Comagine Health

Comagine Health Provider Portal User Guide

New Mexico Medicaid

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 New Mexico Medicaid:

Phone: 1-866-962-2180

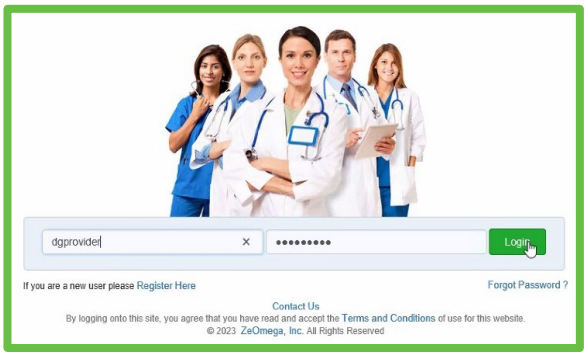
E-mail: nmproviders@comagine.org

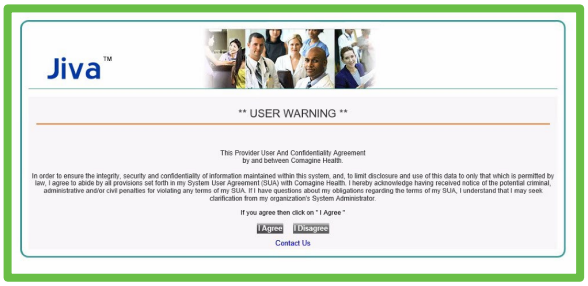
Accessing the Comagine Health Provider Portal

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 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.





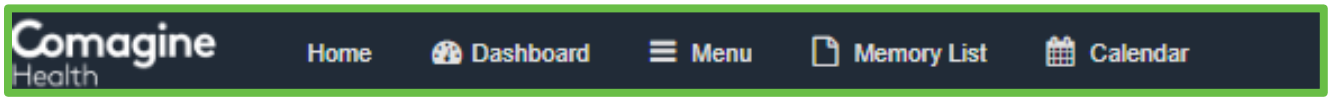
Home Page

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

Menu

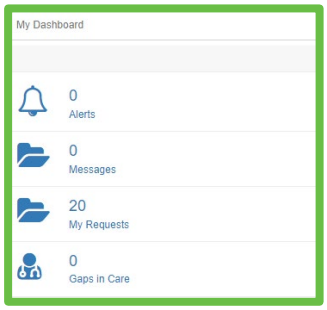
In the Jiva 6.3 version, users can access the following options from the Menu along the top:

- The **Home** button will take users to the home page from anywhere in the Jiva system.
- The **Dashboard** will provide an overview of submitted requests, pending requests and decisioned requests.
- The **Menu** button provides options to submit a new request, search for a member and manage the administrative functionalities.



Please note that Alerts that were previously used in previous versions of the CHPP are no longer an active function in this upgrade. The **Memory List** will provide a list of episodes that have been viewed or recently created.

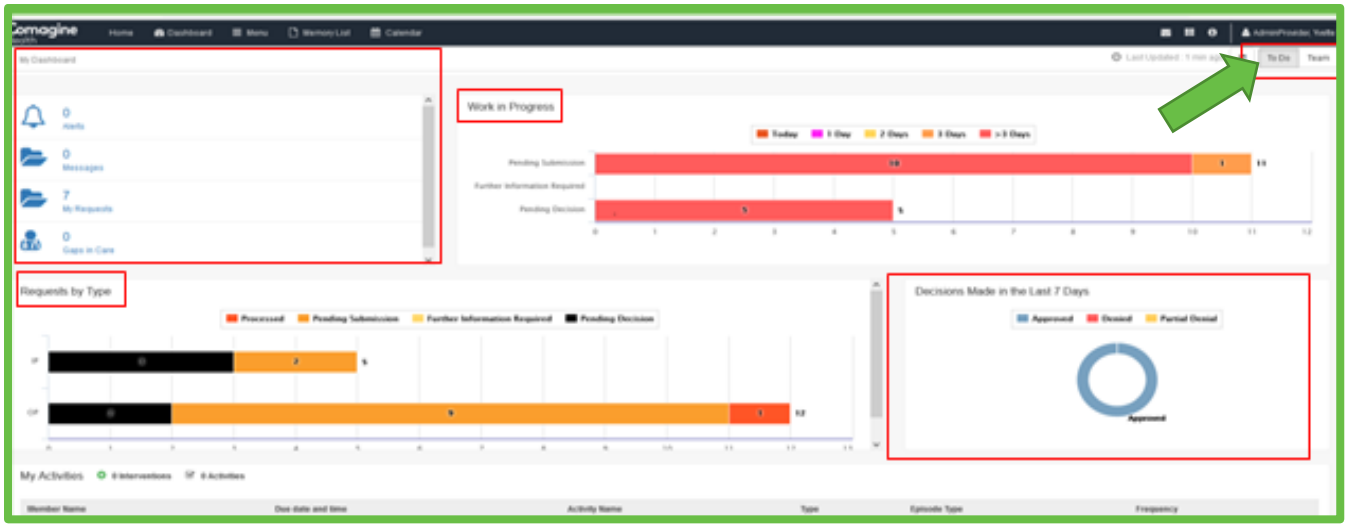
Dashboard



The Dashboard allows users to see a snapshot of their requests, including those pending submission, with more information needed, and pending decision. Jiva tracks the work and facilitates communication between Comagine Health and provider users.

To view requests under **My Dashboard**, select **My Requests**, which will provide a list of all open requests for the user. Note that the Alerts, Messages, and Gaps in Care are not used.

Work can be managed individually by clicking on the **To Do** button on top right corner.



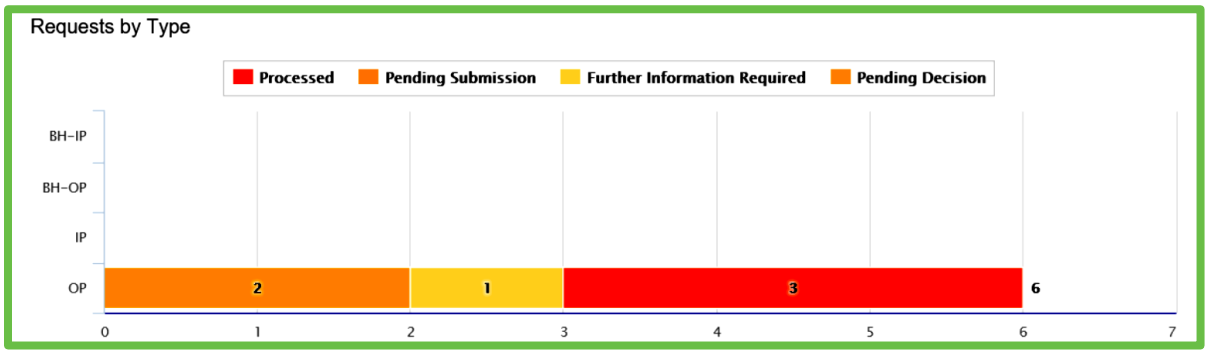
Work in Progress provides a snapshot of the status of requests in real time. Click on any bar in the graph to view those request(s).



1. The legend indicates when the submission occurred.

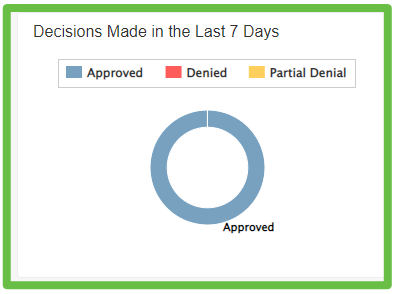
2. The color-coded link contains the list of episodes in each status.
   A. Pending Submission
   B. Further Information Required
   C. Pending Decision

Request by Type are classified as either Inpatient (IP) or Outpatient (OP) and displays the status of each open request by this request type. Click on any bar in the graph to view the request(s).

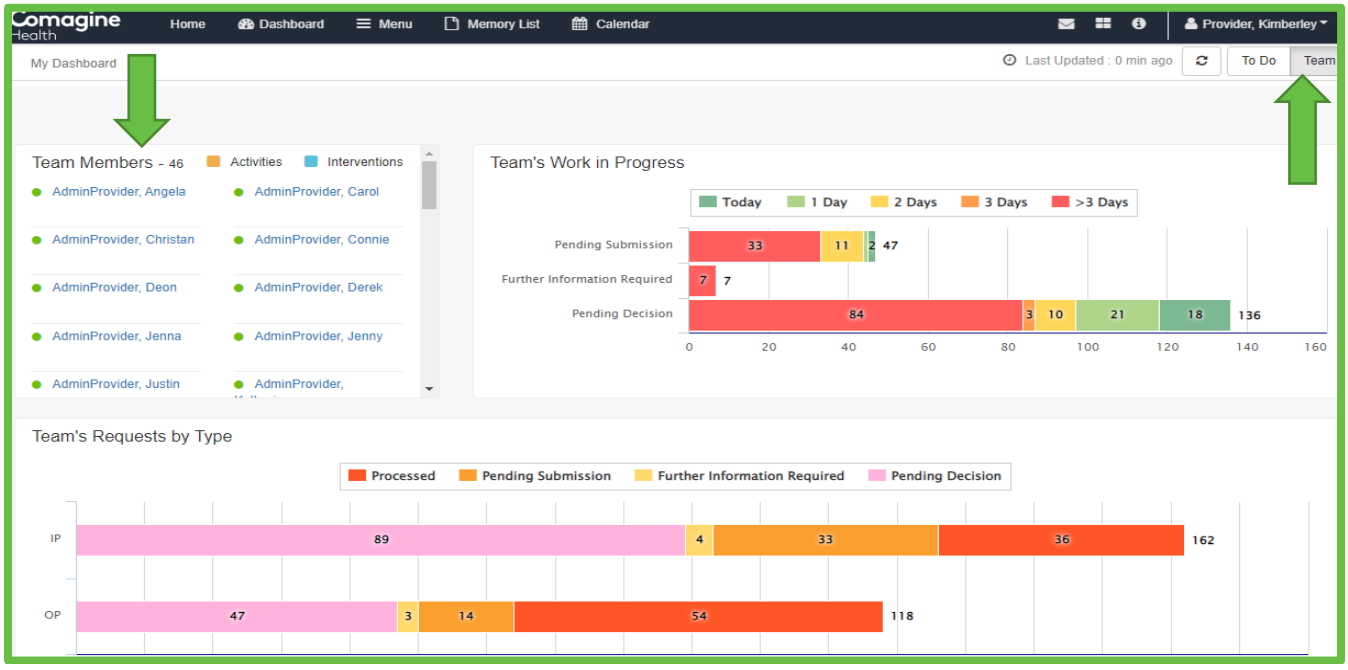


1. The color-coded legend categorizes the request types by:
   A. Processed
   B. Pending Submission
   C. Further Information Required
   D. Pending Decision

Decisions Made in the Last 7 Days is a snapshot representing Comagine Health authorization decisions in real time. Click on the circle graph to view decision by Approved, Denied, or Partial Denial.



Work can be managed for the user group by clicking on the **Team** button on top right corner. The CHPP Administrator can arrange their organization's Team so that work can still be managed when staff are out of the office.



Team Members:

1. Displays all users assigned to the selected team and shows their availability on a given day.

2. **Team's Work in Progress** represents the requests created by the team that are being reviewed by Comagine Health staff and reflects the status in real time.

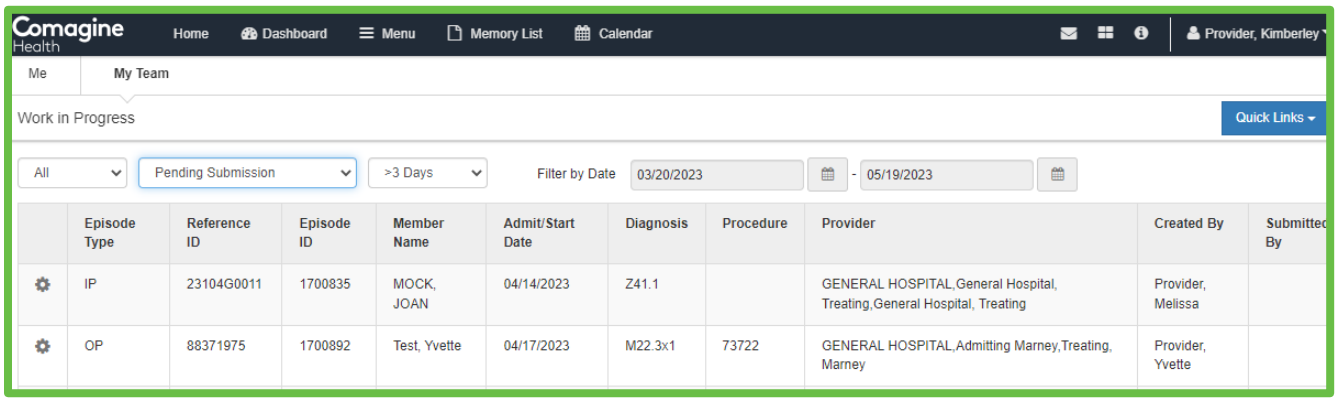
3. **Team's Requests by Type** displays the status of each open request created by team members by request type (IP or OP).

In both the Dashboard for individual users (**To Do**) or for the group (**Team**), once you click on the bar or **Work in Progress**, **Request by Type** and **Decisions Made in the Last 7 Days**, a list will appear of all episodes of that type. The information can be sorted by using the following search filters.

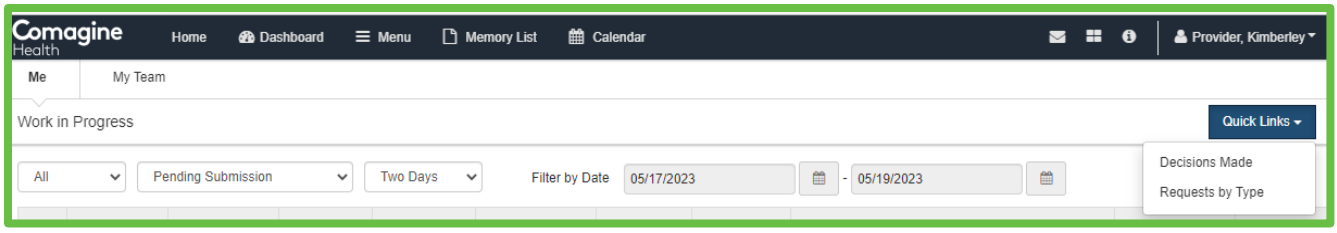
The **Work In Progress** filter options are:

- First Column – All, IP, or OP.
- Second Column – Pending Submission, Further Information Required, Pending Decision, or Processed.
- Third Column – Today, One Day, Two Days, Three Days, Greater Than (>) 3 Days, or select **Date Range** and enter the dates in the Fourth Column – Filter by Date.

Click on the gear to open the episode or view episode abstract.



Clicking **Quick Links** gives a drop-down menu that allows the ability to select other dashboard widget search options (i.e., **Decisions Made**, **Work in Progress**, or **Requests by Type**).

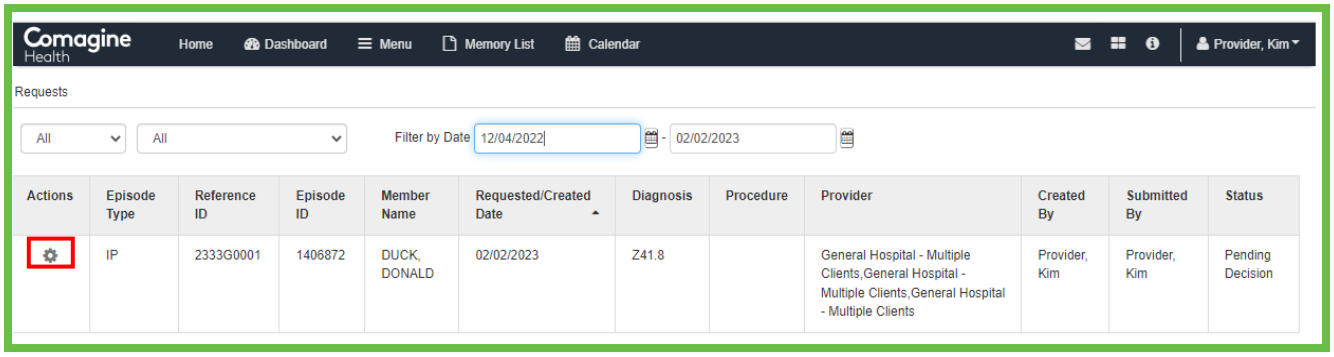


The **Request by Type** filter options are also:

- First Column – All, IP, or OP.
- Second Column – Pending Submission, Further Information Required, Pending Decision, or Processed.

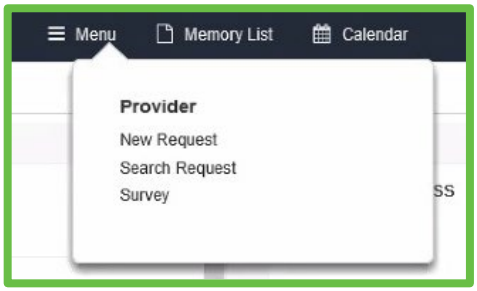
- Third Column – Today, One Day, Two Days, Three Days, Greater Than (>) 3 Days, or select the Date Range and enter dates in the Fourth Column – Filter by Date.

Click on the **gear** to open the episode or view the episode abstract.



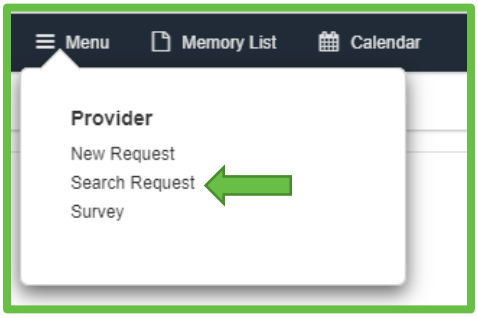
Provider Menu

The Provider Menu is where you go to submit new requests or search for submitted requests.



Searching for Requests

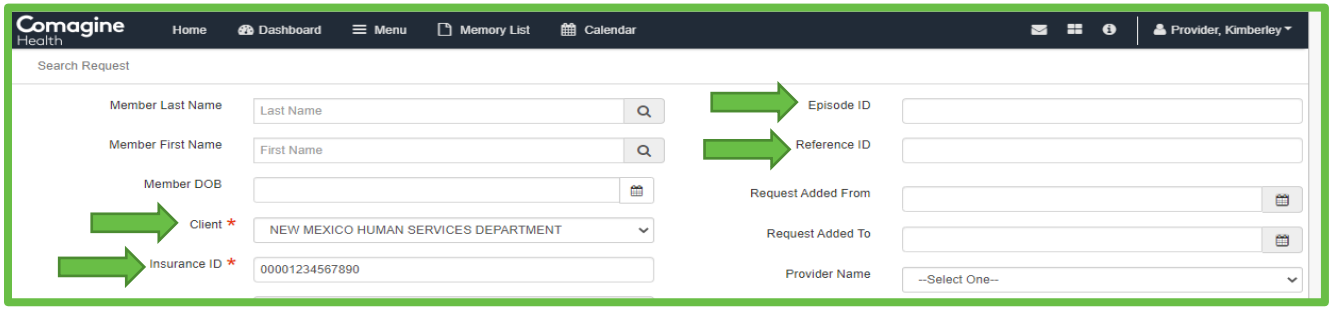
1. To access an existing episode, or to review a previous episode, select **Menu** from the top left of the screen, then select **Search Request**.



2. From the Client drop down menu, select **NEW MEXICO HUMAN SERVICES DEPARTMENT**.

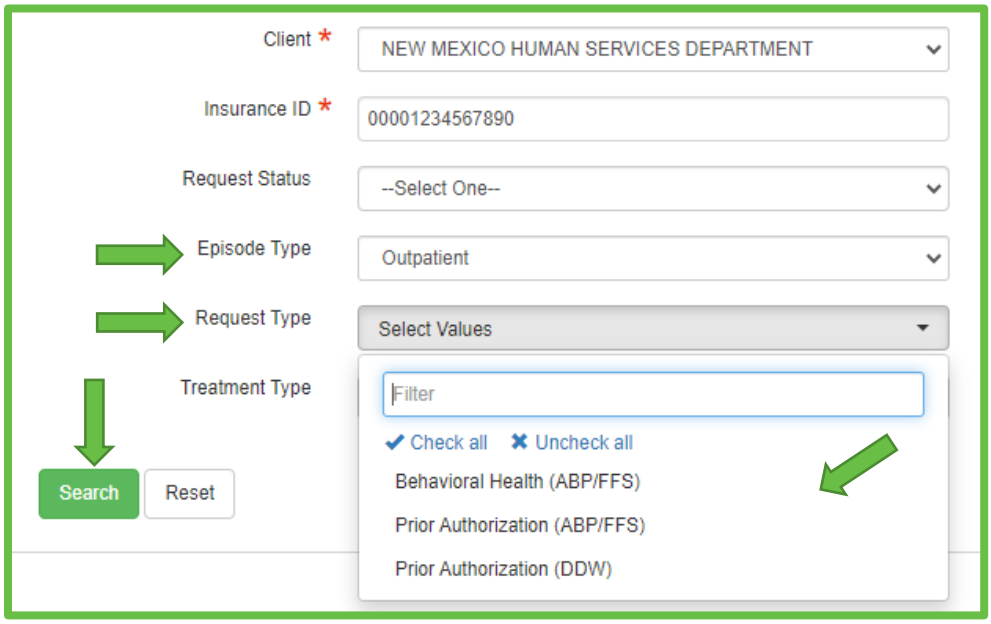
3. Enter the **Medicaid ID number** - including the four (4) leading zeros (0) - in the **Insurance ID** field.

4. If the user has the **Reference ID** or **Episode ID** available, enter the **Reference ID** number or **Episode ID** number in the **Reference ID** field or **Episode ID** field.

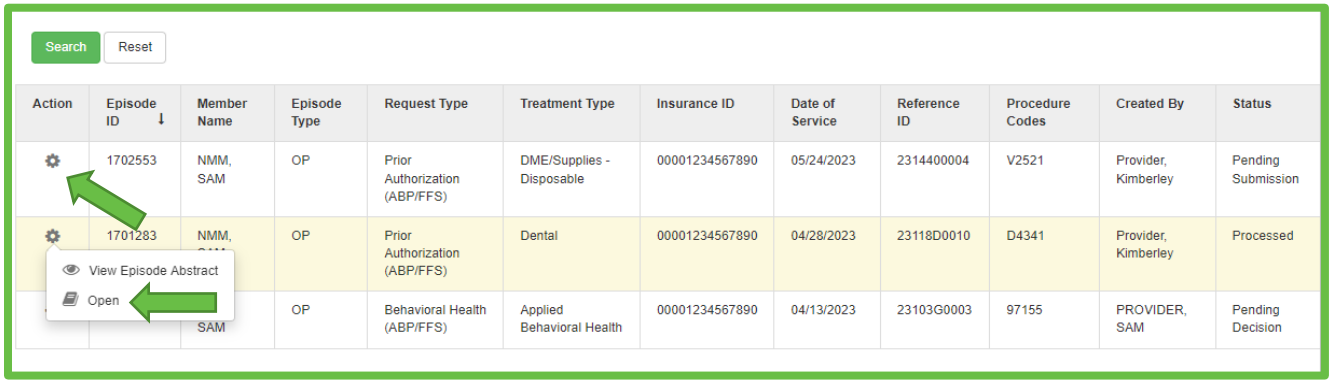


A. Additional search criteria can be entered to narrow down the results.
   - **Episode Type** – Select **Inpatient** or **Outpatient**.
   - **Request Type** – Select **Values** from the drop-down list.
   - **Treatment Type** – Select **Values** from the drop-down list.

5. Click on **Search**.



6. Results will appear on the bottom half of the page.
7. To open the episode, click on the gear in the **Action** column, and select **Open**.

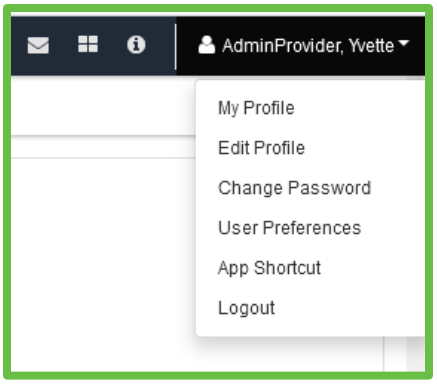


Action	Episode ID	Member Name	Episode Type	Request Type	Treatment Type	Insurance ID	Date of Service	Reference ID	Procedure Codes	Created By	Status
	1702553	NMM, SAM	OP	Prior Authorization (ABP/FFS)	DME/Supplies - Disposable	00001234567890	05/24/2023	2314400004	V2521	Provider, Kimberley	Pending Submission
	1701283	NMM,	OP	Prior Authorization (ABP/FFS)	Dental	00001234567890	04/28/2023	23118D0010	D4341	Provider, Kimberley	Processed
		SAM	OP	Behavioral Health (ABP/FFS)	Applied Behavioral Health	00001234567890	04/13/2023	23103G0003	97155	PROVIDER, SAM	Pending Decision

User Profile

The Provider Portal Administrator configures your profile when creating their Team's user accounts. However, the Provider Portal enables you to change your profile settings and navigate common profile needs using the drop-down list under your name in the upper-right corner. The User Profile drop-down list includes the following links:

- My Profile
- Edit Profile
- Change Password
- User Preferences
- App Shortcut
- Logout



My Profile allows you to view information about your account, and **Edit Profile** allows you to make specific edits to your information, when needed. **User Preferences** allows you to manage your account preferences.

Change Password

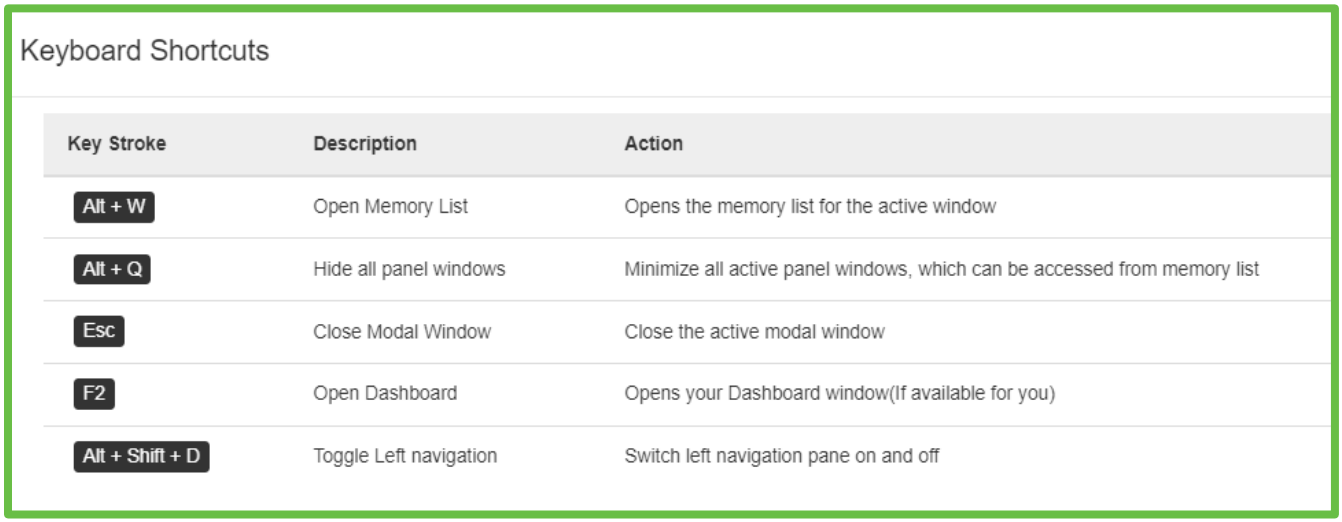
The **Change Password** link enables you to change your password.
To change the password:

1. Click **Change Password** link in the User Profile drop-down list.
2. Enter your current password in the **Old Password** field.
3. Enter your new password in the **New Password** field.
4. Re-enter your new password in the **Confirm New Password** field.
5. Click **Change Password** to save your new password.
   - All fields with a red label and asterisk (*) are mandatory fields.
   - The new password must comply with the password guidelines.
   - After changing your password, you will be prompted to log in to the portal again using your new password.

The new password should comply with the following guidelines:
The password should be between 6 (minimum) and 30 (maximum) characters.
The password should include at least one upper case letter and one lower case letter (A-Z, a-z).
The password should include at least one numeric character (0-9).
The password should include at least one special character.
The special characters that you can include are (! # $ ' ( ) * - , . / < = > ? @ [ ] ^ ` { | } ~).
The password should not be the same as the last two password.
The password should not include the user's name or user's login ID.
The password should not include the company name.

App Shortcuts

The **App Shortcuts** link under the User Profile drop-down list displays the keyboard shortcuts.

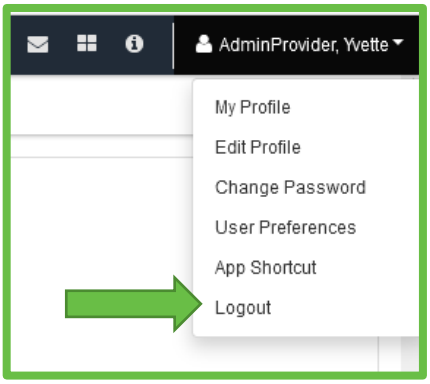


Logging Out

The **Logout** link under the User Profile drop-down list enables you to logout from the CHPP.

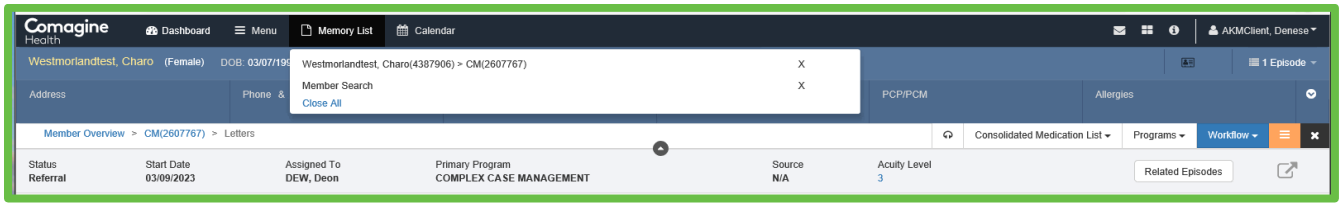
To log out of CHPP:

1. Click the **Logout** option in the User Profile drop-down list. The message, *'Do you want to logout from the session?'* will appear.
2. Click **OK** to log out from the Provider Portal or click **Cancel** to discard the message.
   Note: The system will log you out automatically after 60 minutes.



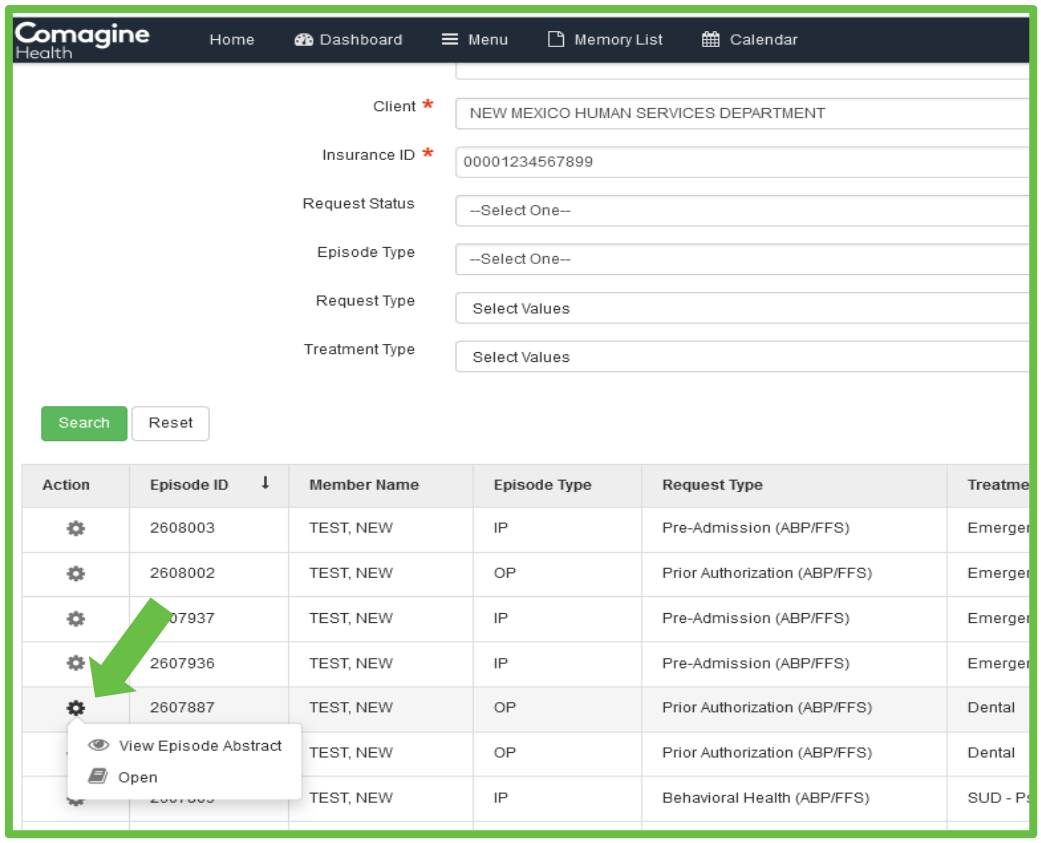
Memory List

- By default, the **Memory List** displays a maximum of ten open records.
- Users should always go to their Memory Lists at the end of their CHPP sessions to close out the episodes they entered or viewed so that they can be worked on by others.
  - You can close a member episode by either selecting the "**X**" by the episode or by using the member link to enter the record and close the window once you have verified work is complete.
  - You can close all open records by selecting the Close All link that appears in the Memory List.
  - If your session times out or you log out, the Memory List will disappear.

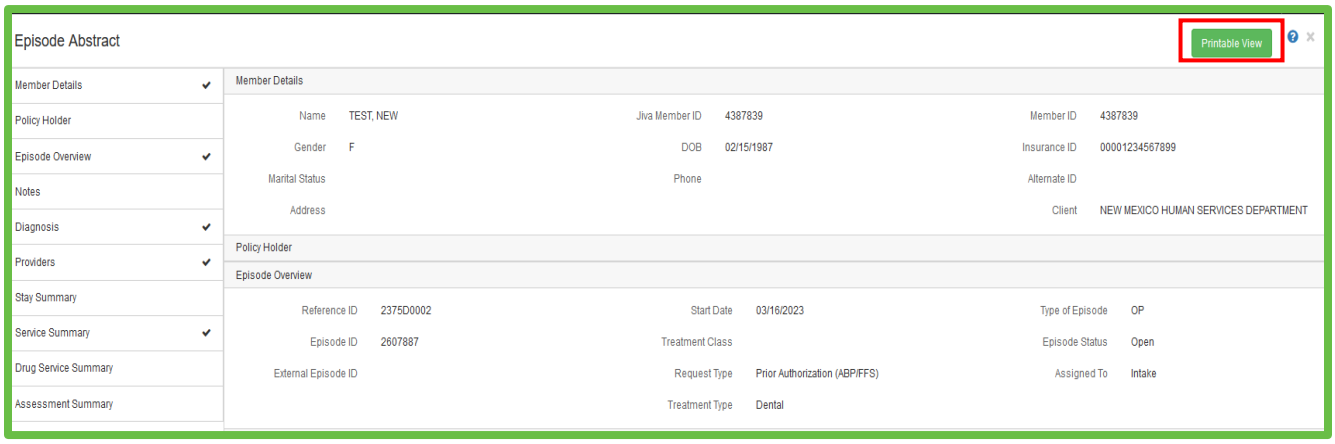


How to Print a Request

First find your request, either by using the Search Request screen or by finding it in the **My Tasks** bar of your Dashboard.



Click on the gear icon next to the Episode ID number of your request to open the request's **View Episode Abstract**. The abstract will have a green printable view button at the top right-hand side. Click on this to print the abstract view of your request.



Review/Revision History

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

Version Number	Date Reviewed/ Revised	Description of Changes	Author
0.1	3/21/2023	Initial	Natalya Wayne