New Mexico Quick Start Guide – Comagine Health Provider Portal

Waiver Agencies – Known Issue: Workaround to complete Initial Assessment when the Assessment section is not available

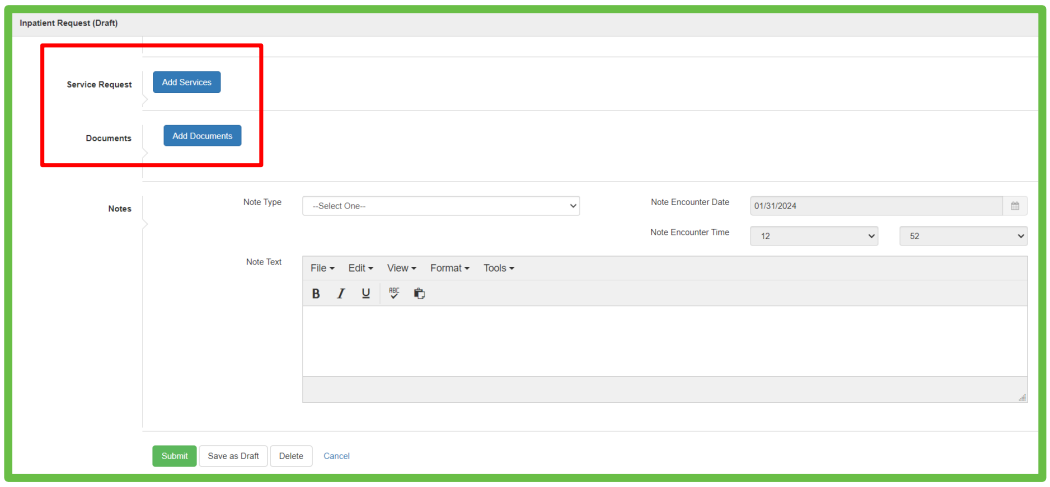
OVERVIEW

All provider portal submissions have an assessment that generates automatically and is required for submission. At times, the assessment does not appear on the screen. The issue occurs randomly and is difficult to reproduce. Comagine Health is actively working with our vendor, Jiva, to resolve this issue, but there is no estimated time for a permanent fix at present.

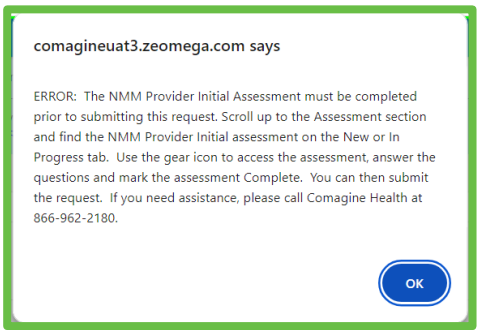
This quick start guide provides a workaround for this technical issue.

PROBLEM DESCRIPTION

1) During the episode entry in the Provider Portal, the user does not see the **Assessment** section between the **Services** and **Documents** sections.



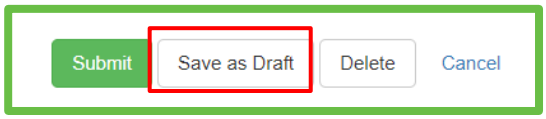
2) When attempting to submit the episode, the user receives an error message referencing NMM Provider Assessment.



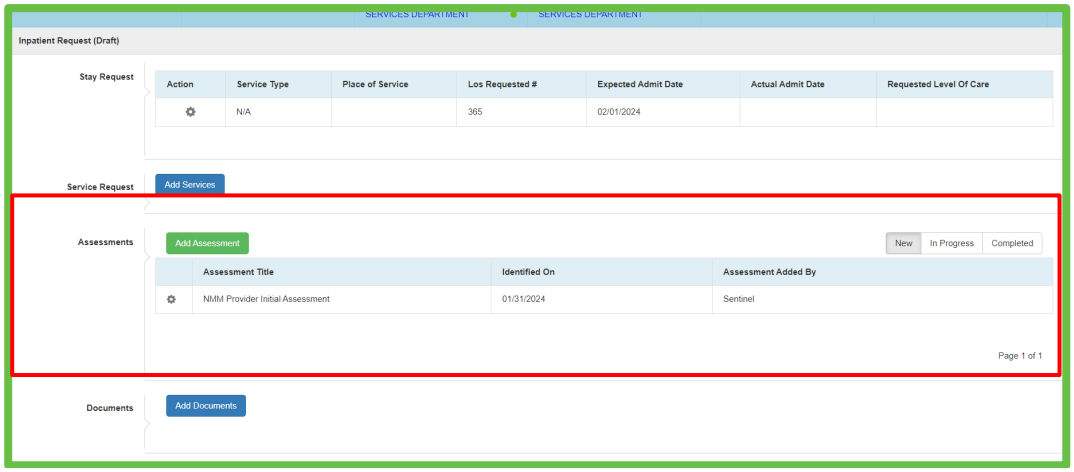
WORKAROUND

To bypass the error message and submit the review request please follow the steps:

1) Click the **Save as Draft** button at the bottom of the screen. The draft of the episode will be saved you will return to the Jiva Provider Portal home screen.



2) Search for the member by choosing **Menu/Search Request** and entering the member's insurance ID and additional demographic information, if desired.
3) Once the member is located, identify the episode saved as a draft. The status of the episode will be "Pending Submission".
4) Click on the gear and choose **Edit Request**.
5) The Edit Episode screen will now open, and the Assessment section will be visible. Click **Start Assessment** and fill out the questions in the NMM Provider Initial Assessment. Once done, click the **Complete** button.
6) You will return to the Edit Episode screen. Click the **Submit** button at the bottom of the screen to submit the review request.



For CHPP Technical Assistance: 1-866-962-2180
The CHPP Log-On Link: https://comaginepp.zeomega.com

REVIEW/REVISION HISTORY

Version Number	Date Reviewed/ Revised	Description of Changes	Author
0.1	1/31/24	Initial	Valeria Sidorovich