New Mexico Quick Start Guide – Comagine Health Provider Portal

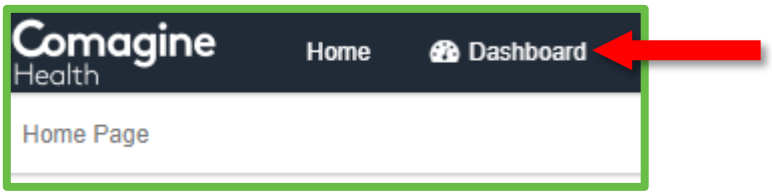
Waiver Agencies – Receiving Alerts, Responding to Request for Information (RFI) & Removing Alerts from the Dashboard

OVERVIEW

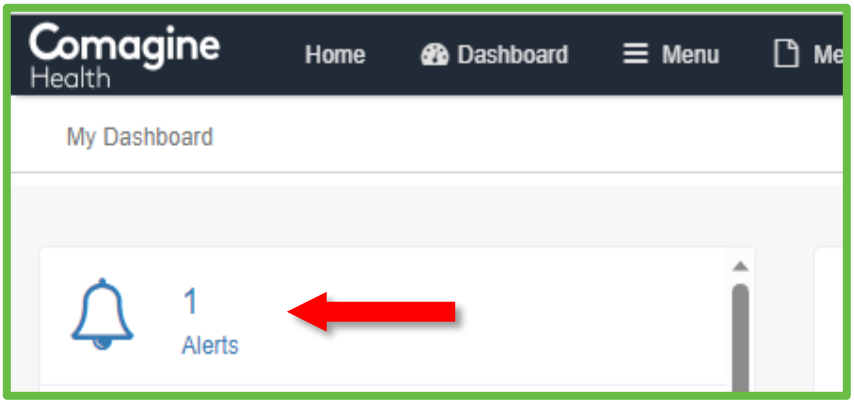
The Jiva system has been updated to the 6.3 version. In this version, users can access the home page, dashboard, and menu options. The Home button will take users to the home page from anywhere in the Jiva system. The Dashboard will provide an overview of submitted requests, access to alerts and team member management for the group. The Menu button provides options to submit a new request, search for a member and manage the administrative functionalities. The Memory List will provide a list of episodes that have been viewed or recently created. It is important to close out each episode from the memory list to ensure that Comagine Health staff are able to work the episode.

RECEIVING ALERTS

1) From the **Home Page**, select **Dashboard.**

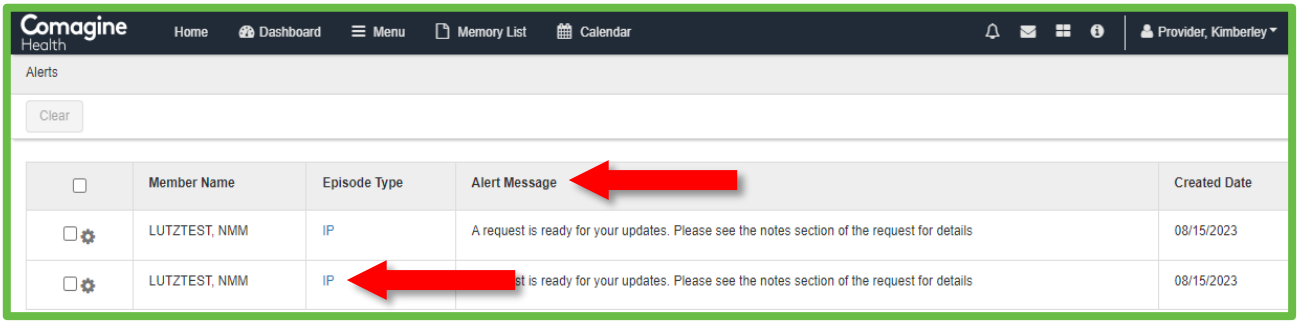


2) Find and click on **Alerts** under **My Dashboard** on the left-hand side of the screen.

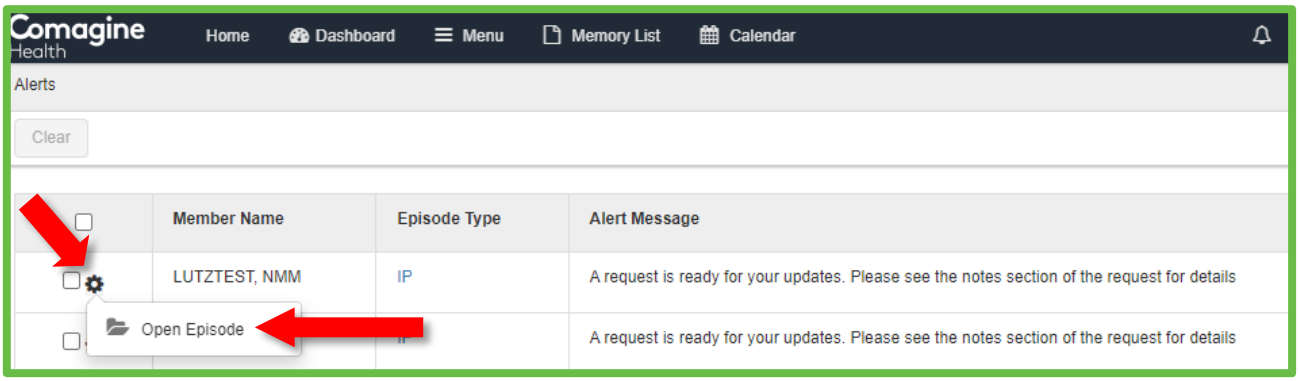


3) All issued alerts will appear by **Member Name** and **Episode Type**.

A. Select the **IP** hyperlink to open the episode.

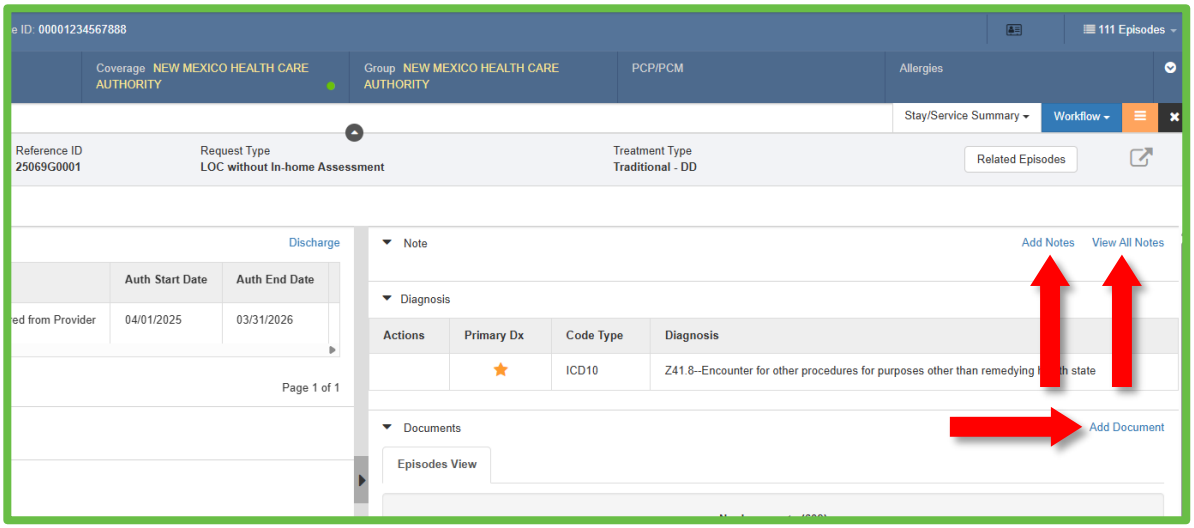


B. Users can also click the **gear icon** and select **Open Episode** to open the episode.



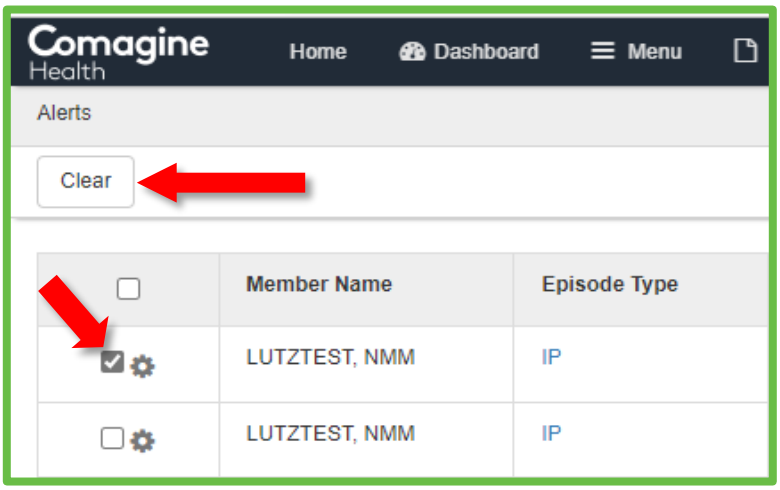
RESPOND TO THE REQUEST FOR ADDITIONAL INFORMATION

4) Once the user has opened the episode, the request for information will be found in the **Note section**.
5) Select **View All Notes** to review Comagine Health's request.
6) The user's response can be added by clicking on **Add Notes**.
7) The user can upload documents by clicking on **Add Document**.



DELETING ALERTS FROM THE DASHBOARD

8) Select the box next to the item that needs to be removed from the dashboard so that it is checked and select the **Clear** button.



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	8/17/23	Initial	Kimberley Scott
0.12	3/12/2025	Revision to NM Health Care Authority	Natalya Wayne