Comagine Health

Comagine Health Provider Portal Administrator Guide

New Mexico Medicaid

Revised June 5, 2023

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Statement of Confidentiality

To ensure the integrity, security and confidentiality of information maintained within the Comagine Health Provider Portal (CHPP), and to limit disclosure and use of this data to only that which is permitted by law, I agree to abide by all provisions set forth in my Provider Portal Administrator or Provider Portal User Agreement with Comagine Health. I hereby acknowledge having received notice of the potential criminal, administrative and/or civil penalties for violating any terms of my Agreement. If I have questions about my obligations regarding the terms of my Agreement, I understand that I may seek clarification from my organization's Provider Portal Administrator.

General Information

- The CHPP is a web-based product that gives healthcare providers a two-way link using the Internet to exchange care management data with Comagine Health.
- The CHPP allows for an increase in efficiency by decreasing the amount of time to process a request.
- This manual serves as a guide for Providers to use the portal and all Member and Provider names included in this manual are fictitious.
- Registration is required for an Executive, a Portal Administrator, and all Users in each provider group.
- You are uniquely identified by the combination of the User ID and the individual password.
- You will automatically be logged off after sixty minutes inactivity.

Support

If you need additional support for the CHPP, contact Comagine Health:

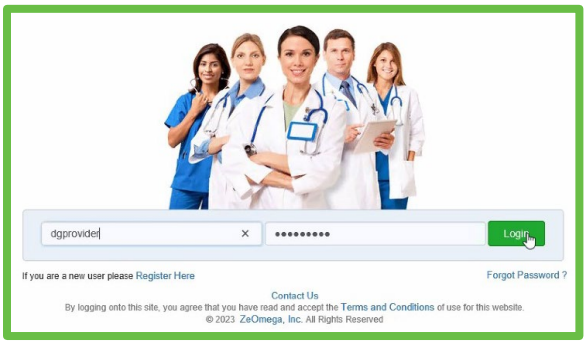
Phone: 1-866-962-2180
E-mail: nmproviders@comagine.org

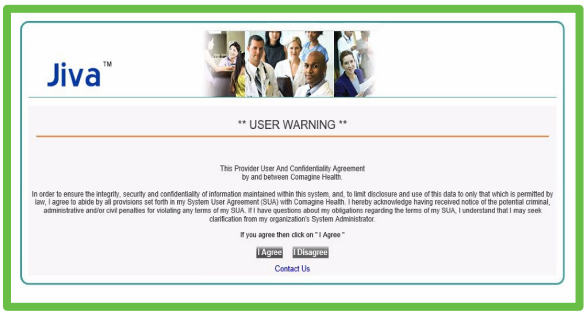
Accessing the Comagine Health Provider Portal

The CHPP is secure, and Providers who access the portal need a valid User ID and password. Access is available through completion of a CHPP Registration Packet, which can be found on our website. The following steps are involved in accessing the CHPP through completion of a CHPP Registration Packet:

- From the Comagine Health New Mexico Medicaid website at https://comagine.org/program/new-mexico-medicaid, click on Providers on the menu at the right side of the page, and click on the "**+**" next to Comagine Health Provider Portal to expand the content. Here you will find a link to the CHPP Registration Packet.
- Download and complete the registration packet. The registration packet can be filled out digitally and emailed back to Comagine Health, or it can be printed, filled out, and faxed back to Comagine Health. Email and fax information are listed in the registration packet.
- Once you have submitted the registration information to Comagine Health, we will set up your new account and email you with your new account information.

- Once you have your CHPP login information, launch the
- CHPP by going to https://comaginepp.zeomega.com.
- Sign in using your temporary password at the sign in page.
- Click "I Agree" on the Statement of Confidentiality Agreement. If you disagree or have questions, please contact Comagine Health to discuss.
- Upon your first login, you will need to change your password (you should be prompted to do this).
- The Provider Portal Administrator will need to set up individual accounts for those staff who will be using the CHPP. For more information on setting up accounts as a Provider Portal Administrator, review the Registration Packet.





When you login to the CHPP, the first page you see is your Home page – this has important announcements about the contract that providers should be aware of and is updated by Comagine Health as necessary.

Provider Portal Administrator Tasks

The Provider Portal Administrator has additional system access and system tasks to perform. As the Provider Portal Administrator you 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

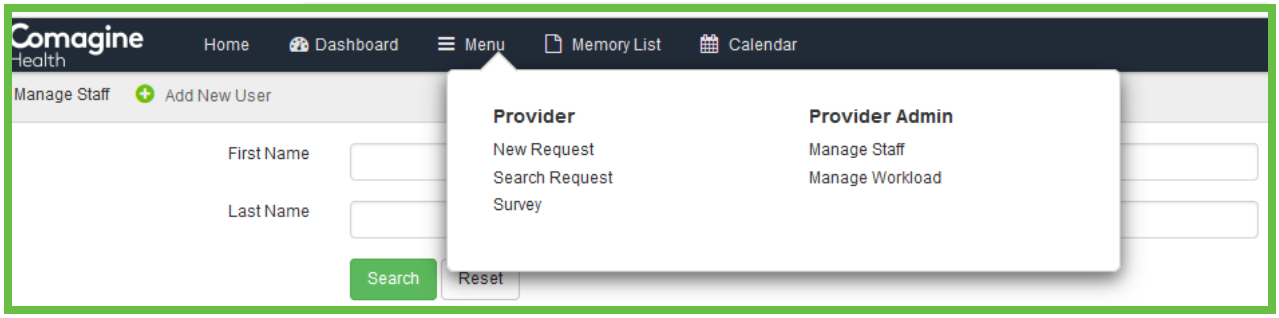
For each User account you create, you must keep a record of their System User Agreement and Provider Portal User registration form. Comagine Health will audit these on a regular basis.
For each Provider Portal Administrator, an Executive Agreement, Provider Portal Administrator Agreement and Provider Portal Administrator Registration Form must be sent to Comagine Health.

Manage Staff

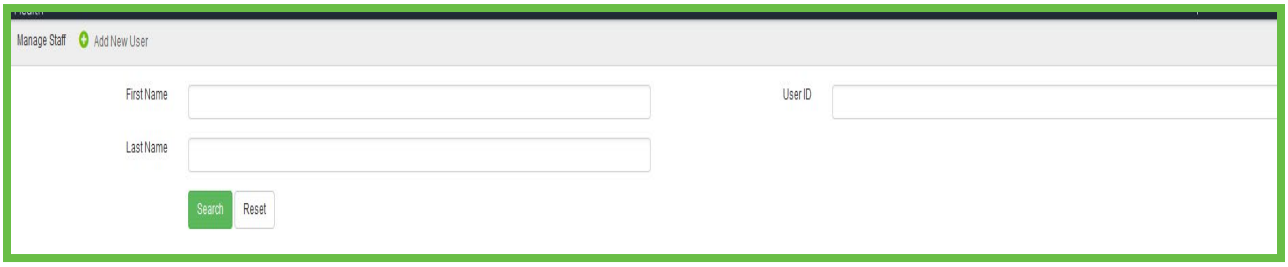
The Menu > Manage Staff link under Provider Admin allows the Provider Portal Administrator to manage the accounts. The Administrator can:

- Search for the existing accounts
- Add an account
- Reset a password
- Modify an account

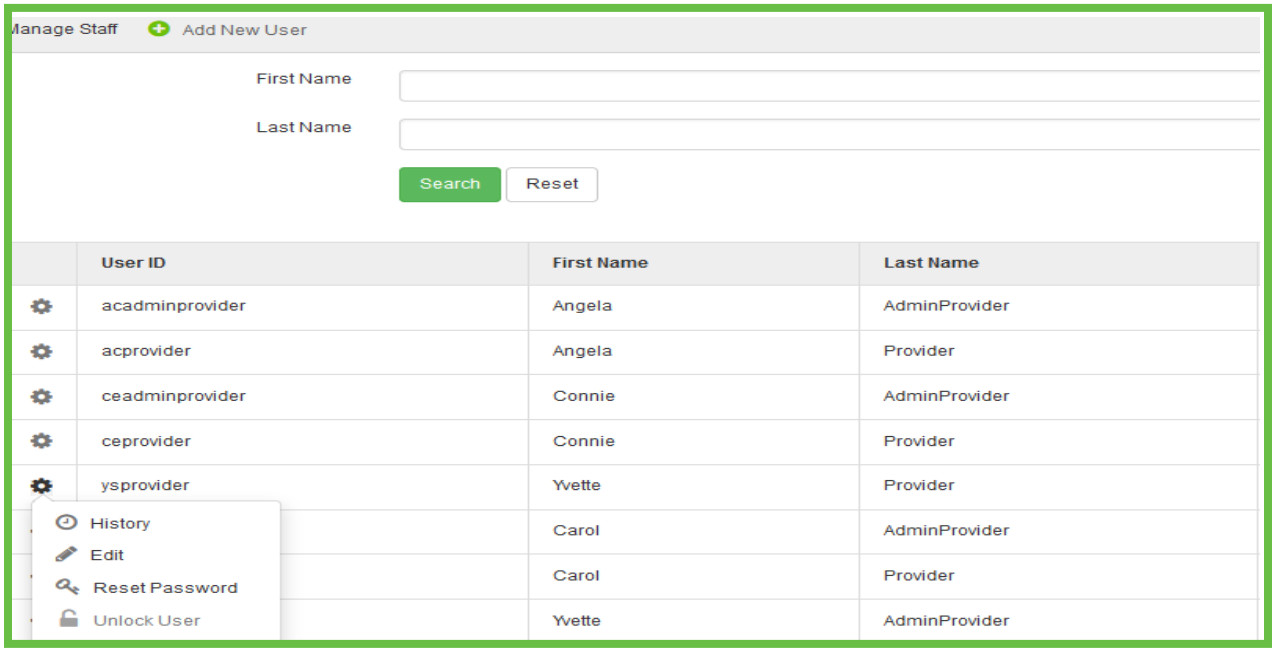
To search for an existing account, click Menu> Provider Admin> Manage Staff link.



This displays the User Search Field (below):

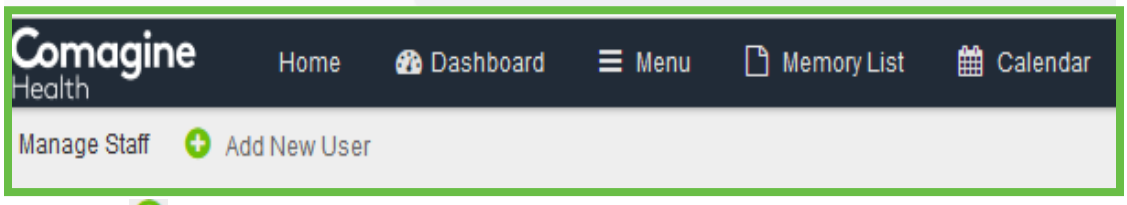


- Enter any of the search criteria and then click **Search**. This displays the search results in the same screen.
- To view all the accounts, click **Search** leaving the search criteria blank.

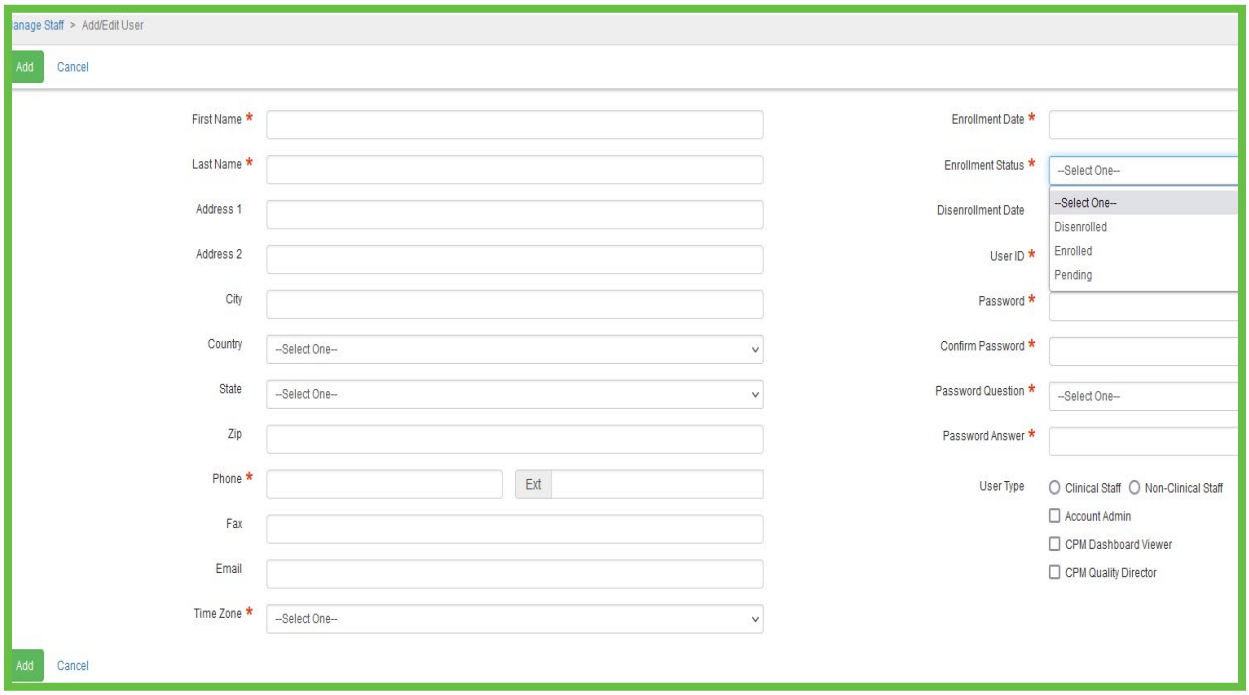


Add an Account

To add an account, click Menu> Provider Admin> Manage Staff link. This displays the User Search Form.



- Select **Add New User**. This displays the Add User screen (below).
- Required fields have a red (*) asterisk.



- **Enter the details in the fields as described below:**
  1. **First Name***: Enter the user's first name.
  2. **Last Name***: Enter user's last name.
  3. **Phone***: Enter the user phone number.
  4. **Time Zone***: Enter user's time zone.
  5. **Enrollment Date***: Enter the date on which the staff is enrolled as a user in the Enrollment Date field. (Enter the date on which the staff is deactivated as a user, if any, in the Disenrollment Date field).
  6. **Enrollment Status*:** Ensure Enrollment Status is set to Enrolled. Refer to the Enrollment Status Table below for more details. ***Note:*** *Unless the status is set to Enrolled, your User cannot access their account.*
  7. **User ID*:** Enter a User ID into the User ID field for the user to log in to the Provider Portal. It must have a minimum of six characters.
     When the User ID is entered, one of the following messages appears:
     - *Available*- Indicates that the ID entered is unique and does not exist in the database.

- *Not Available* - Indicates that the ID entered already exists in the database and you will need to change the ID.

8. **Password***: Enter a password in the Password field.
   - *Use the Question icon to see password parameters.*
9. **Confirm Password*:** Enter password again.
   - Using the *User Registration Form* information, select a question from the Password Question drop-down list.
10. **Password Question*:** Select password question by clicking on the dropdown arrow in the field.
11. **Password Answer***: Entering the answer to the password question.
    - The security question and answer allow the user to access the "Forgot password" link on the login page.
12. **User Type***: Select the radio button corresponding to the User Type/user role that will be assigned to the staff user:
    - We recommend you choose **Clinical Staff** for all users. *Unless you select Clinical Staff, the user will not be able to access Assessments in the Provider Portal.*
    - **DO NOT select the Account Admin checkbox**.
      - If the user needs to be assigned with an Account Admin role, they must send their Provider Portal Administrator registration information to Comagine Health to set up their account.
13. After entering all of the details, click **Add** to save the details entered or click **Cancel** to discard the details entered and re-enter the new details.

Table: Enrollment Status

Enrollment Status	Description
Enrolled	User is enrolled to Comagine Health's Provider Portal **User status is ACTIVE** User can log in to the Provider Portal
Disenrolled	User is not enrolled to Comagine Health's Provider Portal User status is INACTIVE User cannot log in to the Provider Portal
Pending	User's enrollment to Comagine Health's Provider Portal is Pending User status is INACTIVE User cannot log in to the Provider Portal

Edit Staff User Account

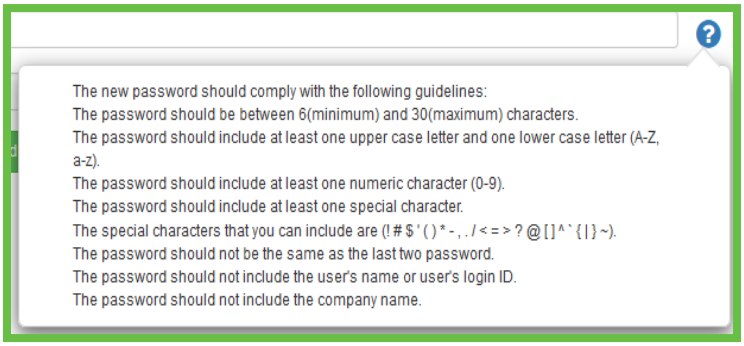
To modify the staff user account:

- Click Menu> Provider Admin> Manage Staff link. This displays the user Search Form.
- Enter any of the search criteria and then click **Search**. This displays the search results in the same screen.
- In the search results, click the gear icon next to the User ID to open a dropdown menu and select edit. This displays the Add/Edit User screen.
- Edit the required details and then click **Save** to save the changes.

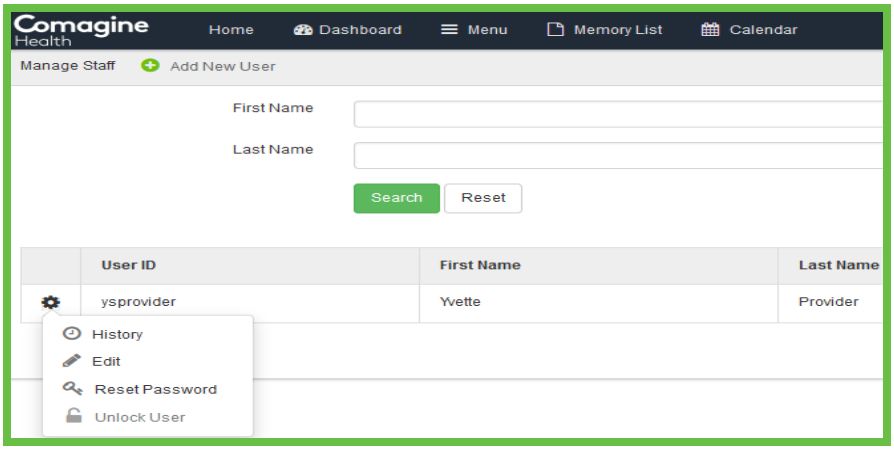
Reset Staff User Password

To reset a User password, click Menu> Provider Admin> Manage Staff link to display the User Search Form.

- Enter any of the search criteria and then click Search.
- Find your user account in the User Search Results and click the gear icon next to the User ID.
- Select Reset Password from the dropdown menu.
- This displays the Reset Password screen.
    - Enter a new password in the New Password field. *Click on the Question icon for with password parameters*.



- Re-enter the new password in the Confirm New Password field.
- Click **Change Password** to save the new password.



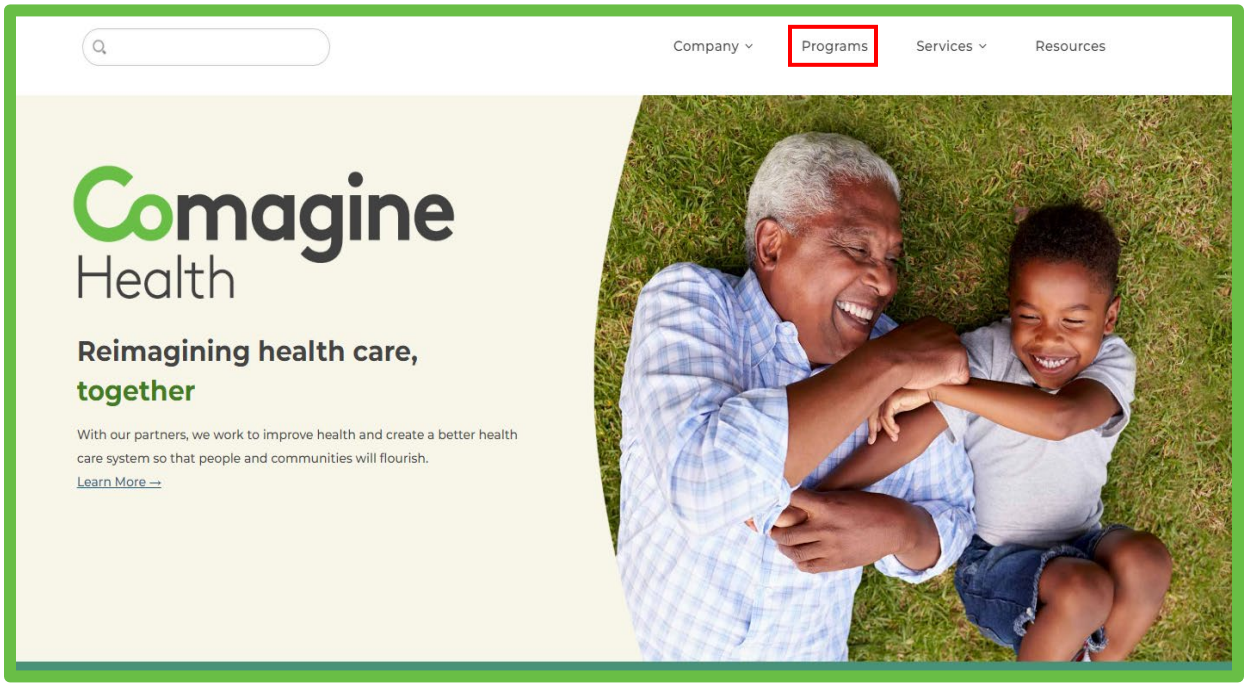
Locked or Inactivated Accounts

If you have an account that is locked or inactivated, you need to contact Comagine Health and request to unlock or reactivate the account. Please be prepared to provide the User ID.

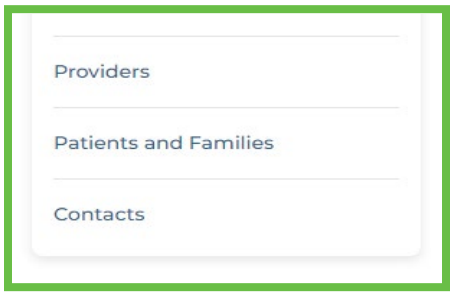
Comagine Health Website

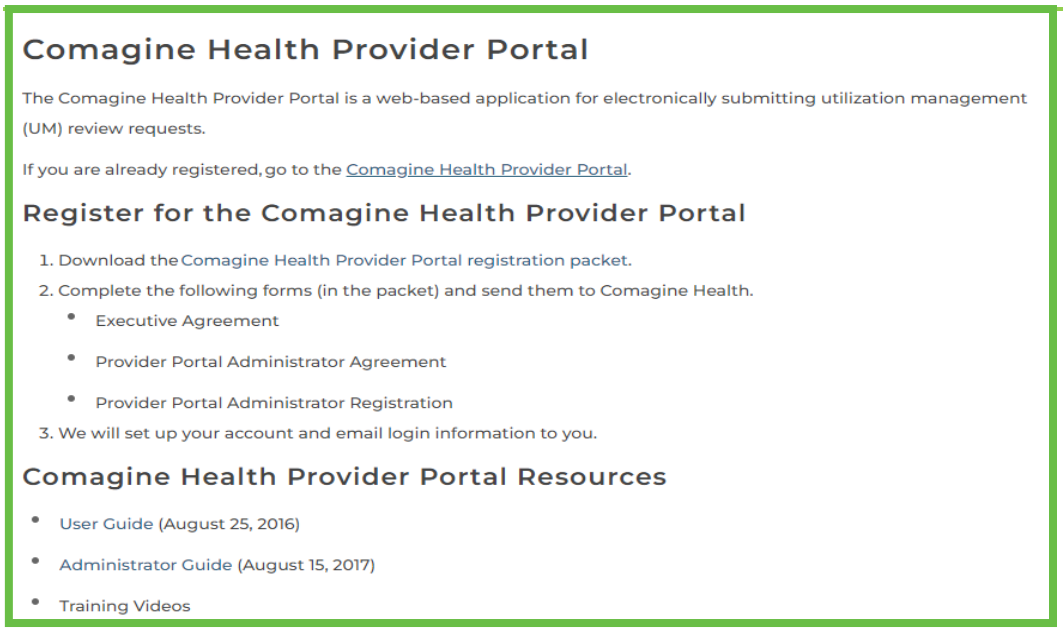
For information on other areas of the Comagine Health Provider Portal, a list of available Provider Portal resources can be found on our website at *www.comagine.org*.

- Click on **Programs** and scroll down the menu to select the appropriate Program.



- Select the Learn More link and a page will appear with a navigation panel on the right side.
- Select Providers or Provider Resources and a page will appear with a list of resources and links.





Comagine Health Provider Portal

The Comagine Health Provider Portal is a web-based application for electronically submitting utilization management (UM) review requests.

If you are already registered, go to the Comagine Health Provider Portal.

Register for the Comagine Health Provider Portal

1. Download the Comagine Health Provider Portal registration packet.
2. Complete the following forms (in the packet) and send them to Comagine Health.
   - Executive Agreement
   - Provider Portal Administrator Agreement
   - Provider Portal Administrator Registration
3. We will set up your account and email login information to you.

Comagine Health Provider Portal Resources

- User Guide (August 25, 2016)
- Administrator Guide (August 15, 2017)
- Training Videos

Review/Revision History

The following table allows for easy tracking of recent reviews, changes, and updates to this User Guide.

Version Number	Date Reviewed/ Revised	Description of Changes	Author
1.0	May 2023	Initial	Yvette Stratton