New Mexico Quick Start Guide – Comagine Health Provider Portal

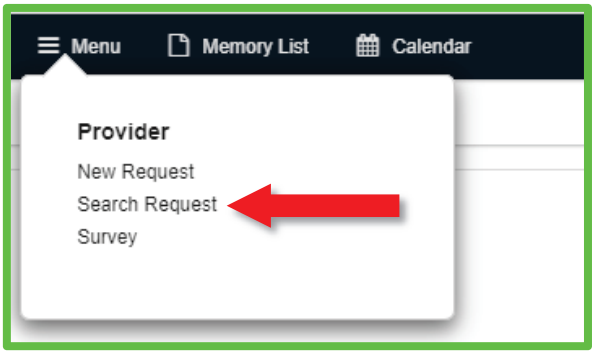
Responding to Further Information Required

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.

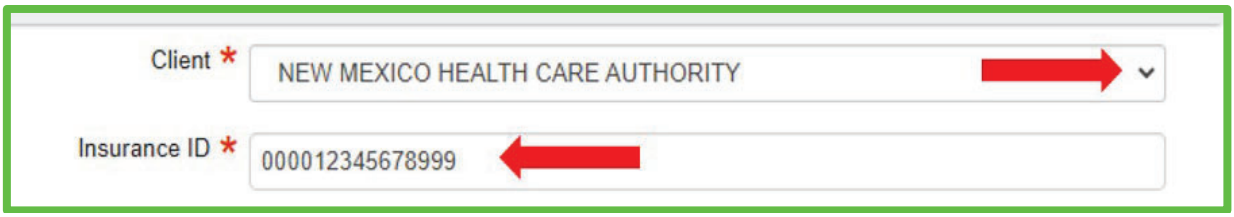
SEARCH FOR THE REQUEST

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**.

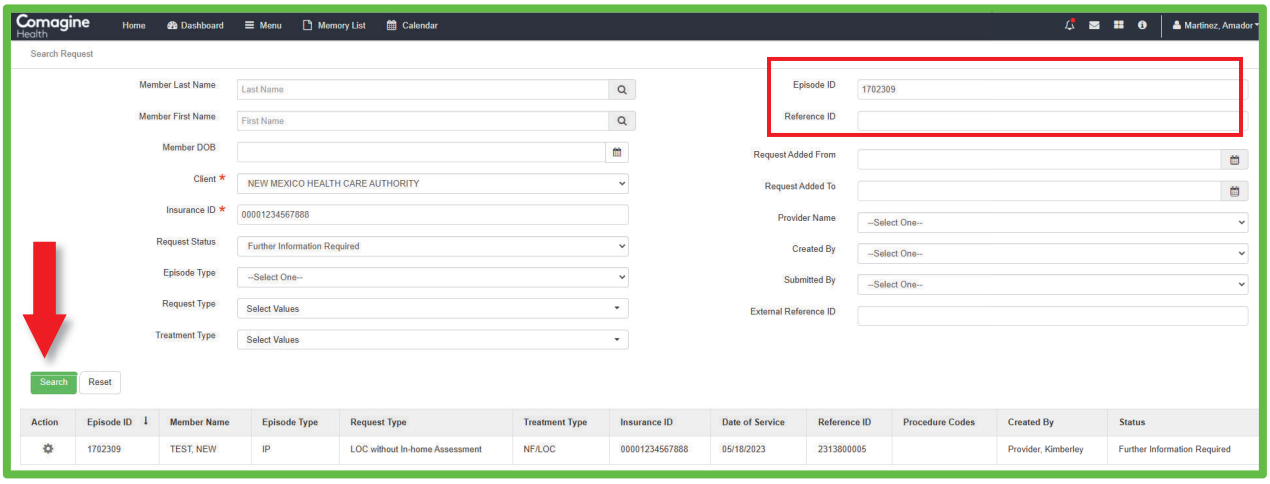


2) From the **Client** drop-down menu, select **NEW MEXICO HEALTH CARE AUTHORITY**.

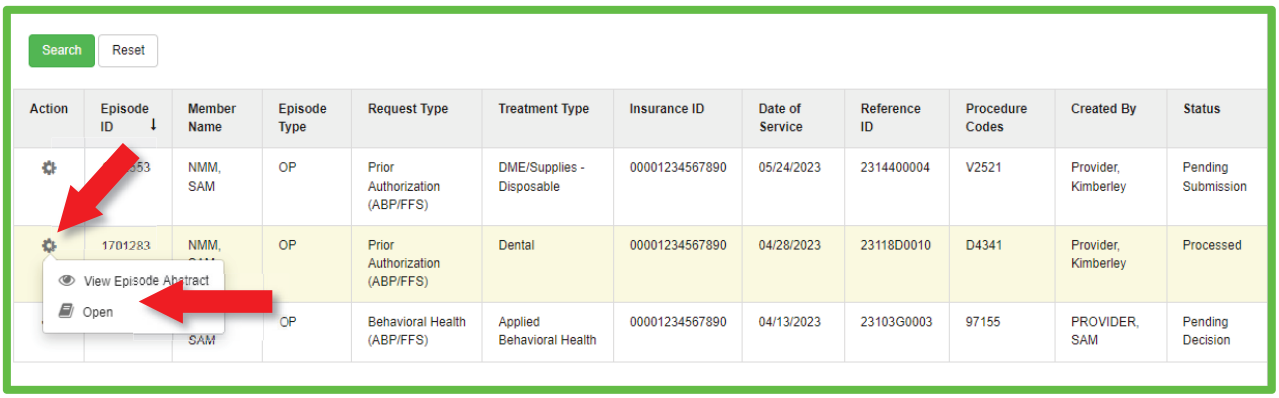
3) Enter the **Medicaid ID** number – including the four (4) leading zeros (0) – in the **Insurance ID** field.



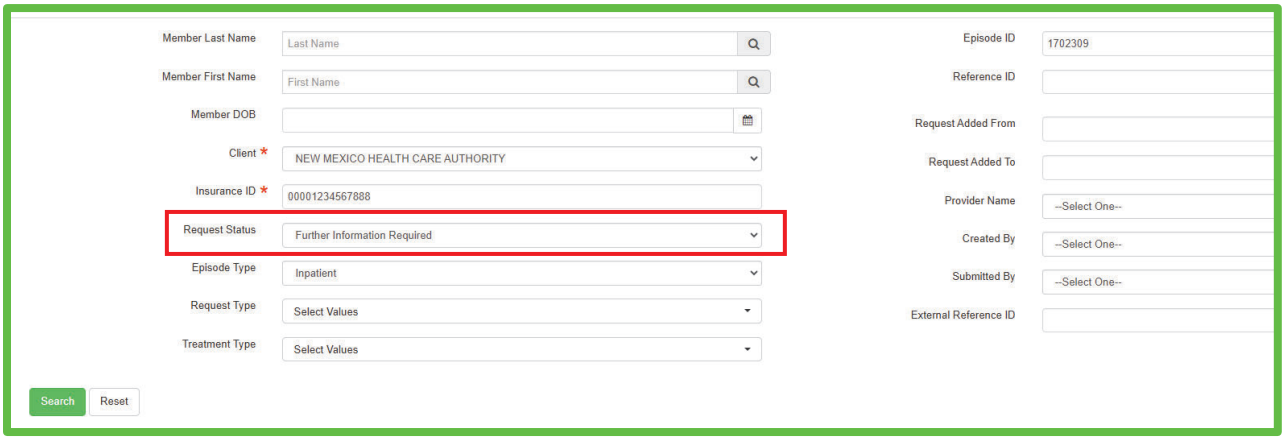
4) If the user has the **Reference ID** or **Episode ID** available, enter in the **Reference ID** field or **Episode ID** field and select **Search** to locate the request. Results will appear on the bottom half of the page.



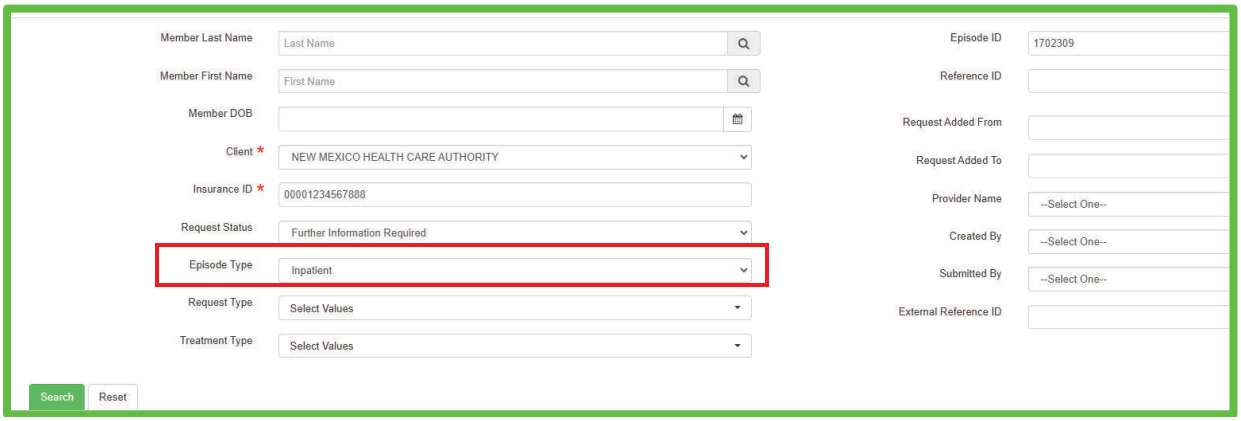
5) To open the episode, click on the **gear icon** in the **Action** column, and select **Open**.



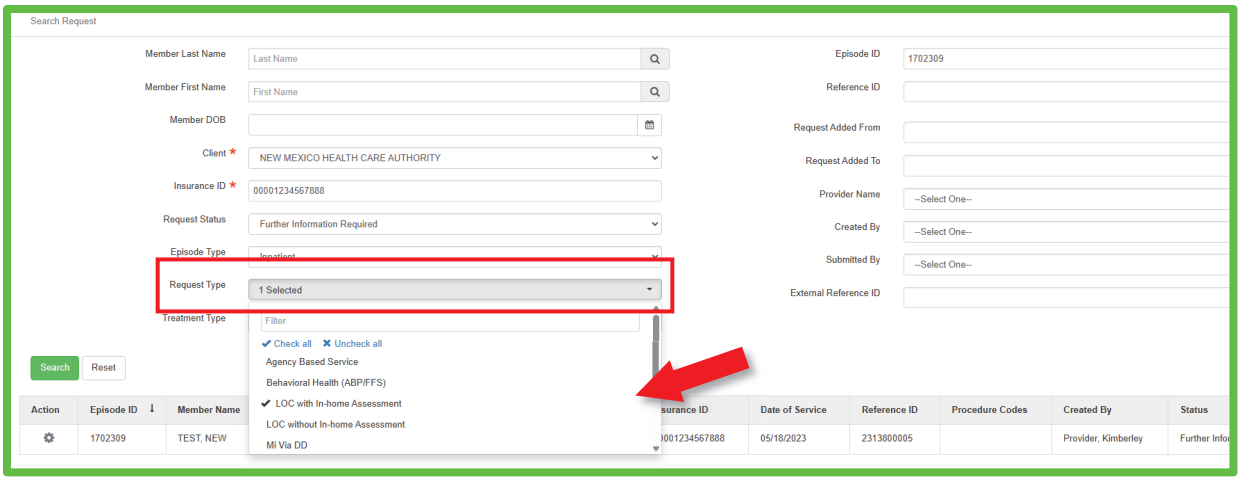
7) If the user does not have the **Episode ID** or **Reference ID** numbers, select **Request Status,** and choose **Further Information Required**.



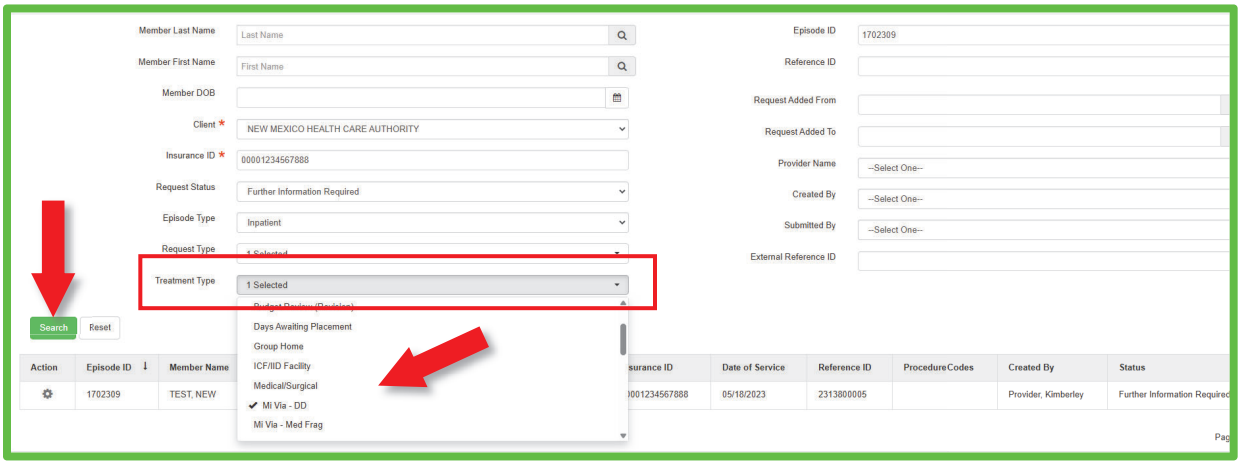
8) Select the **Episode Type** – Either **Inpatient** or **Outpatient**.



9) Enter the **Request Type** – Select the correct option from the drop-down list.

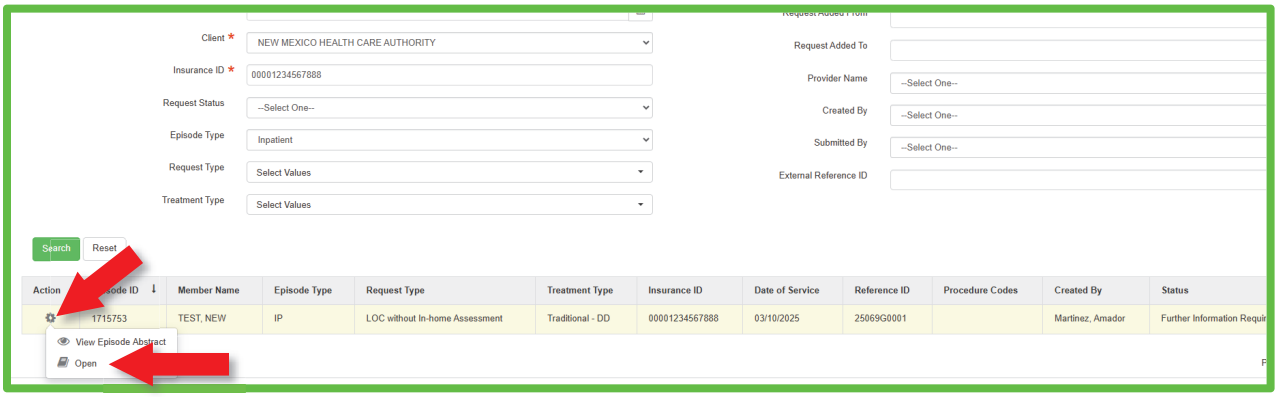


10) Enter the **Treatment Type** – Select the correct option from the drop-down list.



11) Click on **Search**. Results will appear on the bottom half of the page.

12) To open the episode, click on the **gear icon** in the **Action** column, and select **Open**.

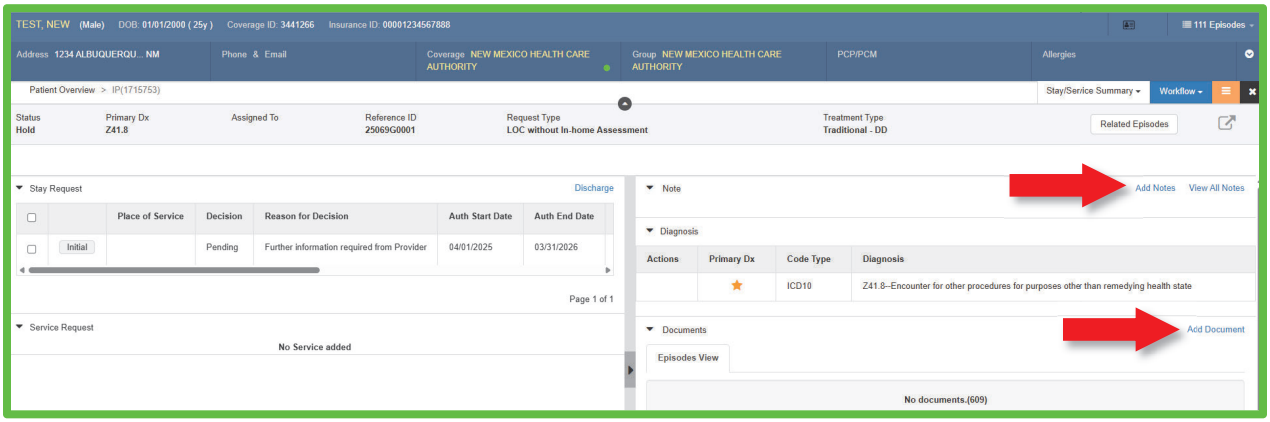


RESPOND TO THE REQUEST FOR ADDITIONAL INFORMATION

13) Once the user has opened the episode, the request for information is found in the **Note**. Click on **View all Notes** to review Comagine Health's request.

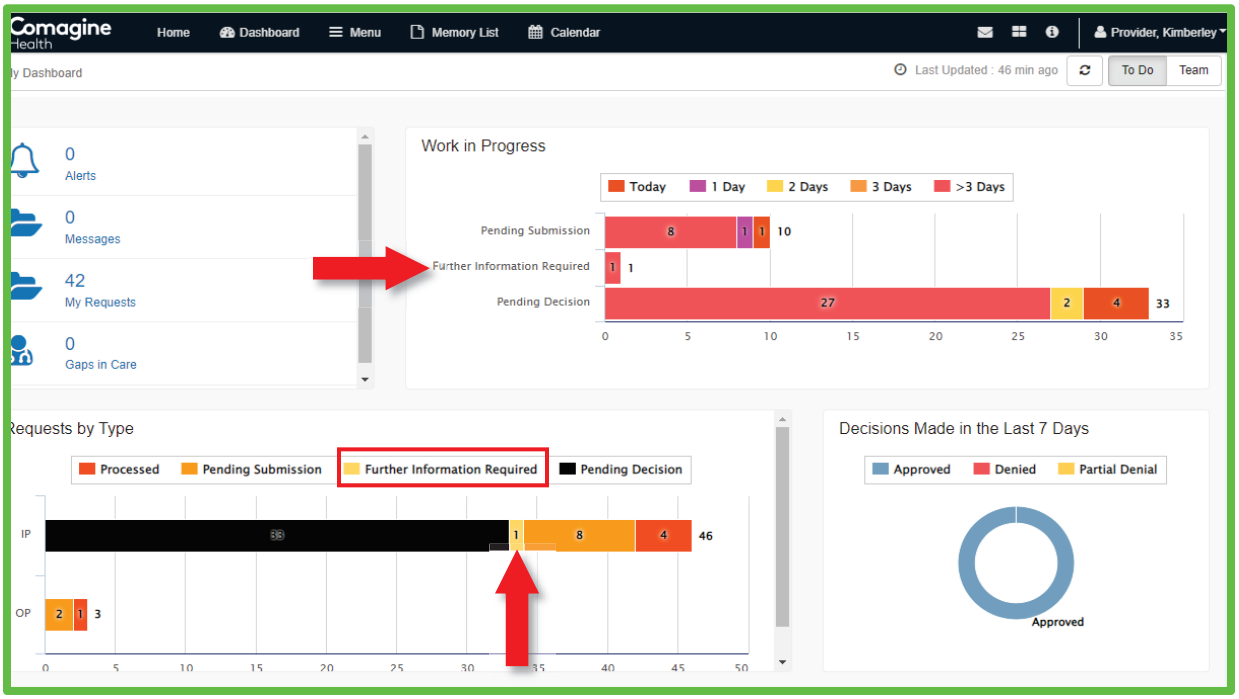
14) The user's response can be added by clicking on **Add Notes**.

15) The user can upload documents by clicking on **Add Documents**.

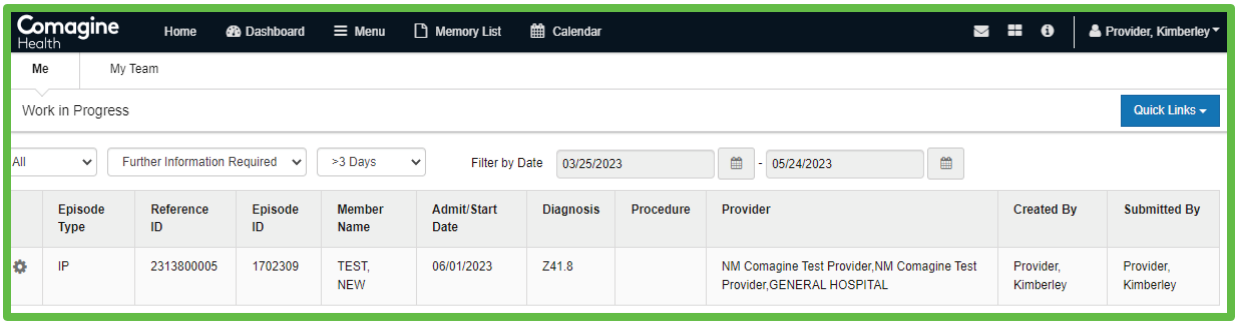


USE THE DASHBOARD TO RESPOND TO FURTHER INFORMATION REQUIRED

16) Go to the **Dashboard** and click on **Further Information Required** from **Work in Progress** or **Request by Type.**



17) Search results will appear for an individual user in the **To Do** tab and for the user group in the **Team** tab.



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	3/7/2025	Revision to NM Health Care Authority	Natalya Wayne