Comagine Health

Quick Start Guide (QSG) –Inpatient Requests

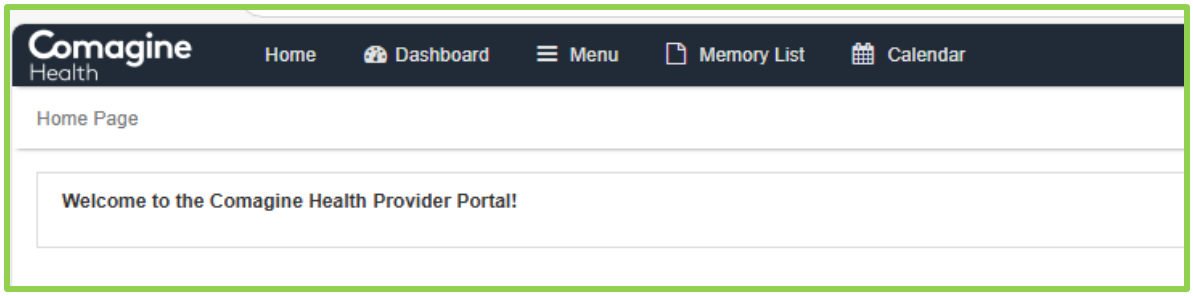
Qualified Residential Treatment Program (QRTP)

Revised June 2025

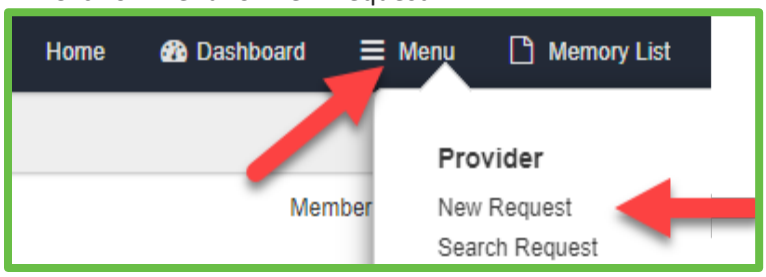
Purpose:

A quick start guide for Providers submitting QRTP inpatient (IP) authorization requests via the Comagine Health Provider Portal (CHPP).

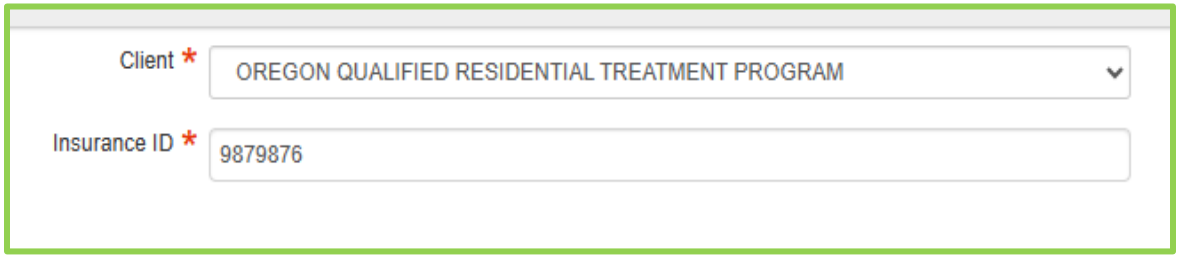
1) **Main View:**
   - **A.** Home (Splash) Page- where Comagine Health posts provider announcements
   - **B.** Dashboard- where work can be managed Individually (To Do tab) or as a Team
   - **C.** Menu- to start New Request or Search Request



2) Submit a **New Request**:
   A. Click on Menu for New Request



   B. Under Client: Select OREGON QUALIFIED RESIDENTIAL TREATMENT PROGRAM
   C. Under Insurance ID: Enter Case Number
   D. Click on Search

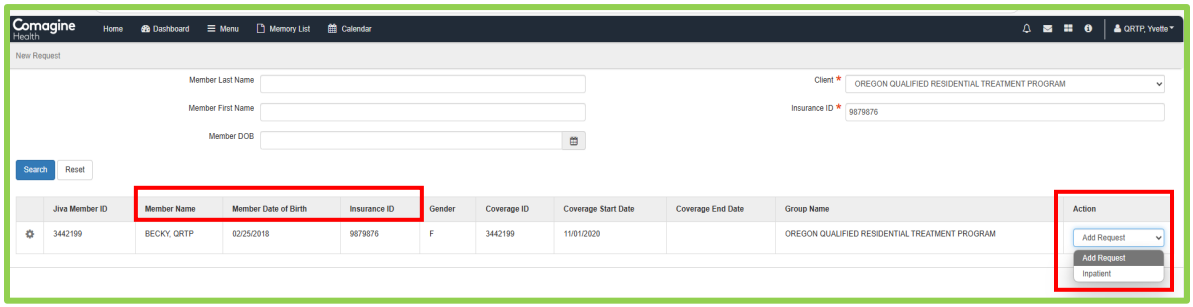


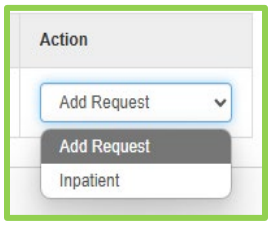
3) Medicaid Recipient Search:

A. Verify correct Member Name, Date of Birth and Insurance ID.

B. Under Action, select Add Request from the dropdown menu.

C. Select Inpatient (IP)





4) **Episode Details**: Complete the required fields with the red asterisk (*). For **Inpatient** Requests:

A. **Request Type***: Assessment

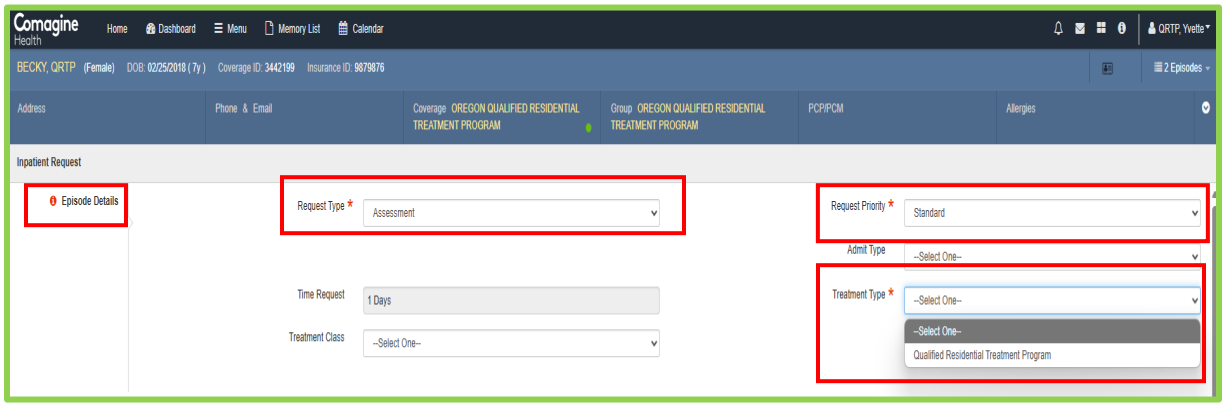
B. Time Request: Leave blank

C. **Treatment Class:** Leave blank

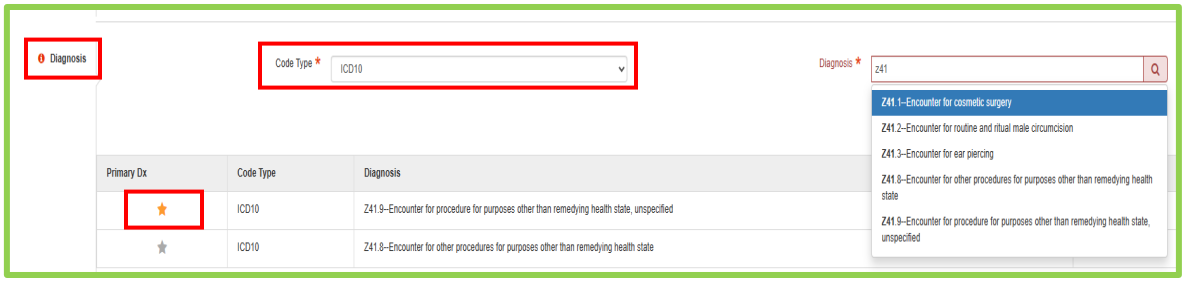
D. **Request Priority***: Standard

E. **Treatment Type***: Select Oregon Qualified Residential Treatment Program

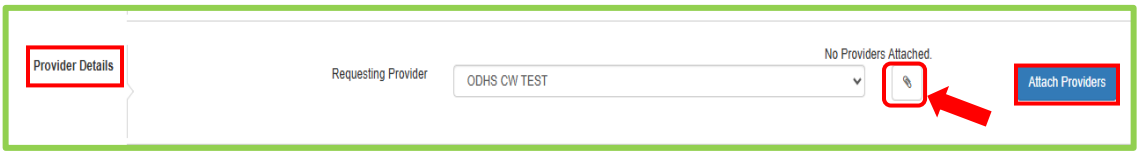
Inpatient Request View:



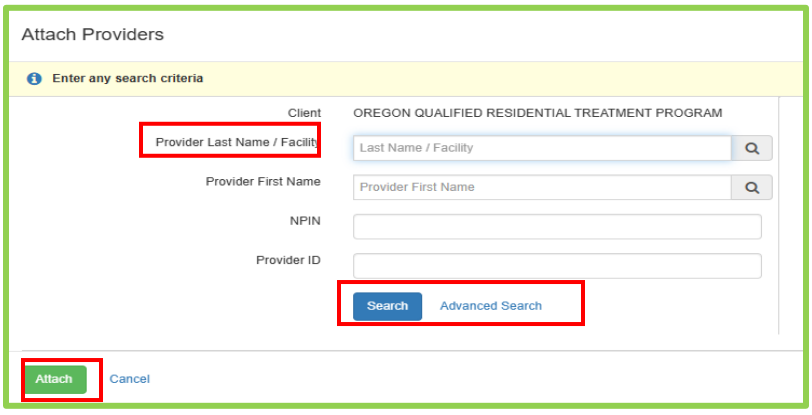
5) **Diagnosis:** Complete this section.
   A. **Code Type***: ICD10 will Auto-populate.
   B. **Diagnosis***: Enter one diagnosis at a time
      i. The diagnosis (DX) codes will appear in a drop-down menu as you start typing. Choose the correct option. Ex: Z41.8 will appear once you click its entry on the drop-down.
      ii. Primary DX can be amended by selecting the yellow star on the primary DX line (see below).



6) **Provider Details:** Complete this **s**ection.
   A. Three entries with matching provider roles are **required**.
      i. Facility/vendor – Admitting (RCC).
      ii. Facility/vendor – Treating (RCC).
      iii. Organization – Requesting (ODHS).
   B. To add your organization, click the paperclip beside the "Requesting Provider" dropdown underneath provider details (See red arrow bellow).
      i. This entry is required for users to access the case via the CHPP and receive updates on the status of the request from Comagine Health.

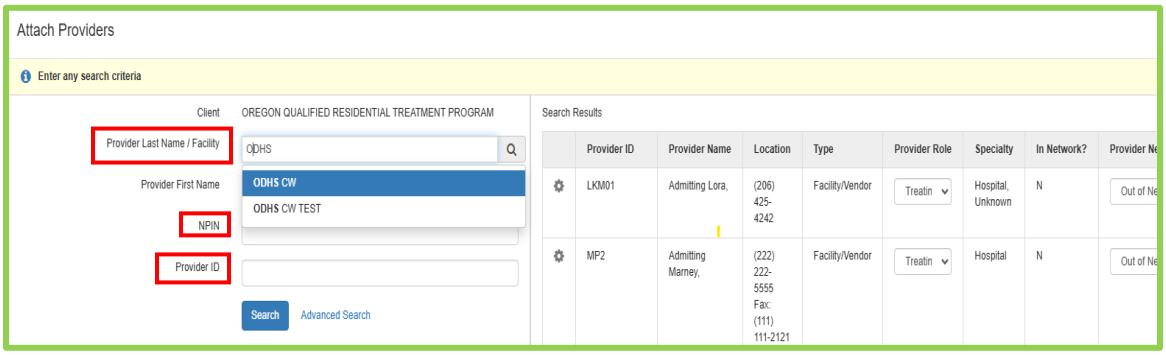


   C. After adding your organization, please select **Attach Providers** by clicking on the blue **Attach Providers** button to the right of the paperclip.
   D. Once selected, you will see a search screen allowing a basic **Search** or **Advanced Search**



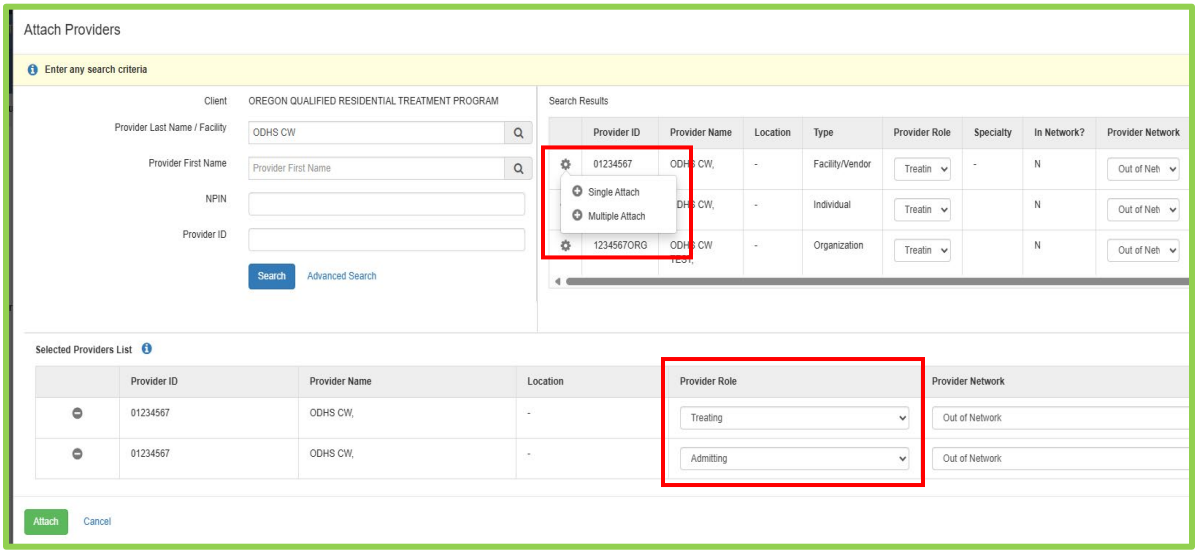
E. Enter the agency name (ODHS) under **Provider Last Name/Facility**
   i. An errant search will trigger you to call Comagine Health for assistance. You may do so or attempt your search again using different parameters.
   ii. Any providers without entries in the CHPP will need to be manually added by Comagine Health staff. Your CHPP Admin can add users. Please call Comagine Health if you experience issues with access.

F. Click Search. Search results will appear on the right side of the search screen.



G. Each provider entry must be paired with a specific **provider role** selected from the drop-down contained in the Provider Role column. Tip: Please disregard the "Provider Network" drop-down field.
   i. **Facility/vendor** is always paired with **Admitting**.
   ii. **Facility/vendor** is always paired with **Treating**.
   iii. **Organization** is always paired with **Requesting**.

H. Click on the **gear icon (⚙)** under search results and choose **Multiple Attach** (screenshot below)



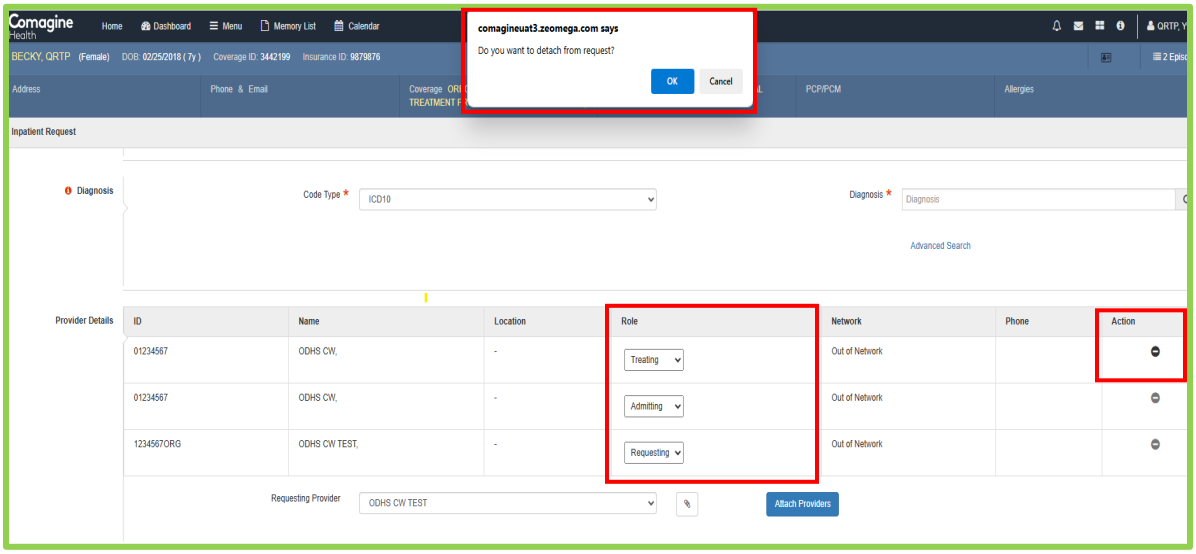
   i. The list of providers will appear **under Selected Provider's List** (The entry will remain there while you complete additional searches to complete your entries).
   ii. When all entries are selected, verify you have one **Type: Facility/Vendor** with **Provider Role** as **Treating** and one **Type: Facility/Vendor** as **Admitting**

iii. If you prefer selecting **Single Attach** instead of Multiple Attach, then you will start back at step C-forward for any additional entries.

iv. Once all providers have been selected, click the green **Attach** button to save all providers.

If a provider is selected in error; click the icon under **Action** (right side of screenshot below) to detach the provider; a pop-up message will ask "Do you want to detach from request?" Click **OK**

I. You can then attach another provider by selecting the **Attach Provider** button.



7) Stay Request: Complete the required red asterisk (*) fields for the QRTP request.

A. Service Type: Leave blank

B. Place of Services: Leave blank

C. Requested Level of Care: Leave blank

D. **Expected Admit Date***: Enter Date

E. **Actual Admit Date**: Leave blank

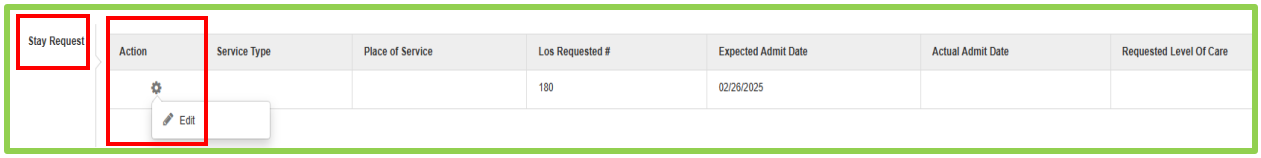
F. **LOS (length of stay) Requested** *: Enter number of days requested. For i.e., 180 days for QRTP.

G. Click the blue Add button.

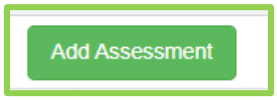


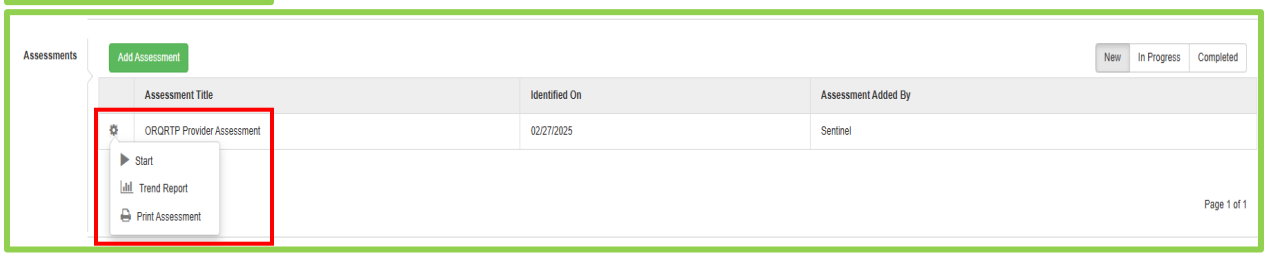
H. To edit a Stay Request, click on the Gear icon under Action. A new screen will open for edits.

i. A box will open to allow edits to the Expected Admit Date and/or LOS Requested, then click Save (see below).

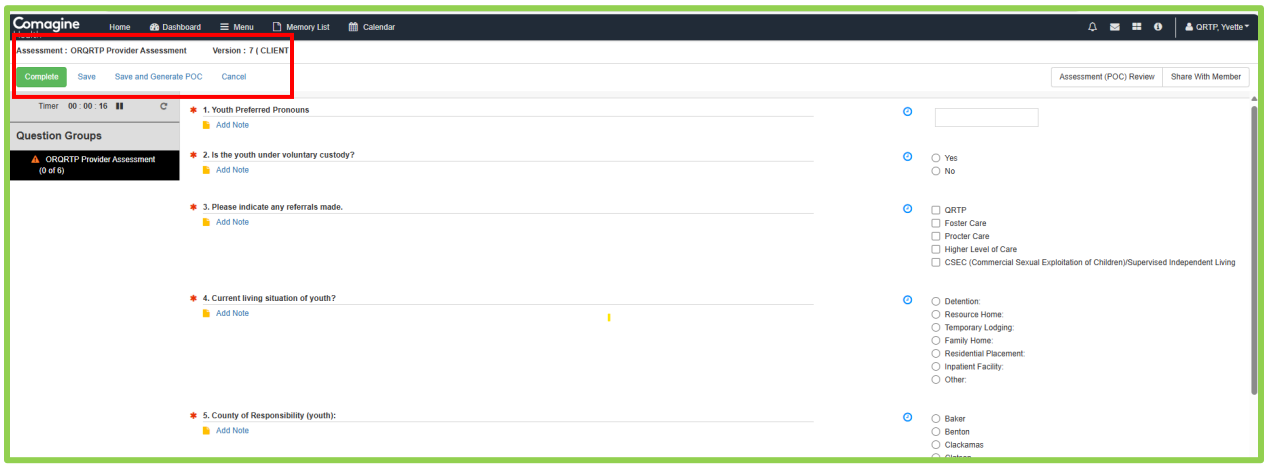


8) Add Assessments- Click on the Add Assessment tab then click on the gear icon. Select Start from the dropdown.

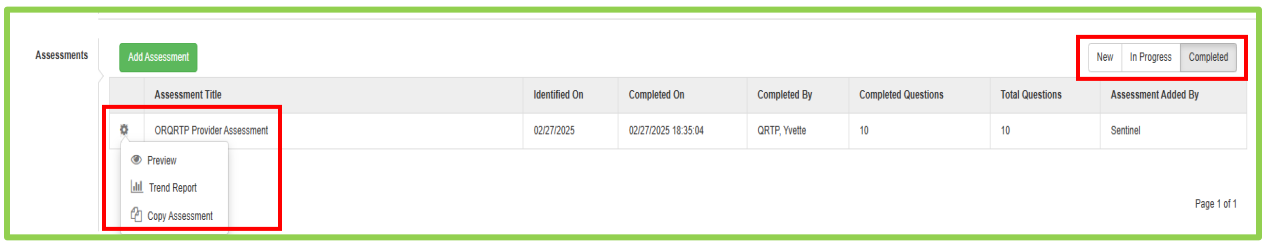




A. Select and complete the **ORQRTP Provider Assessment.**
   i. There are six questions in the **ORQRTP Provider Assessment**
   ii. **<u>Always</u>** select "Complete" when finished with an assessment and then "Save."

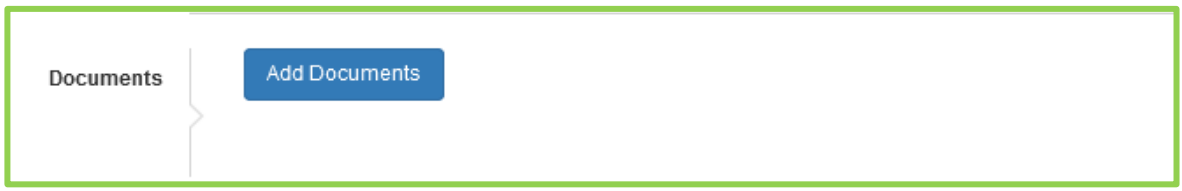


B. If you want to review your work, select the **completed** or **in progress** tab then click on the gear icon next to the completed or in progress assessment that you want to preview.

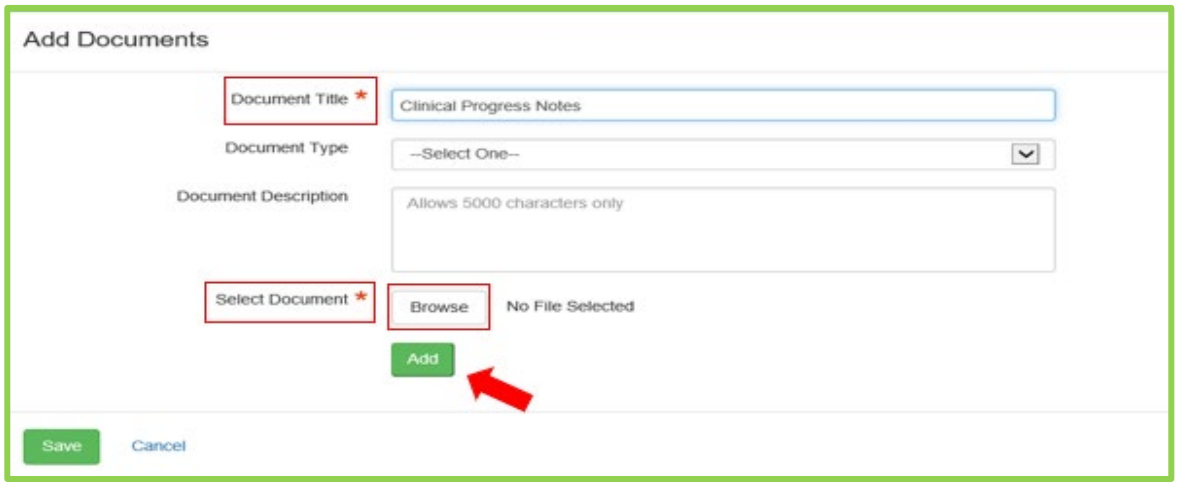


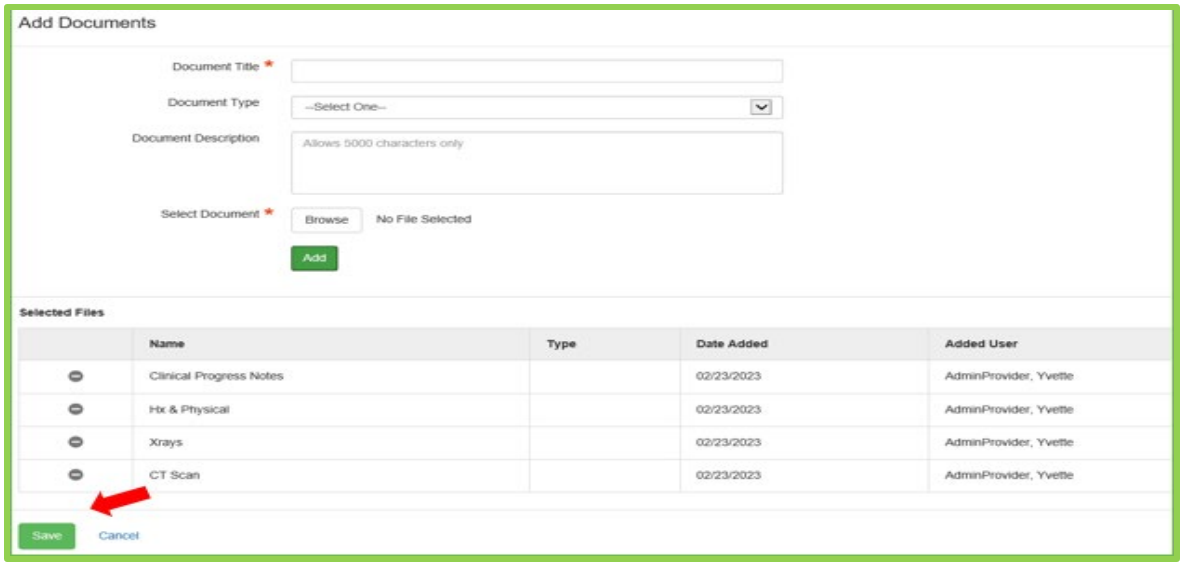
9) **Add Documents** Section:

A. Click on blue **Add Documents** button.
B. Document Title*: Enter the name of the document being uploaded.
C. Select Document*: Choose "Browse" and locate your document to upload.
    i. Please only use PDF or DOC files.
    ii. TIFF files will not be accepted. Comagine Health will ask for clinicals to be resubmitted in either PDF or DOC format.
D. Document Description: Leave Blank
E. Once you have selected the document to be added, click green **Add** button.
F. If you have multiple documents, please complete step A through E for each document.



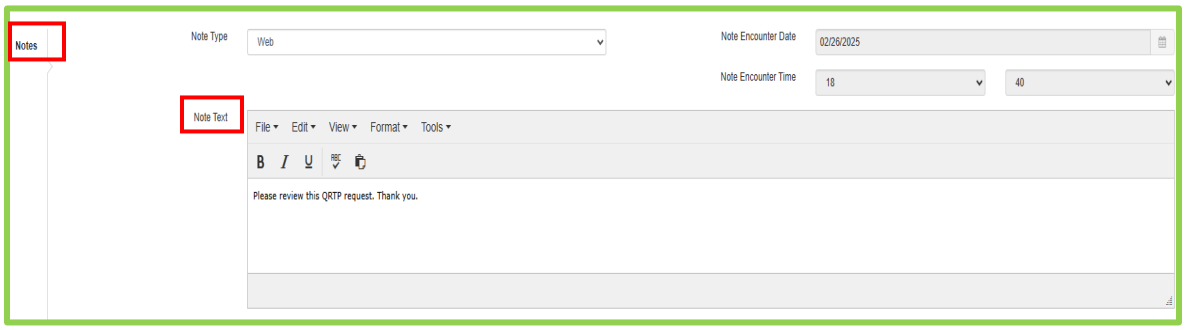
G. The maximum number of documents allowed in an upload session is four. If you need to add more than four, you will have to re-enter the case after submission and finish uploading. (See Step 13).





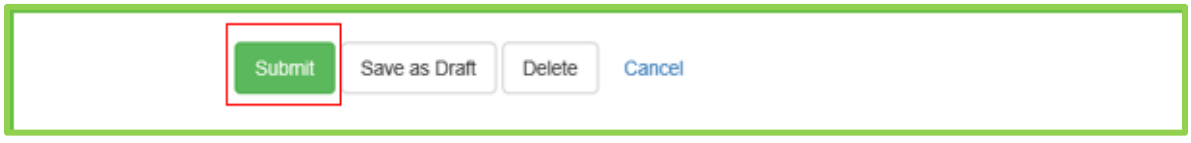
10) Notes Section:

- **A.** Note Type: Auto-populates to **Web.**
- B. Note Text: Add notes according to the request, i.e., QRTP review request or Additional information submitted.
- C. Note Encounter: Auto-populates the date.
- D. Note Encounter Time: Auto-populates the time.



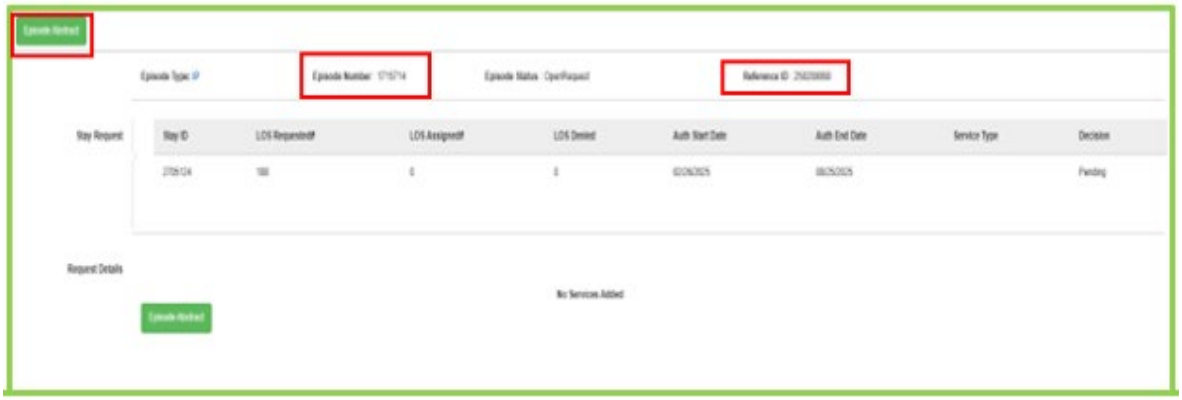
11) Submit review, **Save as Draft**, or **Delete:**

- A. **Submit**: Episode will be submitted to Comagine Health.
- B. **Save as Draft**: Episode will not submit to Comagine Health; but will be saved as a draft for later submission or edits.
- C. **Delete**: The request will be deleted.



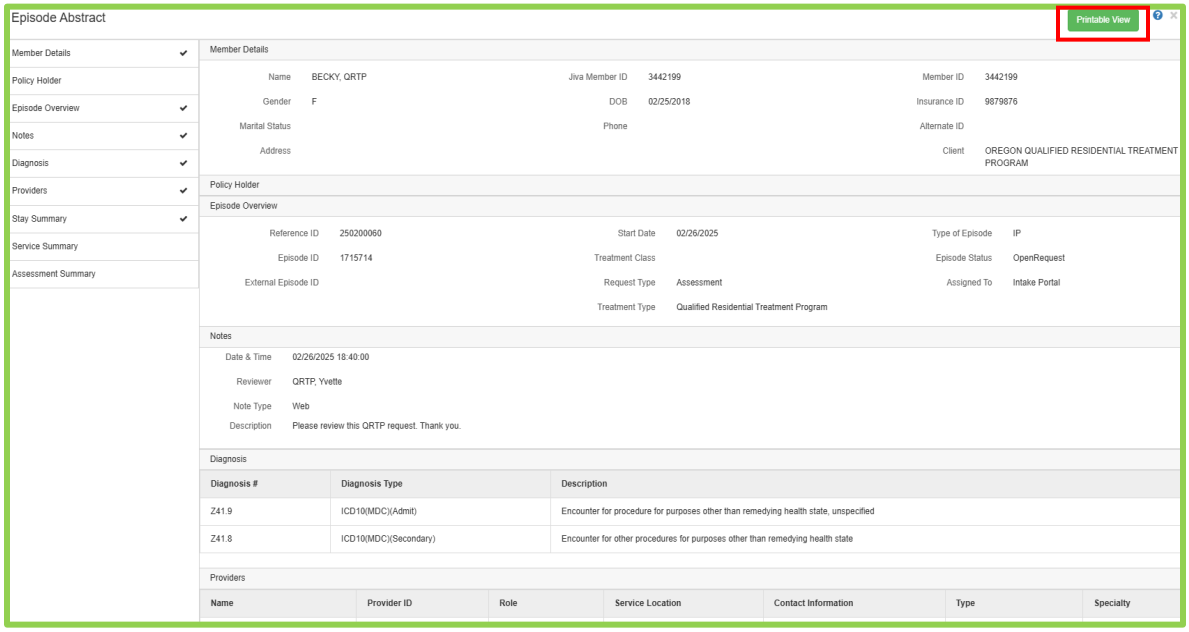
12) Make note of the CHPP Reference ID number for your records to locate the episode faster.

A. Tip: Reference ID can be added when searching for your request within the CHPP



B. Selecting the green **Episode Abstract** allows you to review what was submitted in read-only format. Edits are not allowed in the Abstract view.

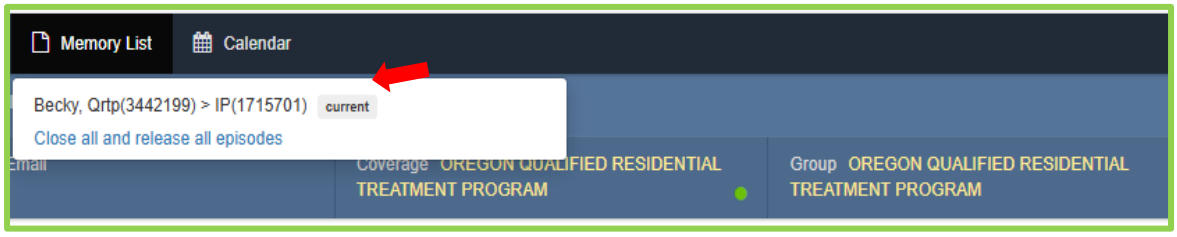
C. You can print by selecting Printable View button in the top right corner.



13) If you need to submit additional documents, you may locate your episode by visiting your memory list at the top of the screen or completing a search by clicking Menu and then Search Request.

A. Select the episode you were working on in the Memory List or search for the Reference ID in the Search Request.

B. Click on Add Document and follow Step 9 *Add Documents* (above)



C. **Always go to Memory List and close out of Episodes**. This will ensure Comagine Health, and the consultants, have access to review your submission.

D. Click on the "X" next to the episode or click "Close All" to clear the Memory list.

If you need further assistance:

CHPP TECHNICAL ASSISTANCE: 888-416-3184

CHPP LOG-ON LINK: **https://comaginepp.zeomega.com**