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Comagine Health's Jiva Provider Portal Training

Lynda Ferguson - Lead Intake Representative
Kimberley Scott - NM TPA Director

Objectives

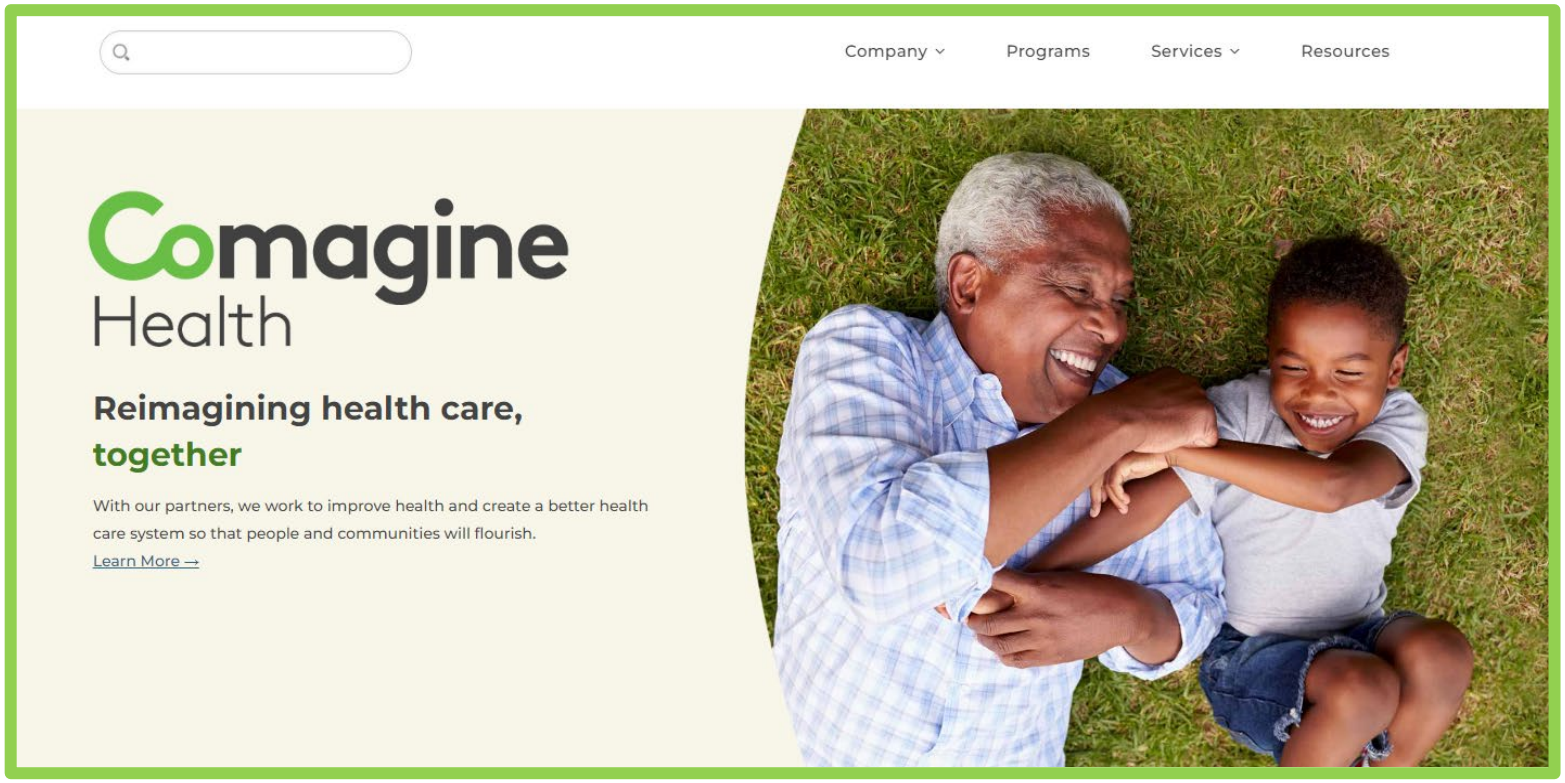
- Review the Comagine Health Provider Portal (CHPP)
- Review Log-on Information
- View Dashboard Features
- How to Enter an Authorization Request Demonstration for Applied Behavioral Analysis

Everyone in the webinar will remain on mute throughout the presentation, 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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Comagine Health Provider Portal (CHPP)

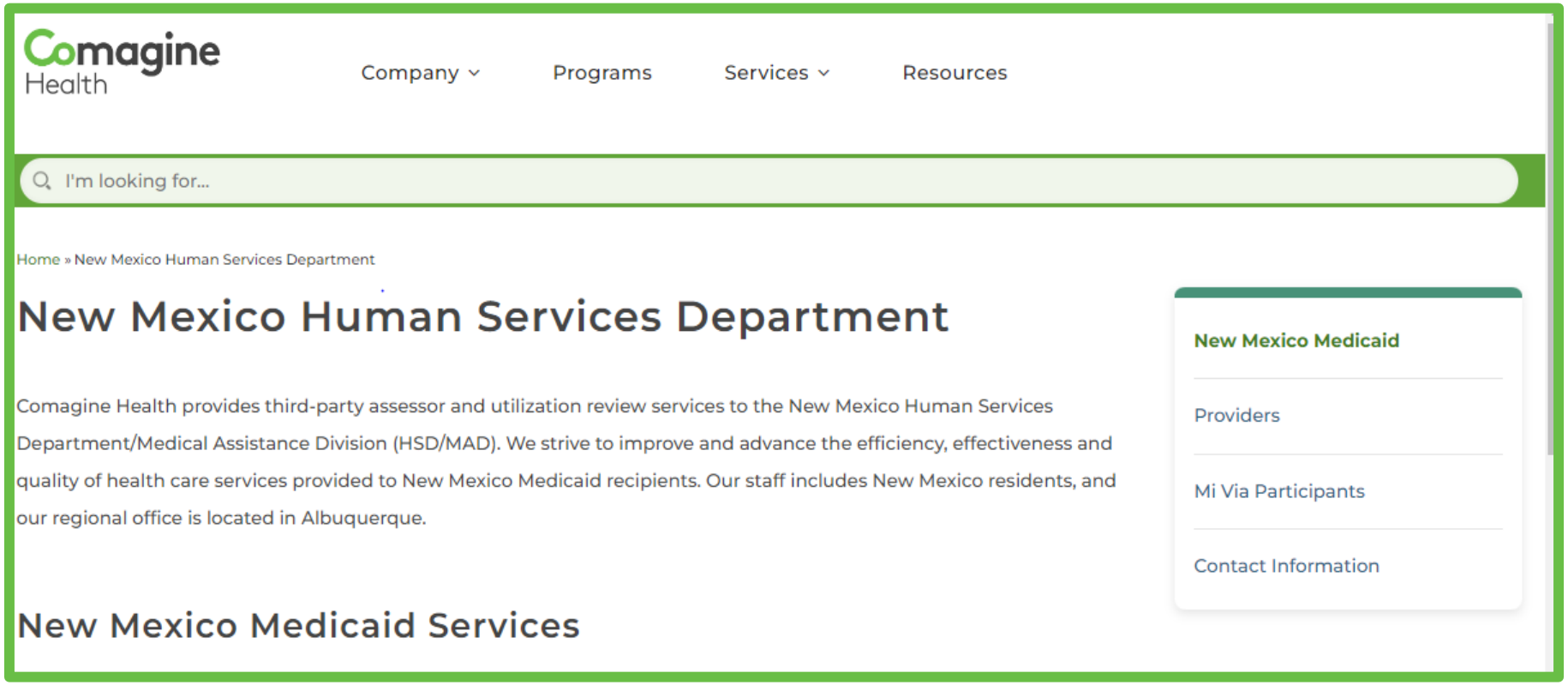
- Submit reviews within the CHPP
- Go to Comagine Health's website - http:www.//comagine.org



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Comagine Health Website

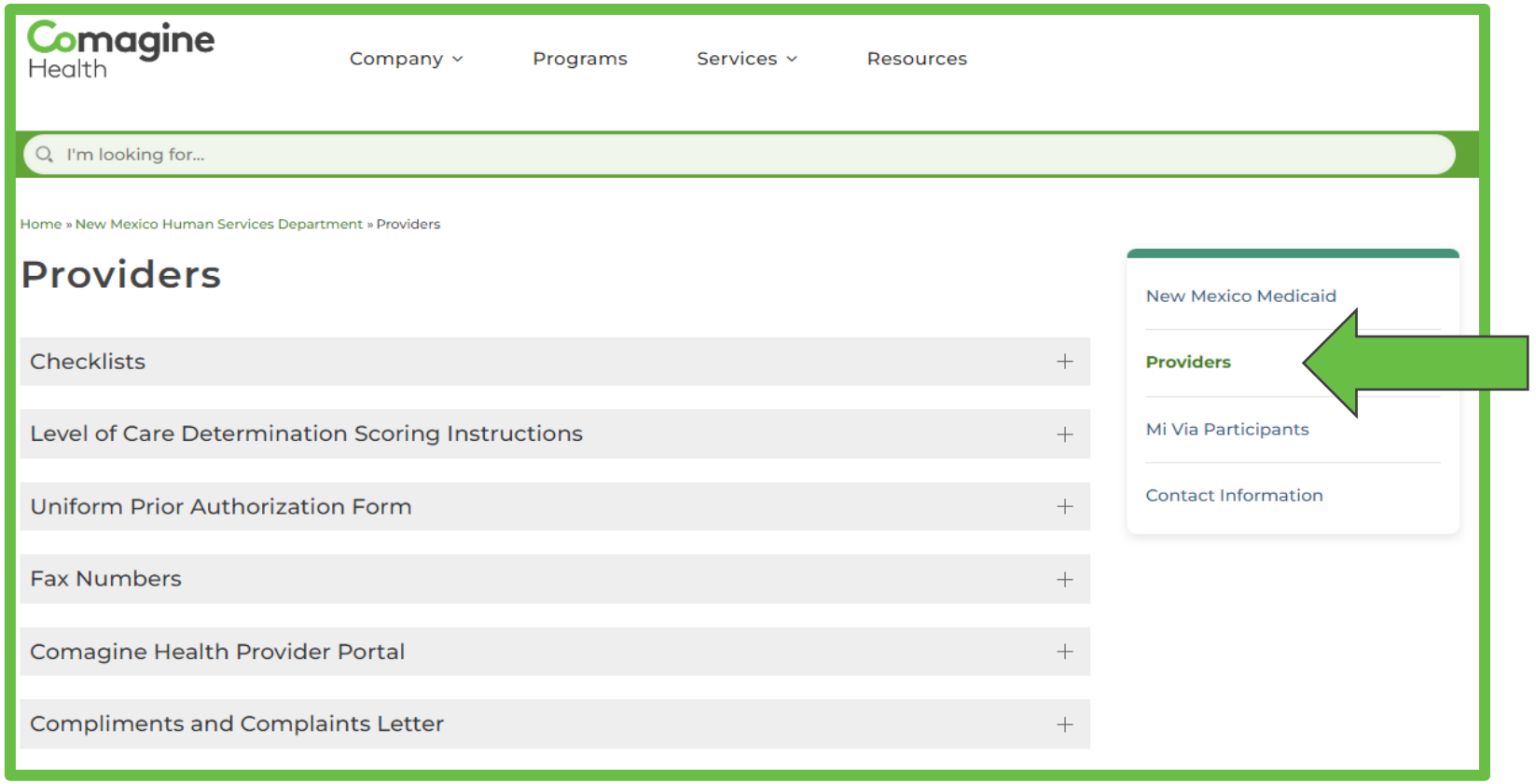
- Click on Programs, then select New Mexico Medicaid Services



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Provider Portal Access

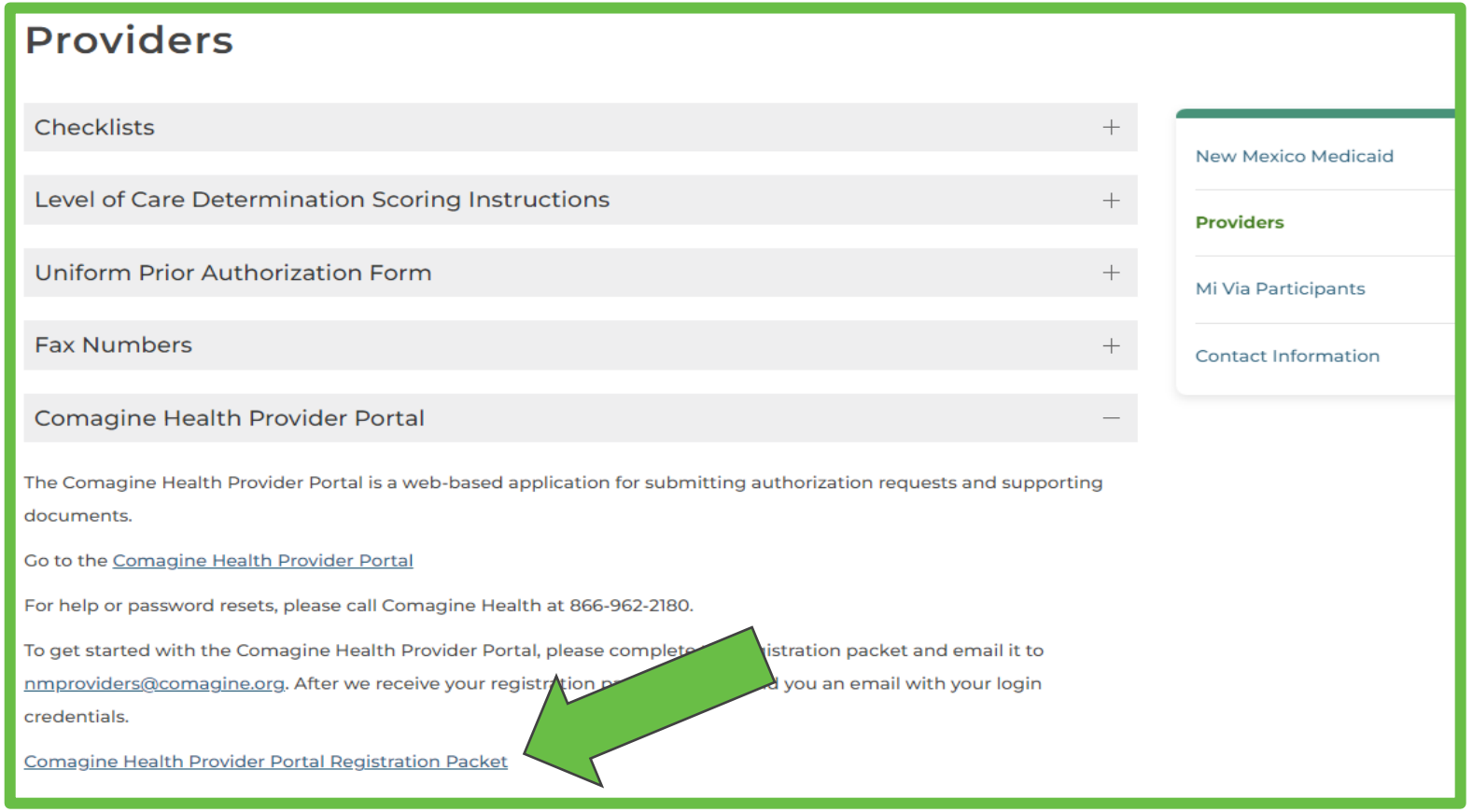
- Select **Providers** on the right-side panel will display the Provider page with the Provider Portal Link



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Provider Registration Packet

- Select **Comagine Health Provider Portal** on the left-side navigation panel to download the registration packet



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Submitting a Request for Portal Access

- **Submit via email:**
  - Email: 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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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

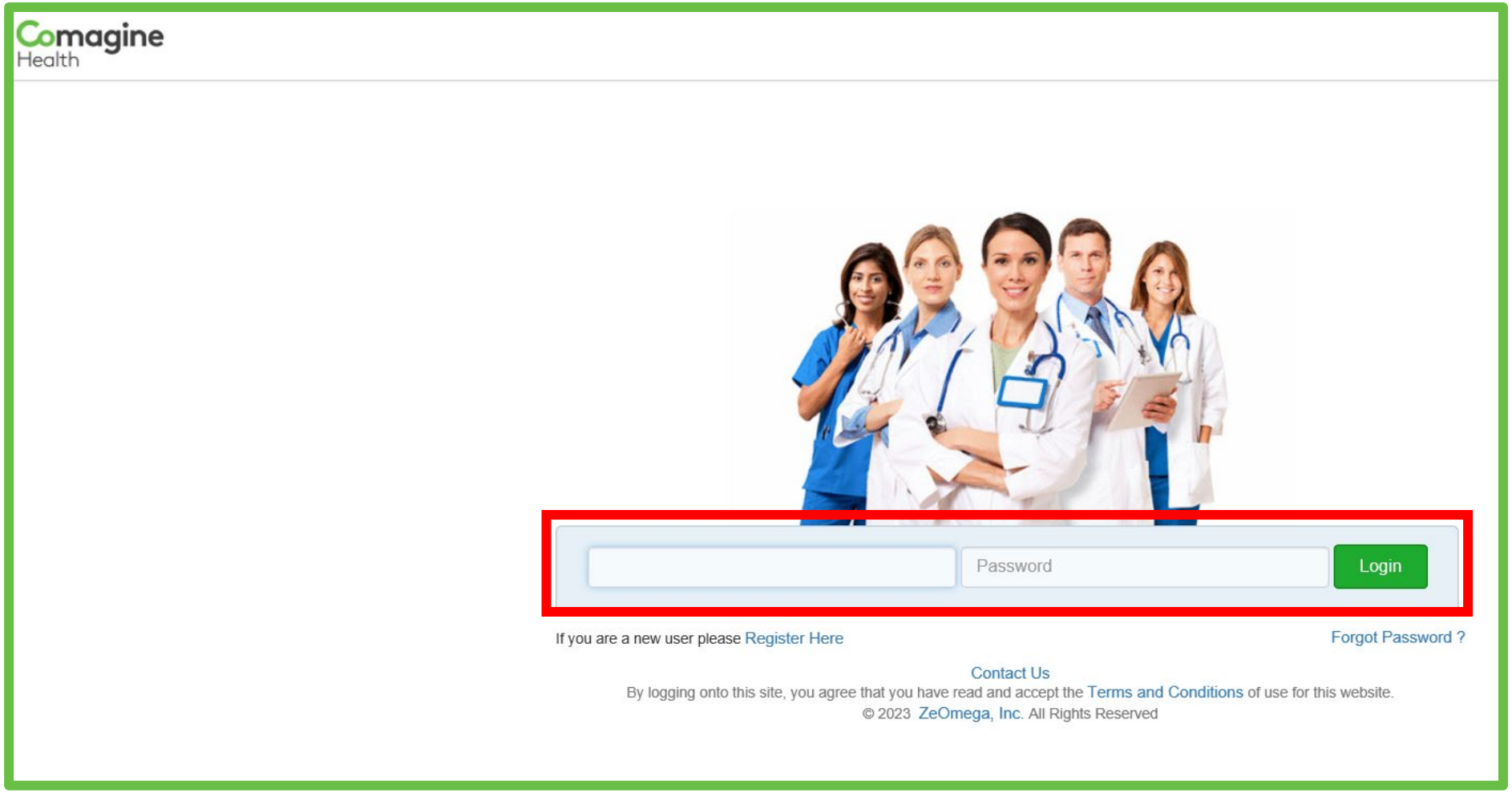
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Provider Portal Access



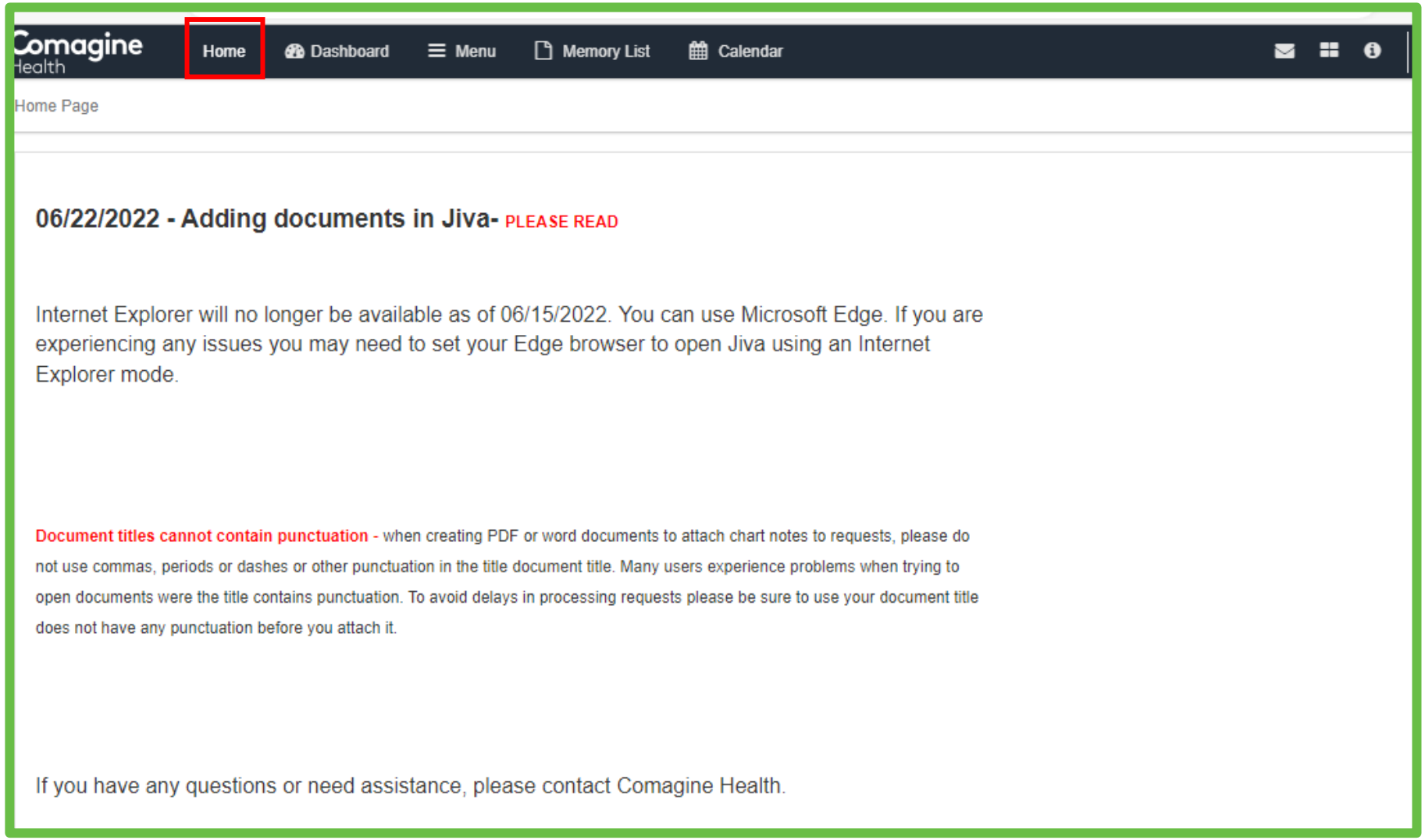
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How to Log Into the Provider Portal



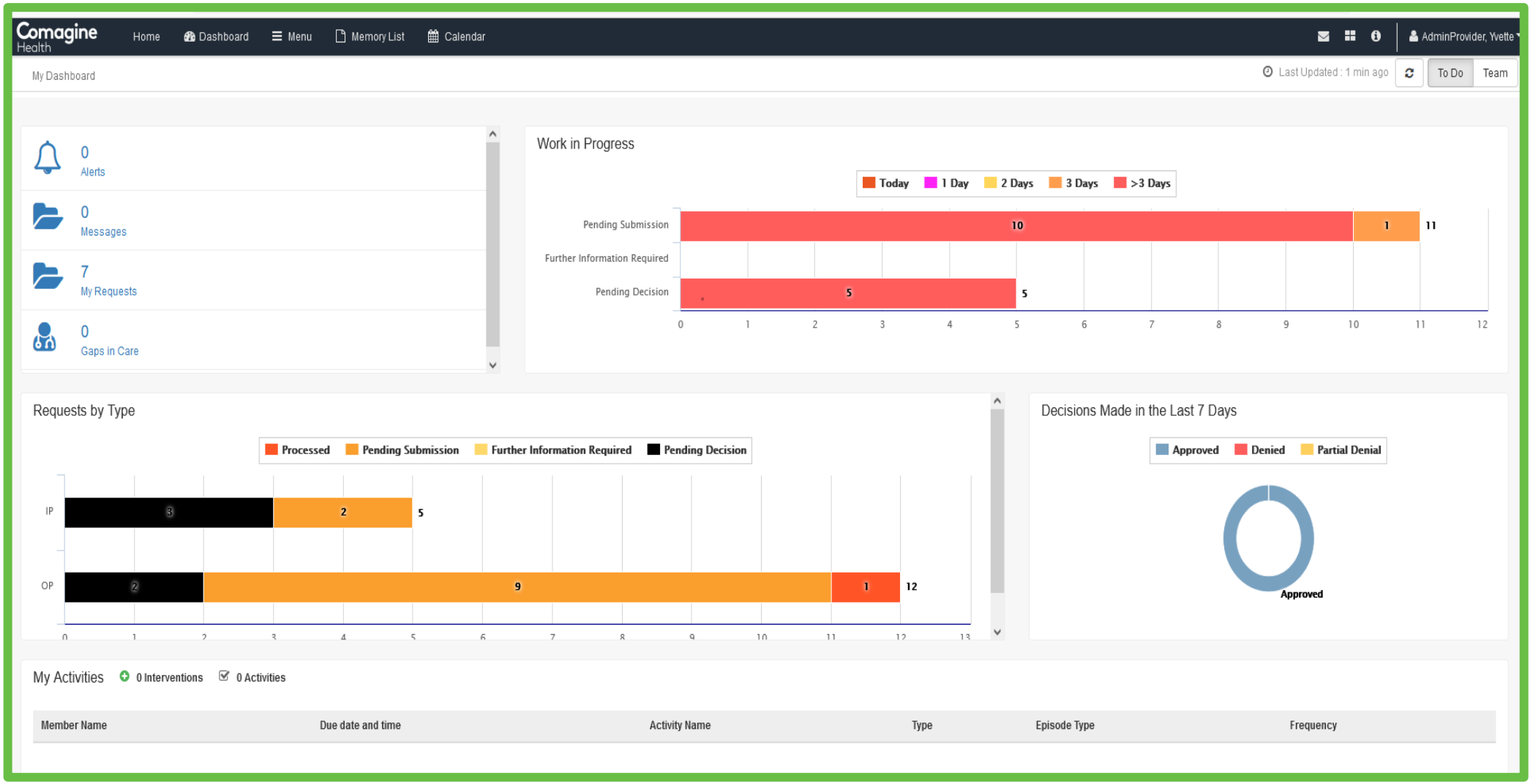
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Provider Home Page – View Posted Announcements



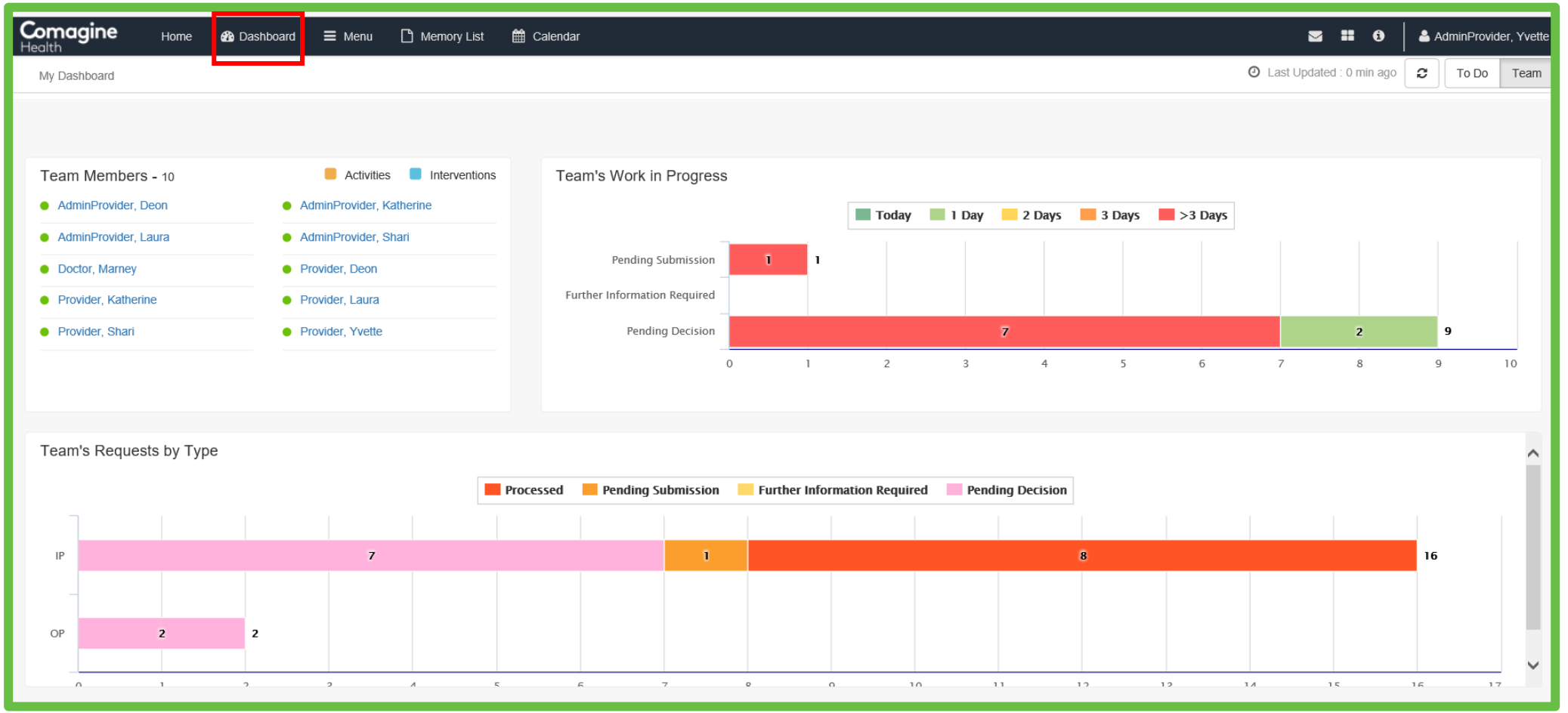
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Provider Dashboard - To Do



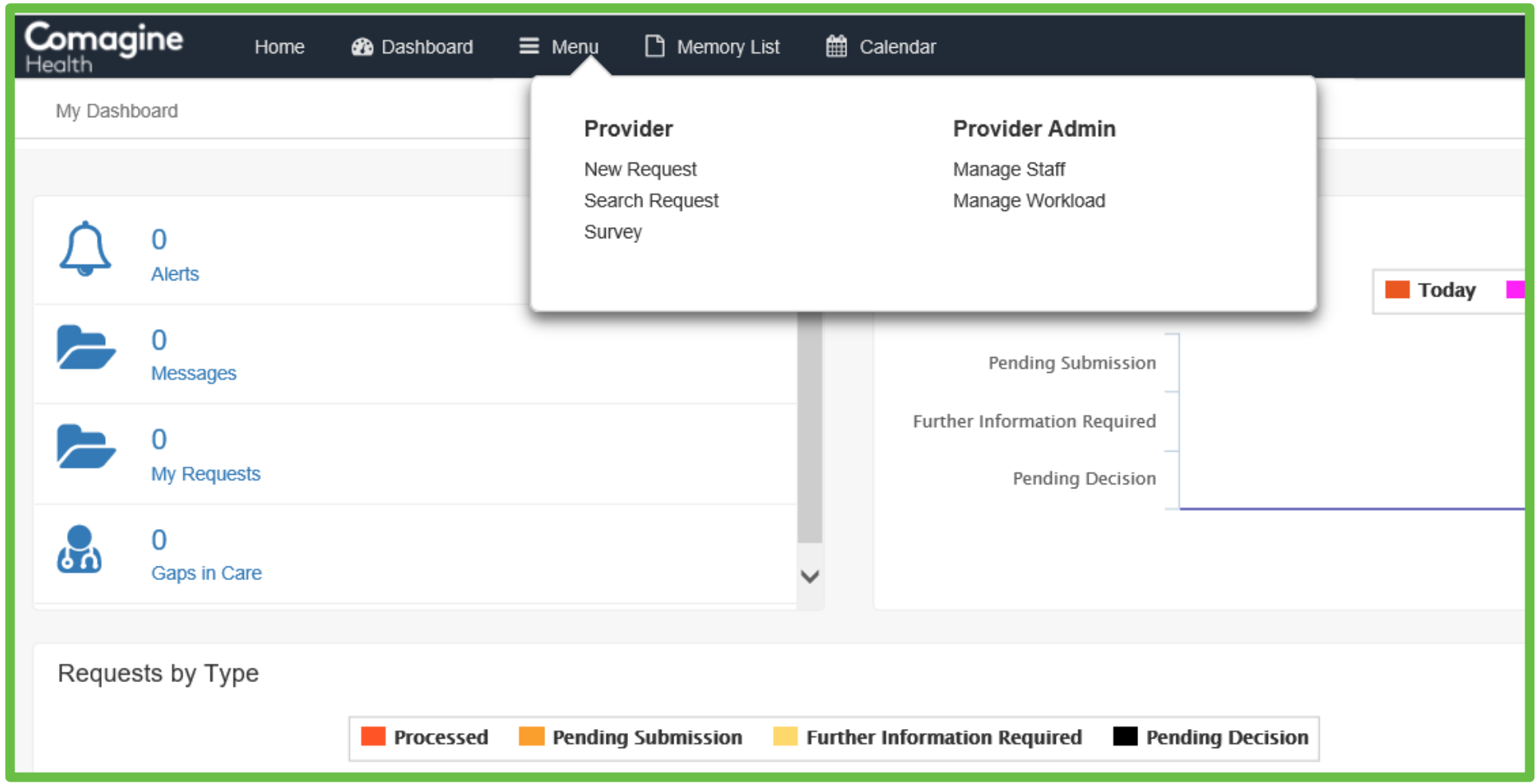
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Provider Dashboard - Teams



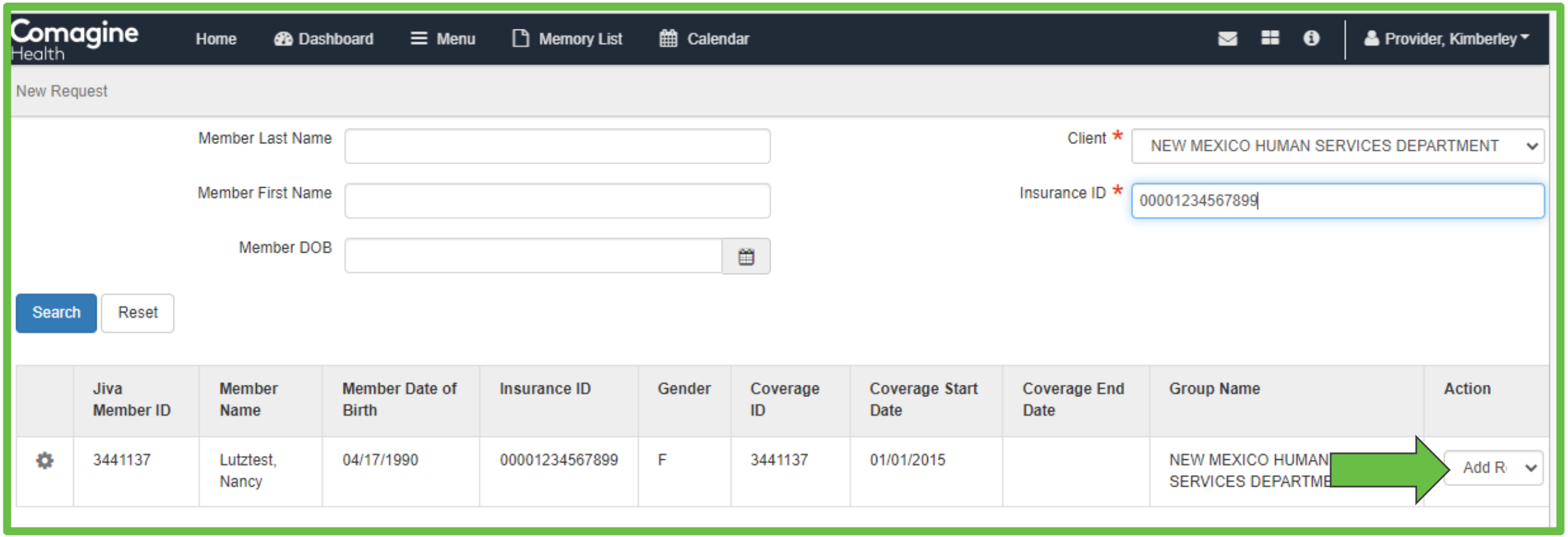
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How to Search or Submit a New Request



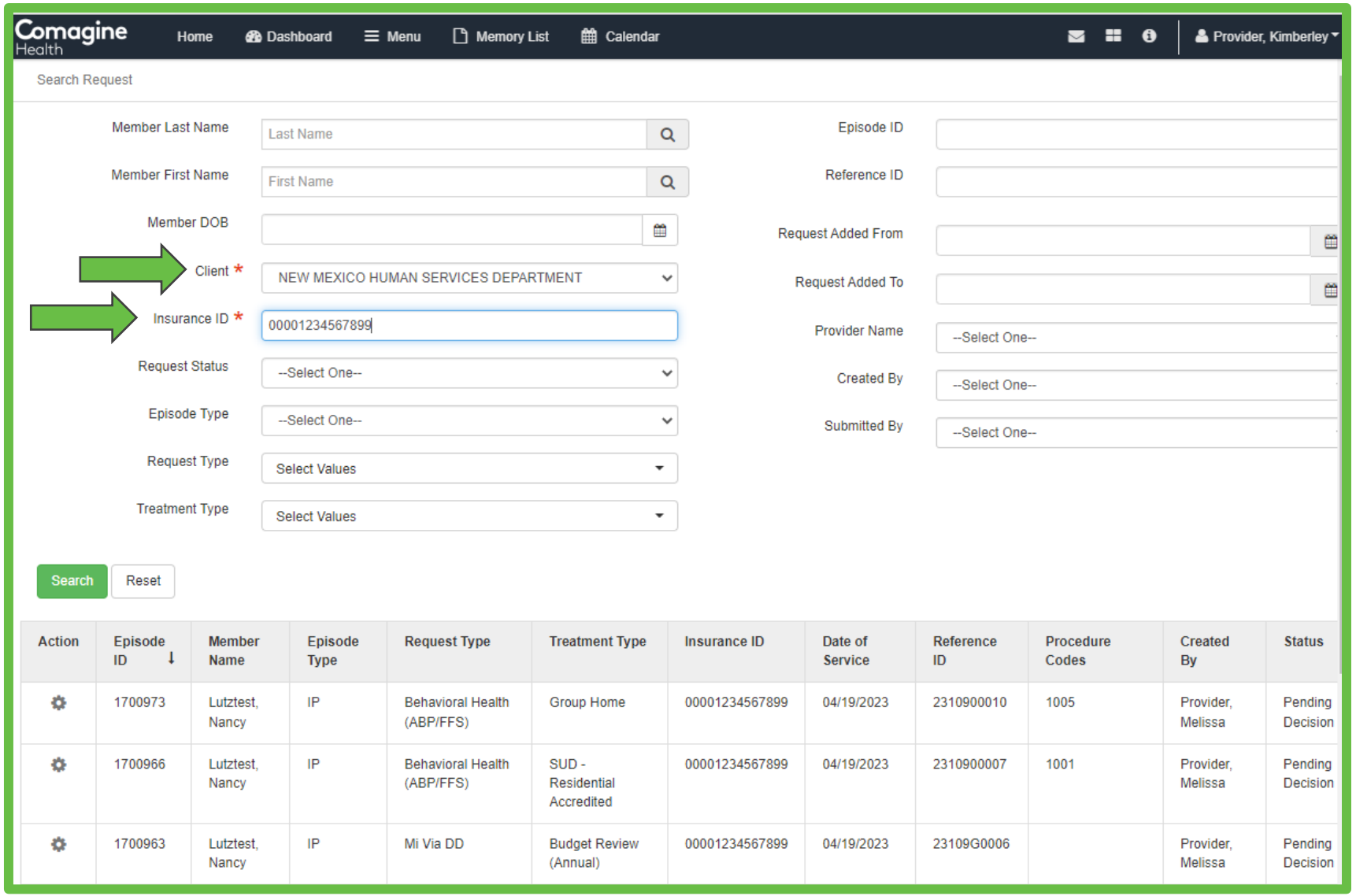
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Submit a New Request



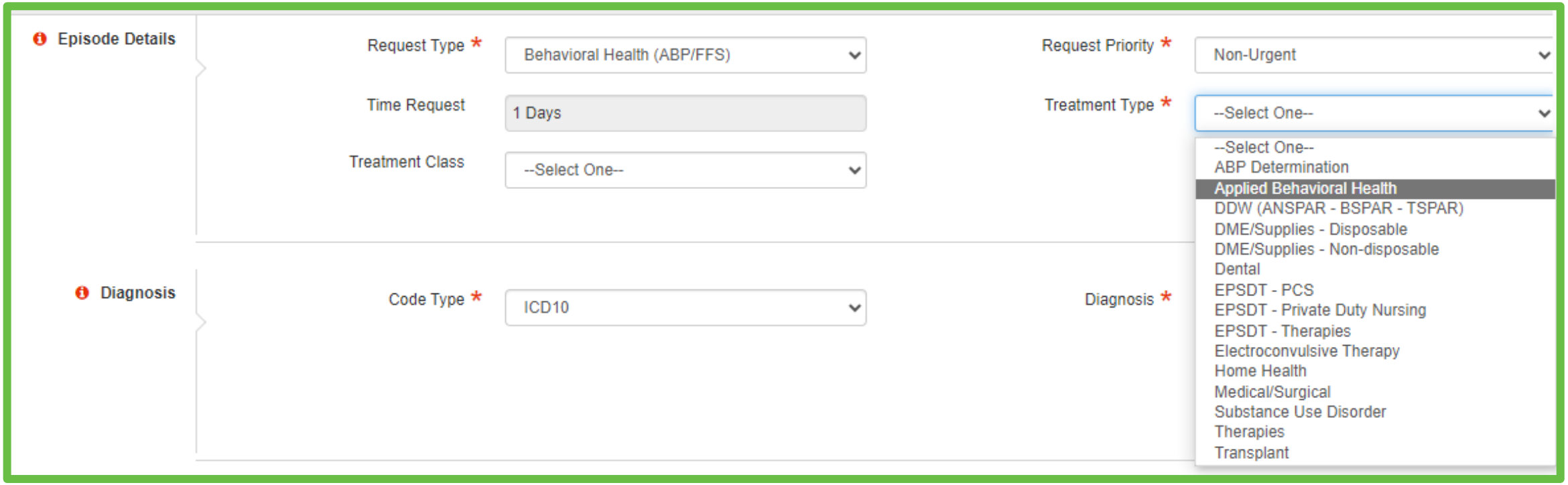
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Search Request



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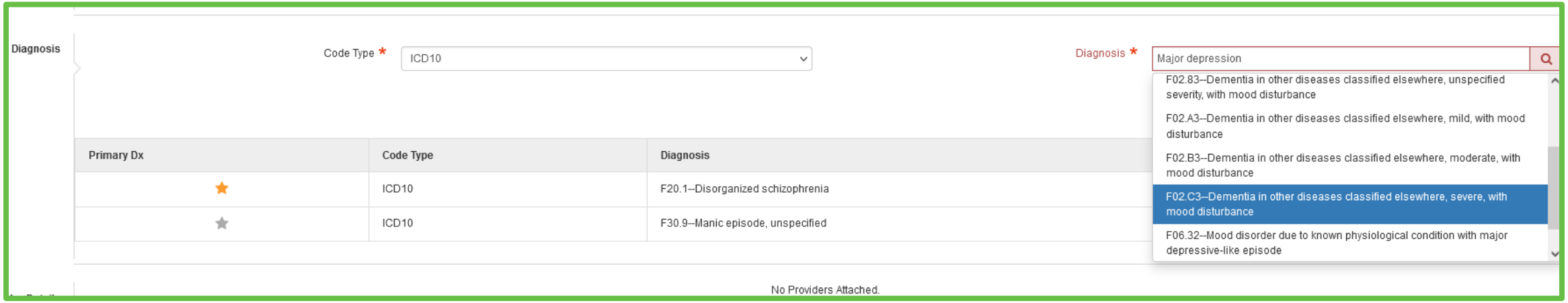
Episode Details



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Diagnosis

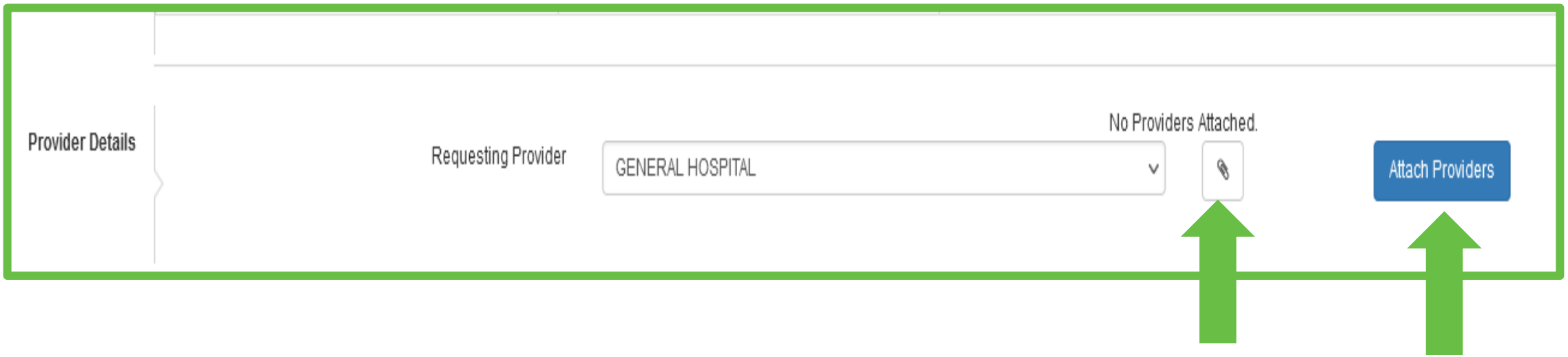
- Enter your primary diagnosis first
- Enter all other diagnosis
- Clicking star by any diagnosis will make it primary
- Remove diagnosis with minus sign to the right



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Provider Details

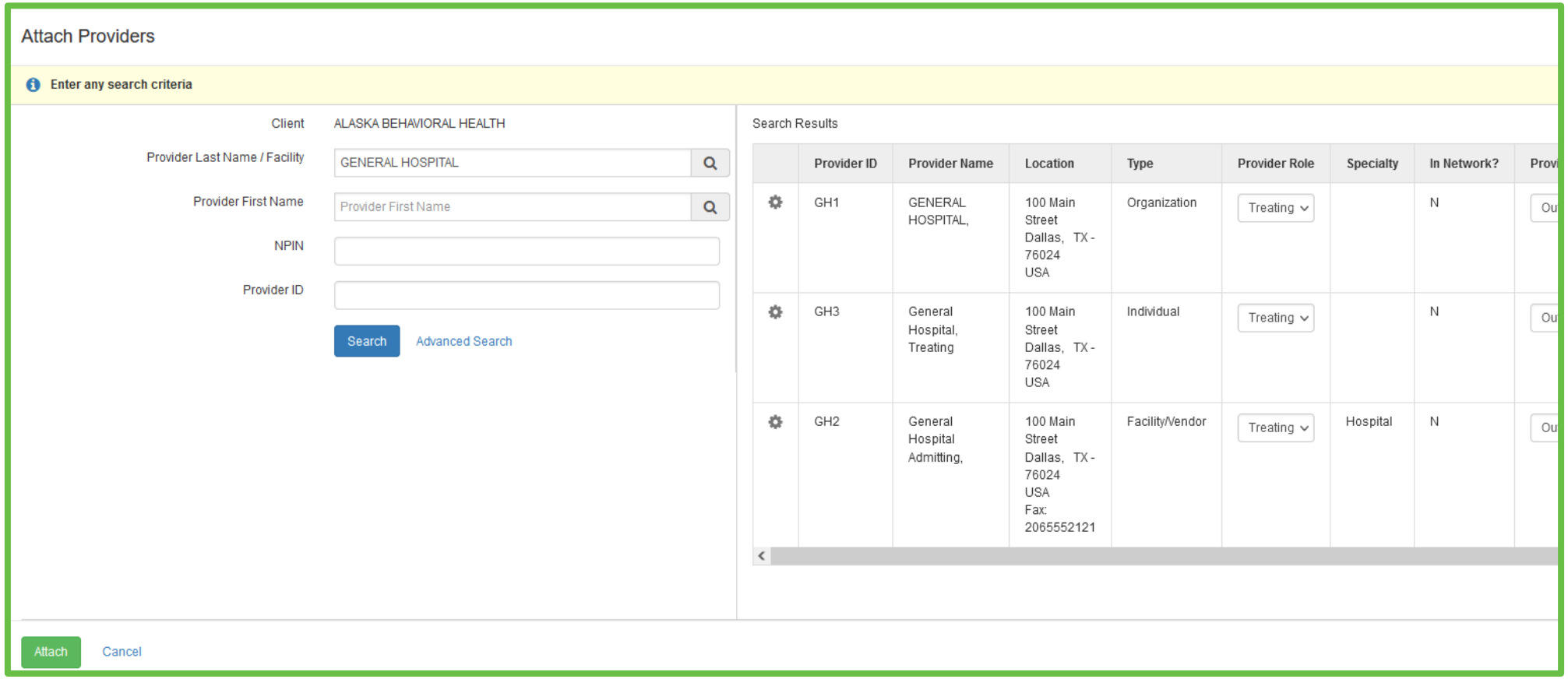
- Your organization/requesting is ready for you to attach
- Click on **Paperclip icon**
- Add next two providers by clicking on **Attach Providers**



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Steps to Add Providers

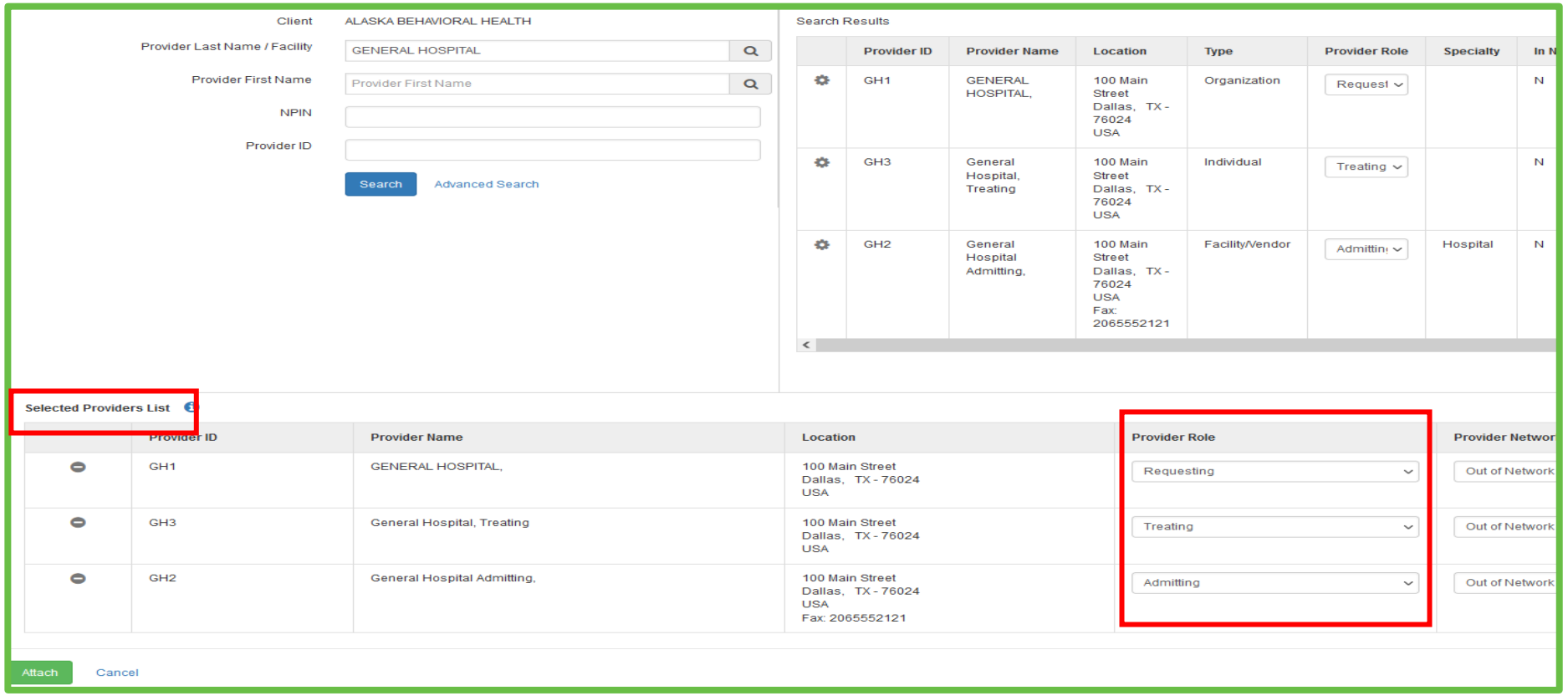
- Use Search or Advanced Search to find providers



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Steps to Add Provider, cont.

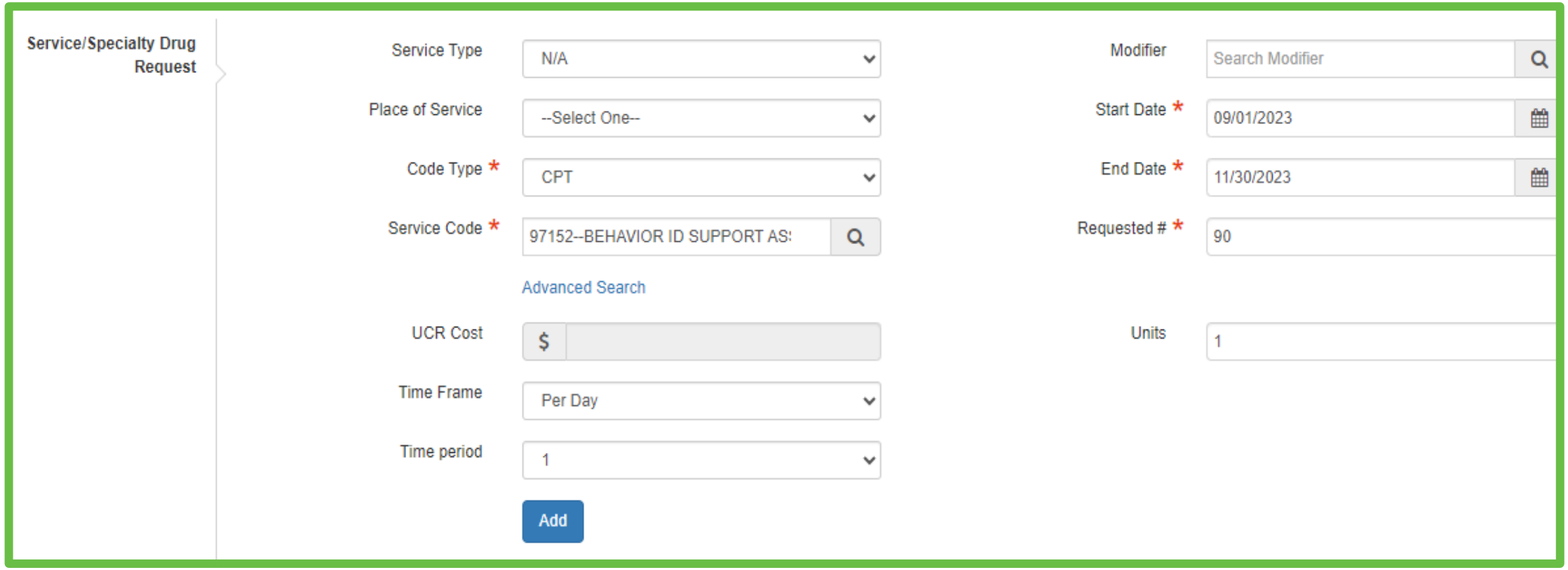
- Admitting, Treating, and Requesting providers must be attached



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Service/Specialty Drug Request

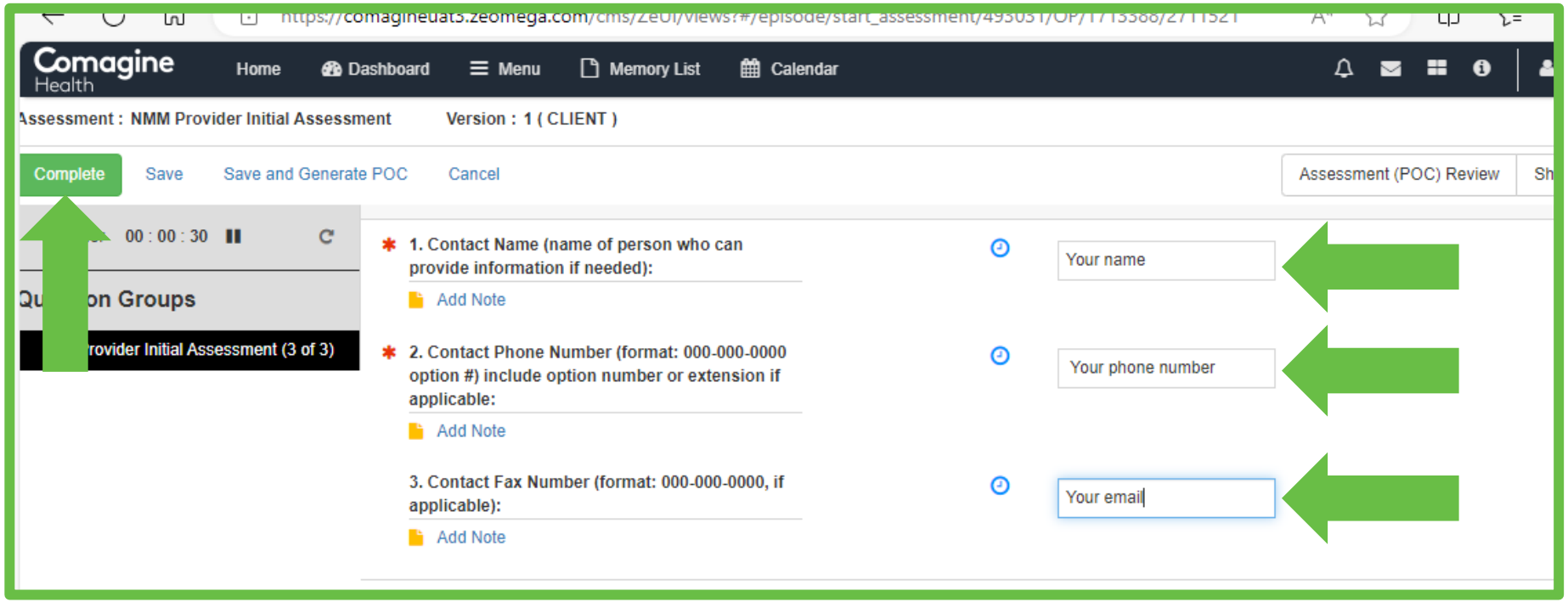
- Code Type: CPT
- Service Code: Add code
- Modifier (if needed)
- Start and End dates
- Requested # of days



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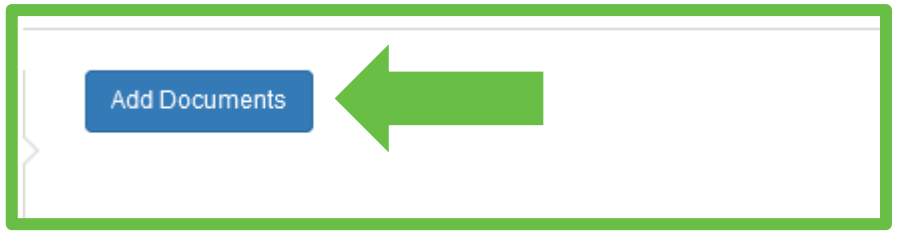
Assessments

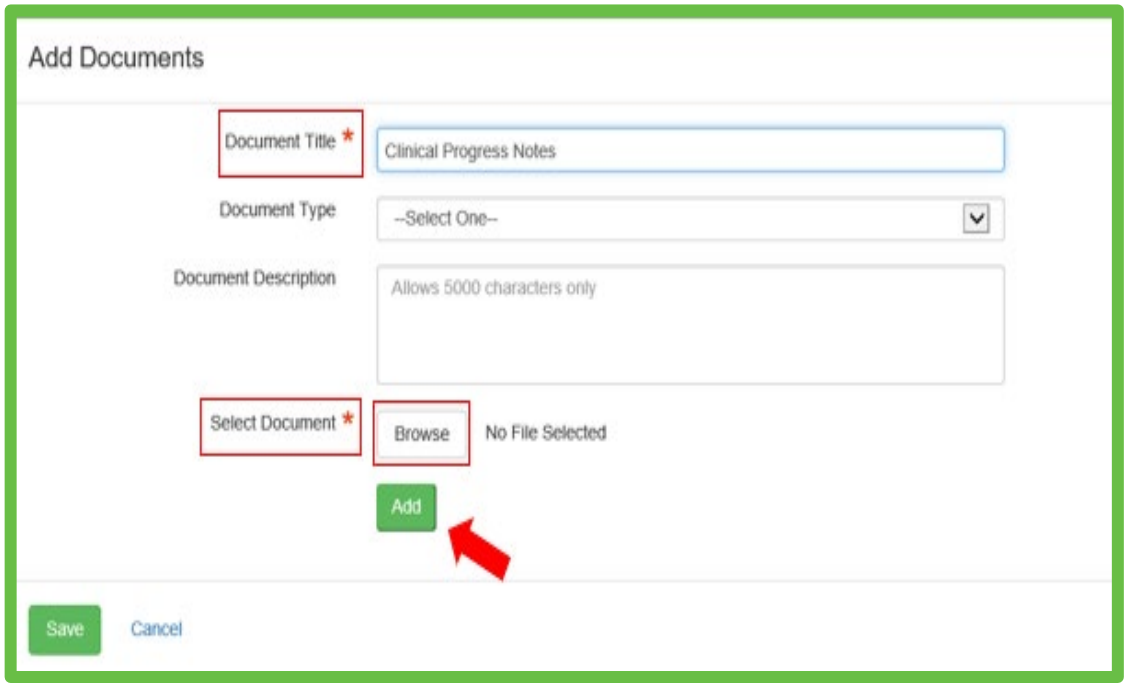
- **NM Provider Initial Assessment** - fill this out first by clicking on the **gear icon** to the left and selecting start
- Fill out contact information and click on **Complete**



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Documents





Add documents by clicking the blue Add Documents button.

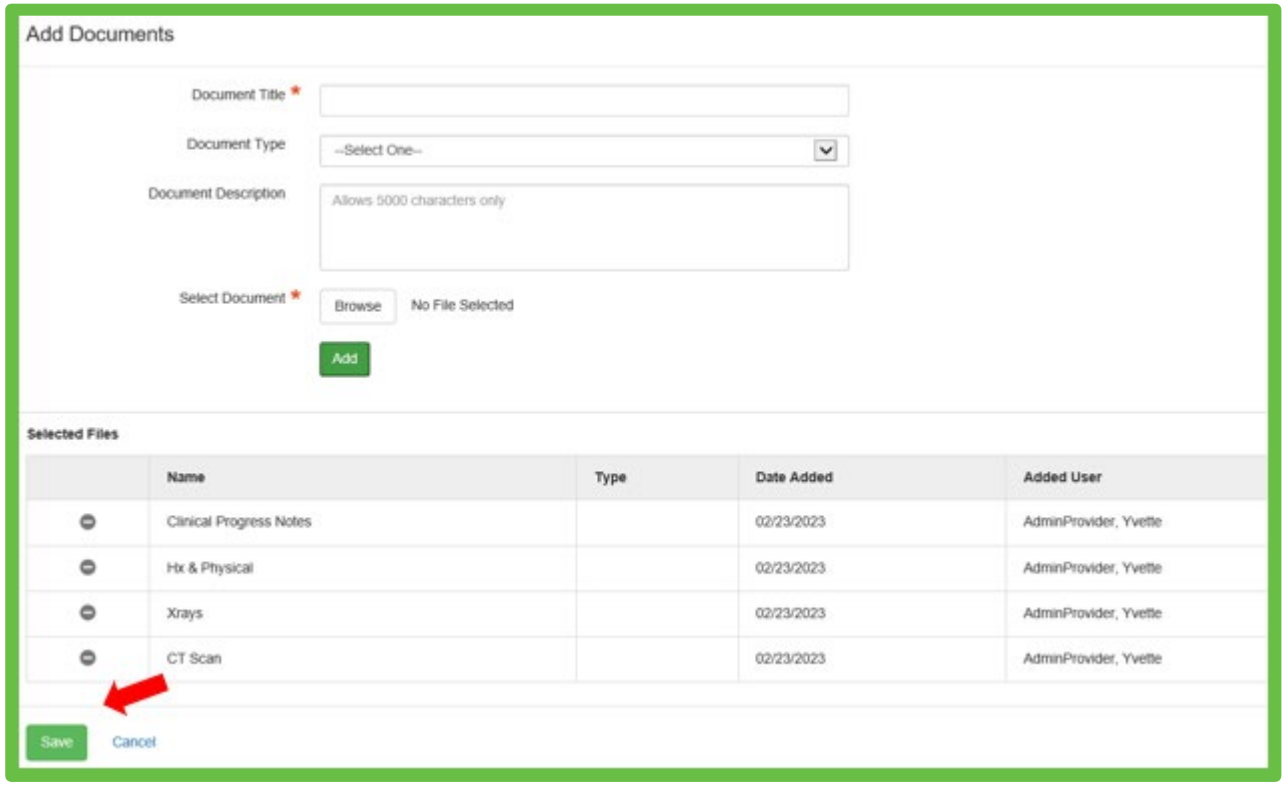
- Enter the Document Title*: Enter name of the document being uploaded
- Select Document*: Click **Browse** button
- New window opens to select document
- Select green **Add** button

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Add Documents

Steps to upload documents- If there are multiple documents repeat each step.

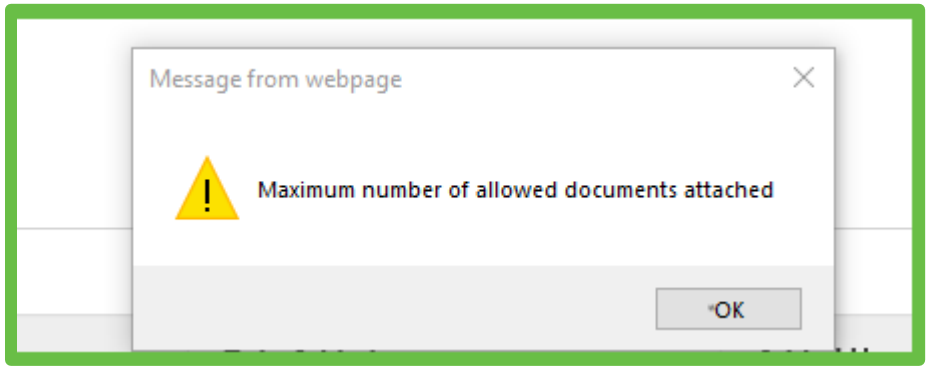
- Choose the **Browse** button next to Select Document*
- A window will pop up from your personal folder on your computer
- Select the document(s) you want to attach
- Click **Open** and select **Add**
- Once all documents have been uploaded, select **Save**



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Add Documents, continued

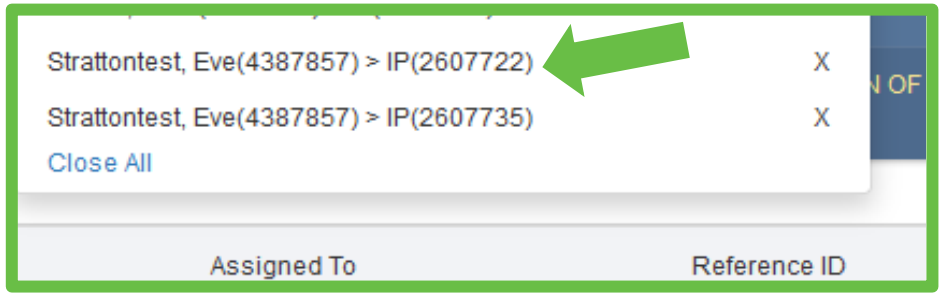
- If the number of uploaded documents exceeds four (4) an error message will appear
- The maximum number of allowed documents attached is four.

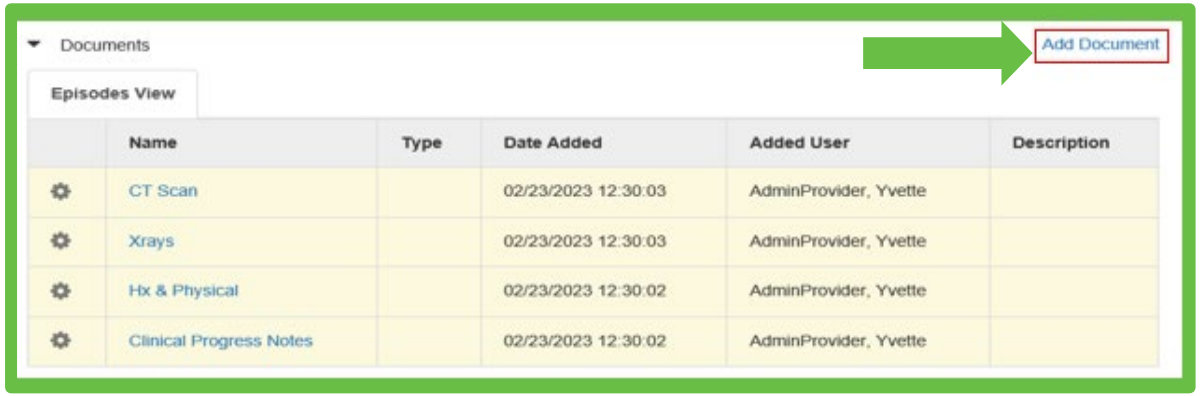


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Add Documents, continued

- If you need to add more than four documents, <u>submit your request first</u>
- Proceed to your **Memory List** at the top of your screen
  - Select the episode you were working by clicking on top of the name
  - Click on Add Document and follow steps to Add Documents

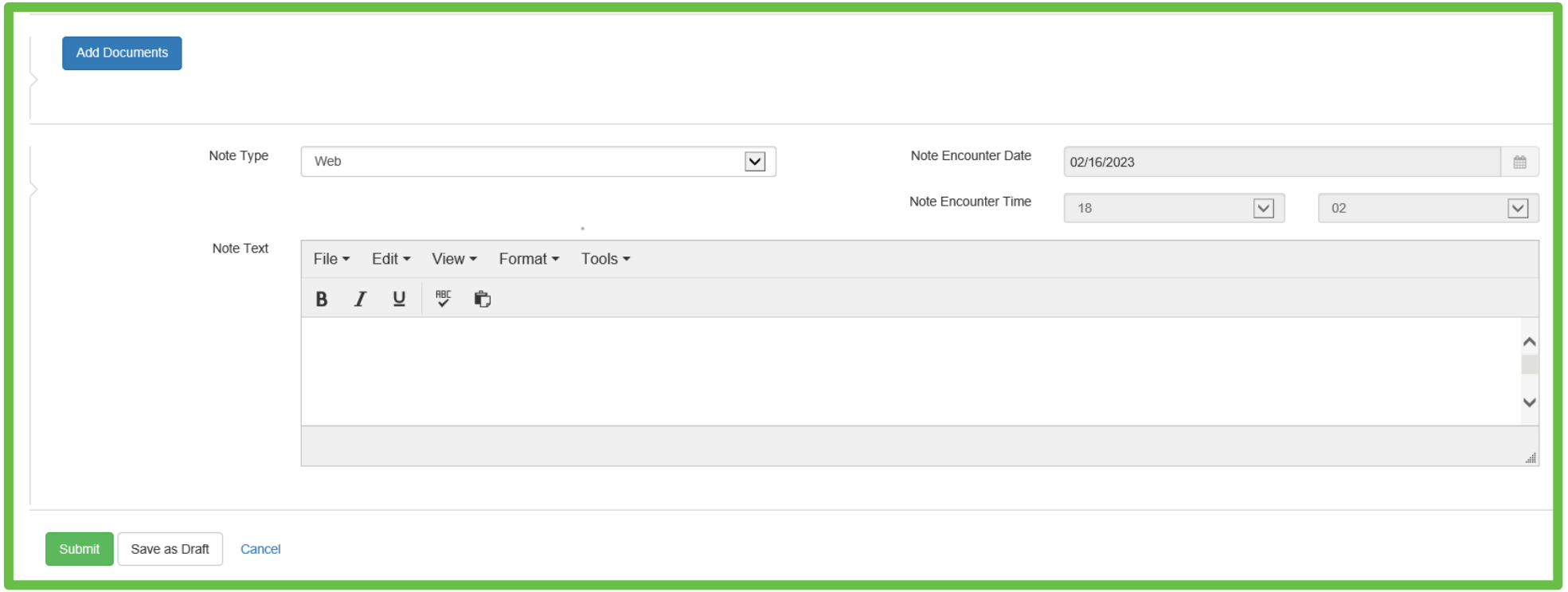




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Notes

- Optional field for any additional message/notice to Comagine Health
- Clinical should not put in **Notes** section



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Submit or Save as Draft

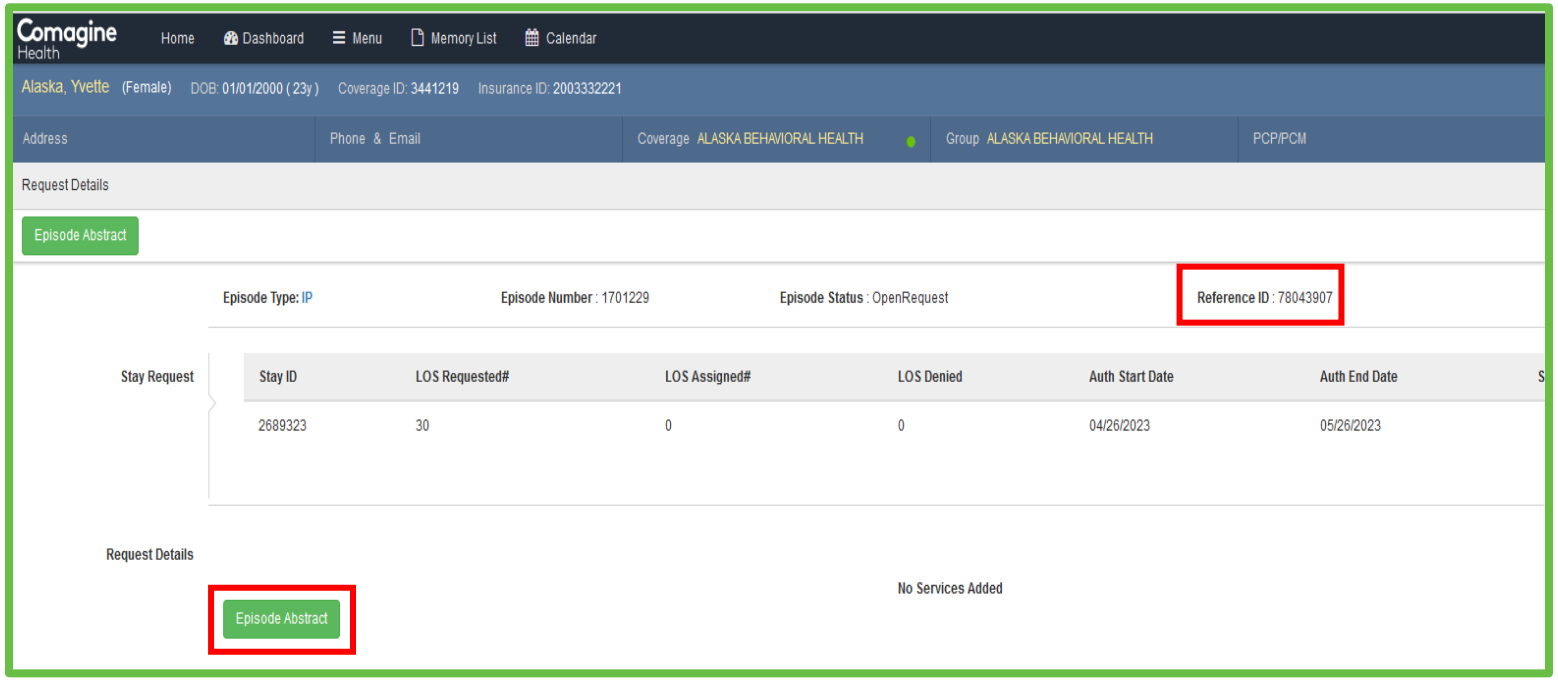
- **Submit**: Episode will be submitted to Comagine Health
- **Save as Draft**: Episode will not submit to Comagine Health; but will be saved for later submission and can be edited
- **Delete**: The request will be deleted



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Reference ID

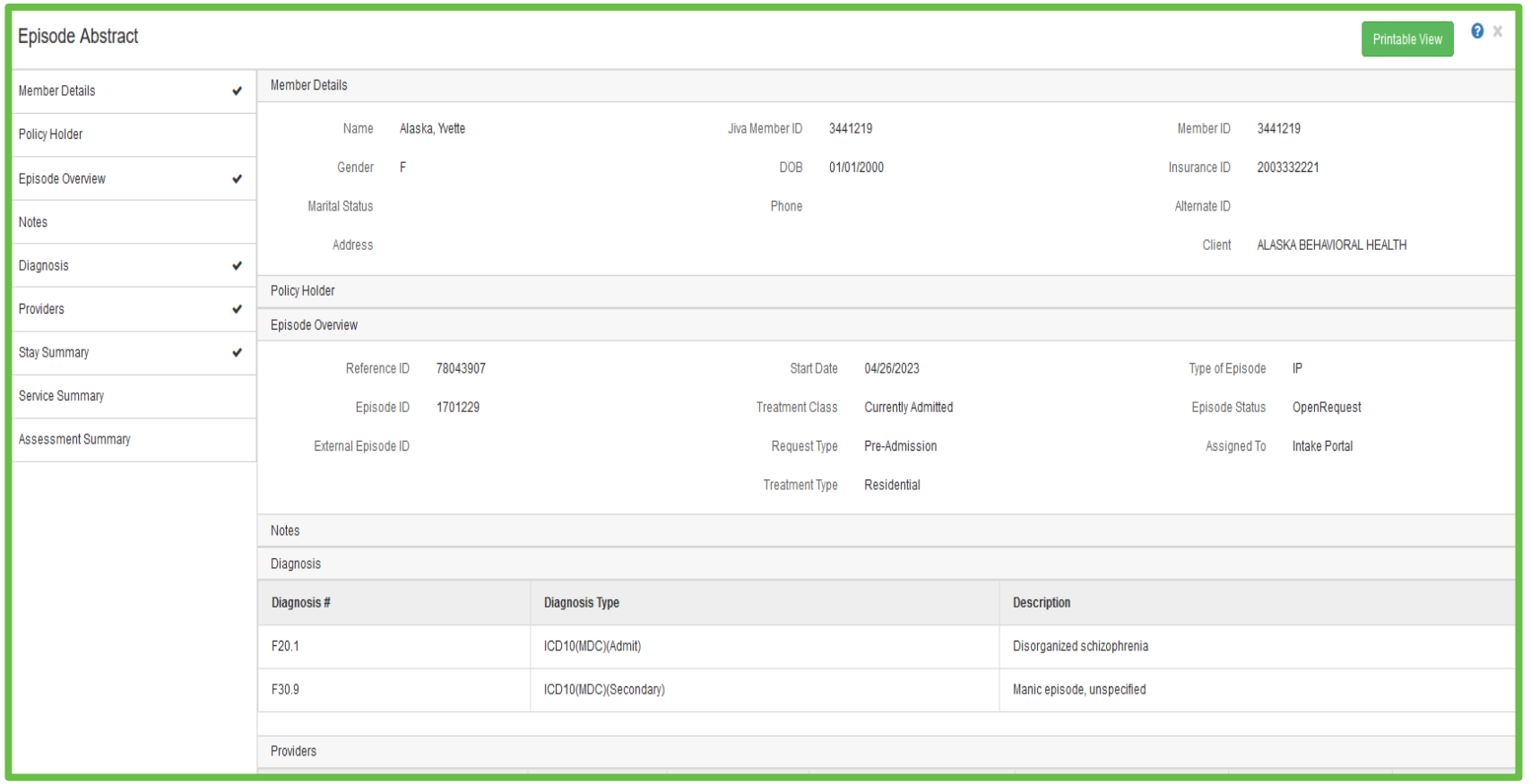
- Make a note of the CHPP Reference ID number for your records to locate the episode faster
- Selecting Episode Abstract allows you to review what was submitted; however, you cannot edit from here



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Abstract View

- You can print by selecting Printable View



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Utilization Management Questions



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

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Thank you!

We are here to help.

Customer Service Phone: 866-962-2180

M- F 8am to 5pm

Lynda Ferguson email: lferguson@comagine.org

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