New Mexico Quick Start Guide – Comagine Health Provider Portal

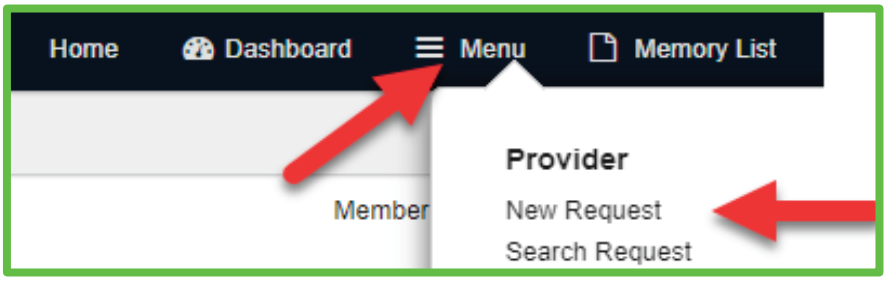
Submitting a Continued Stay Review Extension Requests for Acute Care Facilities

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, pending requests and decisioned requests. 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.

SUBMIT A CONTINUED STAY REVIEW – EXTENSION REQUEST

1) To submit a continued stay review extension request, click on **Menu** and select **Search Request** from the drop-down menu.

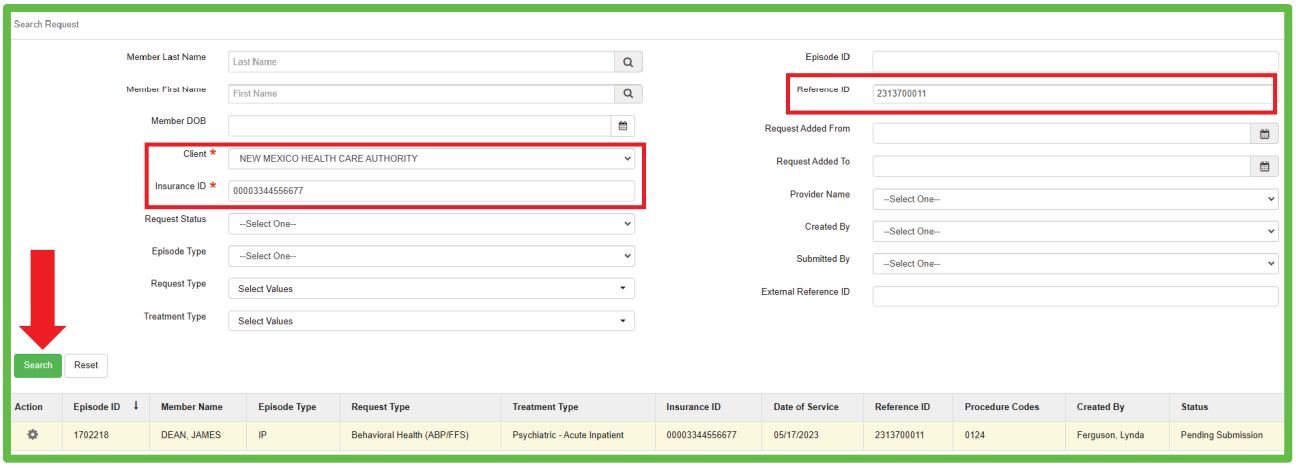


2) From the **Client** drop-down menu, select **NEW MEXICO HEALTH CARE AUTHORITY**.

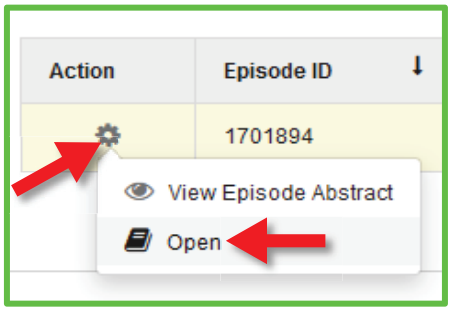
3) Under **Insurance ID**, enter the Medicaid number with four (4) leading zeros (0).

4) If you have the **Reference ID** number, enter it.

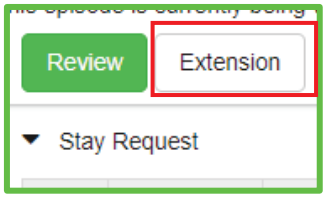
5) Click on **Search**.



6) Select the correct Medicaid Recipient Search results:
   A. Verify the correct member's **name**, **date of birth**, and **insurance ID**.
   B. Click on the **gear icon** next to episode you want to work.
   C. Select **Open** from the drop-down menu.



7) In the **Stay Request** section:
   A. Click the box next to the last approved length of stay (LOS) line.
   B. Click on the **extension** button and enter the number of days requested if you are submitting within 24 hours of the review due date and click **Save**.

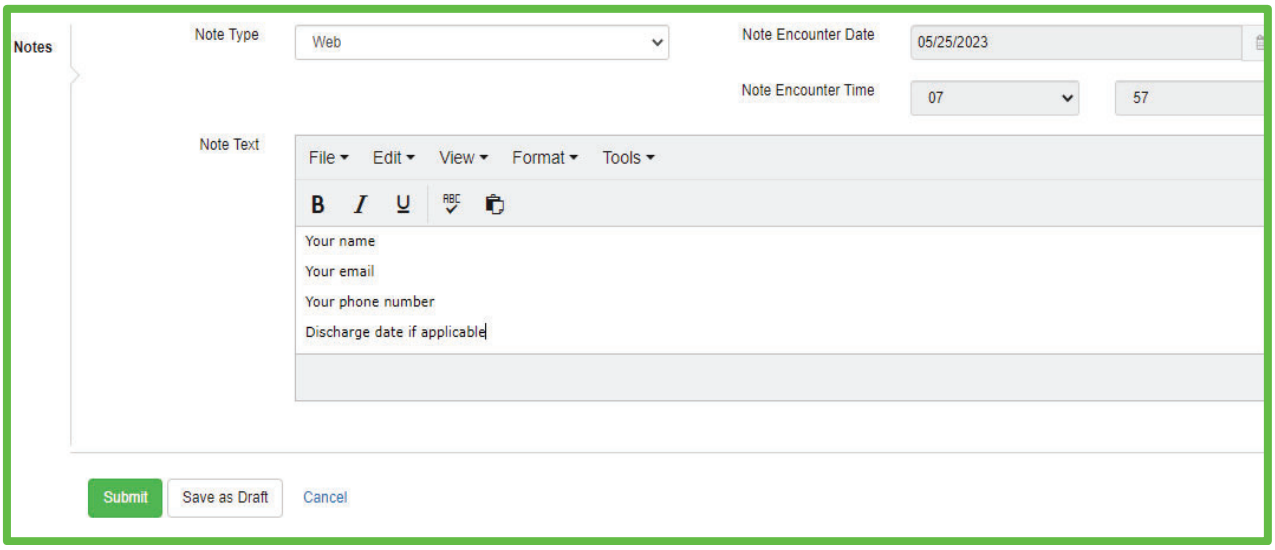


   C. If the extension request is 24 hours past the last approved date, then you may receive an error message. Click **OK**.

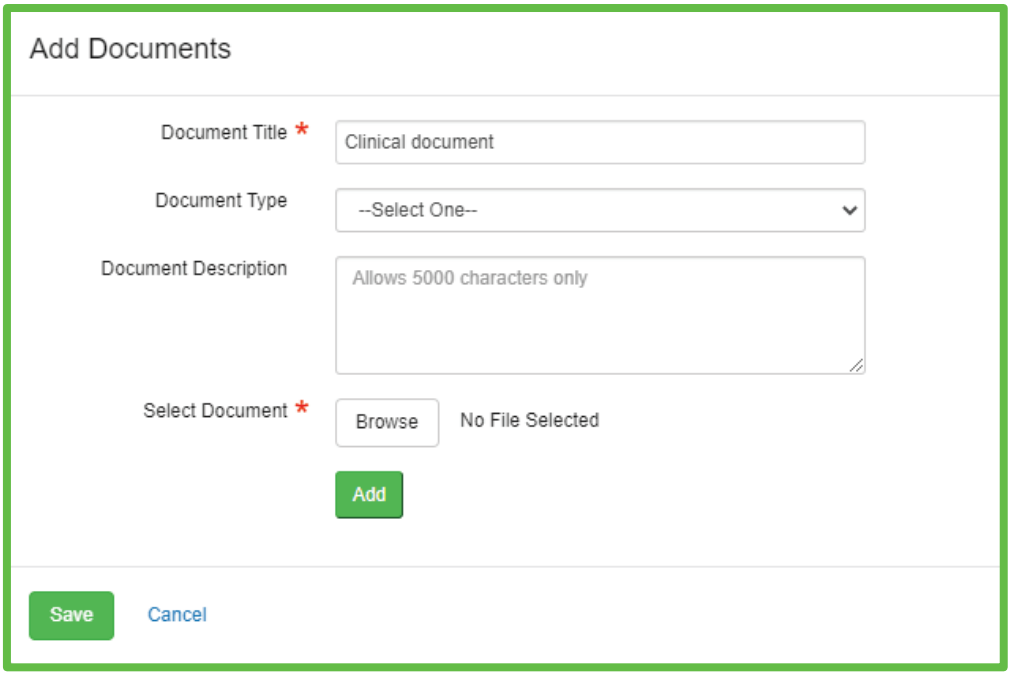
This 24-hr. timeline is to be extended. Currently it is set to error 24hrs from last approved date or Next Review Due date.



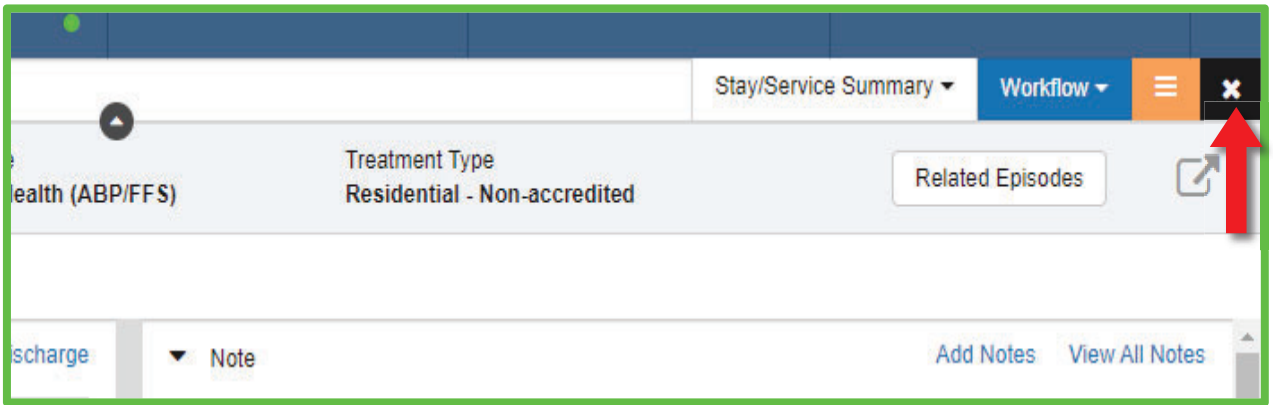
D. If you receive the error message above, click on the **Add Note** section to the right. Enter the following information:
   i. **Note Type** – This will auto-populate to **Web**.
   ii. **Notes Text** – Add notes according to the request, such as:
      - The number of requested days.
      - Contact information, such as email and phone number.
      - Any additional information, such as the discharge date.
   iii. **Note Encounter Date and Note Encounter Time** – These fields will auto-populate the date and time.



8) In the **Documents** section, enter:
   A. **Document Title** – The name of the document.
   B. **Document Type** – Skip this field.
   C. **Document Description** – Skip this field.
   D. **Select Document** – Select **Browse** to locate the document that needs to be attached.
      i. This will allow the user to upload a document from the computer. Select the correct document to upload and click **Open**.
      ii. Once the documents have been uploaded, click **Add**.
      iii. Confirm that all documents have been added. Once the documents have been added successfully, select **Save**.



9) Click on the **x** in the right corner to close the episode once the request is completed.



10) Always go to **Memory List** and close out of the episodes listed**.** This will ensure Comagine Health are able to review your submission. Click on the **x**'s next to the episodes, or click **Close All** to clear the Memory List.



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	3/1/2023	Initial	Kimberley Scott
0.2	2/21/2025	Revised to NM Health Care Authority	Natalya Wayne