Comagine Health Provider Portal User Guide

Qualified Residential Treatment Program (QRTP)

Revised April 2025

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Statement of Confidentiality

To ensure the integrity, security and confidentiality of information maintained within the Comagine Health Provider Portal (CHPP), and to limit disclosure and use of this data to only that which is permitted by law, I agree to abide by all provisions set forth in my Provider Portal Administrator or Provider Portal User Agreement with Comagine Health. I hereby acknowledge having received notice of the potential criminal, administrative and/or civil penalties for violating any terms of my Agreement. If I have questions about my obligations regarding the terms of my Agreement, I understand that I may seek clarification from my organization's Provider Portal Administrator.

General Information

- The CHPP is a web-based product that gives healthcare providers a two-way link using the Internet to exchange care management data with Comagine Health.
- The CHPP allows for an increase in efficiency by decreasing the amount of time to process a request.
- This manual serves as a guide for Providers to use the portal and all Member and Provider names included in this manual are fictitious.
- Registration is required for an Executive, a Portal Administrator, and all Users in each provider group.
- You are uniquely identified by the combination of the User ID and the individual password.
- You will automatically be logged off after sixty minutes inactivity.

Support

If you need additional support for the CHPP, contact Comagine Health:

Phone: 888-416-3184

Fax: 877-575-8309

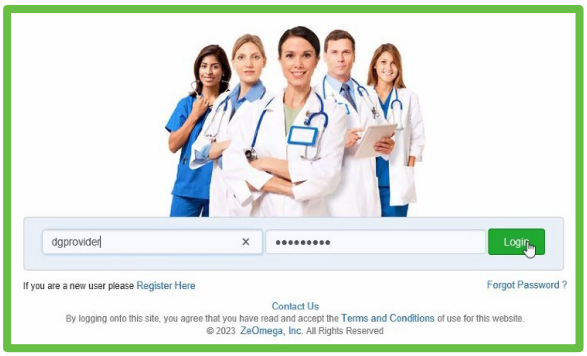
E-mail: URoregonHI@comagine.org

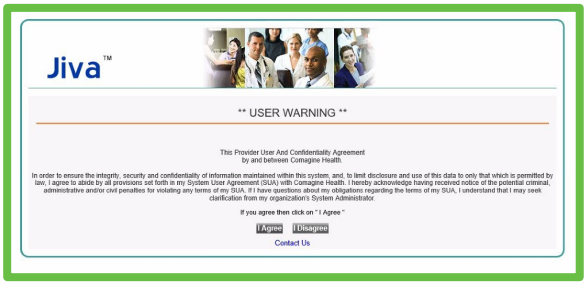
Accessing the Comagine Health Provider Portal

The CHPP is secure, and Providers who access the portal need a valid User ID and password. Access is available through completion of a CHPP Registration Packet, which can be found on our website. The following steps are involved in accessing the CHPP through completion of a CHPP Registration Packet:

- From the Comagine Health Qualified Residential Treatment Program website landing page at https://comagine.org/program/oregon-qualified-residential-treatment-program, click on Provider Resources on the menu at the right side of the page. On the Provider Resources page, you will see a link to Download the Comagine Health Provider Portal registration packet.
- Download and complete the registration packet. The registration packet can be filled out digitally and emailed back to Comagine Health, or it can be printed, filled out, and faxed back to Comagine Health. Email and fax information are listed in the registration packet.
- Once you have submitted the registration information to Comagine Health, we will set up your new account and email you with your new account information.

- Once you have your CHPP login information, launch the CHPP by going to https://comaginepp.zeomega.com.
- Sign in using your Username and password at the sign in page.
- Click “I Agree” on the Statement of Confidentiality Agreement. If you disagree or have questions, please contact Comagine Health to discuss.
- Upon your first login, you will be prompted to change your password (you should do this).
- The Provider Portal Administrator will need to set up individual accounts for those staff who will be using the CHPP.
- For more information on setting up accounts as a Provider Portal Administrator, review the Registration Packet.

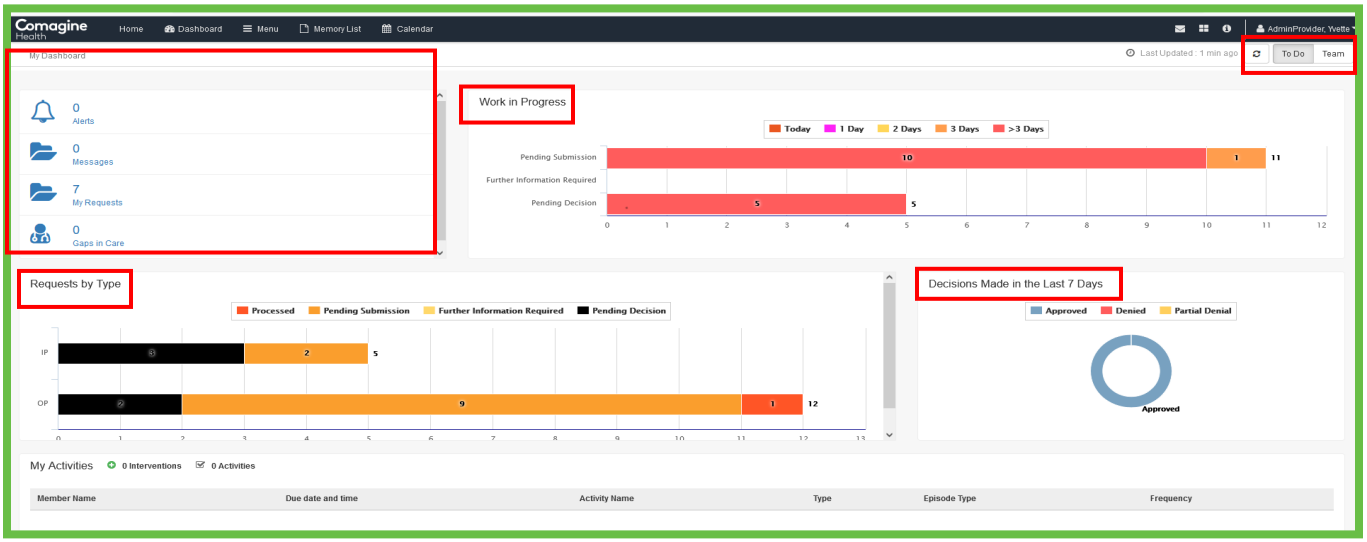




When you log in to the CHPP, the first page you see is your Home page – this has important announcements about the contract that providers should be aware of and is updated by Comagine Health as necessary.

Dashboard

All requests will appear on the CHPP Dashboard. The screenshot below shows the following important features and information.



Work can be managed individually or by teams – see the **To Do** and **Teams** buttons (in the top right corner):

1. Your designated Administrator can form the Team.
2. Work can be managed when staff are out of the office.
3. Remember to refresh your screen after submitting a stay or service request (top right corner).
4. Click **My Requests,** top left box, to populate the list of requests you have submitted.

Work in Progress will provide a snapshot of the status of requests:

1. The legend indicates when the submission occurred by Today through to >3 days.
2. Click the color-coded link to view and access the list of episodes in each status.
   A. Pending Submission – a draft that has not yet been submitted through the CHPP.
   B. Further Information Required - pended for additional information.
   C. Pending Decision - awaiting processing and determination to be posted.
   D. Processed- the determination has been posted.
3. The Date Range can be selected or Filter by Date

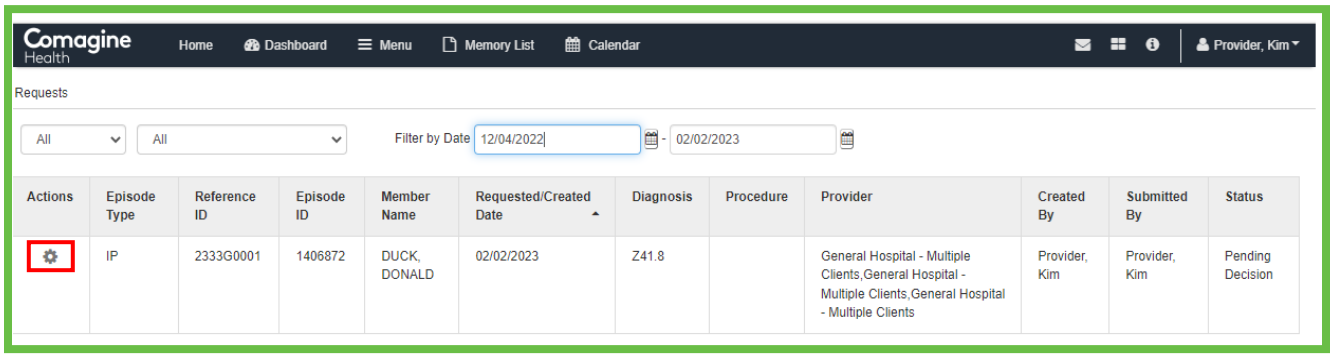
Request by Type – Classified as Inpatient (IP) and Outpatient (OP).

1. Click the color-coded link to view and access the list of episodes in each status.
2. The color-coded legend categorizes the request types by:
   A. Pending Submission
   B. Further Information Required
   C. Pending Decision
   D. Processed
3. The Date Range can be selected or Filter by Date

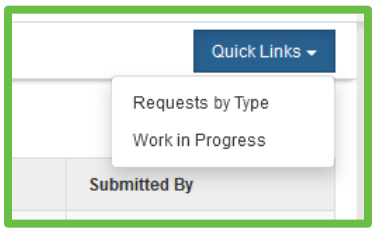
Decisions Made in the Last 7 Days provides a snapshot of decisions. **Decisions Made** can be filtered by:

1. IP, OP, or ALL
2. Approved, Denied, or Partial Denial
3. Today through to 7 days
4. The Date Range can be selected or Filter by Date

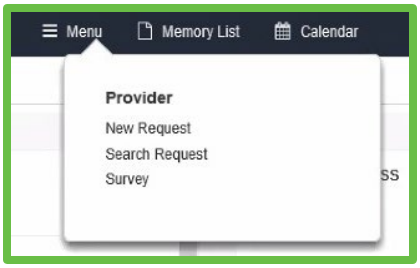
When you select your Requests, more functionality is available.



1. Clicking on the **gear ( )** icon under **Actions** will allow you to select the episode or select the **Abstract View** (which shows you an overview of information about the submitted request.
2. Quick links have a drop down that allows you to select the episode list (i.e., Requests by Type, Work in Progress or Decisions Made)

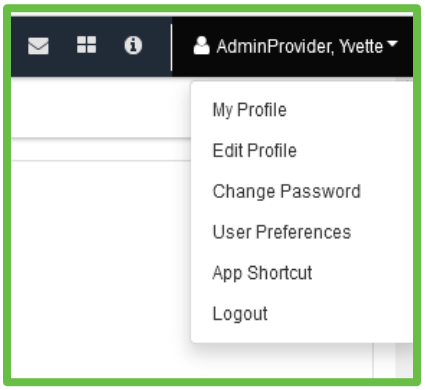


Provider Menu



The Provider Menu is where you can submit new requests or search for submitted requests.

User Profile



The Provider Portal Administrator configures your profile when creating their Team's user accounts. However, the Provider Portal enables you to change your profile settings and navigate common profile needs using the drop-down list under your name in the upper-right corner. The User Profile drop-down list includes the following links:

- My Profile
- Edit Profile
- Change Password
- User Preferences
- App Shortcut
- Logout

My Profile allows you to view information about your account, and **Edit Profile** allows you to make specific edits to your information, when needed. **User Preferences** allows you to manage your account preferences.

Change Password

The **Change Password** link enables you to change your password.

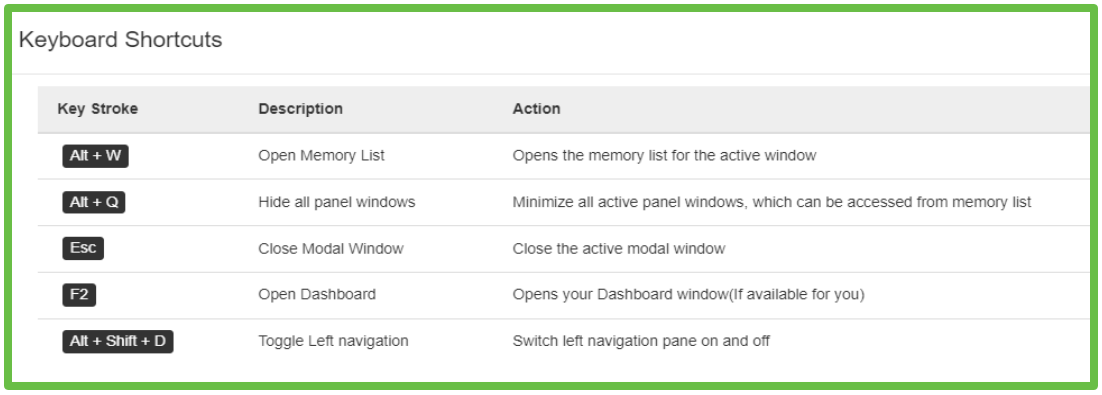
To change the password:

1. Click the **Change Password** link in the User Profile drop-down list (screenshot above).
2. Enter your current password in the **Old Password** field.
3. Enter your new password in the **New Password** field.
4. Re-enter your new password in the **Confirm New Password** field.
5. Click **Change Password** to save your new password.
    - All fields with a red label and asterisk (*) are mandatory fields.
    - The new password must comply with the password guidelines (noted below).
    - After changing your password, you will be prompted to log in again using your new password.

The new password should comply with the following guidelines:
The password should be between 6 (minimum) and 30 (maximum) characters.
The password should include at least one upper case letter and one lower case letter (A-Z, a-z).
The password should include at least one numeric character (0-9).
The password should include at least one special character.
The special characters that you can include are (! # $ ' ( ) * - , . / < = > ? @ [ ] ^ ` { | } ~).
The password should not be the same as the last two password.
The password should not include the user's name or user's login ID.
The password should not include the company name.

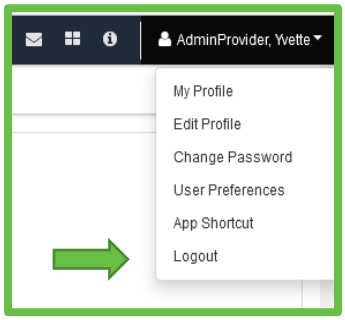
App Shortcuts

The **App Shortcuts** link under the User Profile drop-down list displays the keyboard shortcuts.



Logging Out

The **Logout** link under the User Profile drop-down list enables you to logout from the CHPP.

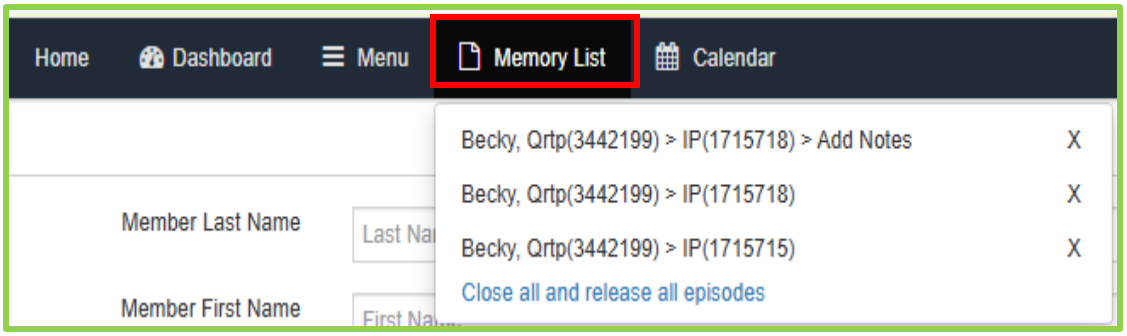


To log out of CHPP:

1. Click the **Logout** option in the User Profile drop-down list. The message, *'Do you want to logout from the session?'* will appear.
2. Click **OK** to log out from the Provider Portal or click **Cancel** to discard the message.
   Note: The system will log you out automatically after 60 minutes of inactivity.

Memory List

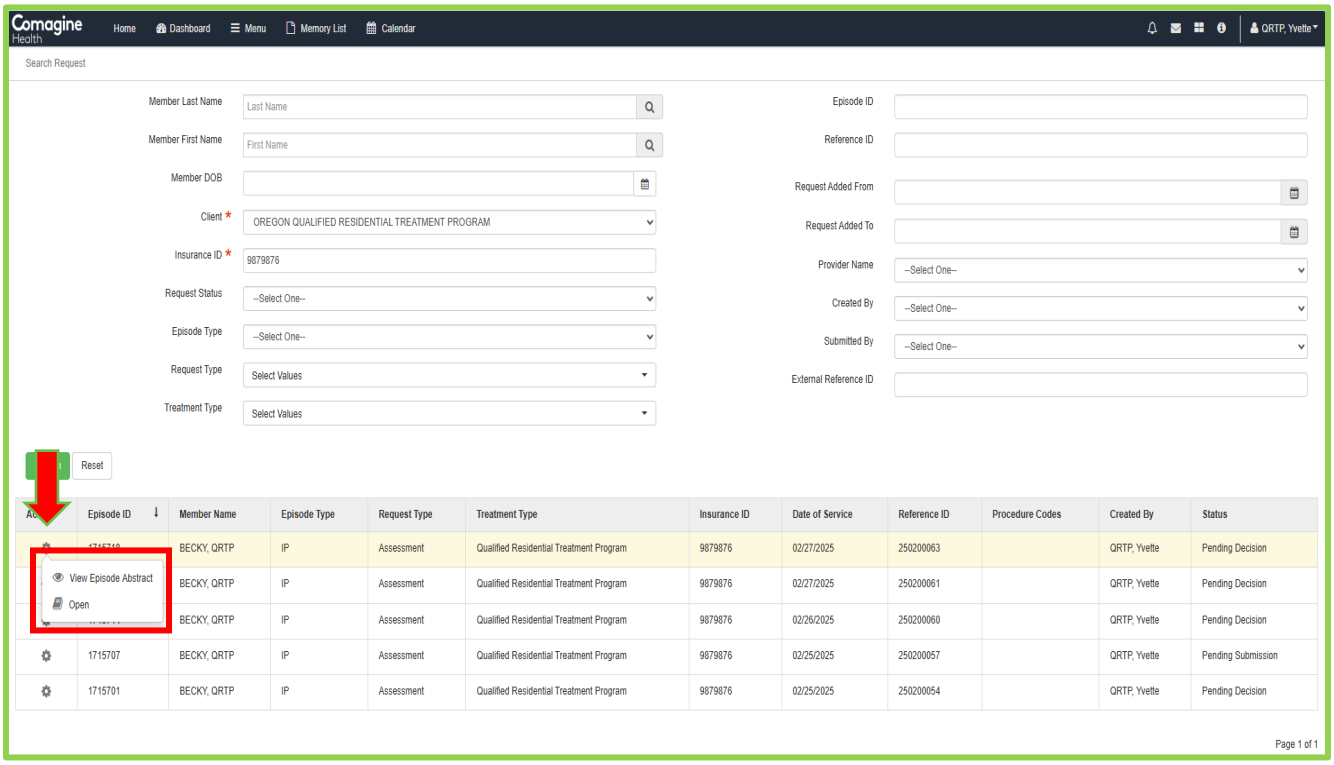
- By default, the **Memory List** displays a maximum of ten open screens.
- Users should always go to their Memory Lists at the end of their CHPP session to close out of the episode.
  - You can close a member episode by either selecting the "**X**" within the episode (top right corner) or from the Memory List dropdown menu.
  - You can close all open records by selecting the **Close All** link that appears in the Memory List dropdown.
  - If your session times out or you log out, the **Memory List** will disappear.



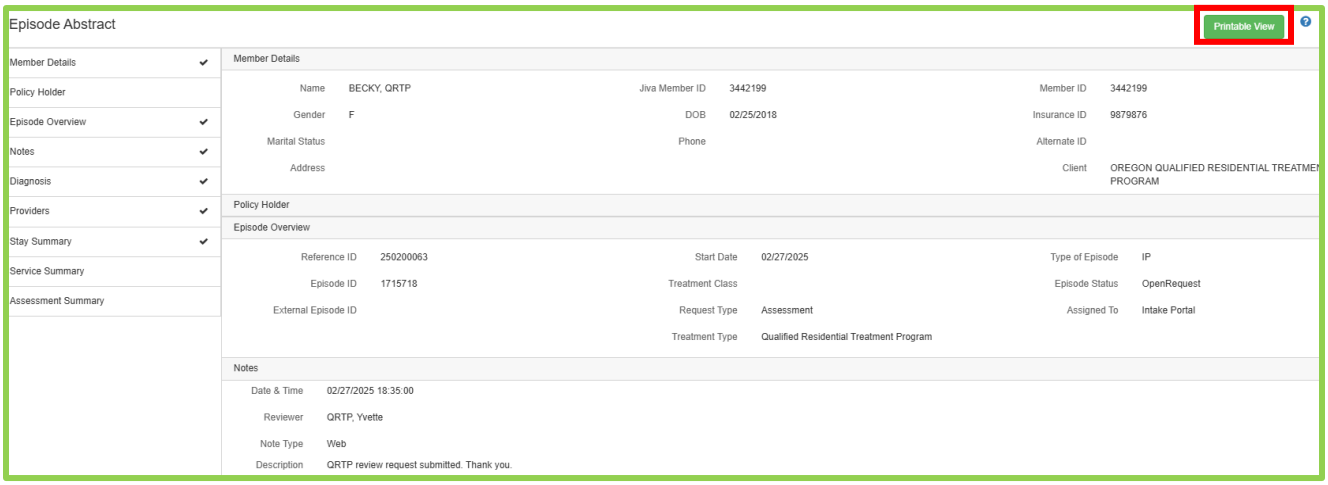
How to Print a Request

First find your request, either by using the **Menu** > **Search Request** screen, the **Memory List** or **My Requests** on the Dashboard.

Click on the gear icon next to the Episode ID number of your request to open the "**View Episode Abstract**".



The abstract view will have a green printable view button at the top right-hand side. Click on this button to print the abstract view.



Review/Revision History

The following table allows for easy tracking of recent reviews, changes, and updates to this User Guide.

Version Number	Date Reviewed/ Revised	Description of Changes	Author
1	02/27/25	Updated screenshots, formatting	YRS