New Mexico Quick Start Guide – Comagine Health Provider Portal

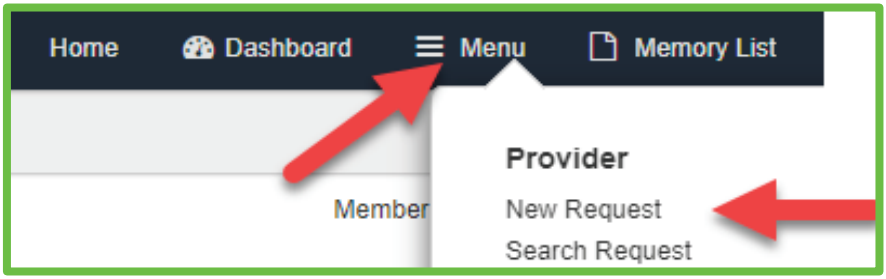
Submitting a Continued Stay Review Extension Requests for Treatment Foster Care and Residential Providers

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.

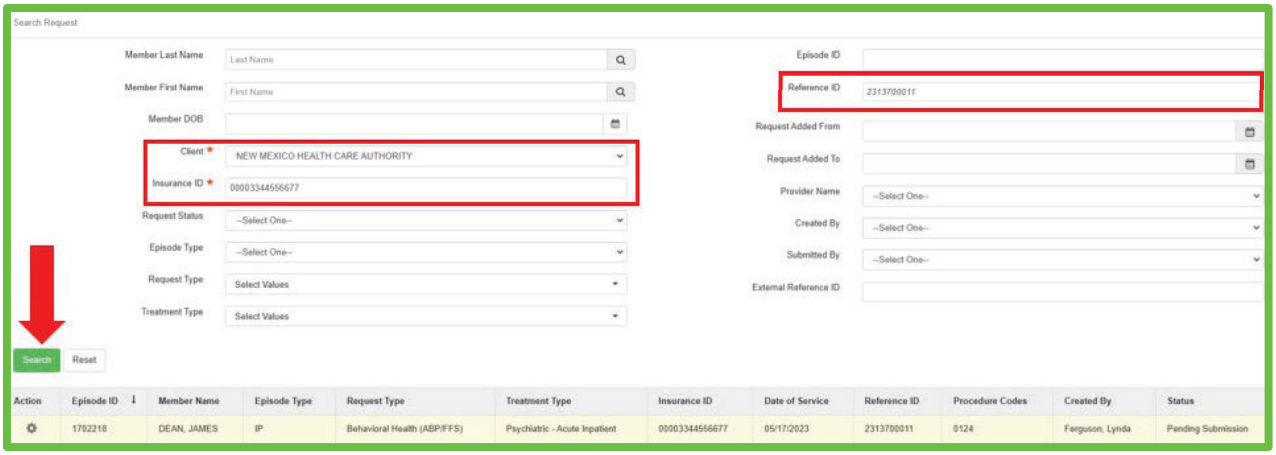


2) From the **Client** drop-down menu, select **NEW MEXICO HEALTH CARE AUTHORITY**.

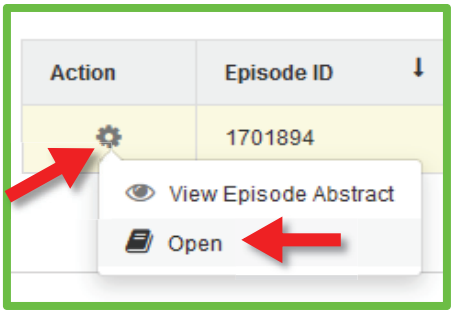
3) Under **Insurance ID**, enter the Medicaid number with four (4) leading zeros (0).

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

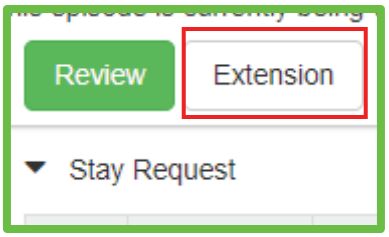
5) Click on **Search**.



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.

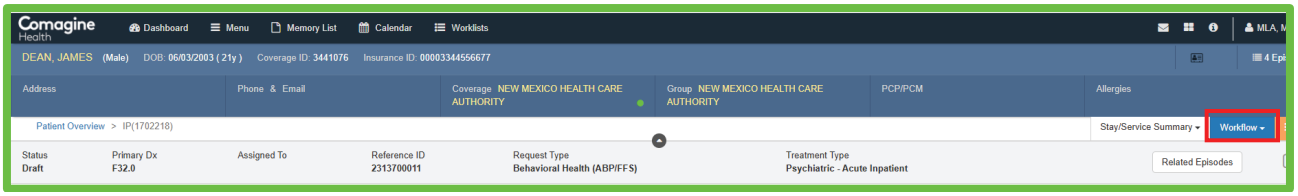


   C. If the extension request is 24 hours past the last approved date, then you may receive an error message. Click **OK**.

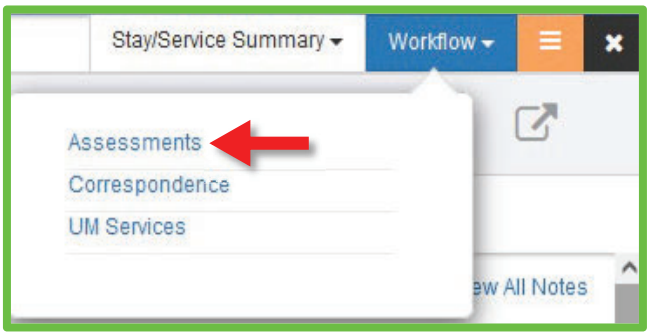
This 24-hr. timeline is to be extended. Currently it is set to error 24hrs from last approved date or Next Review Due date.



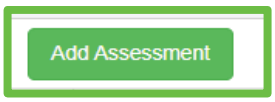
8) **Residential Providers:** Click on the **Workflow** drop-down to add your assessment even if you receive the error message and do not have the extension view available to add the number of days requested in the LOS extension request.



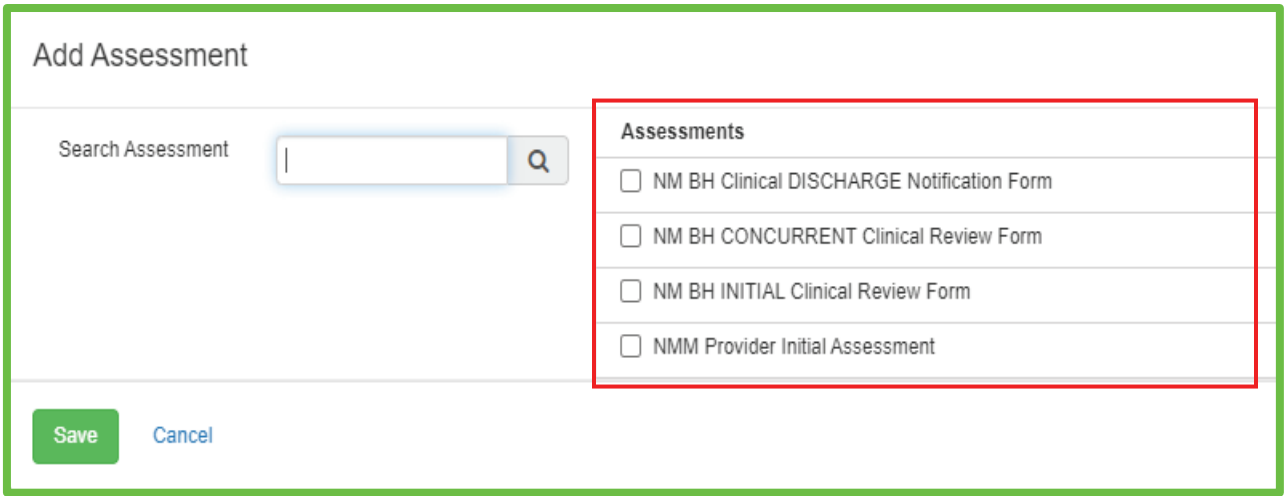
A. Click on **Workflow** then select **Assessments** from the drop-down menu.



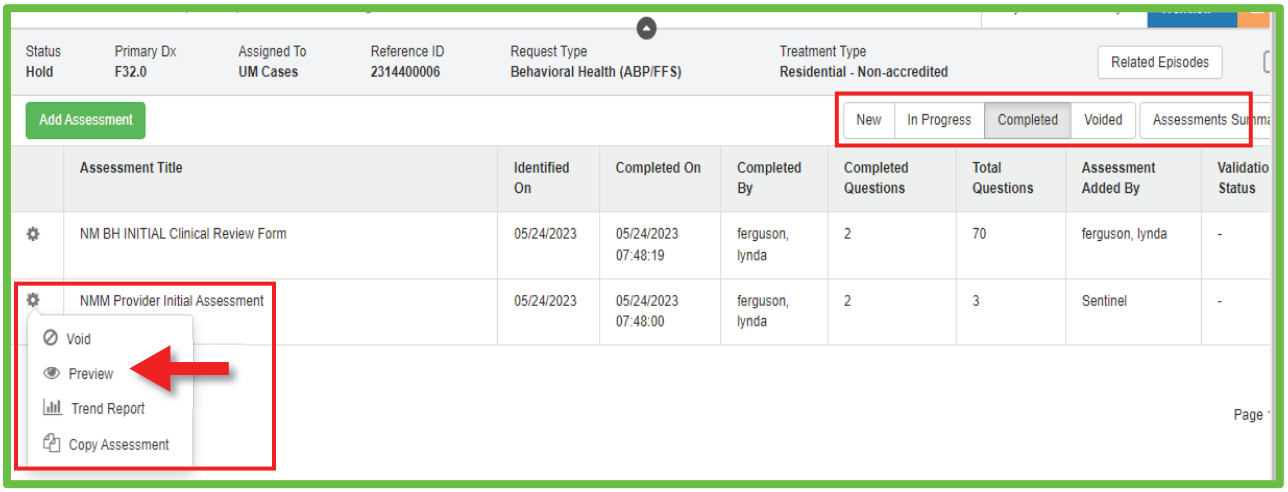
9) Under the **Add Assessment** section, click on the **Add Assessment** button.



A. There have been no changes to the assessments or assessment requirements.
   i. Initial inpatient (IP) requests require the **NM BH CONCURRENT Clinical Review Form**.
   ii. The second (extension) request, and all subsequent requests, require the **NM BH CONCURRENT Clinical Review Form**.

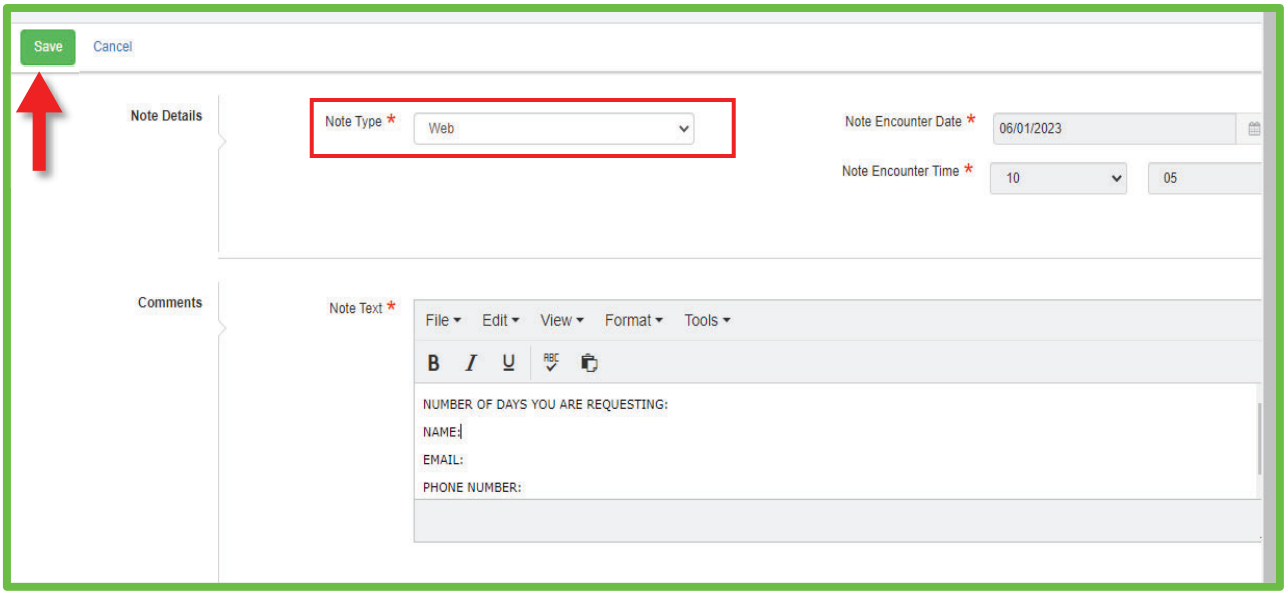


B. If you want to review your work, select the **Completed** tab for completed assessments or the **In Progress** tab for assessments you have started but not finished.
C. Click on the **gear icon** next to the completed or in progress assessment that you want to preview.



10) **Notes** section:

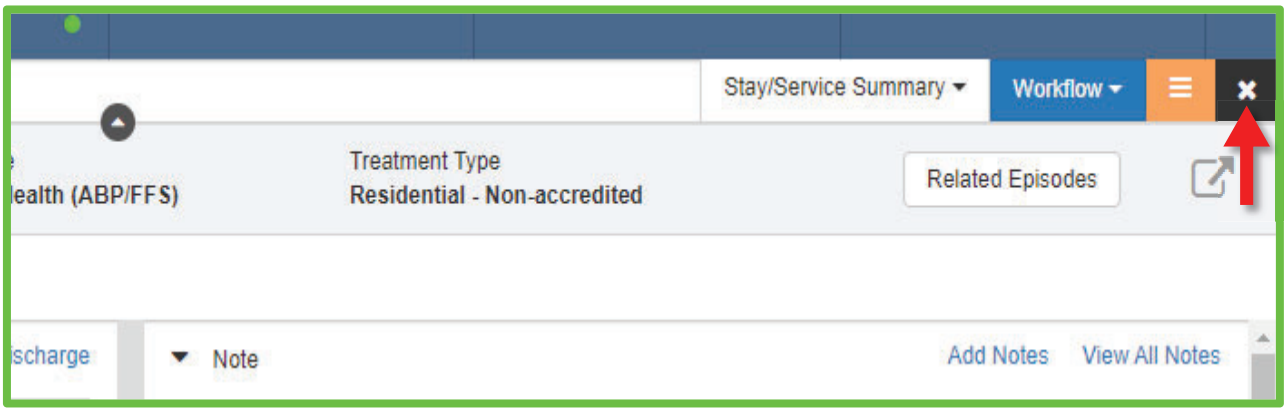
A. **Note Type** – Select **Web**.
B. **Note Text** – Add notes according to the request, such as:
   i. The number of days requested
   ii. Name
   iii. Phone number
   iv. Email address
   v. Discharge date, discharge disposition, and follow up appointments, as applicable
C. **Note Encounter Date** and **Note Encounter Time** – These fields will auto-populate the date and time.
D. Click **Save.**



11) Submit the extension:

A. Click on the **Submit Extension** tab if you are allowed to complete the LOS extension request, add notes, and complete the assessment. If you were given the error message instead, you will follow Step 12 only after completing the assessment and adding a note.

12) Click on the **x** in the right corner to close the episode once you have completed your request.



13) 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