New Mexico Quick Start Guide – Comagine Health Provider Portal
Searching Mi Via and Traditional DD In-Home Assessment Episodes

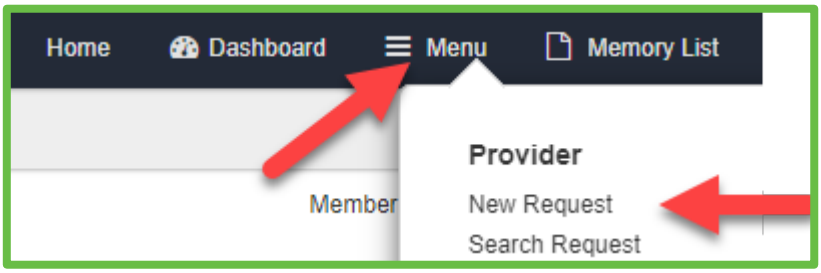
OVERVIEW

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.

This quick start guide will guide Consultants and Case Managers on looking up Mi Via and Traditional-DD episodes that the In-Home Assessment has been attached and closed.

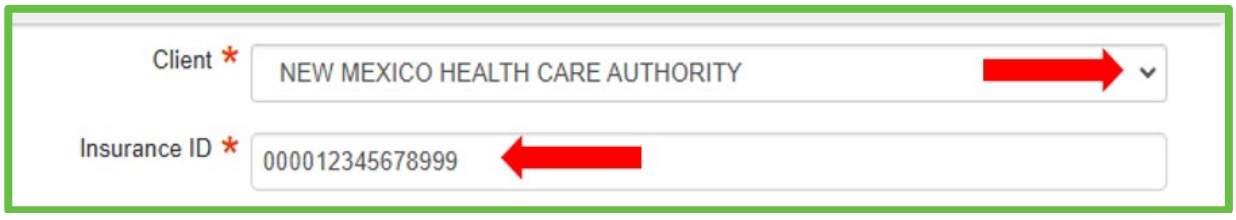
SEARCH FOR REQUEST

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**.

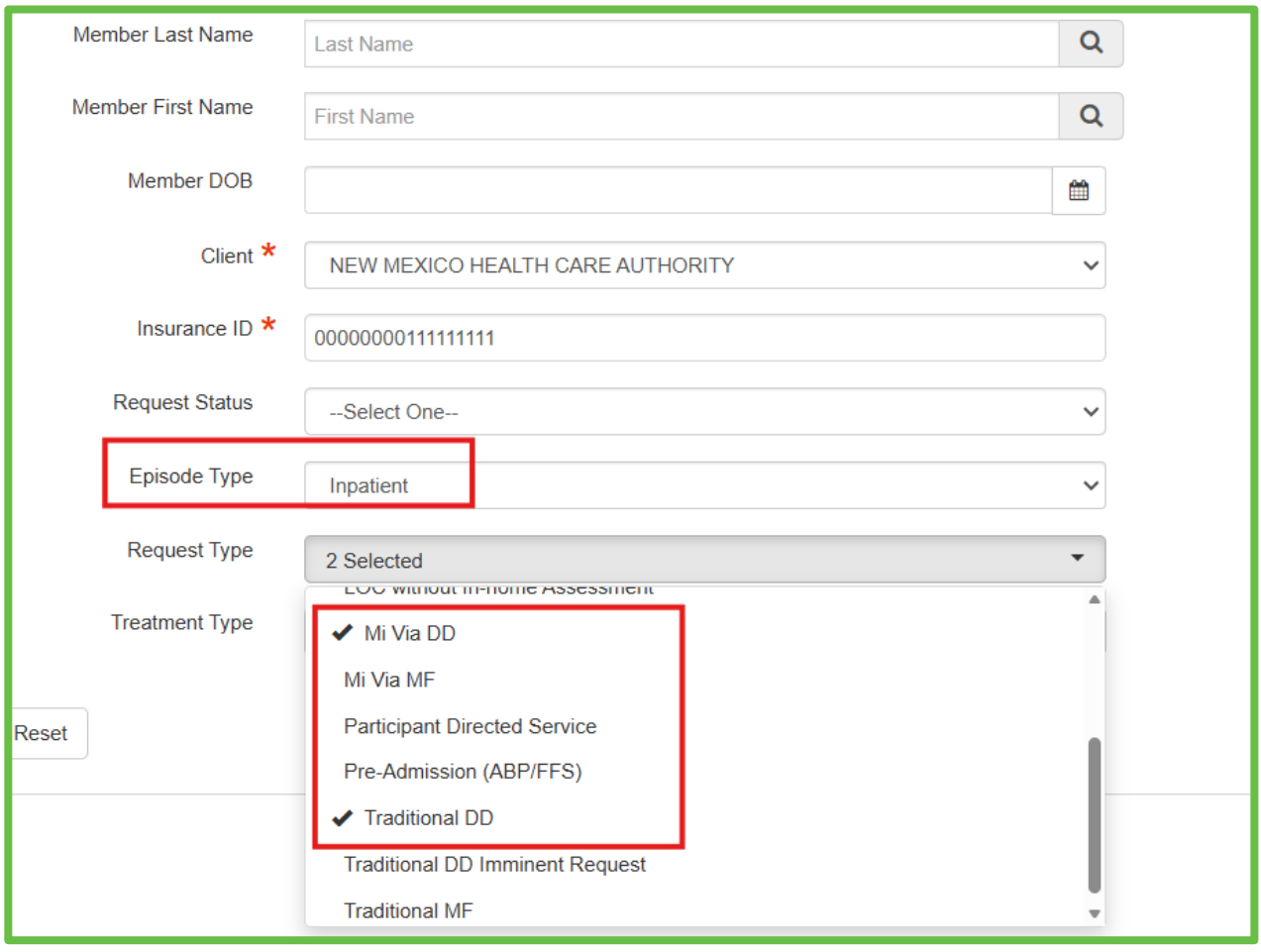
3) Under **Insurance ID**, enter the Medicaid number with four (4) leading zeros (0).

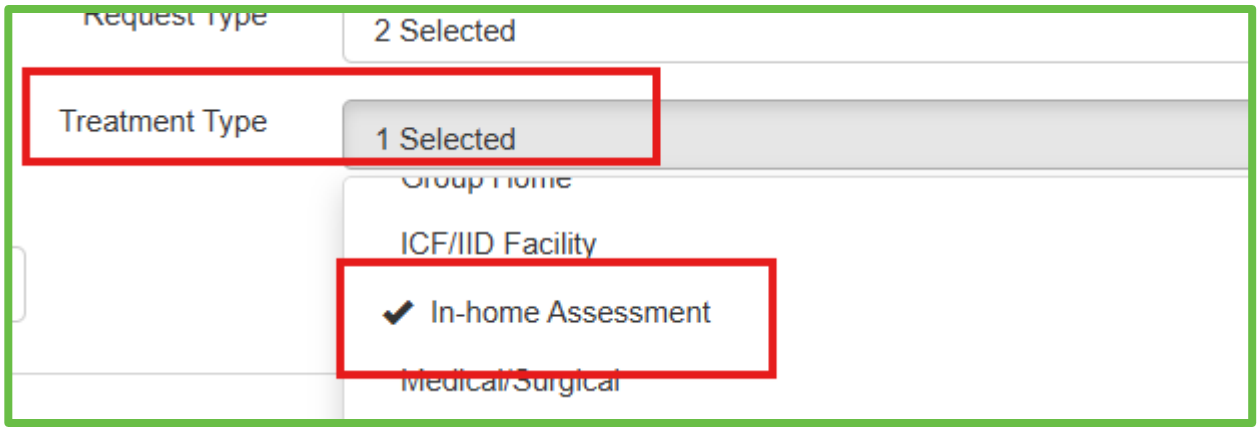


4) To narrow search results, the user can add member information to the following fields:
   - Member Last Name
   - Member First Name
   - Member DOB



5) Additional search criteria can be entered to narrow the search results further:
   - **Episode Type** – Select **Inpatient**.
   - **Request Type** – Select **Mi Via DD** or **Traditional DD.**
   - **Treatment Type** – Select **In-Home Assessment** from the drop-down list.

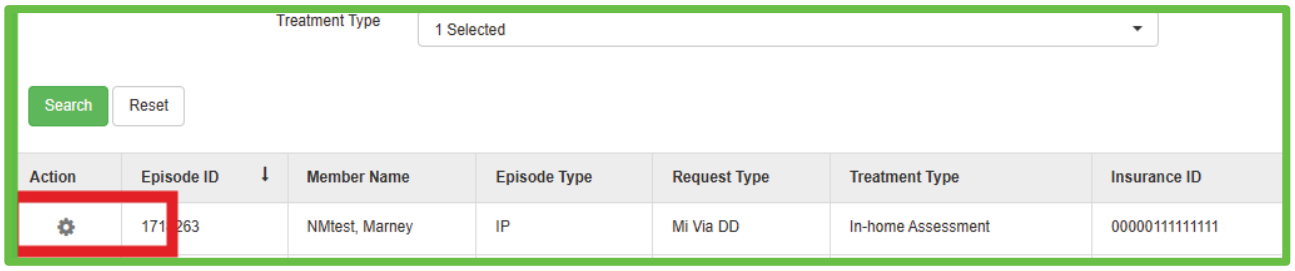




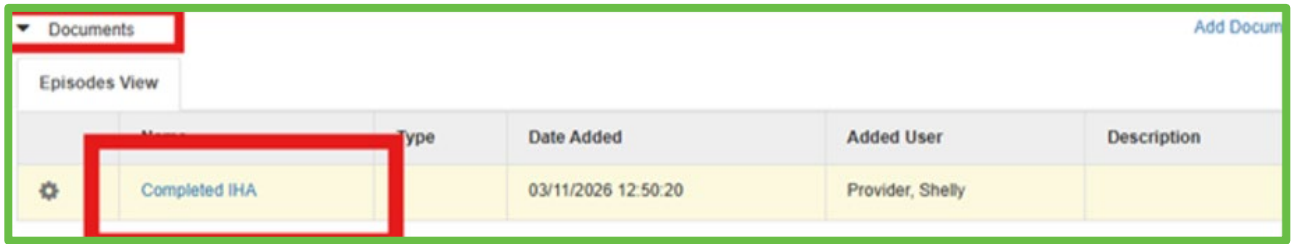
6) Click on **Search**.

7) Results will appear on the bottom half of the page.

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



9) The completed In-Home Assessment can be found in the **Document** section of the episode. Click on the hyperlink to open and download.



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	3/11/2026	Initial	Shelly Underwood