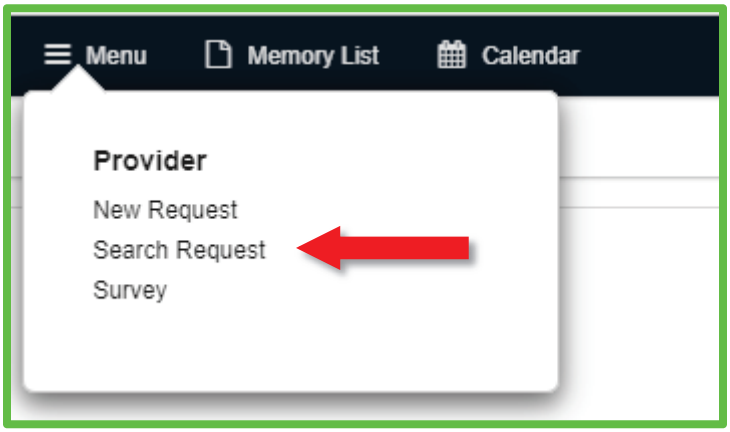
# New Mexico Quick Start Guide – Comagine Health Provider Portal Searching New Allocation Level of Care Episodes

## 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 REQUEST

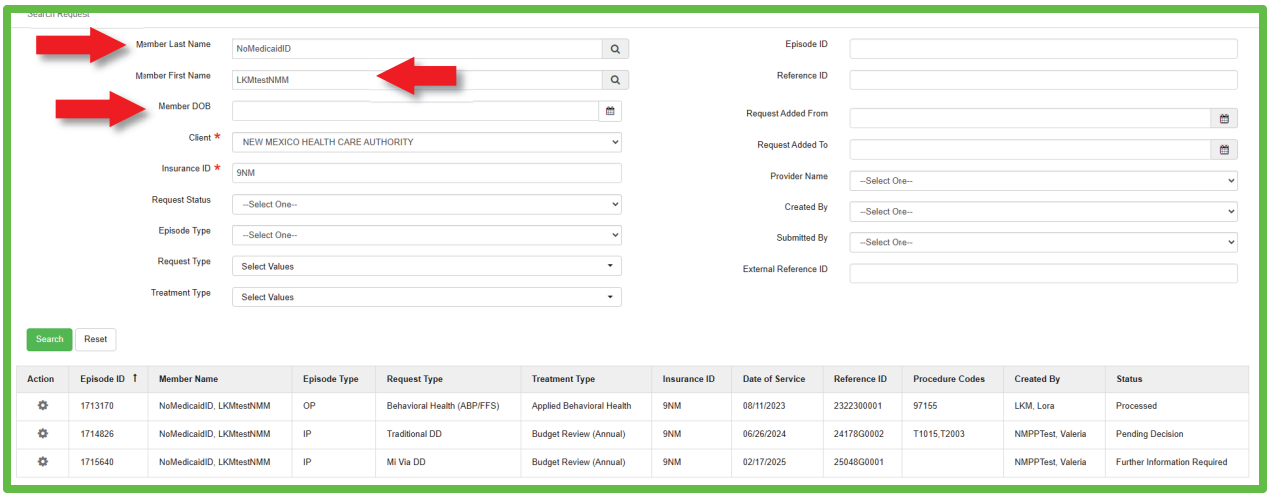
**1)** To access an existing episode, or to review a previous episode, select **Menu** from the top left of the screen, then select **Search Request**.

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

**3)** Enter the **9NM** - in the **Insurance ID** field. *This will pull up all LOC episodes without an established NM Medicaid ID.*

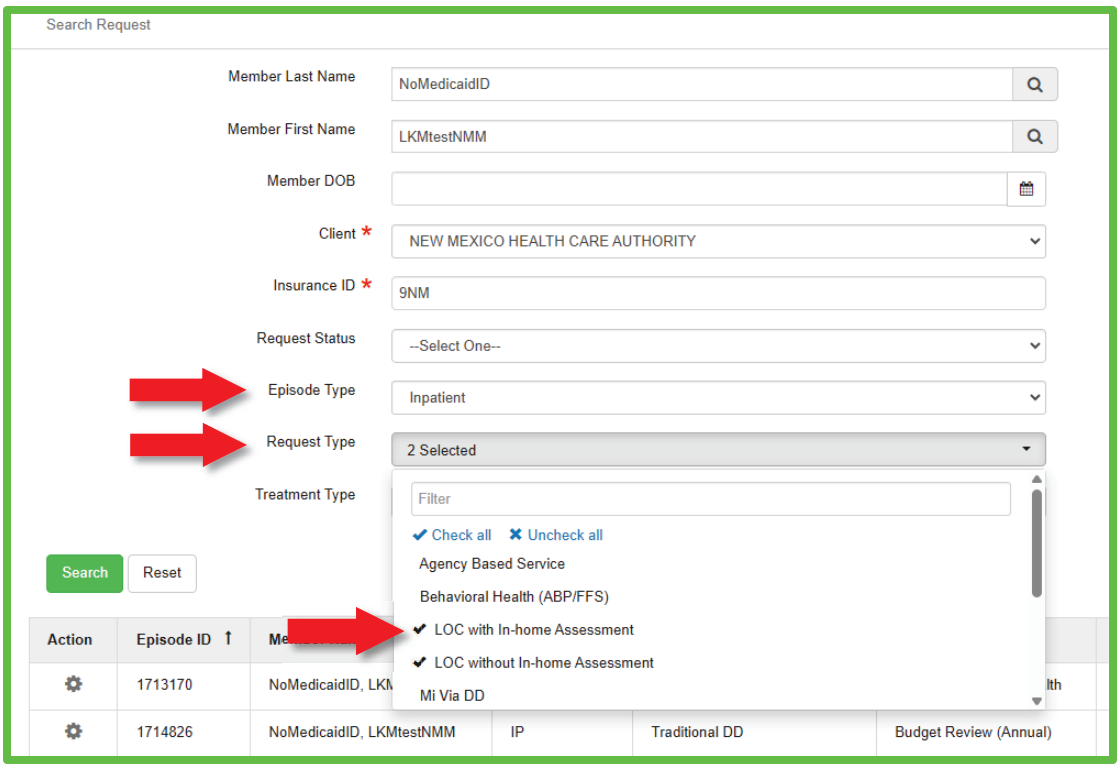
**4)** To narrow search results, the user can add member information to the following fields:

- Member Last Name
- Member First Name
- Member DOB

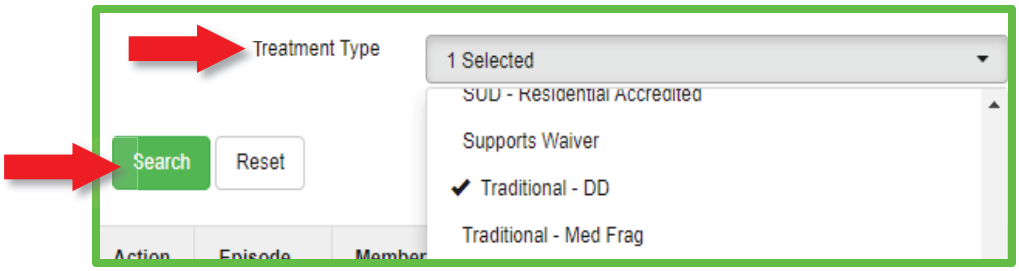



Additional search criteria can be entered to narrow the search results further:

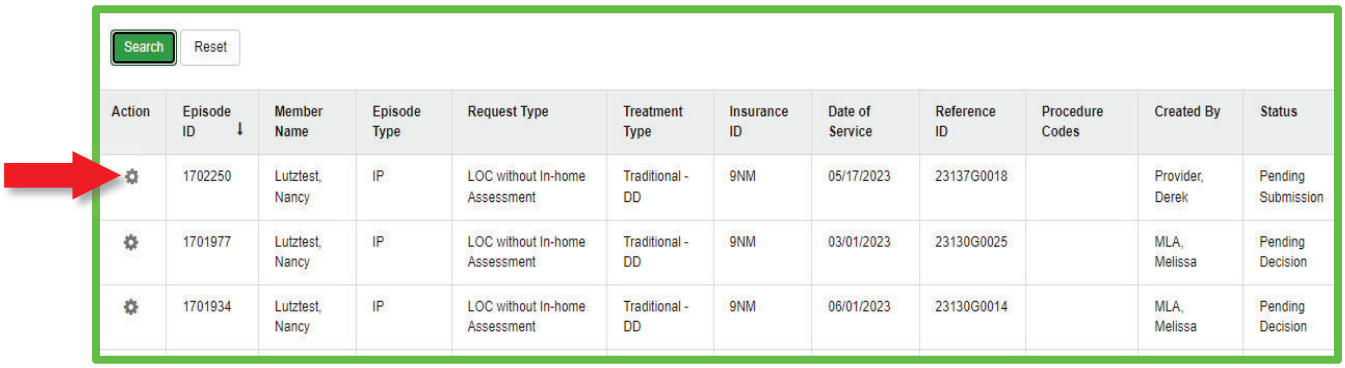
- **Episode Type** – Select **Inpatient**.
- **Request Type** – Select **LOC with in-home Assessment (for Mi Via) and LOC without in-home Assessment (for Traditional and Supports)** from the drop-down list.




- **Treatment Type** – Select **Waiver Type** from the drop-down list.
- Click on **Search**.




**5)** Results will appear on the bottom half of the page.
**6)** To open the episode, click on the gear in the **Action** column, and select **Open**.




**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 | 7/11/2023 | Initial | Kimberley Scott |
| 0.2 | 3/7/2025 | Revision to NM Health Care Authority | Natalya Wayne |
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