*
  - Treatment plan with SMART goals and objective- *signed by Psychiatrist (MD or DO), Psychologist, LICSW, APRN(NP), LPC, RN, LMFT, LGSW, LGPC, Psychologist Associates, Physician Assistant (PA)*
  - Medication Administration Records (MAR)
  - Initial Psychiatric Evaluation within 24 hours of admission
  - Progress notes (e.g., nursing, social work, or therapy)
  - Any other supporting clinical documents

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Comagine Health Provider Portal (CHPP)

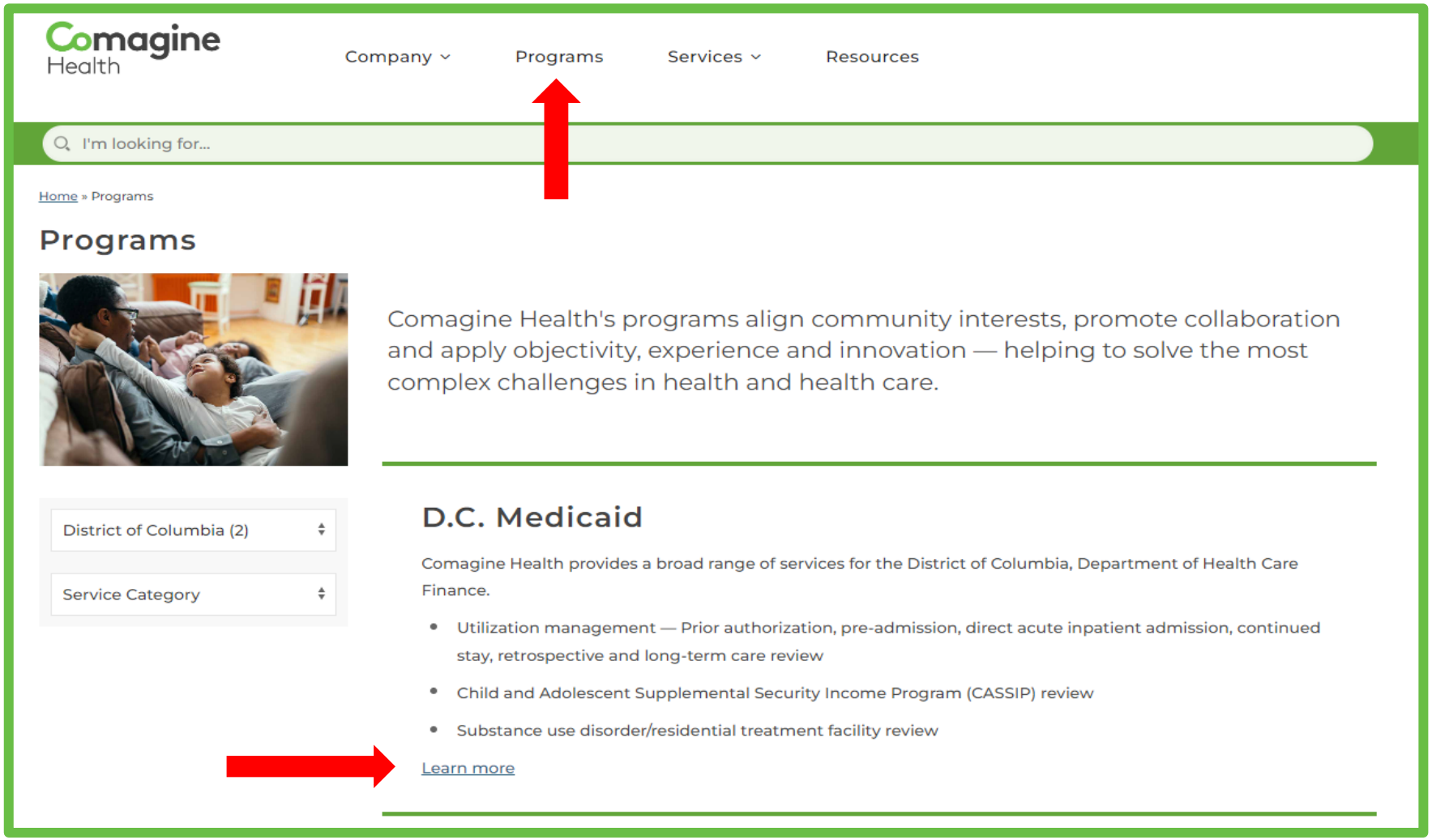
- Submit reviews within the CHPP
- Go to Comagine Health's website - http:www.comagine.org



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Comagine Health Website

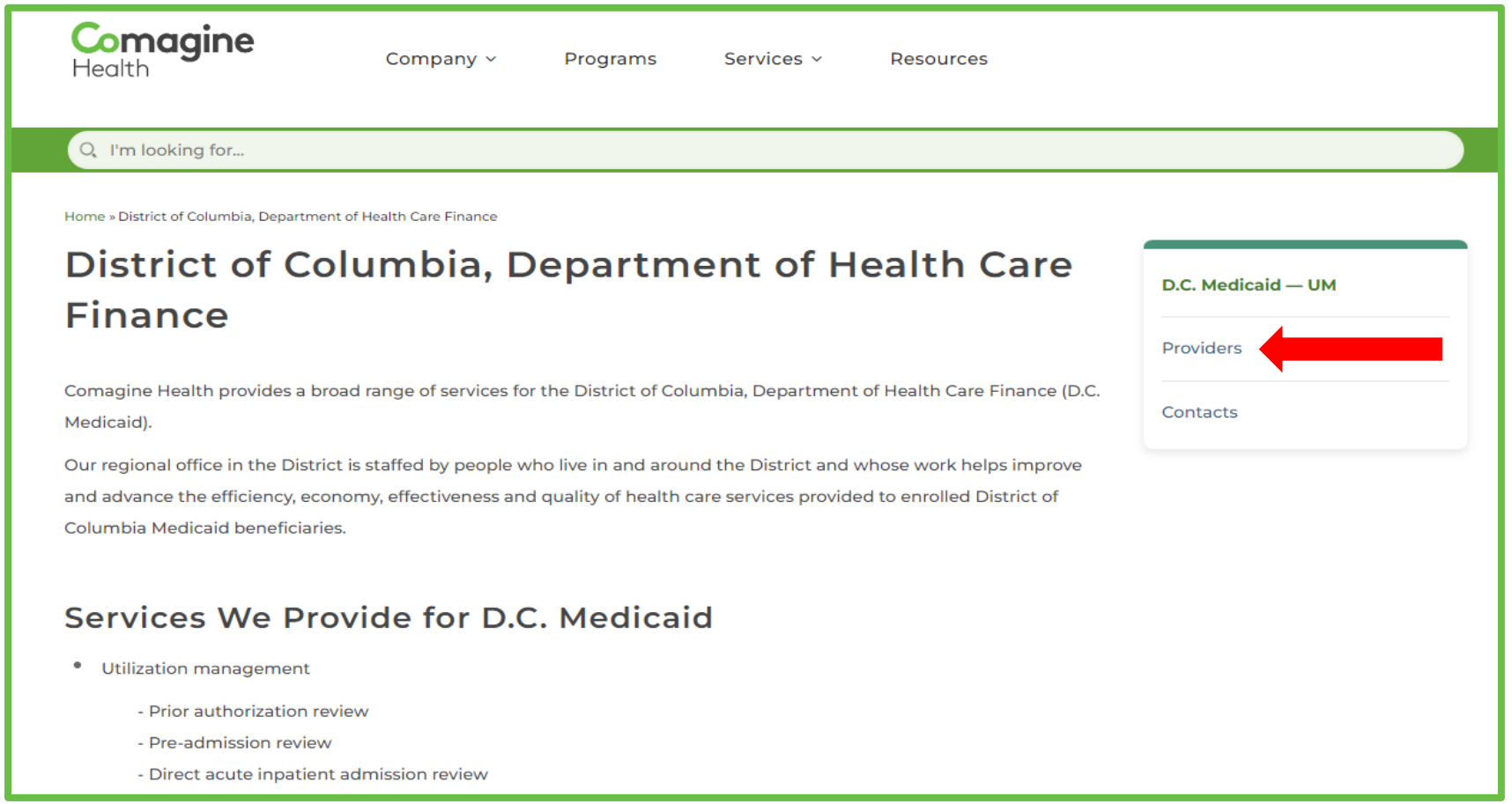
- Click on Programs, find **D.C. Medicaid**, and select **Learn more**



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Provider Portal Access

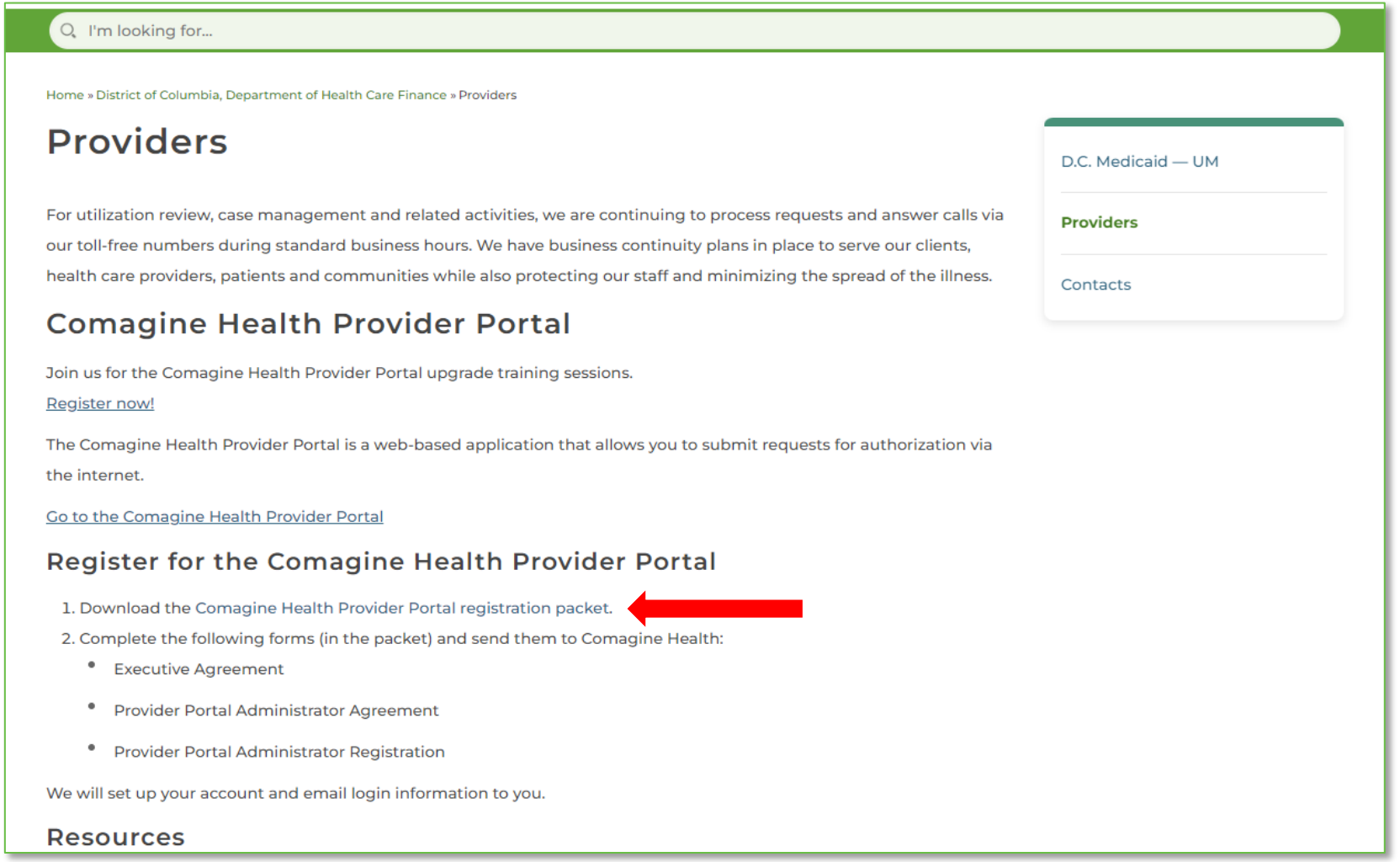
- Select **Providers** on the right-side panel will display the Provider page with the Provider Portal Link



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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

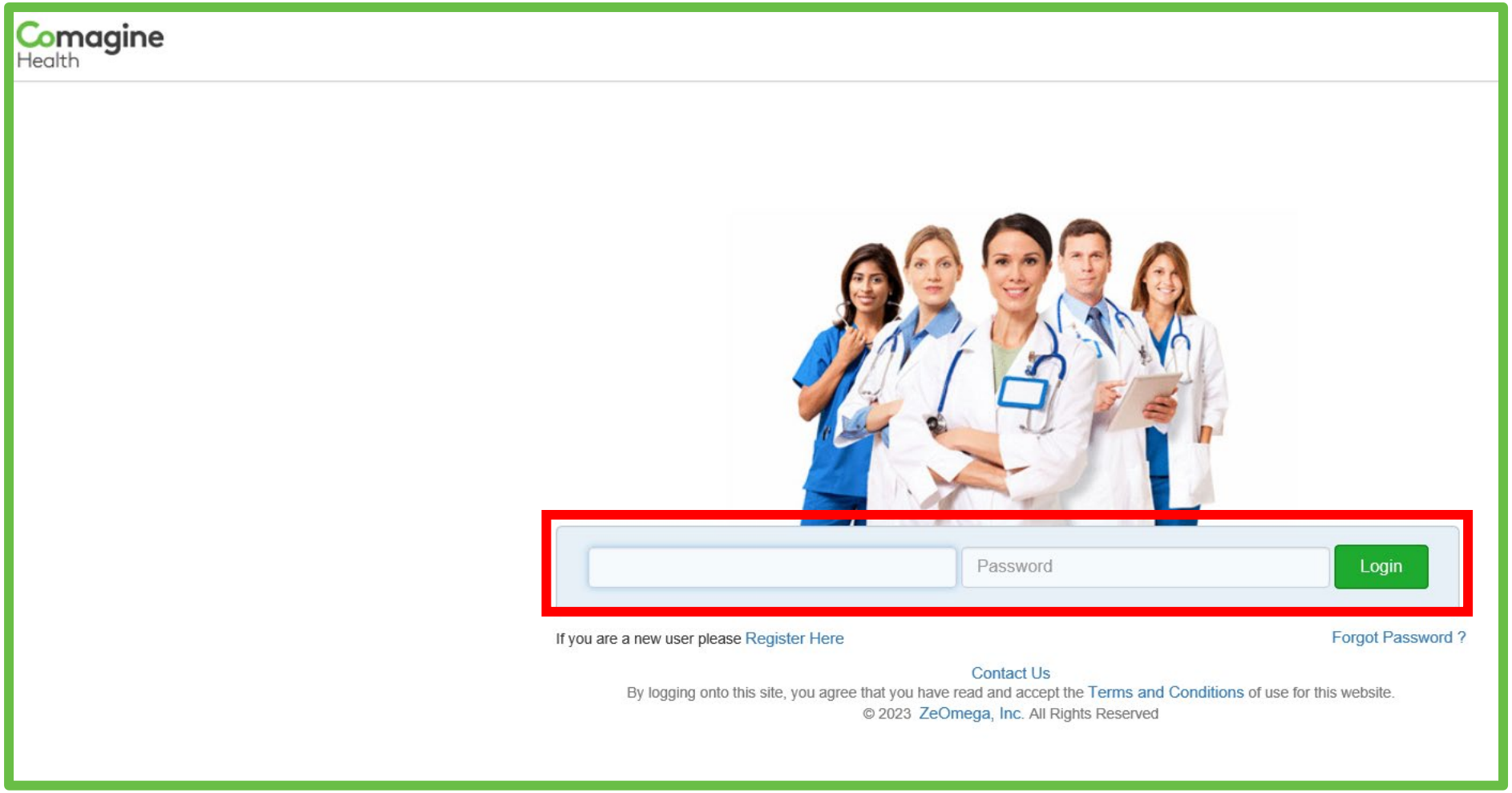
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Provider Portal Access



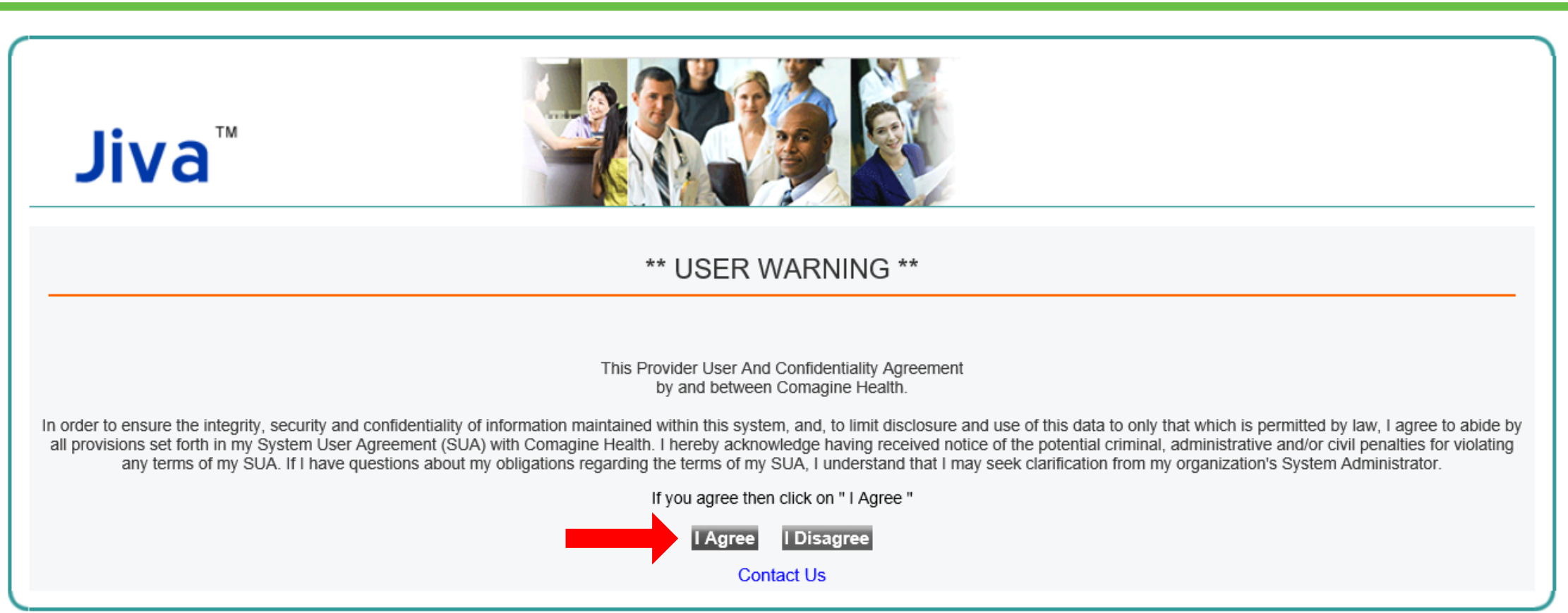
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How to Log Into the Provider Portal



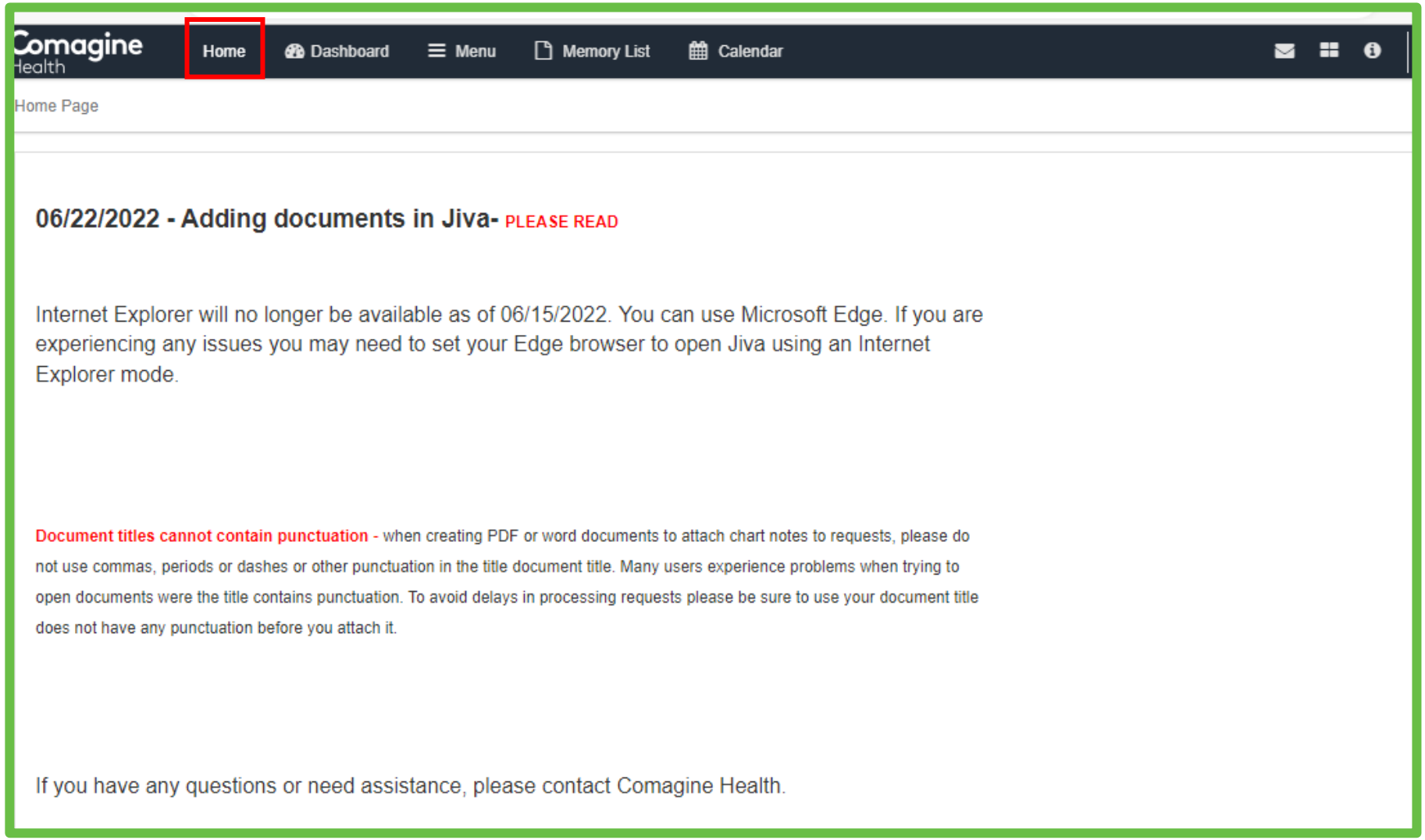
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Provider Portal Log In



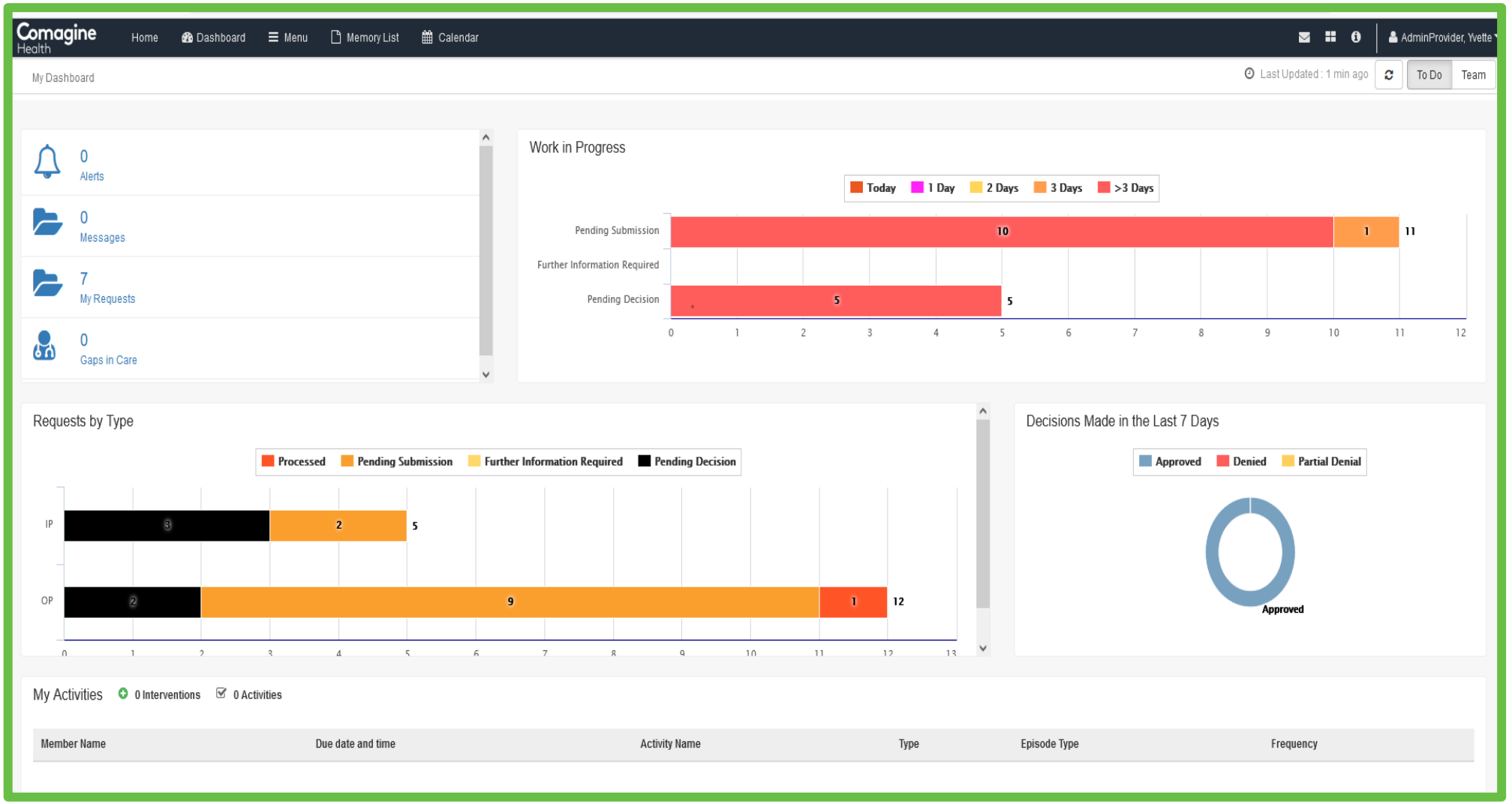
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Provider Home Page – View Posted Announcements



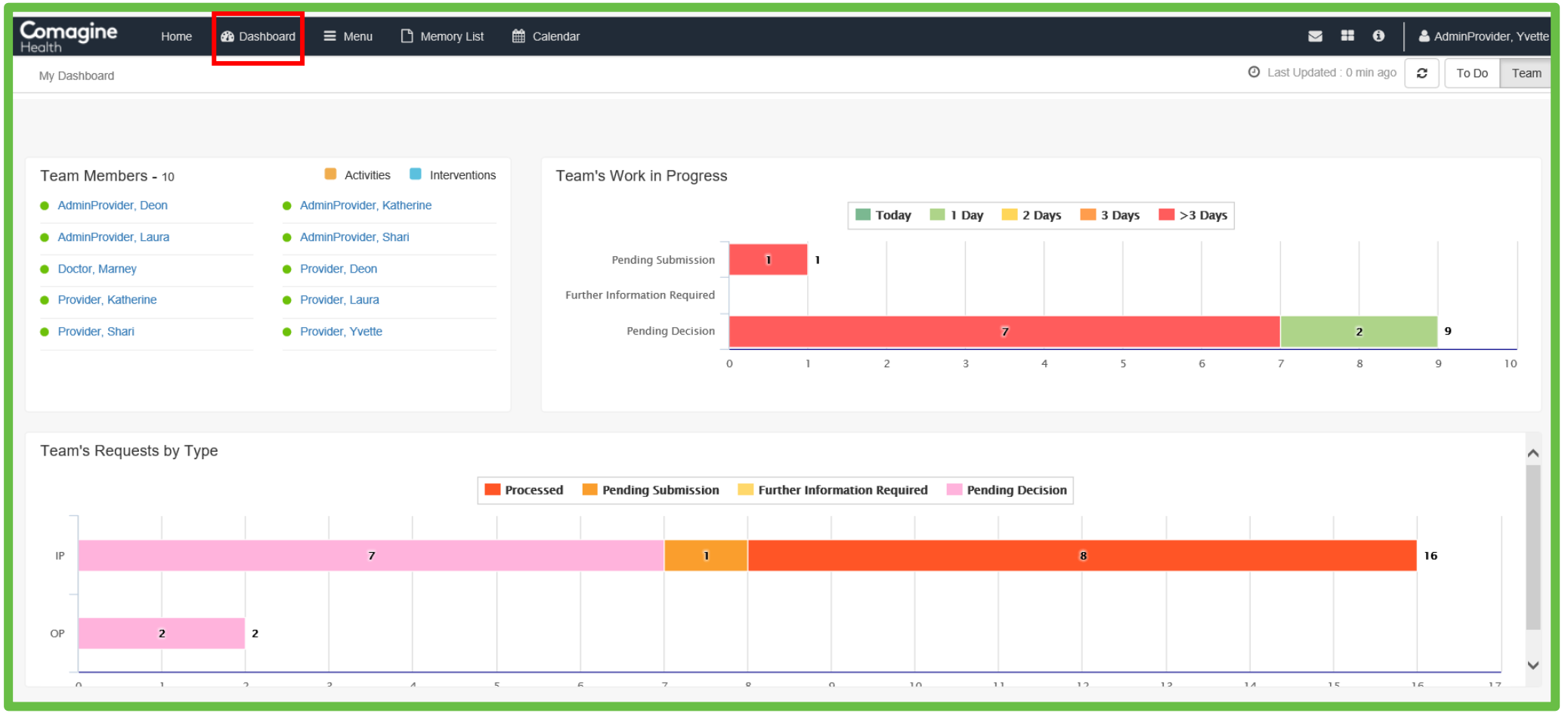
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Provider Dashboard - To Do



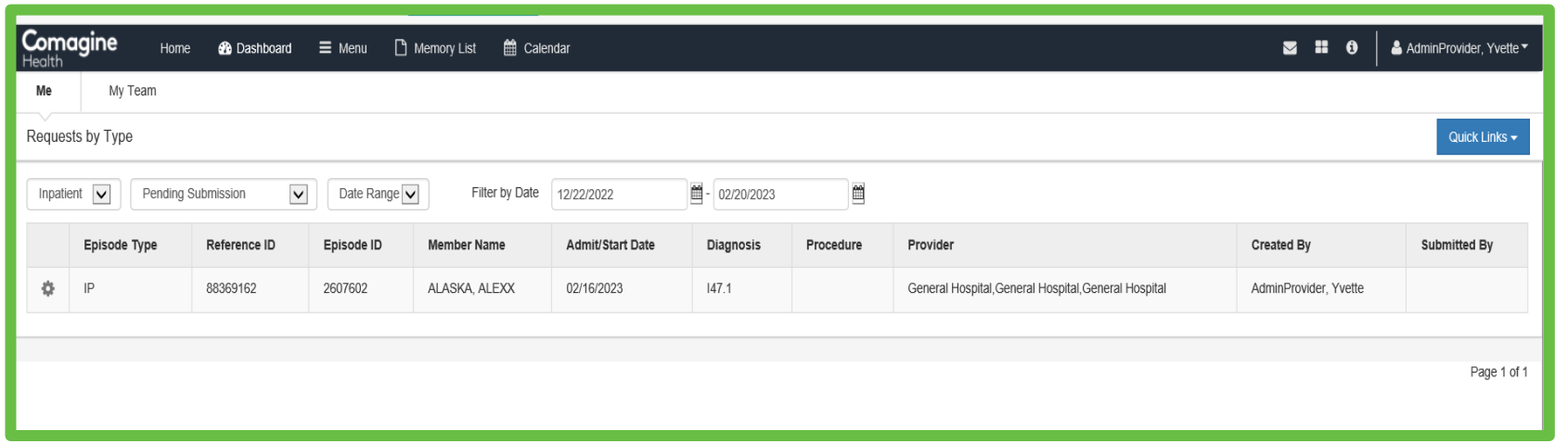
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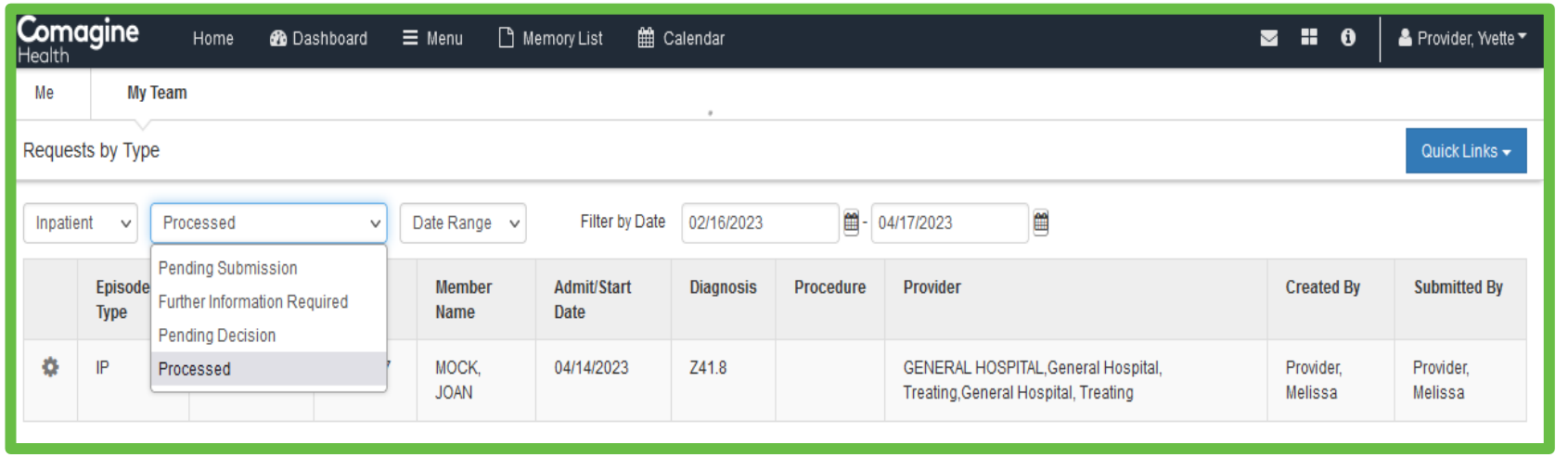
Provider Dashboard - Teams



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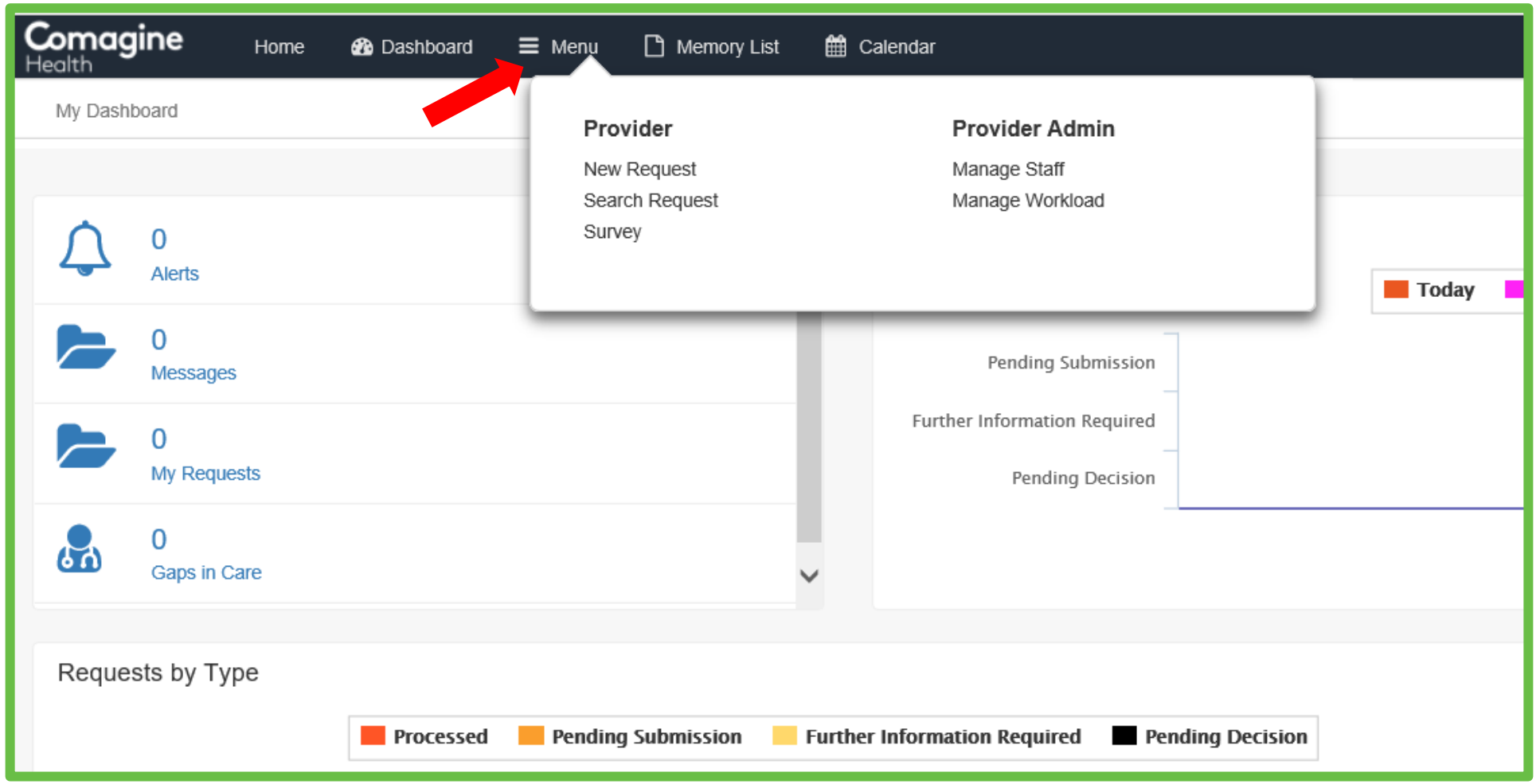
Provider Dashboard Links





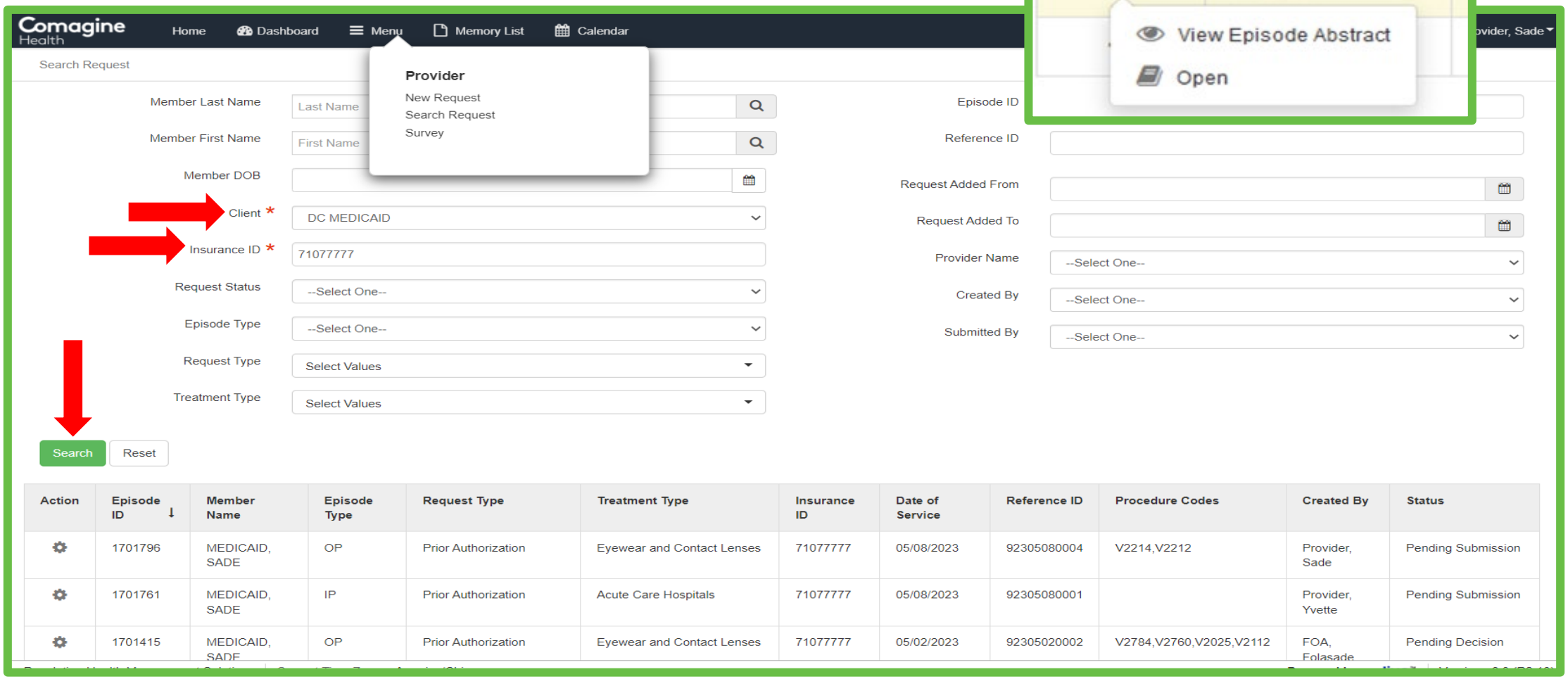
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How to Search or Submit a New Request



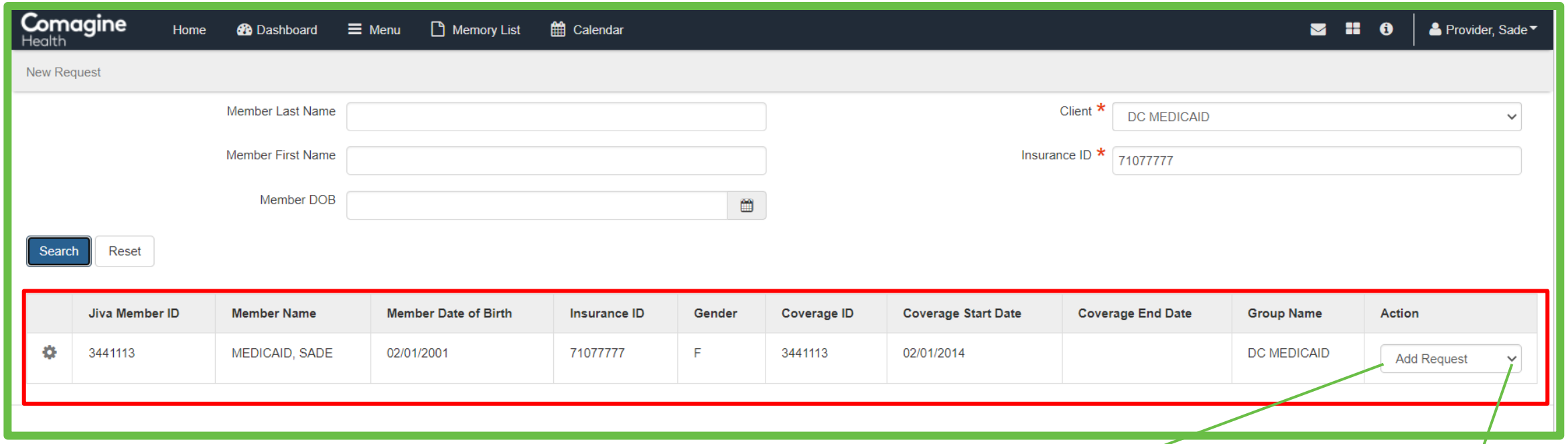
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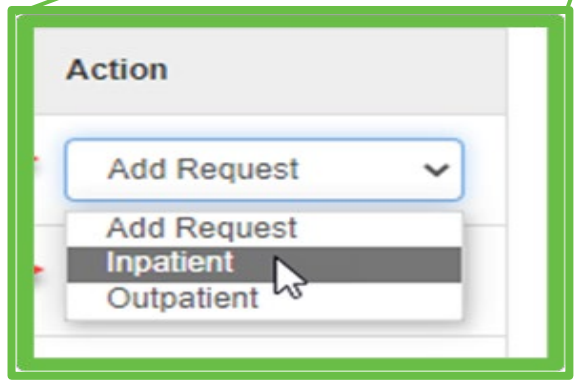
Search Request



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Submit a New Request

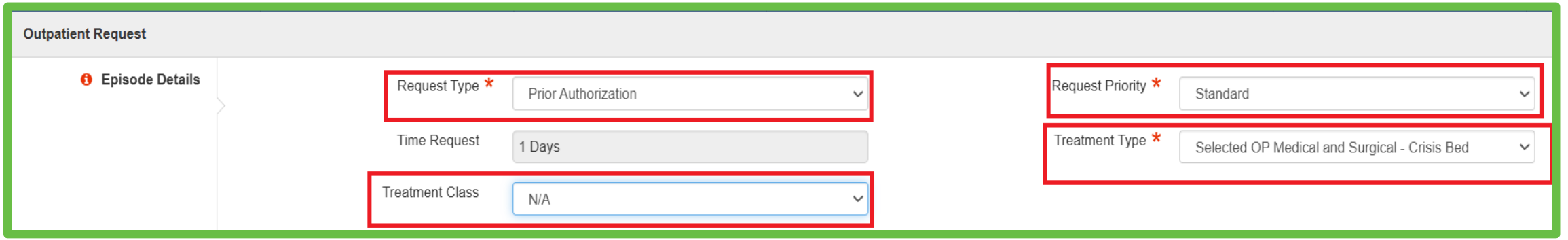




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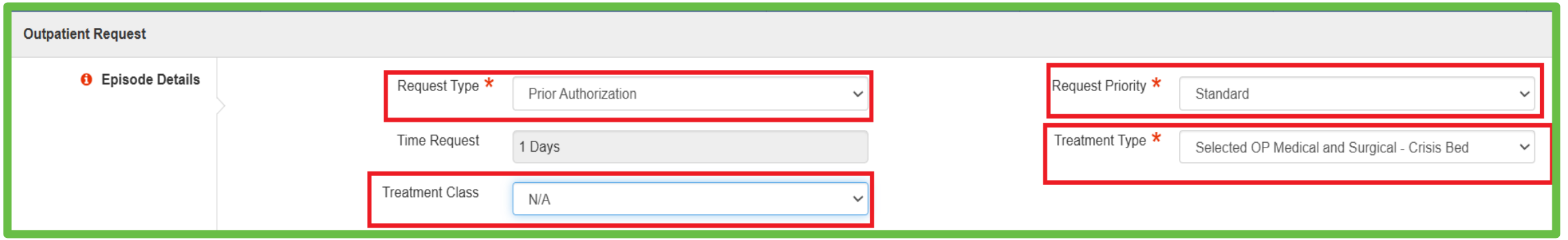
How to Submit an Initial Admission Crisis Bed Request

- Fill out the **Episode Details** with the red asterisks, including the Treatment Class. For **Outpatient** requests, complete:
    - A. **Request Type***: Enter **Prior Authorization**.
    - B. **Time Request**: Does not need to be filled in, automatically populates to 1 day.
    - C. **Treatment Class**: Select **N/A** (this field MUST be completed even though an asterisk is not present).
    - D. **Request Priority***: Will auto-populate with **Non-Urgent**.
    - E. **Treatment Type***: Select **Selected OP Medical and Surgical – Crisis Bed**.



How to Submit a Crisis Bed Continued Stay Request

- Fill out the **Episode Details** with the red asterisks, including the Treatment Class. For **Outpatient** requests, complete:
    - A. **Request Type***: Enter **Prior Authorization**.
    - B. **Time Request**: Does not need to be filled in, automatically populates to 1 day.
    - C. **Treatment Class**: Select **N/A** (this field MUST be completed even though an asterisk is not present).
    - D. **Request Priority***: Will auto-populate with **Non-Urgent**.
    - E. **Treatment Type***: Select **Selected OP Medical and Surgical – Crisis Bed Continued Stay**.



Submit a New Request, cont.

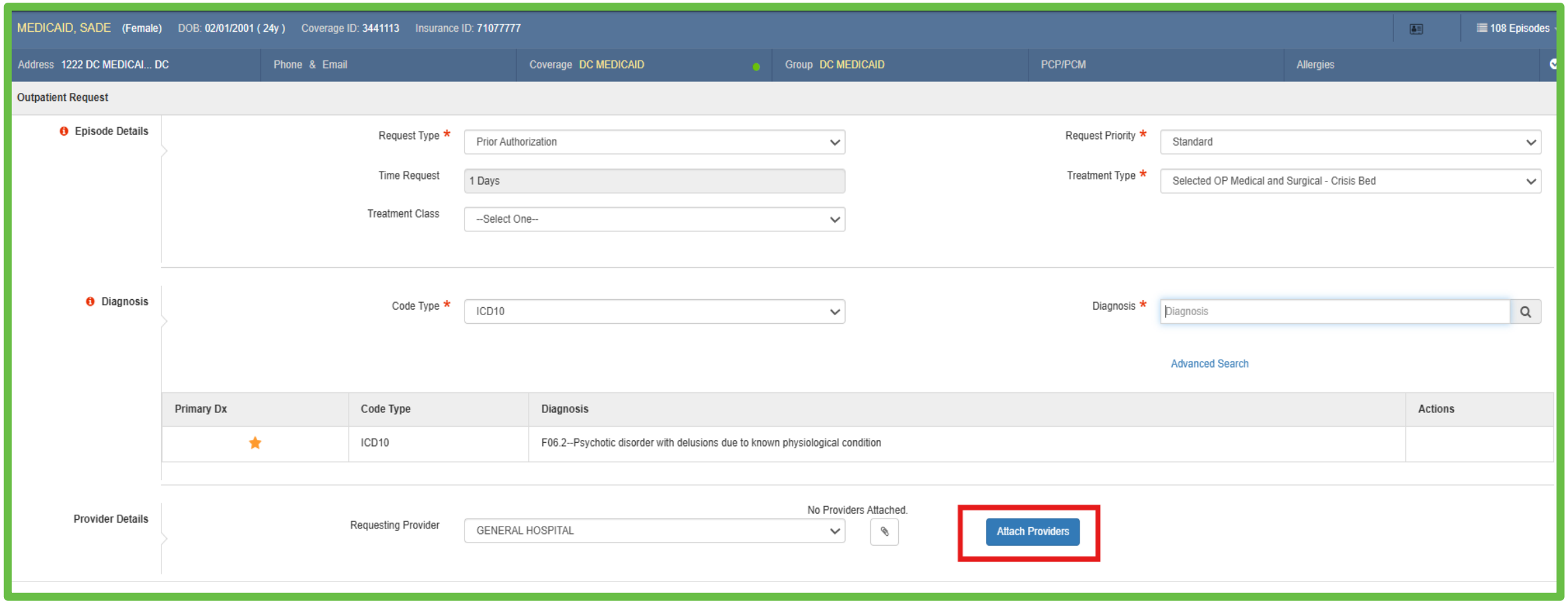
- Enter Diagnosis



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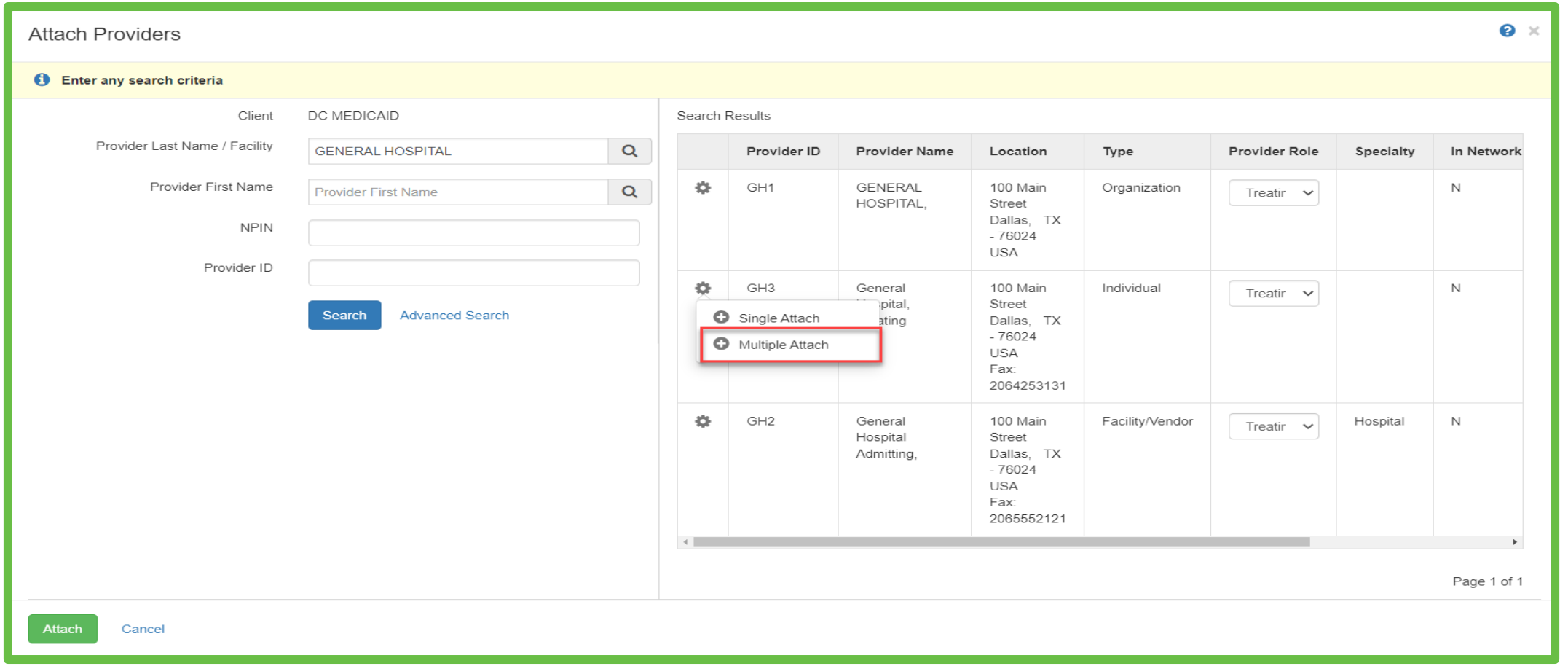
Submit a New Request, cont.

- Attach Providers to Episode



Steps to Add Providers

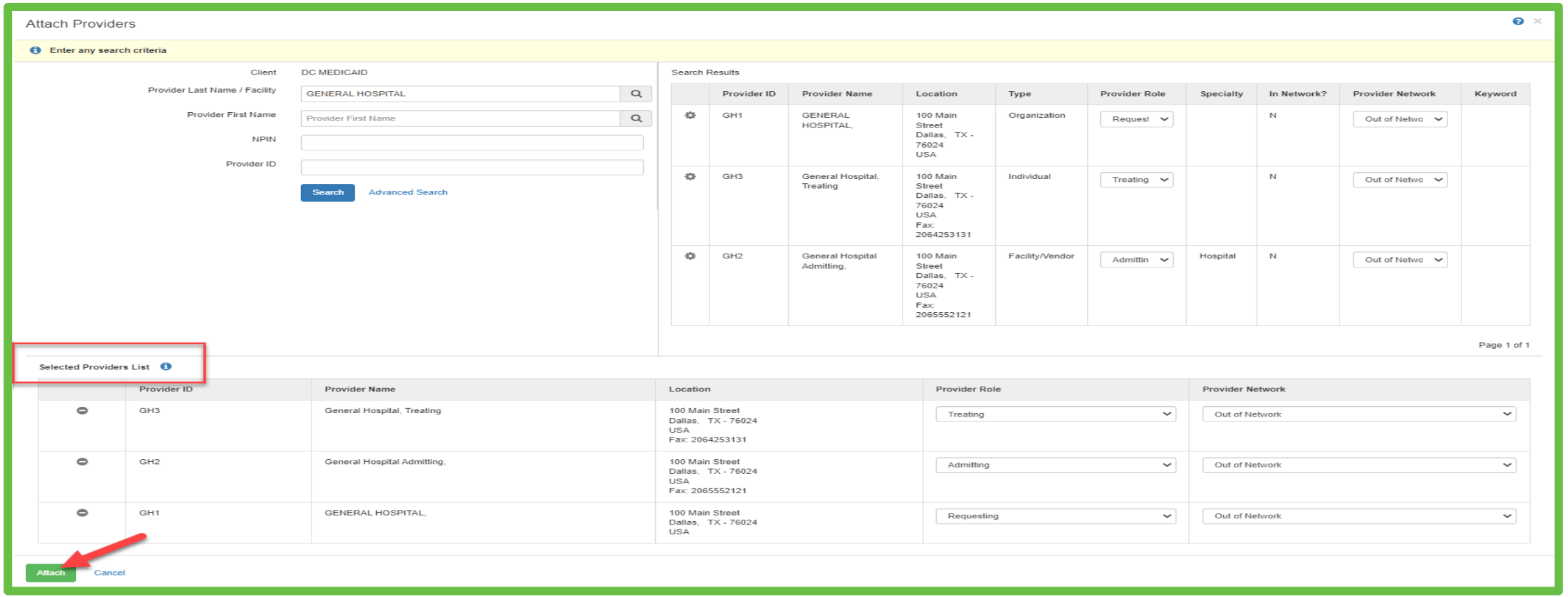
- Use Search or Advanced Search to find providers



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Steps to Add Provider, cont.

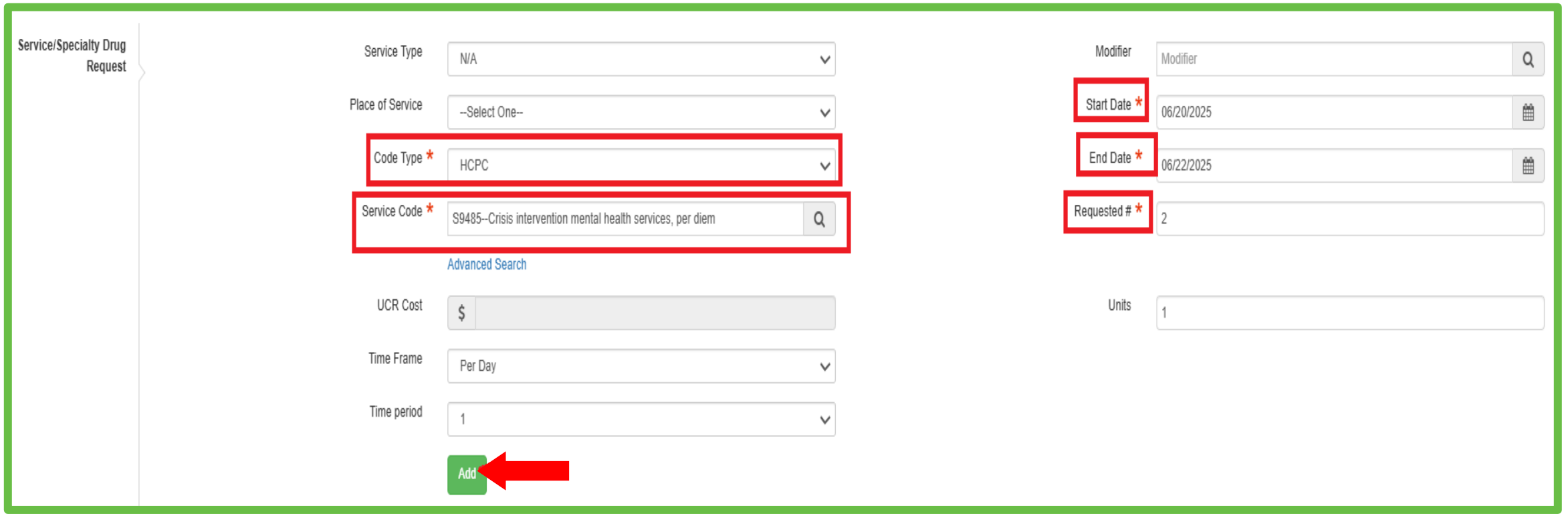
- Admitting, Treating, and Requesting providers must be attached



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Adding a Service Request

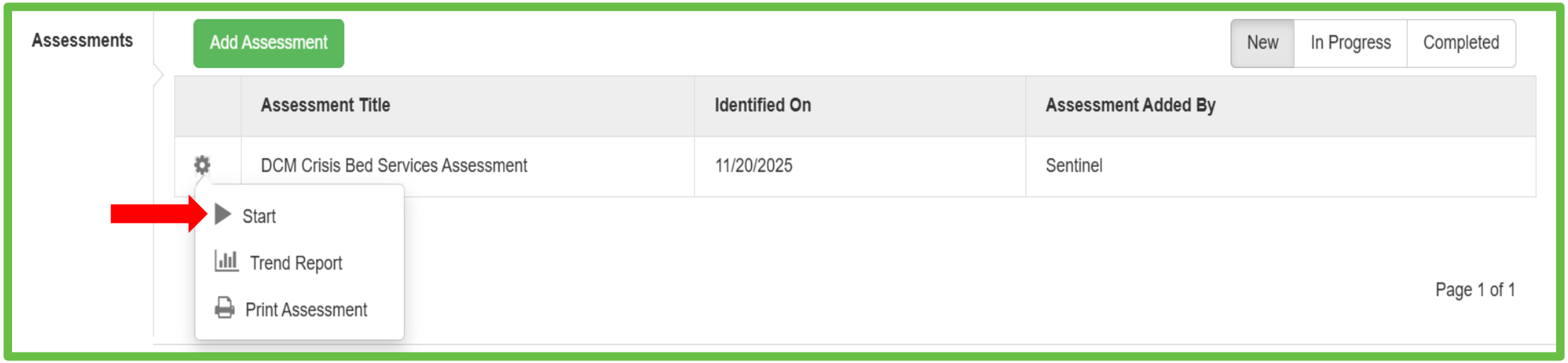
- Initial Admissions: 2 days
- Continued Stay: 4 days increments



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Initial Crisis Bed Admission Assessment

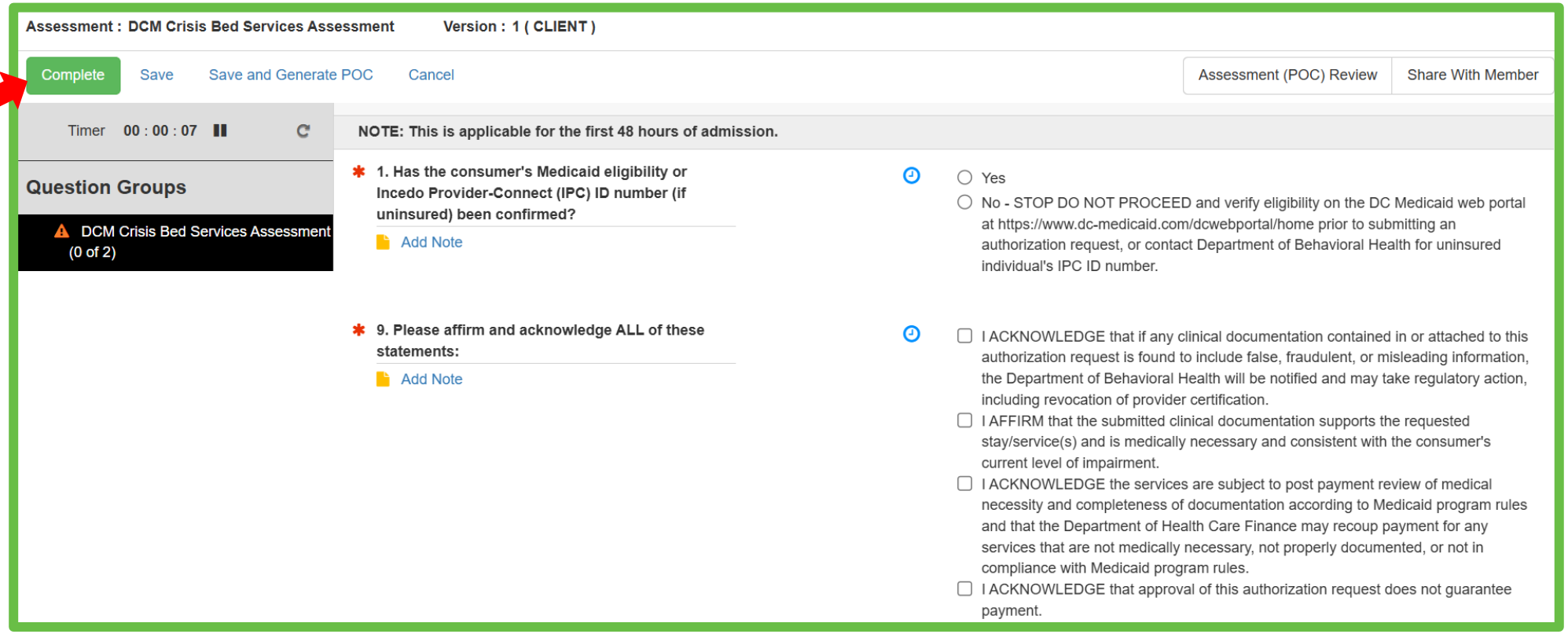
- Click the **Gear** next to the **DCM Crisis Bed Services Assessment** and click **Start** and complete the assessment **which is replacing the PDF version previously uploaded (mandatory process to save and submit)**



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Initial Crisis Bed Admission Assessment

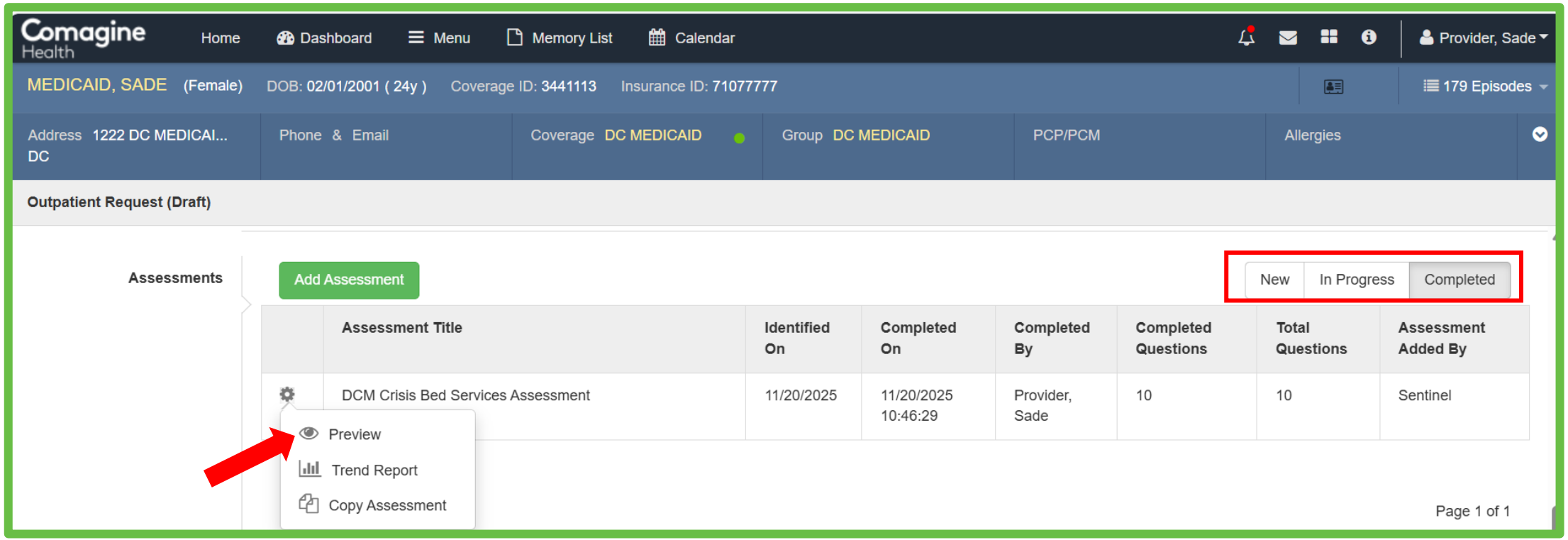
- Complete all questions on the **DCM Crisis Bed Services Assessment.**
- Always select **Complete** when finished with an assessment and not just **Save**.



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Preview Initial Crisis Bed Admission Assessment

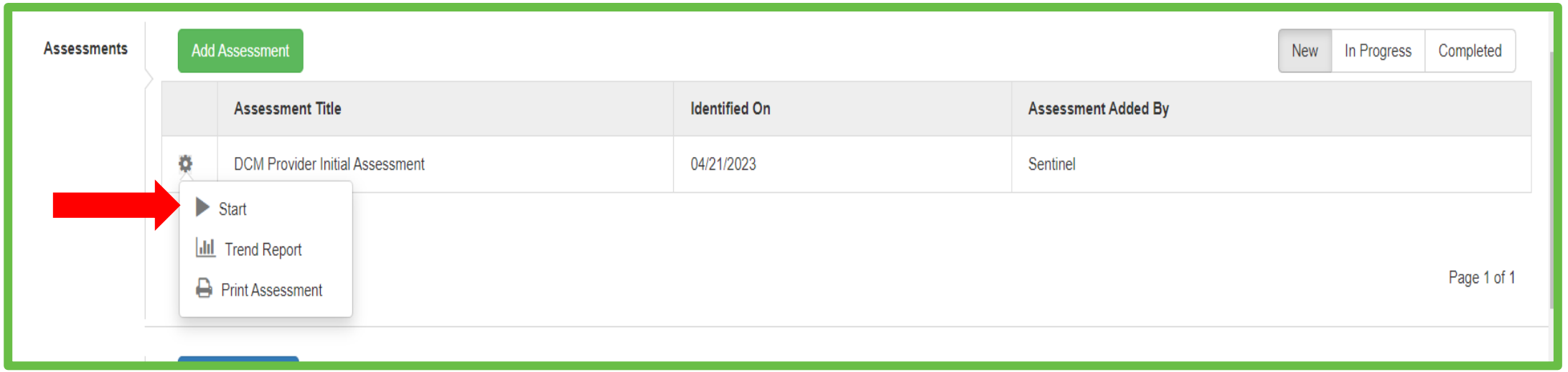
- You can review the completed or in progress assessment by clicking on the gear and selecting Preview.
- The tab on the right-hand side also needs to be selected – either **completed** or **in progress**.



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Assessments for Crisis Bed Continued Stay Request

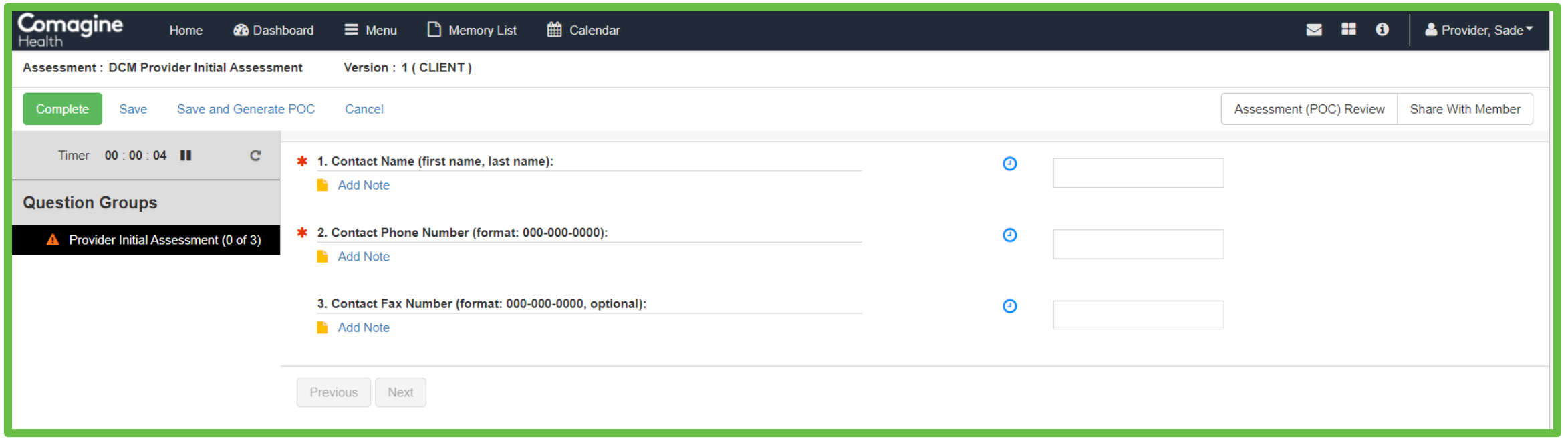
- Click the gear next to the **DCM Provider Initial Assessment** and click **Start** and complete the assessment **(mandatory process to save and submit)**



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Assessments for Crisis Bed Continued Stay

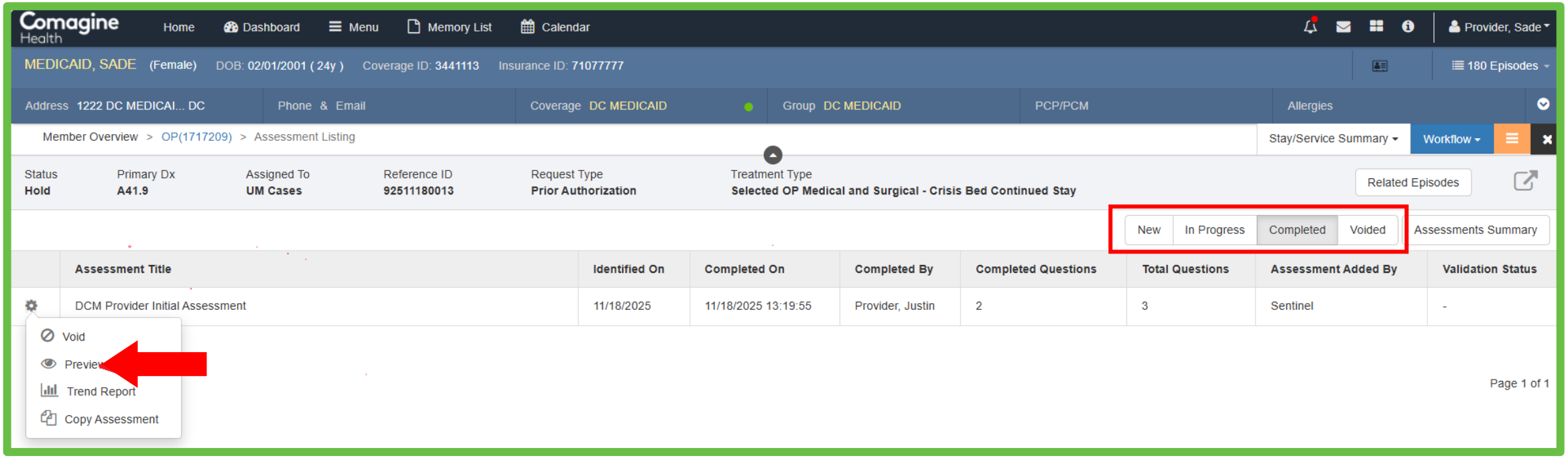
- To complete the **DCM Provider Initial Assessment**, enter a Contact Name or Department, Phone Number, and Fax Number



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Preview Assessment for Crisis Bed Continued Stay

- You can review the completed or in progress assessment 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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Adding Documents

- Click on the **Add Documents** button.
- Please only use PDF or DOC files; TIFF files will not be accepted

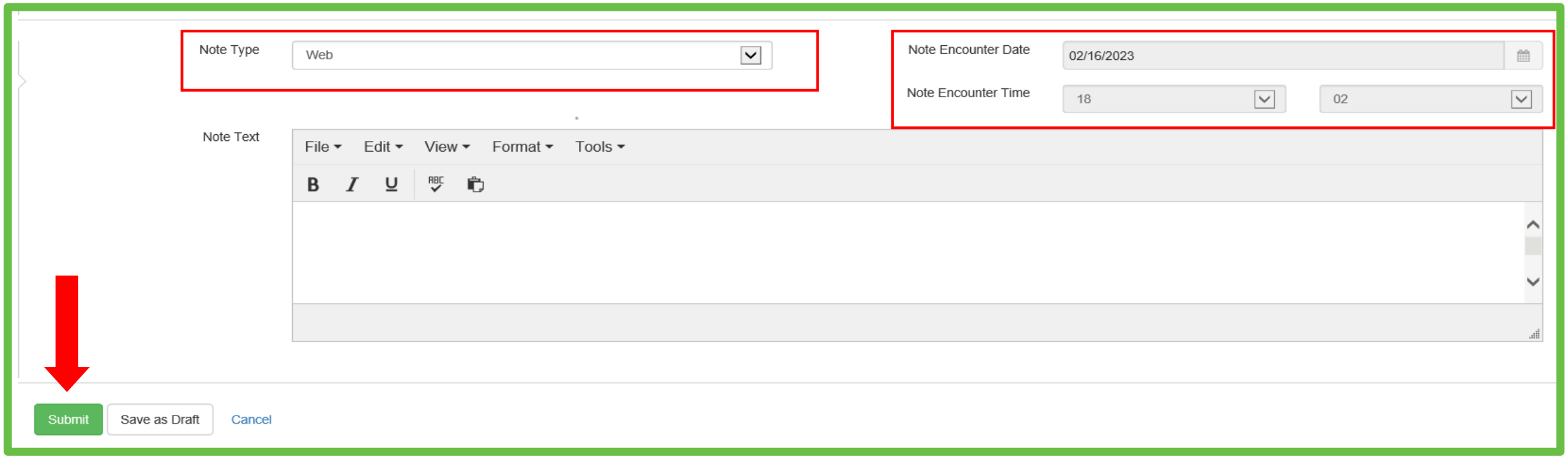


	Name	Type	Date Added	Added User	Description
⚙	DLA 20		07/09/2025	Provider, Sade	
⚙	Assessment		07/09/2025	Provider, Sade	

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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: Auto Populates the date
- Note Encounter Time: Auto-populates the time



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Submit or Save as Draft

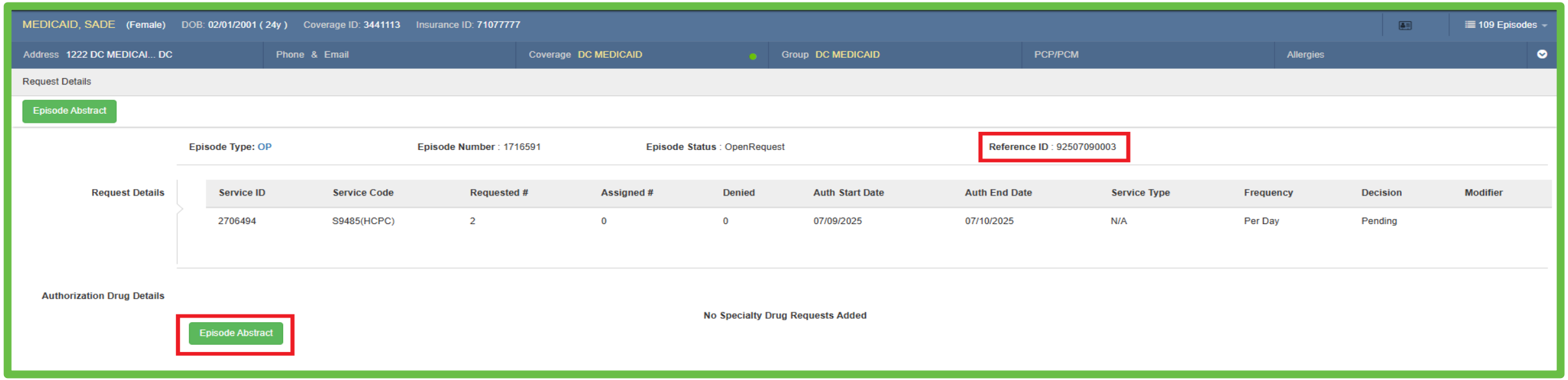
- **Submit**: Episode will be submitted to Comagine Health
- **Save as Draft**: Episode will not submit to Comagine Health but will be saved for later submission and can be edited
- **Delete**: The request will be deleted



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Reference ID

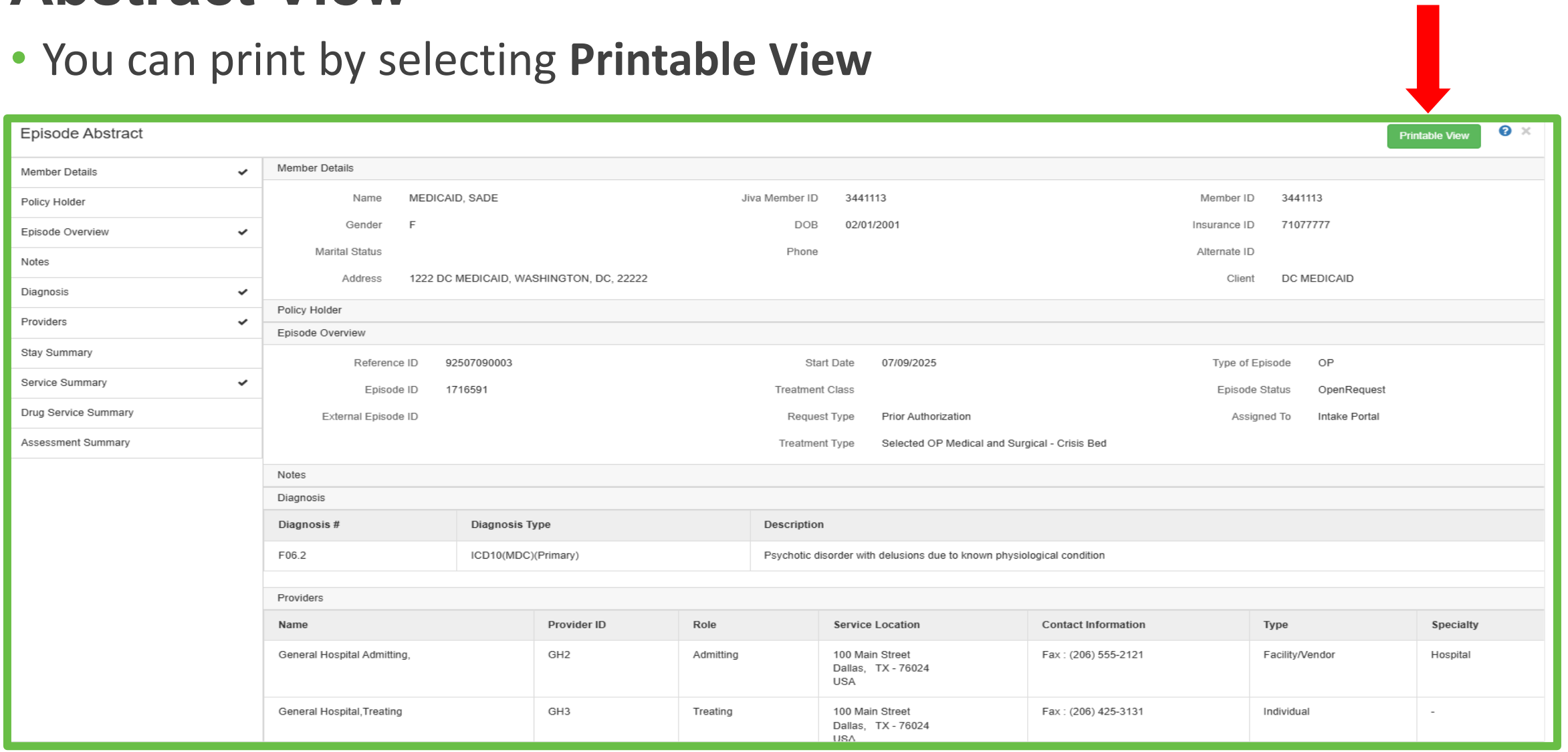
- Make a note of the CHPP Reference ID number for your records to locate the episode faster
- The reference ID will become a prior authorization number on an approved request
- Selecting **Episode Abstract** allows you to review what was submitted; however, you cannot edit from here



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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 Guides CHPP Administrator Guide
- CHPP Quick Start Guides – Crisis Bed Initial and Continued Stay
- CHPP System Upgrade Training Webinars (recording and slides)
- CHPP Registration Packet
- Crisis Bed Services Initial Review Assessment Form (under Checklists & Forms – only for use as a backup or for training purposes)

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Questions



Type your questions in the chat

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Thank you!

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