Comagine Health
Jiva Provider Portal Training

Welcome Vision Providers!

November 2025
Zoom Conference

NM TPA Presenters:
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Comagine Health



Presentation Objectives

- Review the Comagine Health Provider Portal (CHPP) Environment
- Review Login Information
- View Dashboard Features & Enhancements
- How to Enter an Authorization Request Demonstration
- How to Search and Add Documents Demonstration
- Review Website Provider Resources – Quick Start Guides

This session is being recorded and will be available on our website before our go-live date.

Everyone in the webinar will remain on mute throughout the presentations, but if you have questions, feel free to put them into the chat box throughout the presentation, and we will address them during Q&A at the end.

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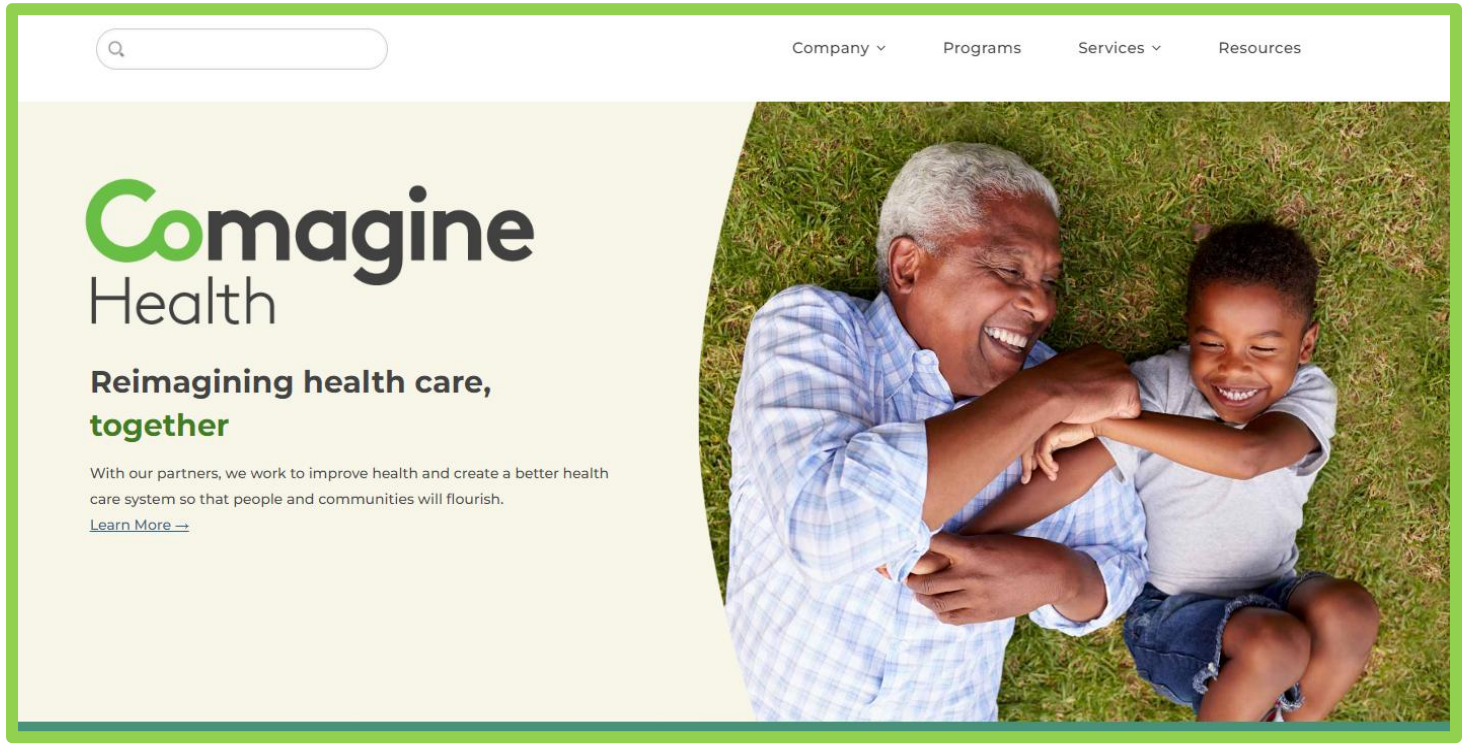
Prior Authorizations via Provider Portal

- **Effective December 1st, 2025**, all fee-for-service authorizations, including high-powered prescription lenses and polycarbonate lenses for eligible adults, must be submitted to the Third Party Assessor (TPA) via the CHPP.
- Our Customer Service Staff are prepared to support providers during this transition, answer questions, and share resources on our website.
- Staff are also able to assist with provider portal registration if you are not already registered for CHPP access.

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Comagine Health Website & Provider Portal (CHPP)

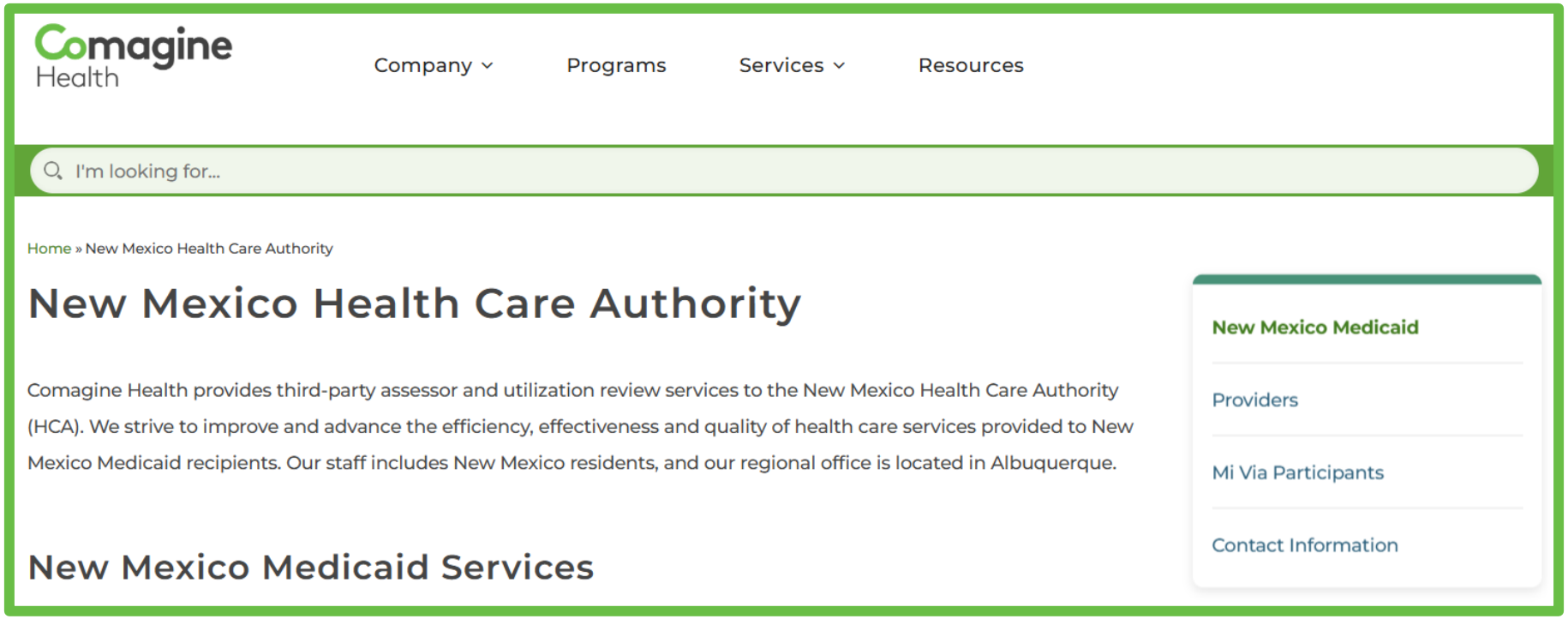
- You can access the CHPP link directly.
- Navigate to CHPP from Comagine Health's website https://www.comagine.org



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Comagine Health NM Medicaid Home Page

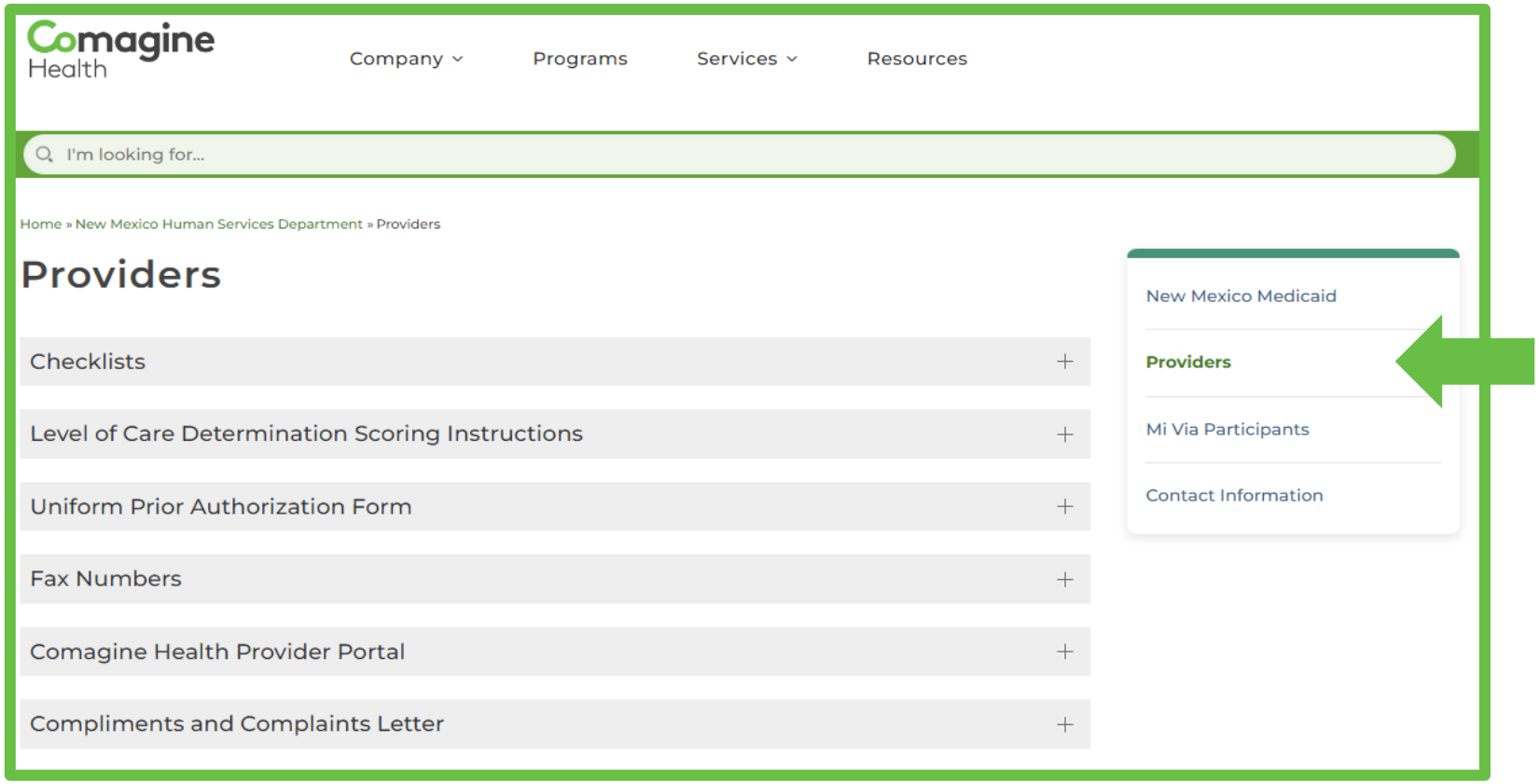
- Click on Programs, then select **New Mexico Medicaid**



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Provider Resources Page

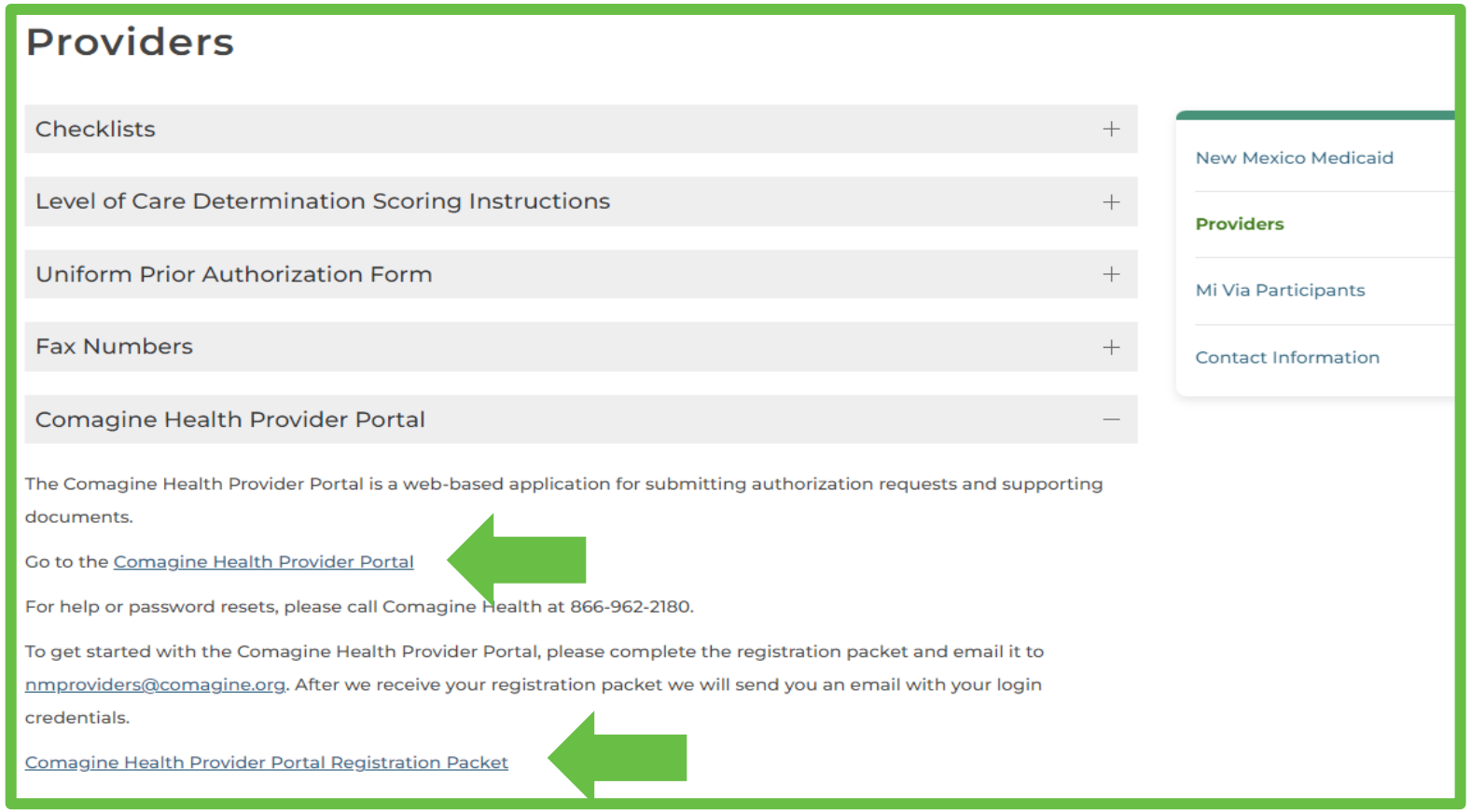
- Select **Providers** on the right-side panel to view the Providers page.



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Provider Portal Resources

- Select the **Comagine Health Provider Portal** to download the registration packet and/or access the login link.



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Submitting a Request for Portal Access

- **Submit via email to**: nmproviders@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.

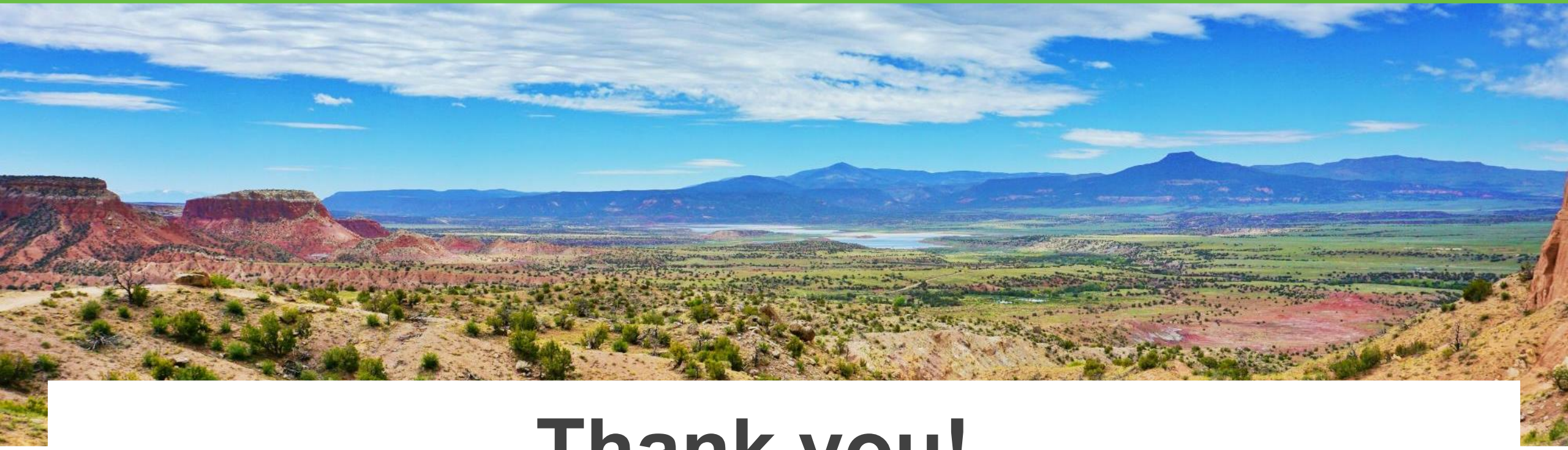
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Utilization Management Questions

Type your questions in the chat or raise your hand to come off mute.



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Thank you!

The TPA Team is here to help you with any CHPP questions.

Comagine Health Customer Service: 866-962-2180
Hours of Operation: Monday – Friday, 8 AM to 5 PM

Kimberley Scott, Director of Care Management Services NM
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