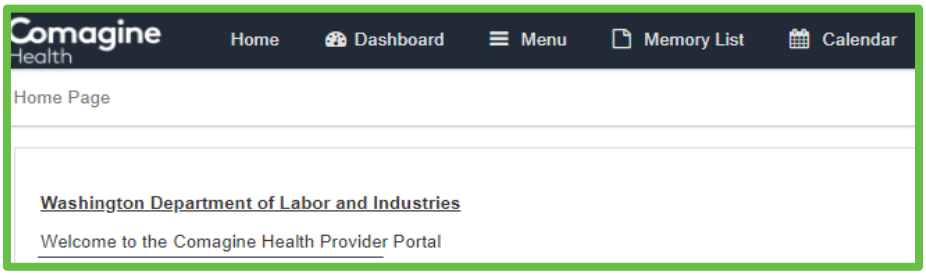
Submitting PT/OT/Work Conditioning Requests

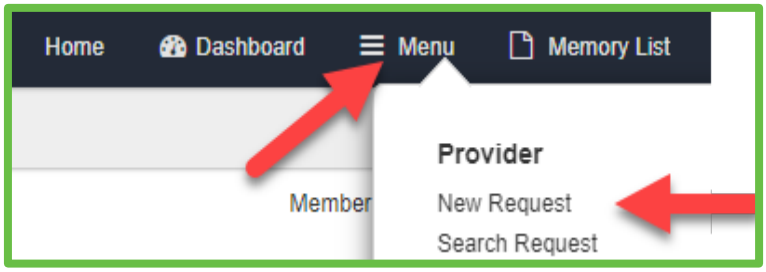
Via the Comagine Health Provider Portal (CHPP)

This document will provide instructions for entering requests for the Washington State Department of Labor and Industries injured workers (IW) for Physical Therapy (PT), Occupational Therapy (OT) and Work Conditioning (WC). Upon login from the OneHealthPort Single Sign-On page, the user will land on the CHPP Home Page.

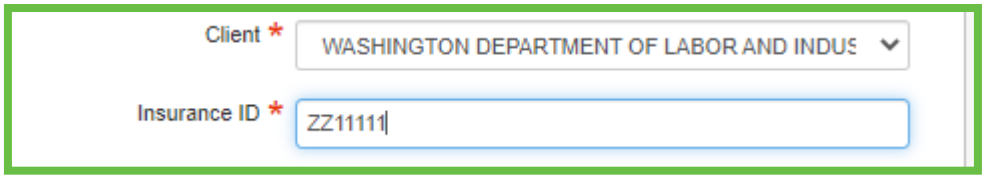
1) **Home Page:**
   - **A. Home Page** – Where Comagine Health posts announcements, documents, and helpful links.
   - **B. Dashboard** – Where requests can be tracked and managed.
   - **C. Menu** – To start a **New Request** or to **Search** Request.
   - **D. Memory List** – Items the logged in user has open.
   - **E. Calendar** – Not in use.



2) Submit a **New Request:**
   - **A.** Click on **Menu** and from the drop down, select **New Request**.



   - **B.** Under **Client**: Select **WASHINGTON DEPARTMENT OF LABOR AND INDUSTRIES**.
   - **C.** Under **Insurance ID**: Enter the Department of Labor and Industries (LNI) claim number.
   - **D.** Click on **Search**.

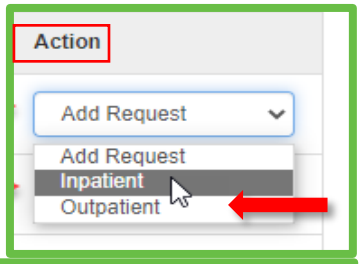


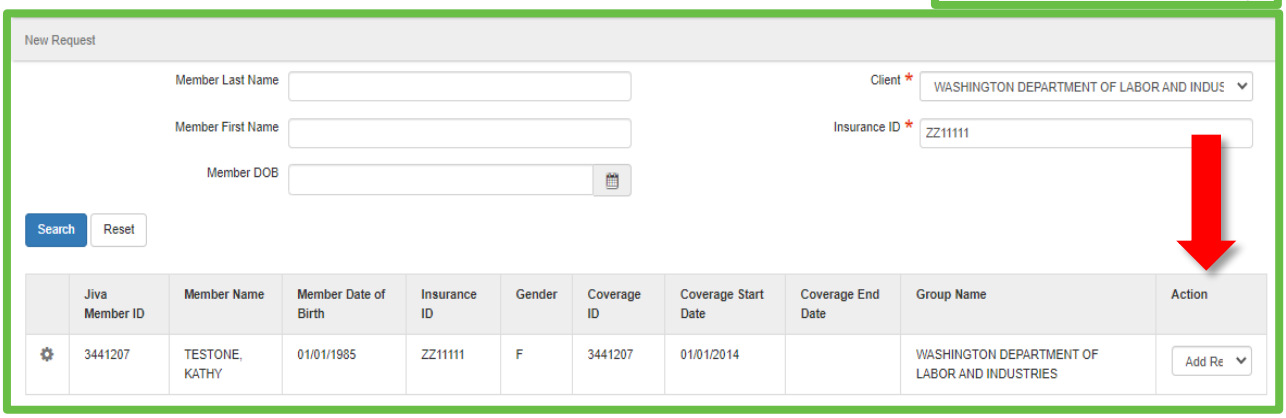
If the search returns no results, confirm the claim number is correct and if so, you will need to enter the IW before you can add a new request. Please see document titled "Adding a Member" for instructions.

E. Once the search return displays the IW for whom you are trying to enter a request**:**

i. In the **Action** column, select **Add Request**.

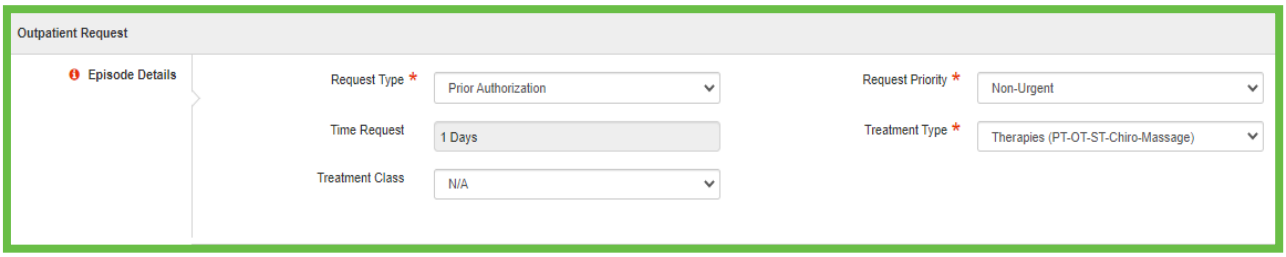
ii. From the drop-down menu, select **Outpatient** (OP).





F. The **Outpatient Request** screen will display. Focus on completing the fields with red asterisks as these are the mandatory fields. It is not necessary to complete other fields unless instructed.

Outpatient Request View:



3) Episode Details. Complete these fields, including the **Treatment Class**, in the following order:

A. Request Type *: **Prior Authorization**.

B. Time Request: Defaults to **1 day**, do not change.

C. Treatment Class: Select **N/A** (MUST be completed even though an asterisk is not present).

D. Request Priority*: **Non-Urgent** will auto-populate.

E. Treatment Type*: Select **Therapies (PT-OT-ST-Chiro-Massage)**.

4) Diagnosis:

A. Code Type*: **ICD-10** will auto-populate.

B. Diagnosis*: Only enter one diagnosis at a time.

i. The diagnosis codes will appear in a drop-down menu as you start typing, you can then select the appropriate code.

ii. Example: S93.601A will appear below once you select it by clicking on it.

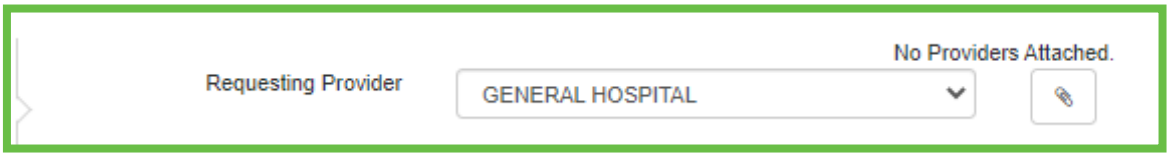
iii. The first code entered will be the primary diagnosis code. Primary DX can be amended by selecting the yellow star on the primary DX line.

iv. Only one code is required. A maximum of three can be added.



5) Provider Details:

A. Attach yourself as the **Requesting Provider** as the first step by clicking the **paperclip** button next to your organizational name. This step is required if you want other staff within your organization to be able to see the request in the system.

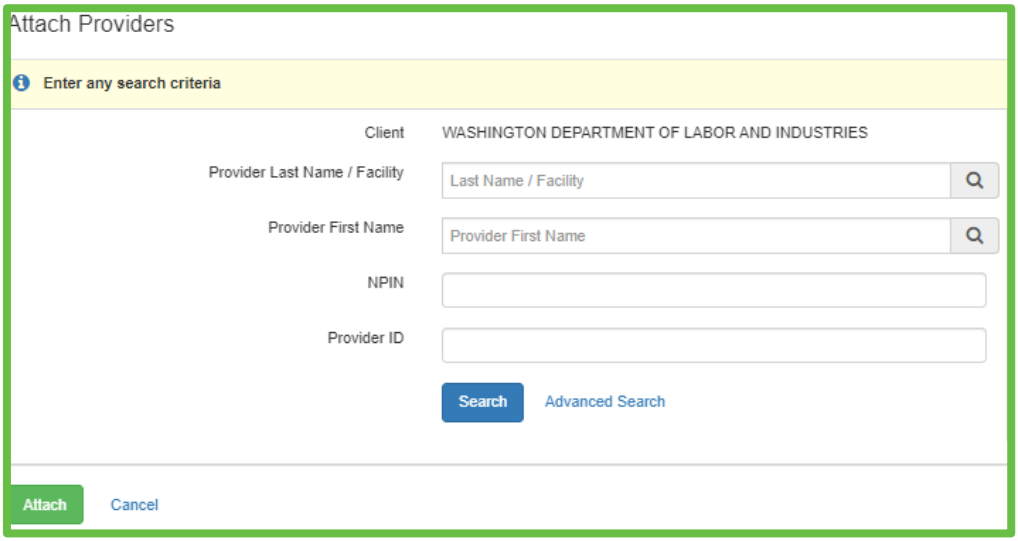


B. Select **Attach Providers** by clicking on the blue **Attach Providers** button to add two additional providers.

i. Treating: The provider ordering the therapy.

ii. Admitting: The facility where therapy will be taking place.

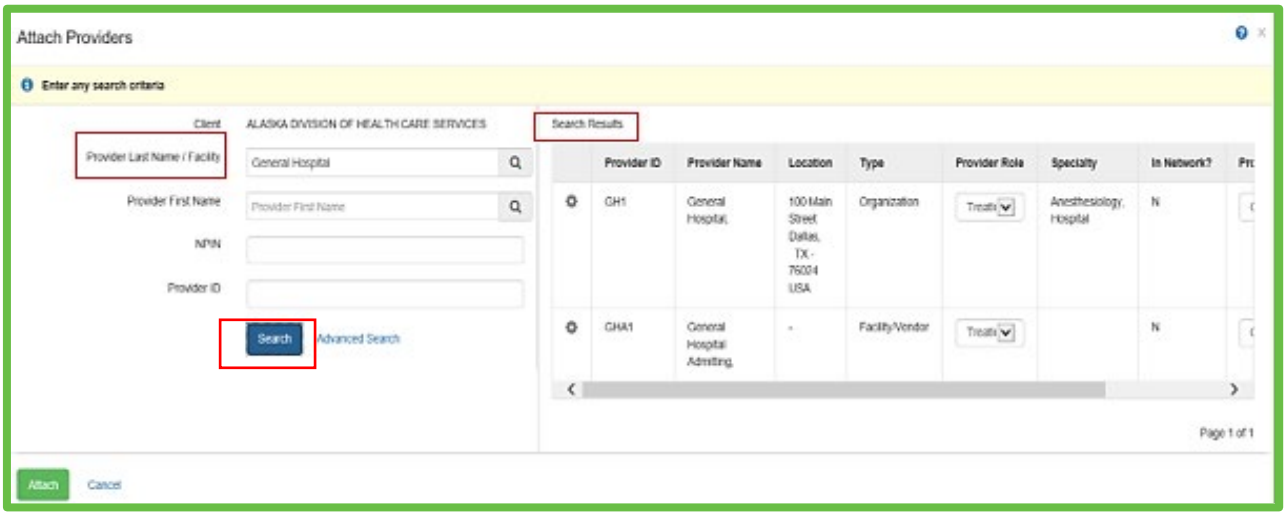
C. After clicking the **Attach Provider** button, the screen below will appear. You can do a basic **Search** or **Advanced Search** for Providers.



D. For the facility, search by entering the agency name, NPIN, or Provider ID under **Provider Last Name/Facility**, **NPIN**, or **Provider ID**. Note: Using NPIN or LNI Provider ID number is recommended to start.

E. Select from the drop-down menu.

F. Click **Search**. The search results for the facility will appear on the right if the facility exists in the system for the LNI client.



G. Click on the **gear icon (⚙)** under search results and chose **Multiple Attach. Single Attach** will allow you to attach one provider at a time to the episode.

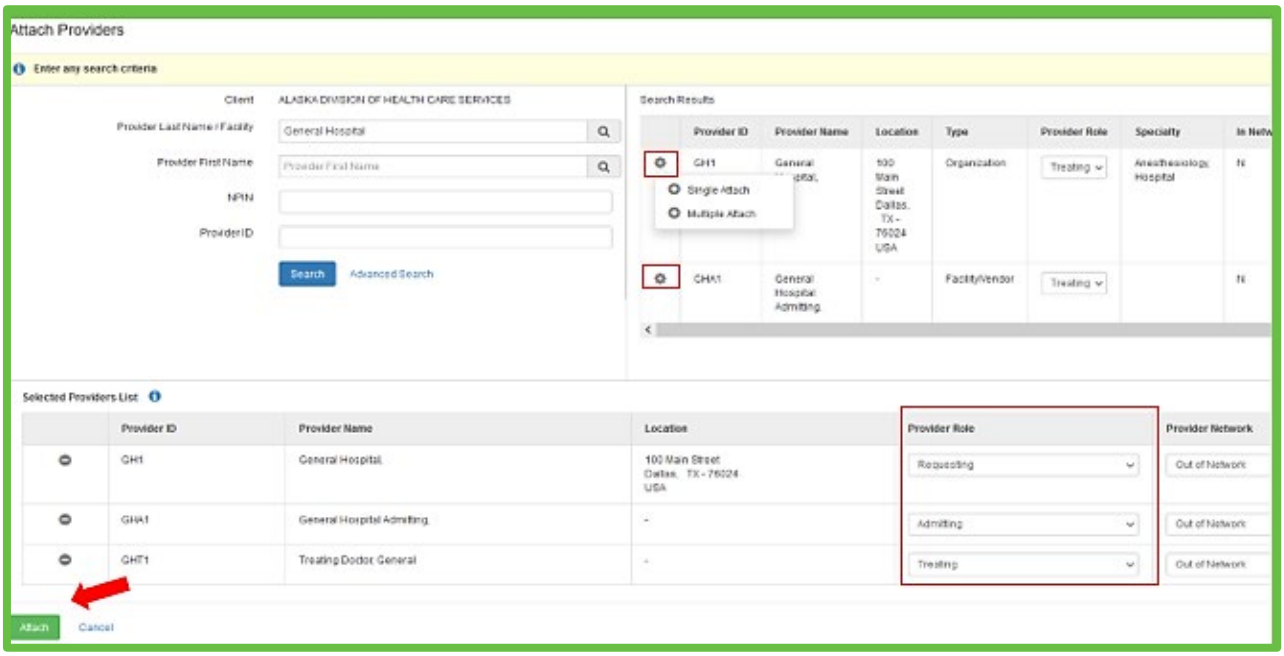
H. The list of the providers will appear **under Selected Provider List**.

i. Select the appropriate role for each provider – only one of each of these provider types can be added to a request and one of each is required for submission.

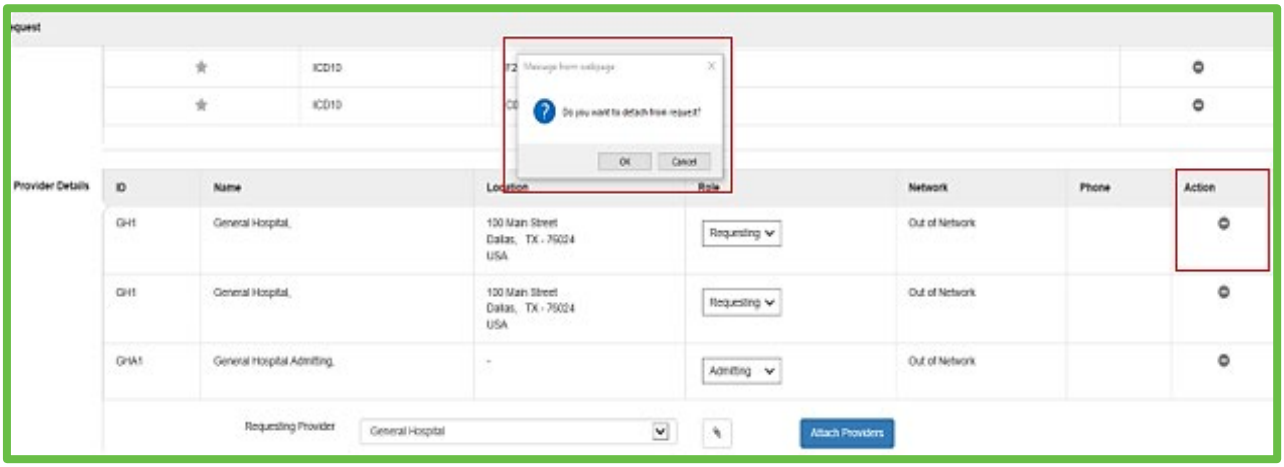
- **Admitting**: Therapy office where services will be provided.
- **Treating**: Provider ordering the therapy.

ii. Once all providers have been selected and the appropriate roles assigned, then click on the green **Attach** button to add the providers to your request.

If the provider you need to add is not in the system, call Comagine Health immediately at 800-541-2894. Staff can add the provider so that you can complete your request.



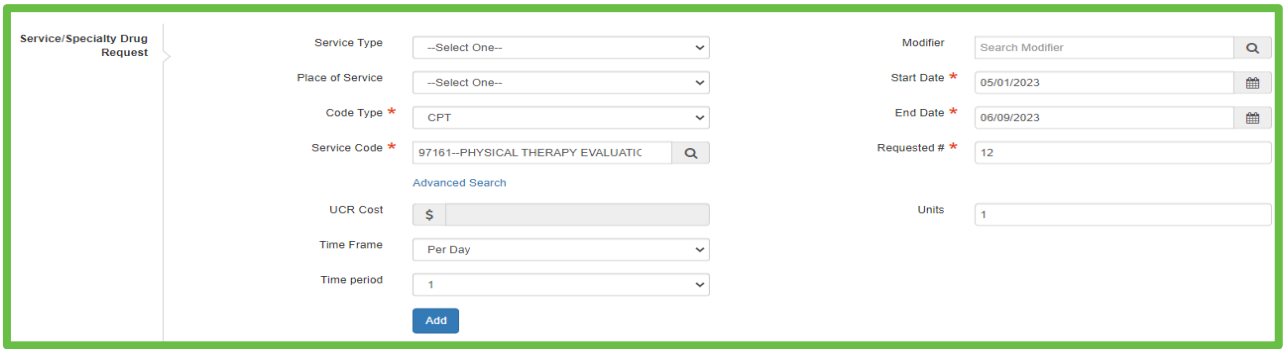
I. If a provider is selected in error, click the **minus icon** under **Action** to detach the provider. A pop-up message will ask, "Do you want to detach from request?". Click **OK.** You can then click **Attach Providers** to search for and add the correct provider, if needed.



6) Next the **Service Request** section will be completed with the details of the therapy being requested. **Service/Specialty Drug Request (OP only):**

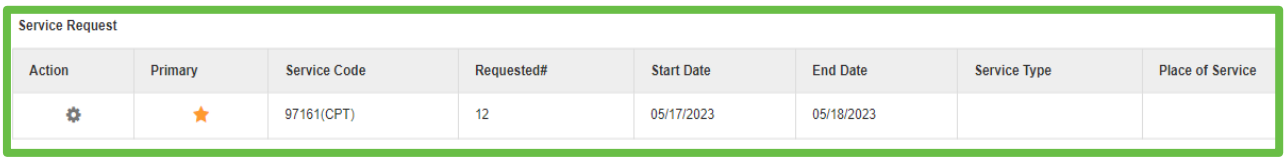
- **A. Service Type**: Leave blank or select **N/A**.
- **B. Place of Service**: Leave blank.
- **C. Code Type***: Select code type **CPT**.
- **D. Service Code***: Enter the code specific to the type of therapy being requested as follows:
  - **i. PT** – 97161
  - **ii. OT** – 97165
  - **iii. WC** – 97545
- **E. Time Frame**: Auto-populates to **per day** – no need to change.
- **F. Time Period:** Leave blank.

G. **Modifier**: Leave blank.
H. **Start Date***: Enter MM/DD/YYYY or select from calendar.
I. **End Date***: Auto-populates and can be modified – should be based on the number of times per week that the IW is being seen. *NOTE: The dates of service may have to be updated when the case is sent to LNI to avoid conflicts with existing authorizations in their system. If services are authorized, the determination of dates of service will ultimately be made by the Department*.
J. **Requested #***: Enter number requested – usually 12 for PT and OT, 20 for Work Conditioning. *NOTE: System will not allow submission for fewer than 5 visits. If the request is for 4 or fewer visits, please fax the request with dates of service needed. Portal submissions that are for 4 or fewer visits must be voided.*
K. **Units**: Auto-populates to **1** and does not need to be updated.
L. Click on the blue **Add** button.



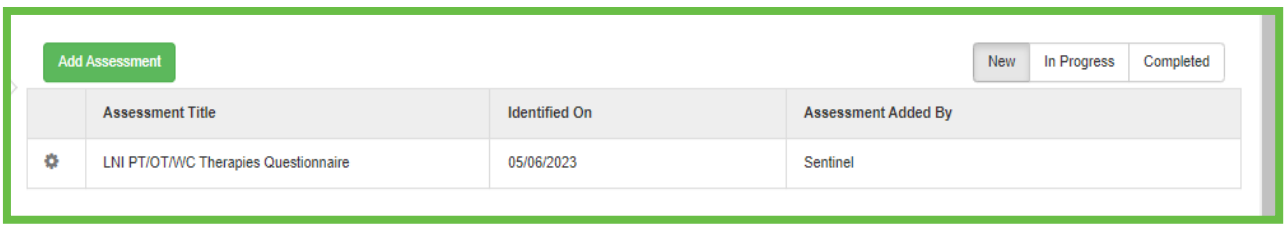
7) Outpatient (OP) Service Request view:

A. To edit a service, click on the **gear icon** in the **Action** column and select **Edit**. A new screen will open for edits.
B. To remove a service, click on the **gear icon** in the **Action** column and select **Remove**. A box will open to confirm you want to remove. Click **OK** to remove.



8) Assessments (also known as questionnaires):

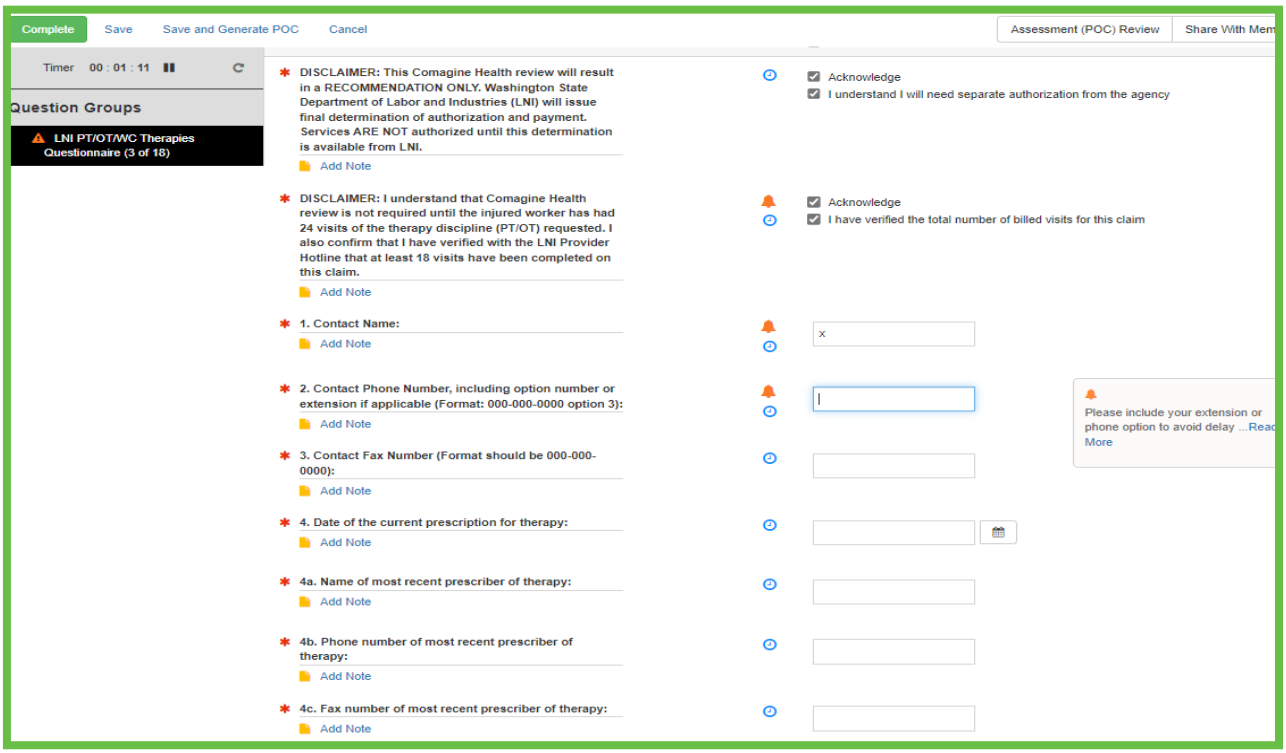
A. Once you have added a service, the review is saved as a draft and the **Assessment** section is available on the screen. The assessment you need to complete is shown under the new tab, to the right of the green **Add Assessment** button.
B. From the **gear** (⚙), select **Start** to begin the **LNI PT/OT/WC Therapies Questionnaire**.

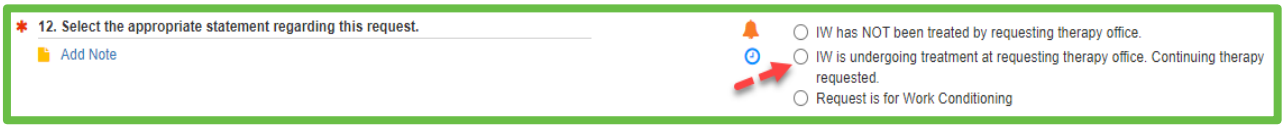


C. You MUST complete this assessment to submit a request.

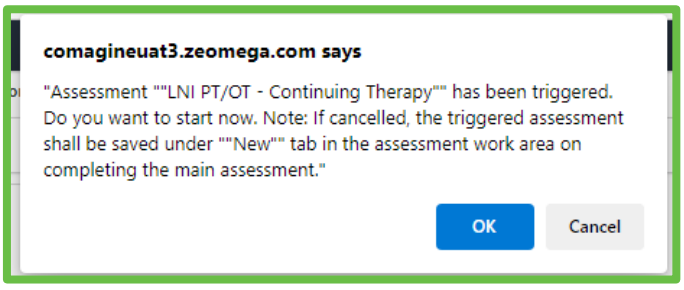
i. Answer all the questions.

ii. Once you have answered the questions, mark the assessment complete. If you only **Save** and not **Complete** you will not be able to submit your review.

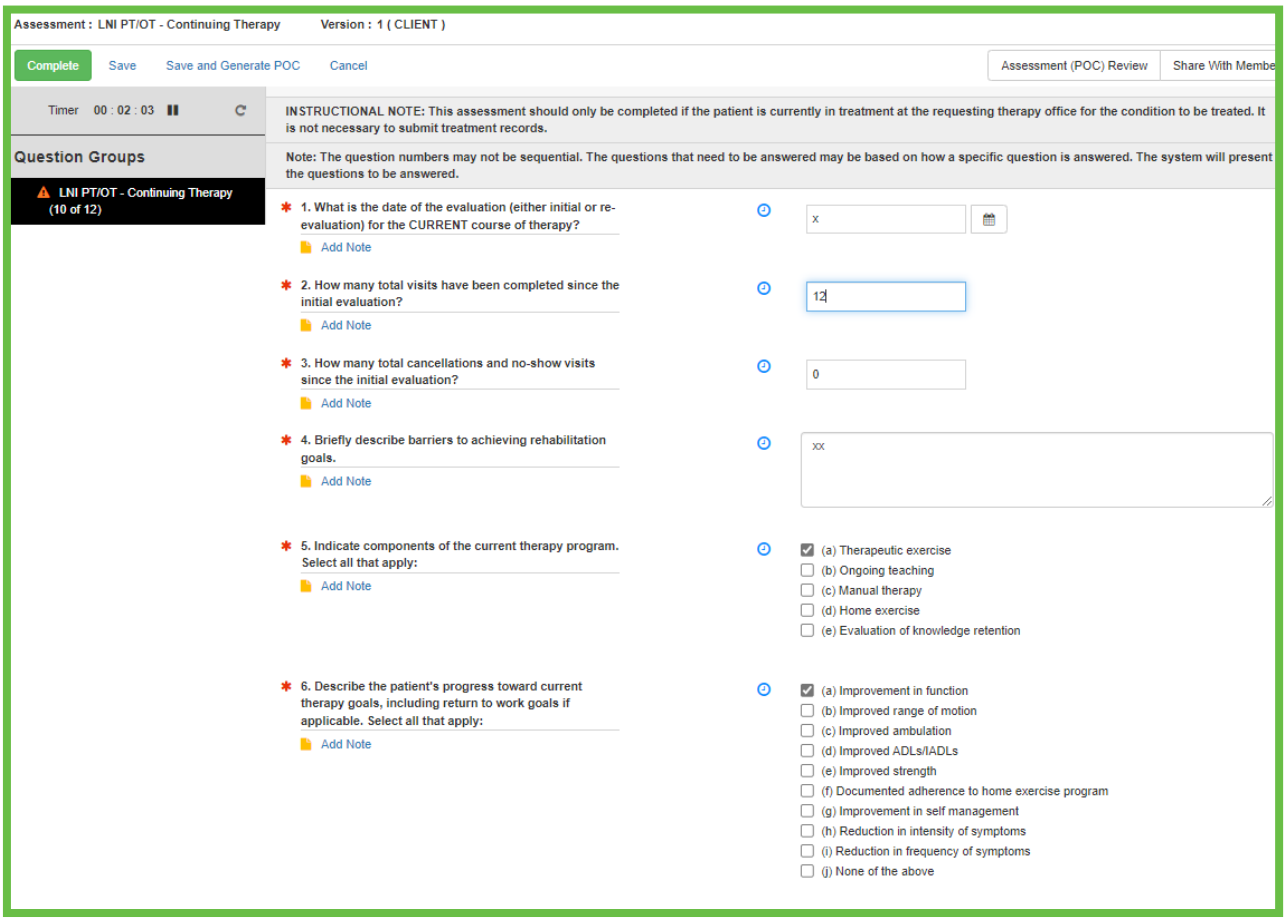




D. Continuing therapy requests: If question #12 is answered indicating a request for **Continuing Therapy**, an additional assessment will be required and a pop-up message regarding the trigger assessment will be presented.



E. Click **OK** to complete the trigger assessment. You will be taken back to the original assessment which will need to be marked complete so you can submit the request.



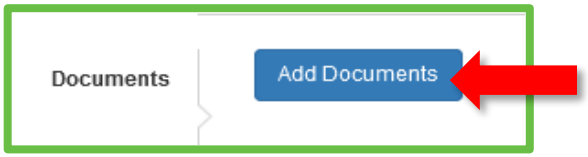
F. Answer the questions presented and once there are no more questions, select the **Complete** button.

G. Once the assessment is marked complete you can view it under the **Completed** tab. If you start but do not complete the assessment it will be found under the **In Progress** tab.



Documents, including the Work Conditioning Questionnaire and the LNI Physical Medicine Progress Report Form can be added to the request prior to submission. Other records can be added, if necessary, with a limit of four (4) documents allowed.

9) Documents:



A. Click on the blue **Add Documents** button.

B. **Document Title**: Enter the name of the document.

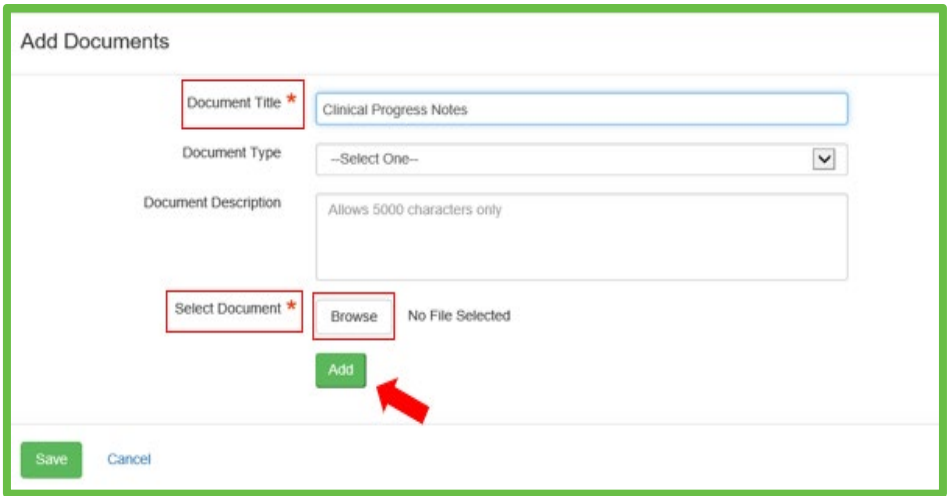
C. **Document Type**: Optional to select.

D. **Document Description**: Not required to complete; can add a note to indicate what is being uploaded.

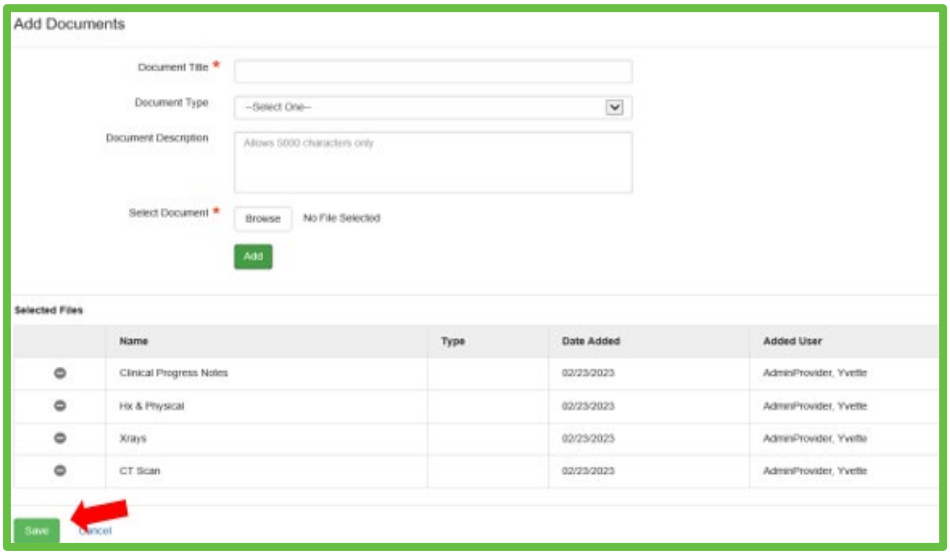
E. Select document by clicking the **Browse** button which will open a window to allow you to search your computer for the document you wish to attach.

F. Once you find the document and select it, click the green **Add** button. The document will be added to a list at the bottom of the **Documents** section of the screen.

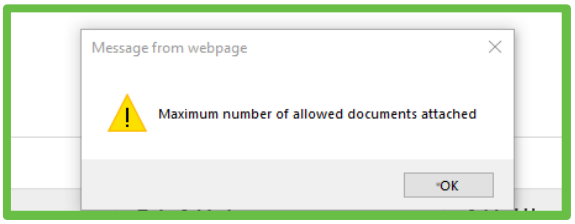
G. Repeat these steps until you have all the documents you want to attach in your **Selected Files** list.



H. Once you have selected all the documents to be attached, click **Save** to attach the documents to the request.



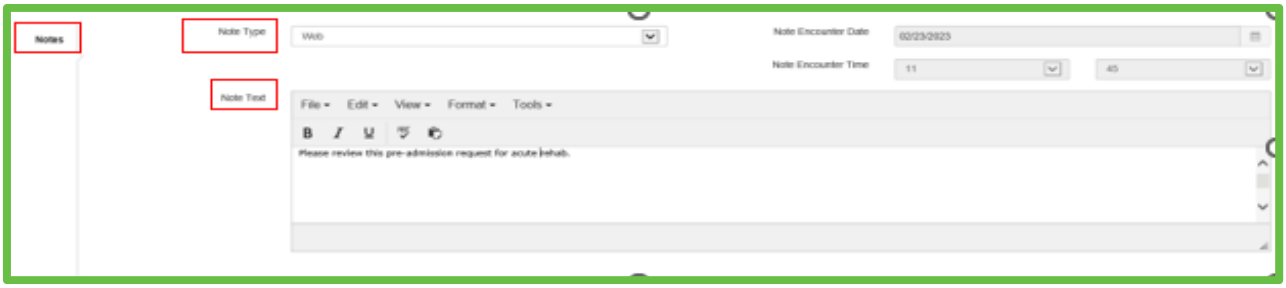
I. The maximum number of allowed documents attached is 4. If the number of uploaded documents exceeds 4, an error message will appear.



If more than 4 documents need to be attached, contact Comagine Health for assistance.

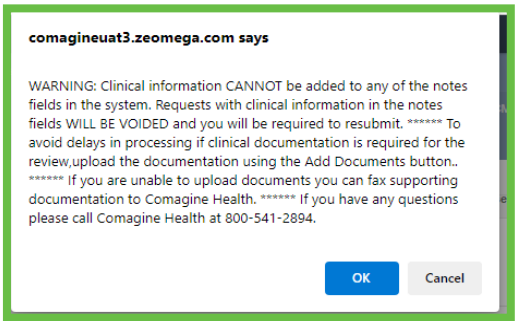
10) Notes:

- **A.** Please DO NOT type in or copy and paste clinical information into ANY of the note fields in the system. **IF YOU DO, THE CASE WILL BE VOIDED AND YOU WILL BE REQUIRED TO ENTER IT AGAIN**. Having clinical data here will interfere with the transfer to the LNI systems. Comagine Health staff will enter notes to communicate with the provider when information is needed and to advise them of the status of the request as it moves through the process.
- **B.** You can enter a note if there is something specific you want to highlight. A note is not required to submit a request.

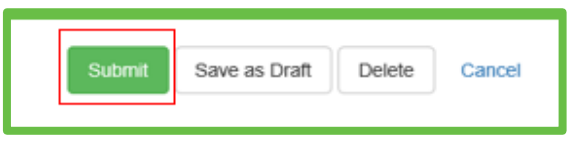


11) Submit:

- **A.** Review the request.
- **B.** Once it is complete, hit the green **Submit** button.
- **C.** You will see the following warning message (which will also appear if you chose to save the review as a DRAFT at any point).

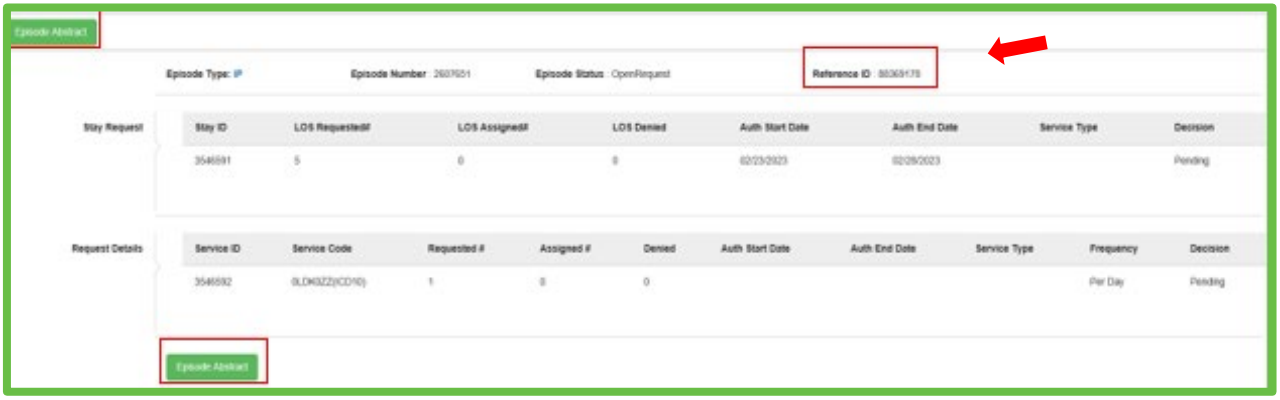


- **D.** Select **OK**. If there are any other errors, additional error messages will come up and explain what information is needed to allow the request to be submitted.
- **E.** Options:
  - **i. Submit**: Episode will be submitted to Comagine Health.
  - **ii. Save as Draft:** Episode will not be submitted to Comagine Health but will be saved as a draft to be completed and submitted at a later time.
  - **iii. Delete**: You can choose to delete the request by selecting **Delete**.

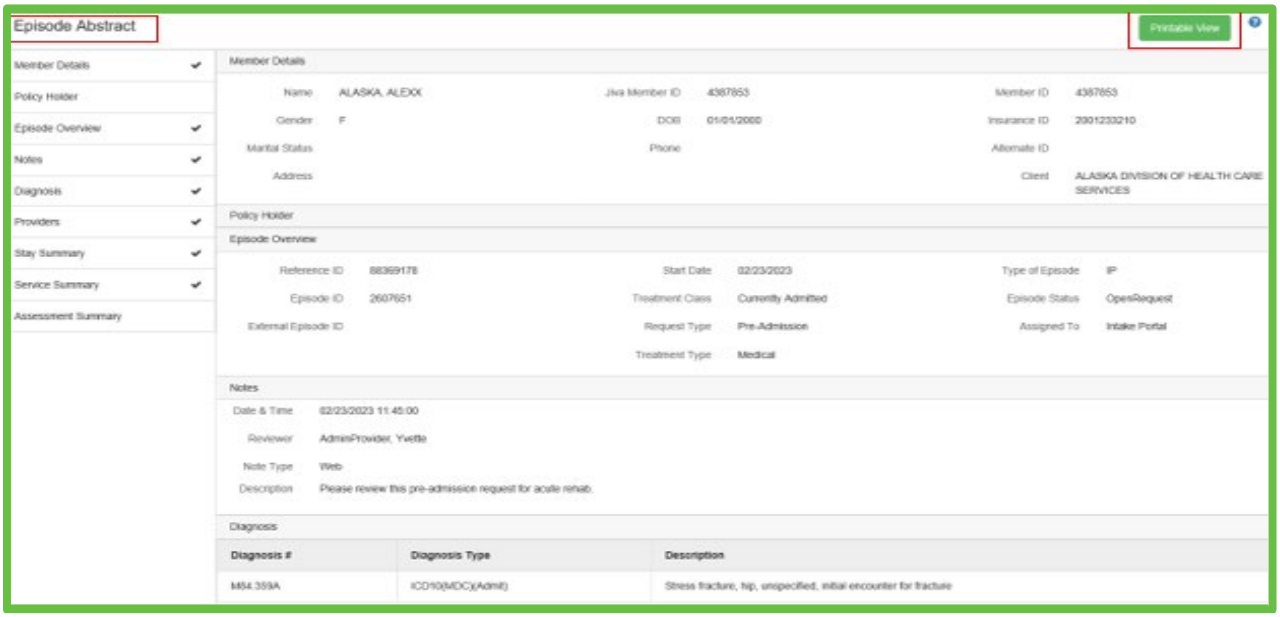


12) **Request Details** screen:

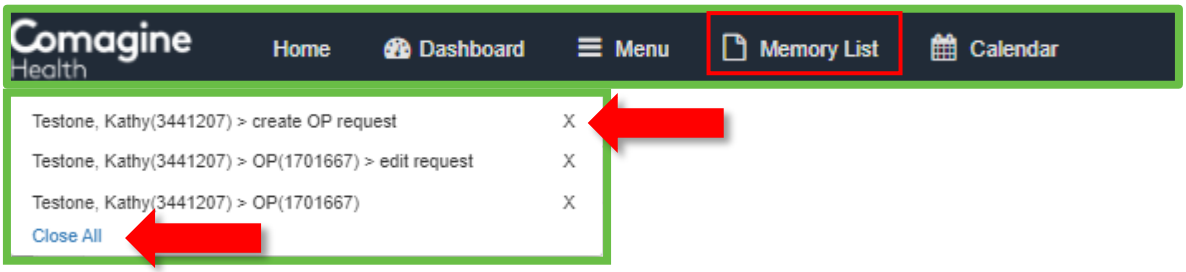
A. Make a note of the **Reference ID** number for your records.



B. The screen shows the details of your request. Select the **Episode Abstract** to have a printable view of the request details, including answers to the assessments.



13) **FINAL STEP:** To ensure the request can be accessed by Comagine Health staff immediately, click on **Dashboard** and then click on the **Memory List** and select **Close All** (or if you have other cases open, close the windows associated with the case just submitted by clicking the **x** next to it).



For assistance while entering a request, you can call Comagine Health at 800-541-2894. The staff will be able to help you complete your request.