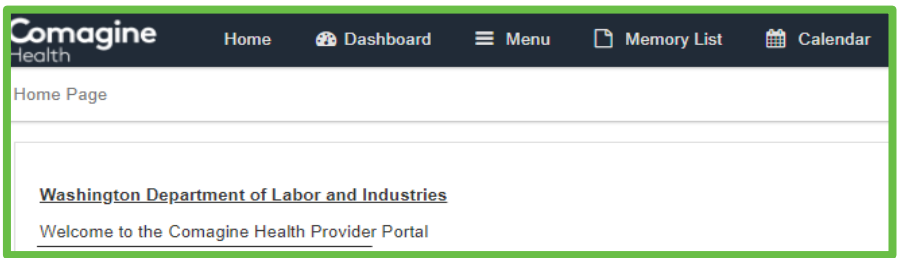
Adding a Member to Jiva

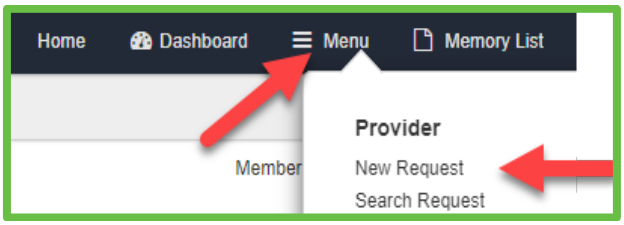
Via the Comagine Health Provider Portal (CHPP)

This document will provide instructions for adding a patient to Jiva to submit a request for Washington State Department of Labor and Industries (LNI) and Washington Medicaid – Apple Health (WAM) patients through the CHPP. Upon login from the OneHealthPort Single Sign-On page, the user will land on the CHPP Home Page.

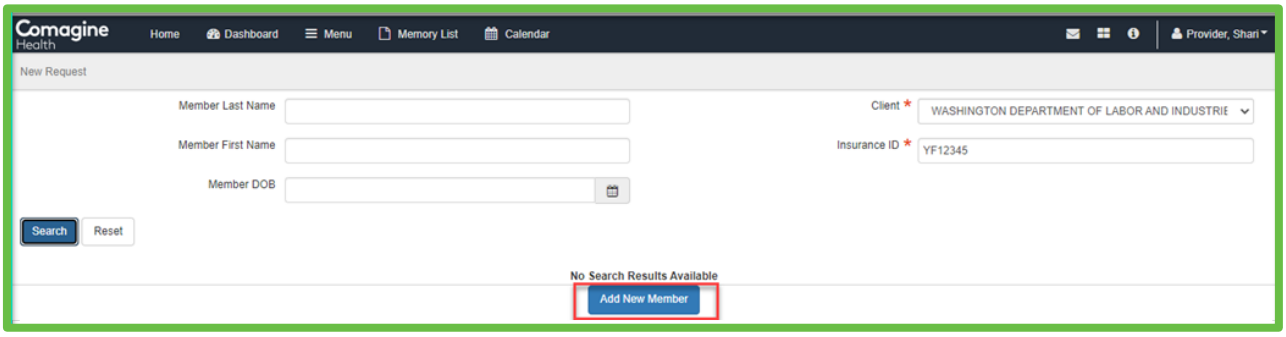
1) **Home Page**:



1) **New Request.** To determine if the patient is in Jiva, you will need to begin entering a request.
   A. Click on **Menu** for **New Request**.

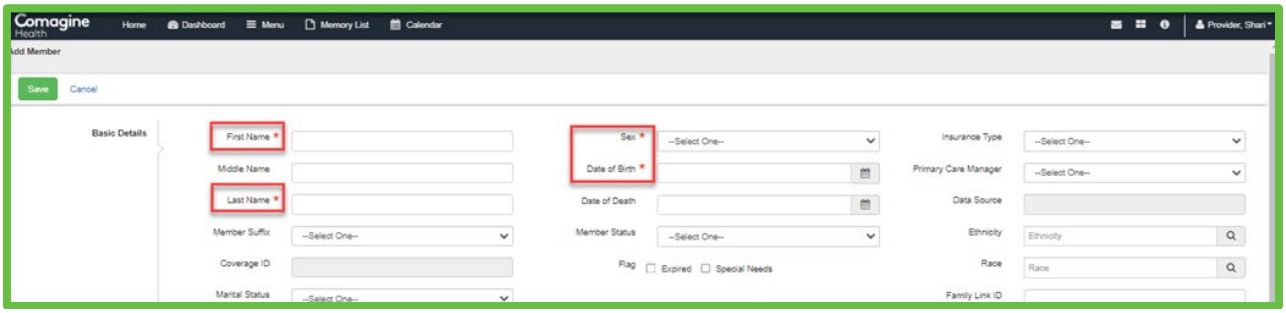


   B. Under **Client**: Select **Washington Department of Labor and Industries** or **Washington Medicaid.**
   C. Under **Insurance ID**: Enter **LNI claim number** or **WAM Provider One ID number**.
   D. Click on **Search.**
   E. If the search returns no results the **Add New Member** option becomes available. *Note: The system does not allow duplicate Insurance ID numbers. Be sure you searched with the correct number before trying to add the patient.*

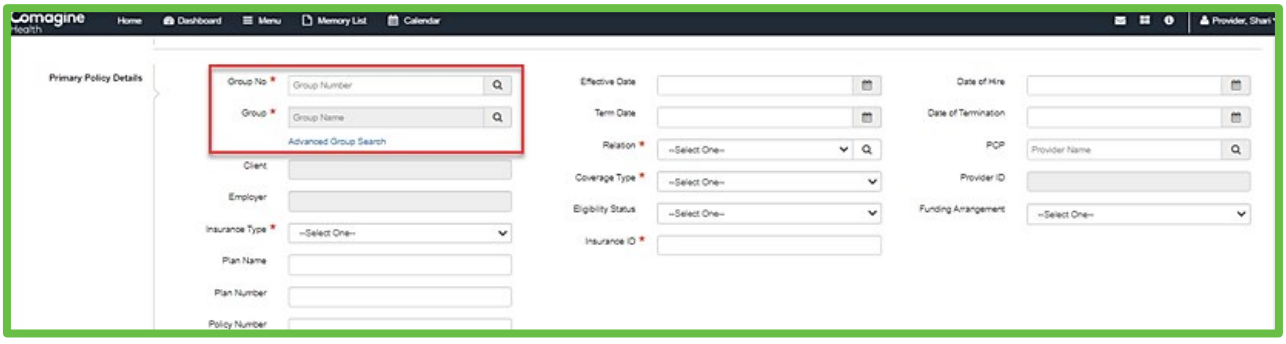


2) If a **New Request** search does not return any patient information, and the user confirms that the insurance ID information is correct, the patient will need to be entered.
   A. To enter a new member, click the **Add New Member** button. Two sections will need to be completed. Focus on the fields marked with red asterisks as those are the only required fields.

3) **Basic Detail Section.** Enter the following fields:
   A. **First Name**.
   B. **Last Name** – *Note: For LNI, this must match the LNI system exactly to prevent delays in transfer of the request to LNI.*
   C. **Sex**.
   D. **Date of Birth**.
   E. In addition to the information above, an insurance ID is required to enter the patient. The following is required:
      i. LNI – claim number.
      ii. WAM – Provider One ID number.



4) **Primary Policy Details.** Enter only the following fields:
   A. **Group Number** (an **Advanced Group Search** can be used if the group number is not known).
      i. LNI – 250.
      ii. WAM – 800.



5) Once the **Group Number** and **Group** fields are populated, the following fields will automatically populate. It is not necessary to change any of these fields:
   A. **Client** and **Employer** – Will be the same as the Group.
   B. **Insurance Type**.
   C. **Effective Date**.

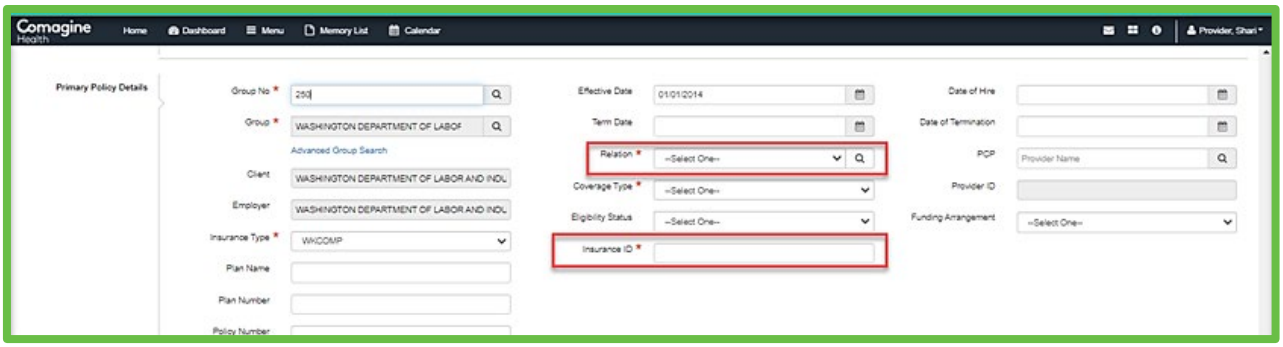
D. Additional fields contain a red asterisk and need to be entered:

i. **Relation**: Always select **Self** while entering the IW or Medicaid patient, not a dependent.

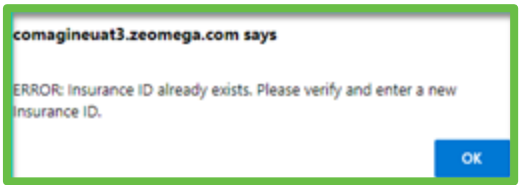
ii. **Coverage Type**: Is NOT mandatory once the correct **Relation** of **Self** is selected.

iii. **Insurance ID**: Enter the LNI Claim number, or the Medicaid Provider One ID number as follows:

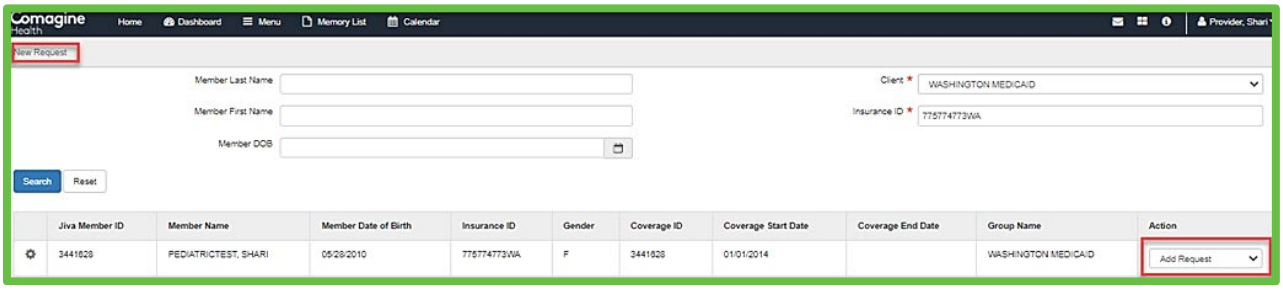
- LNI: One or two letters followed by 5 or 6 numbers – total of 7 characters.
- WAM: Nine numbers followed by WA. Starts with a 1 or a 2.
- Letters for both must be entered in ALL CAPS.



E. If the LNI claim number or WAM Provider One ID number already exists in the system, the following error message will appear:



6) Verify that you have entered the correct information. Once the member has been saved, you are on the **New Request** screen and can begin your request.



For assistance, contact Comagine Health.

Labor and Industries: 800-541-2894

Washington Medicaid: 888-213-7513