Comagine Health

Comagine Health's Provider Portal Jiva 6.3 Upgrade Training

Kathy Ribail, Trainer, Care Management

May 2023

Objectives

- Review the Comagine Health Provider Portal (CHPP)
- Review Log-on Information
- Review Updated Dashboard Features
- Learn how to enter an Authorization Request
- Review Provider Resources

Participants will remain on mute during the presentation. Please put any questions into the chat. We will monitor chat throughout the presentation and answer questions.

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What’s New!

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Provider Portal Upgrade

- **Effective June 5th, 2023**, the Jiva Care Management system will be upgraded, and the Comagine Health Provider Portal (CHPP) will look different
- Staff are prepared to provide support, answer questions and share resources
- Access is through OneHealthPort Single Sign-On
- New login/passwords will not be needed

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Comagine Health Provider Portal (CHPP)

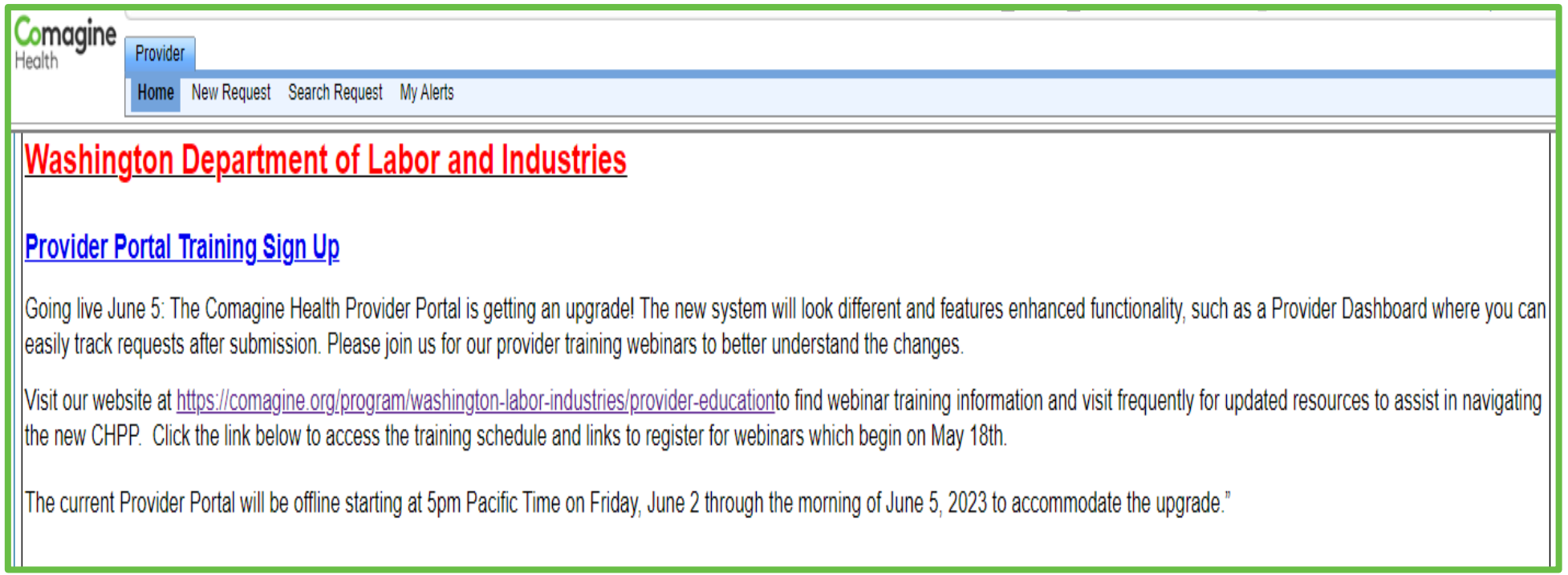
- Access the CHPP via OneHealthPort Single Sign-on https://www.onehealthport.com
- From the dropdown, select Comagine Health



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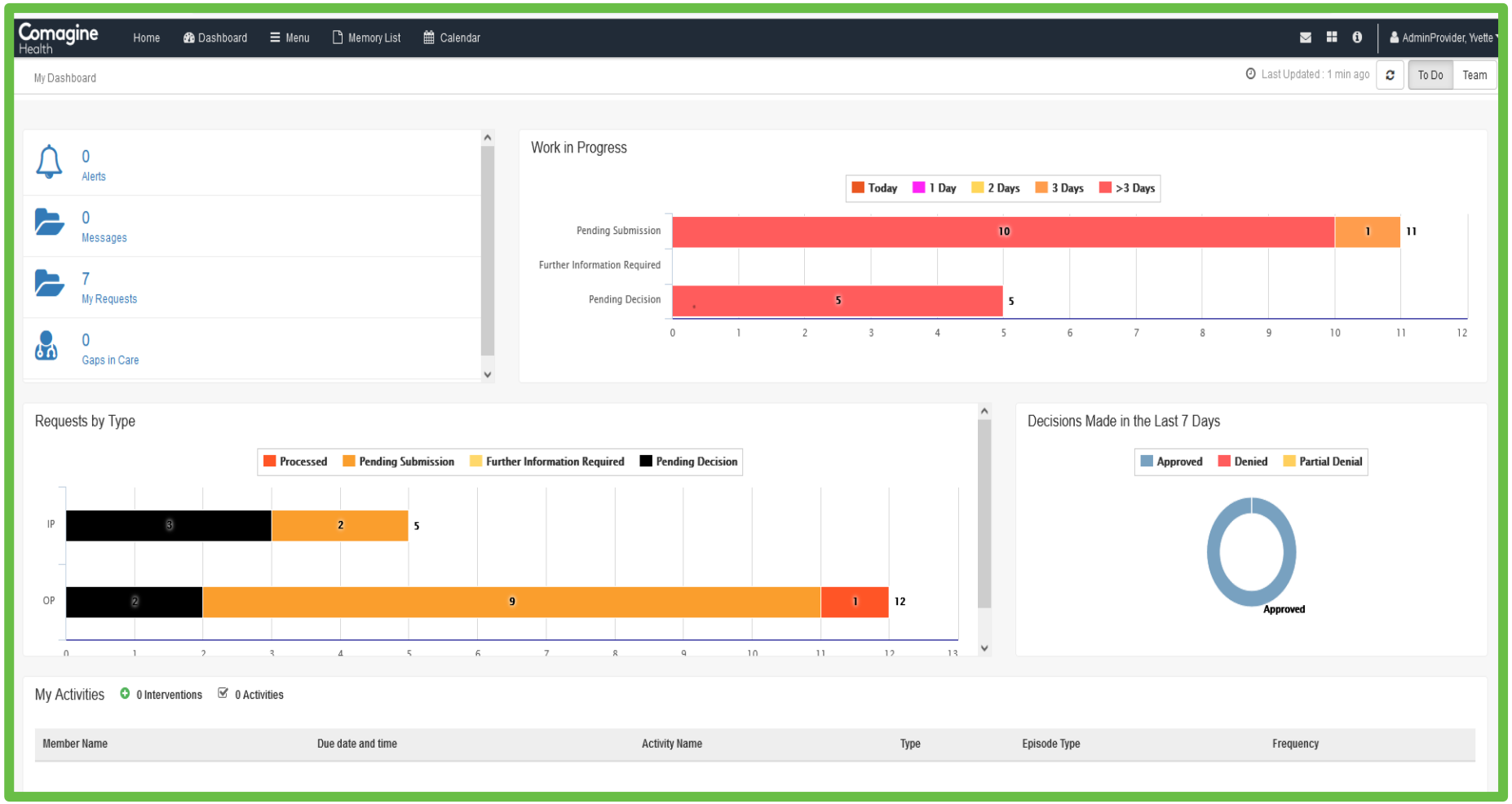
Provider Home Page

- Step-by-step instructions will be posted here (in .pdf for downloading)
- Announcements/updates will be made as needed



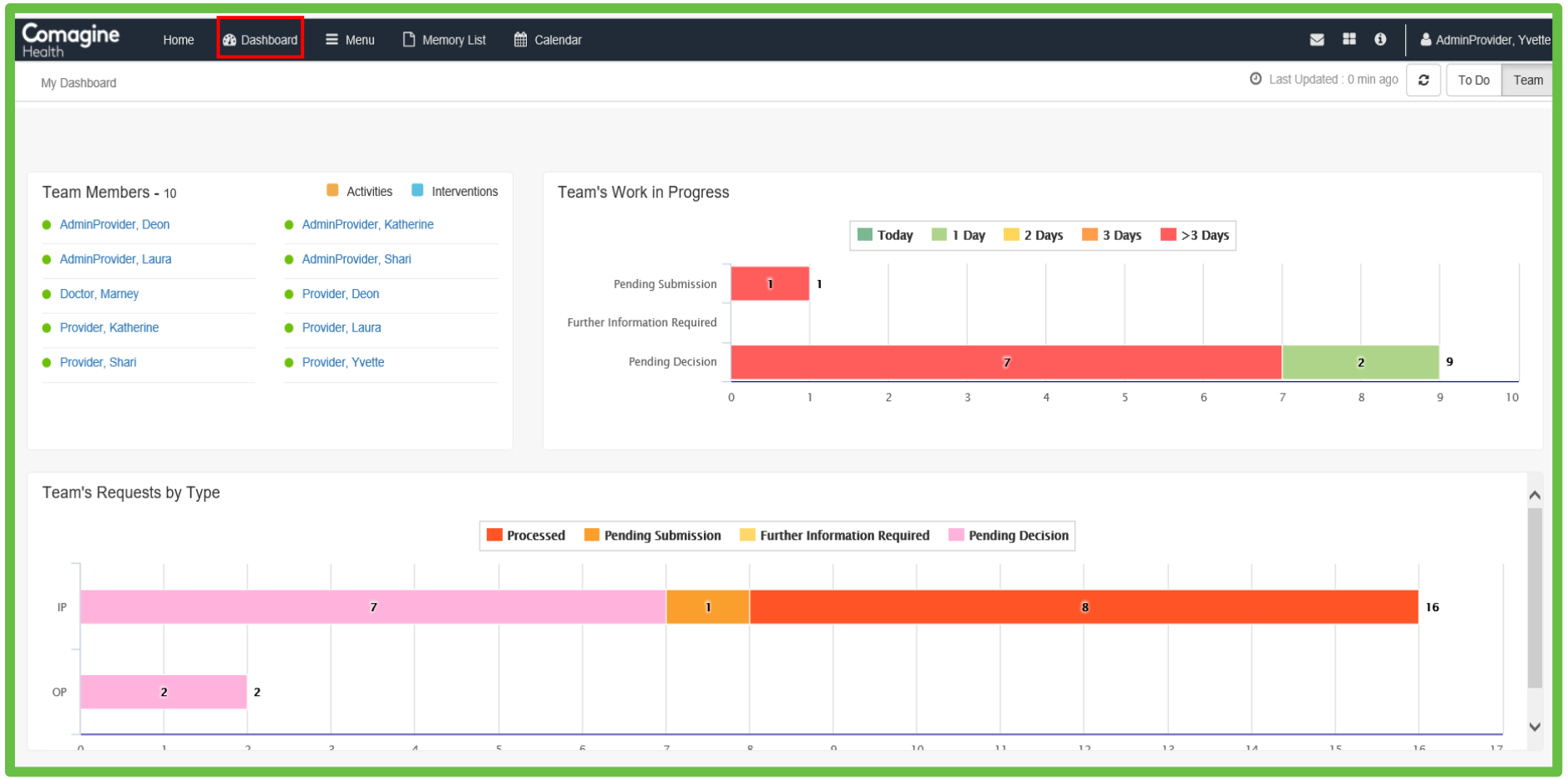
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Provider Dashboard - To Do



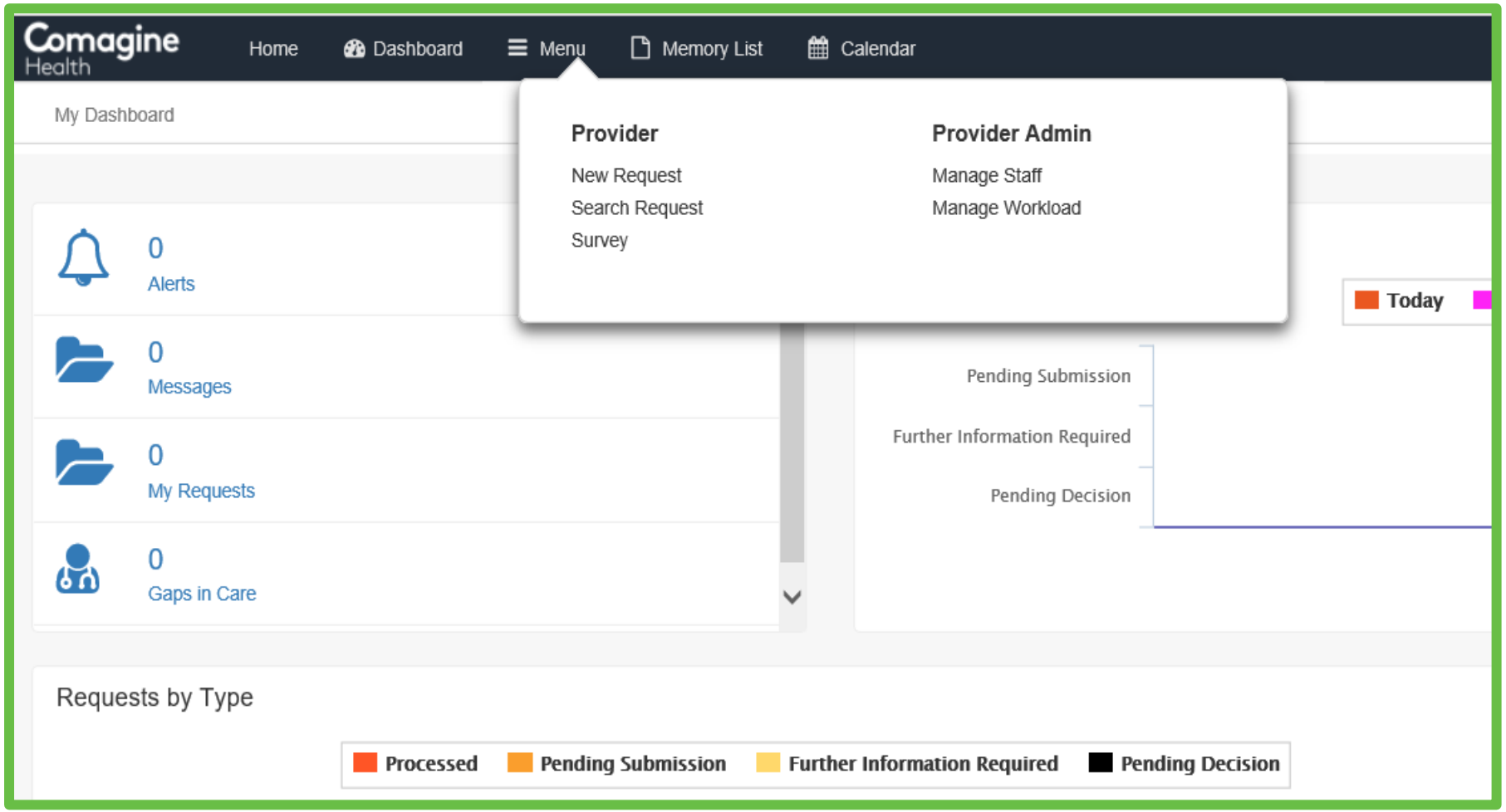
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Provider Dashboard - Teams



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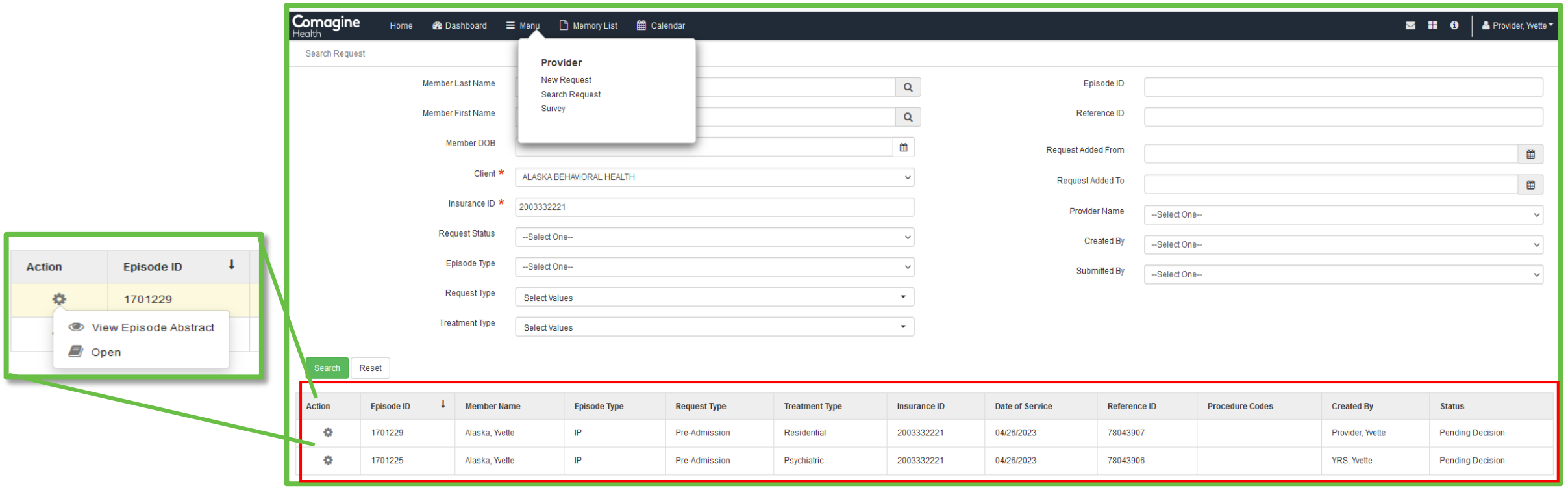
How to Search or Submit a New Request



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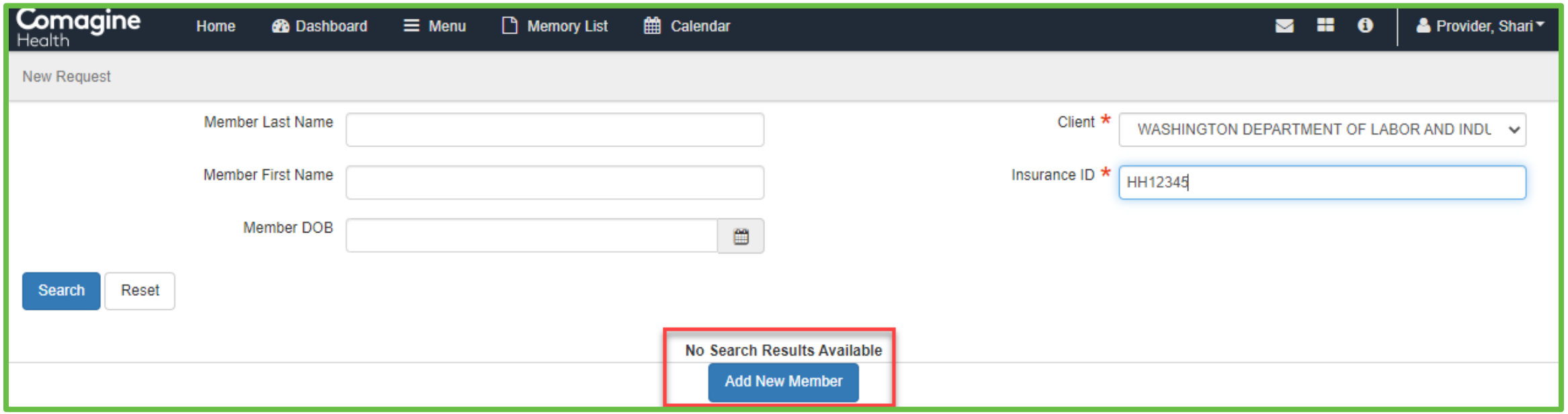
Search Request

- Required fields: Client and Insurance ID
- Select the Gear icon to view the information

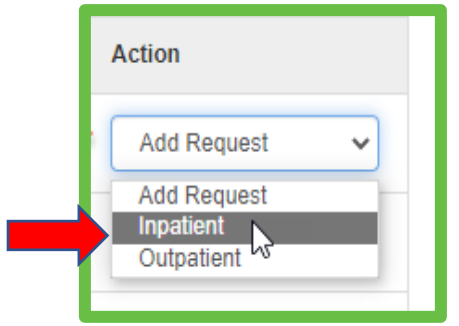


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New Requests



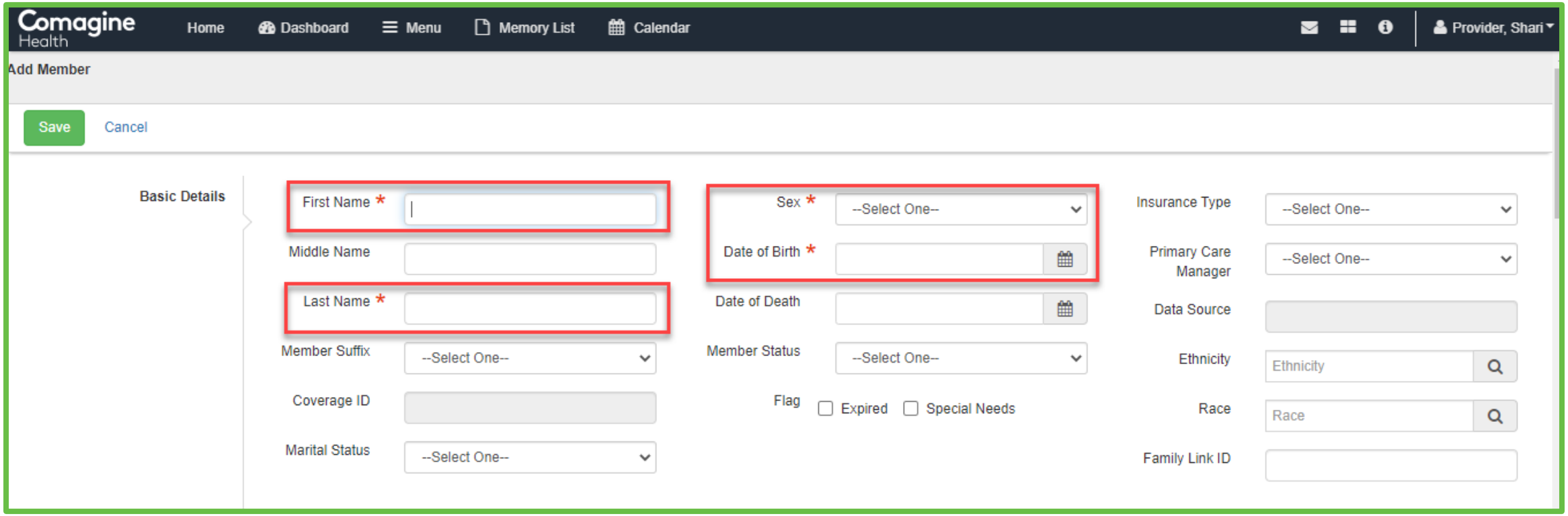
Required fields: Client and Insurance ID
Add the member option is presented if the insurance ID does not exist in JIVA



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Adding a Member

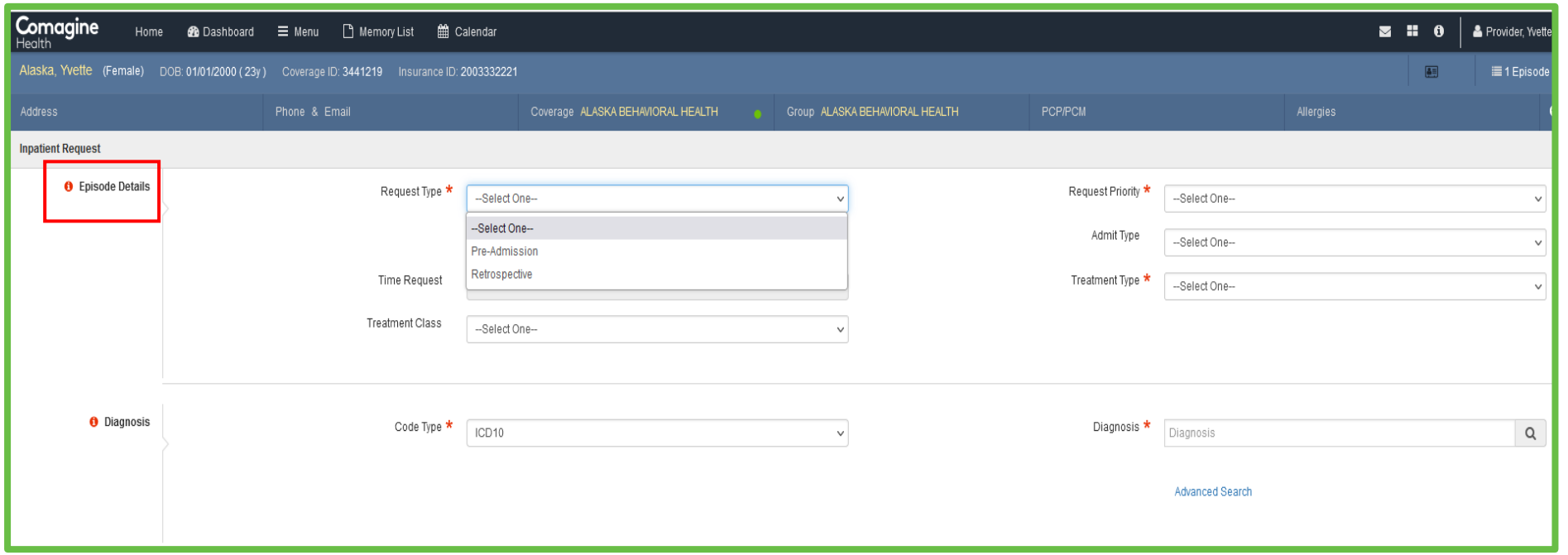
- Focus on the required fields, marked with the red asterisk



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Submit a New Request

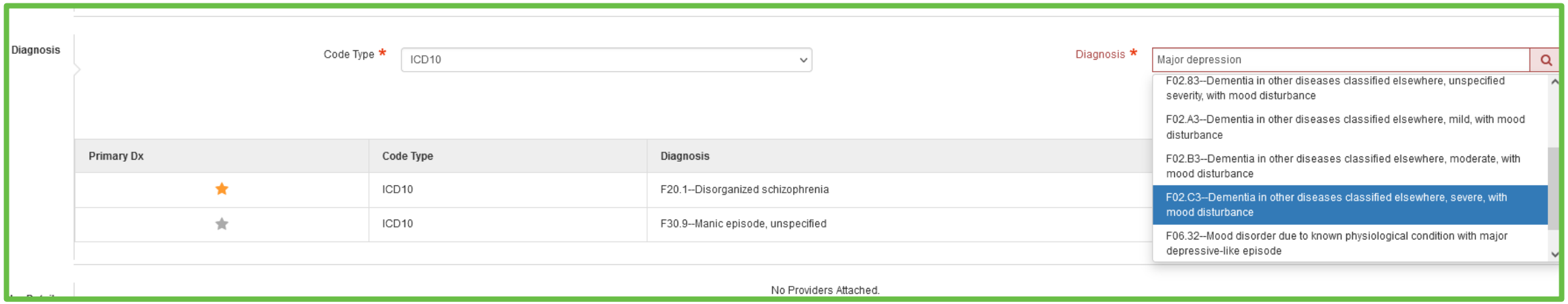
- Enter Episode Details in mandatory fields where there is a red asterisk
- Treatment Class is also a mandatory field



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Submit a New Request, cont.

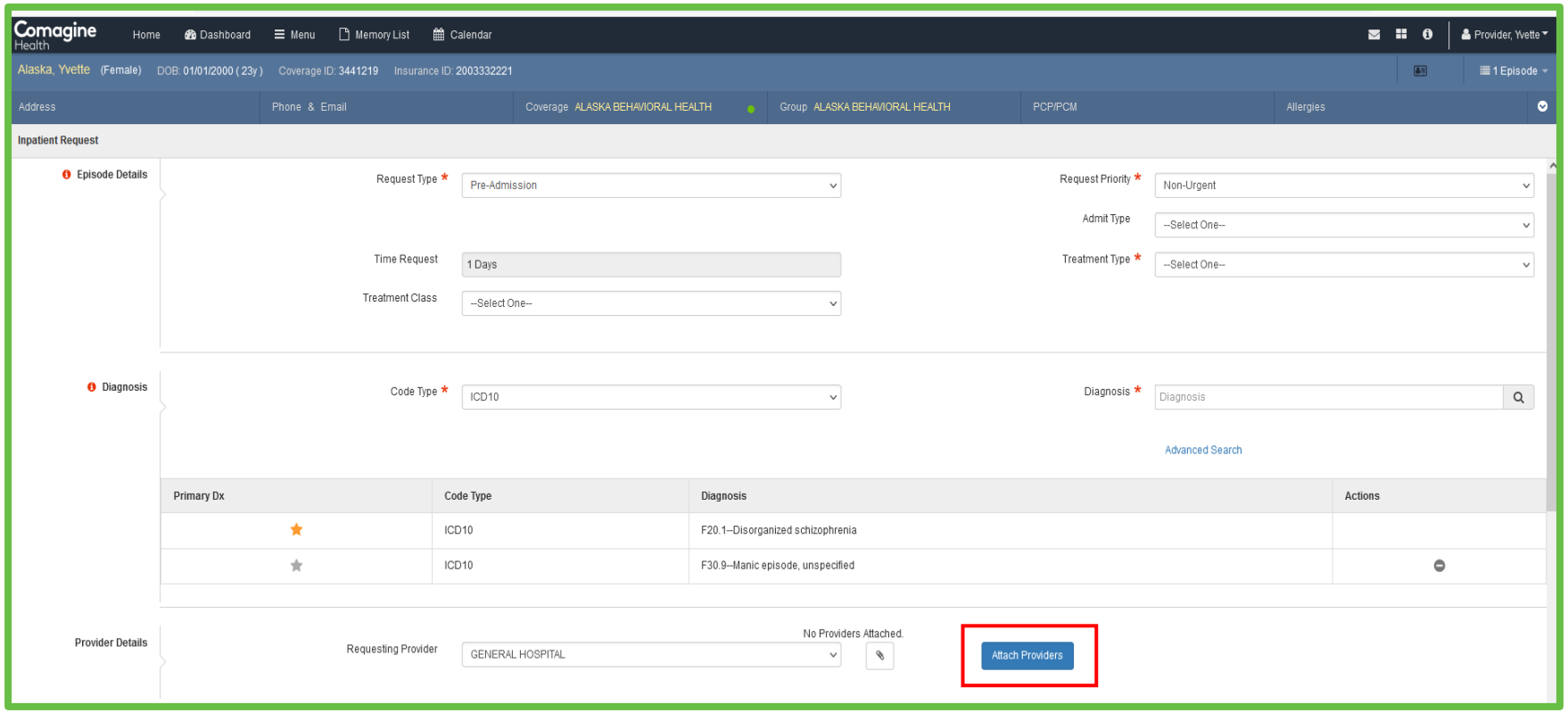
- Enter Diagnosis



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Submit a New Request, cont.

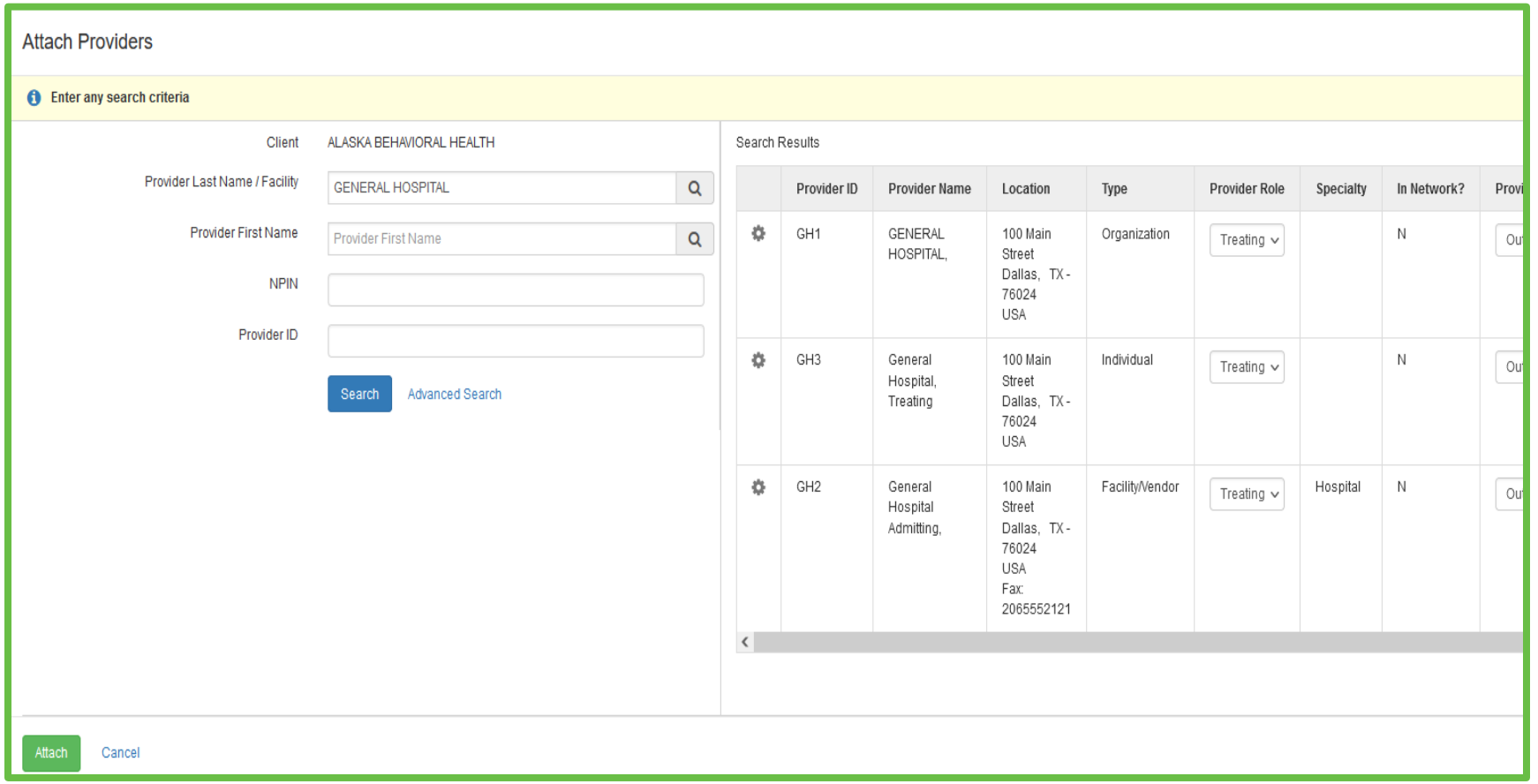
- Attach Providers to Episode



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Steps to Add Providers

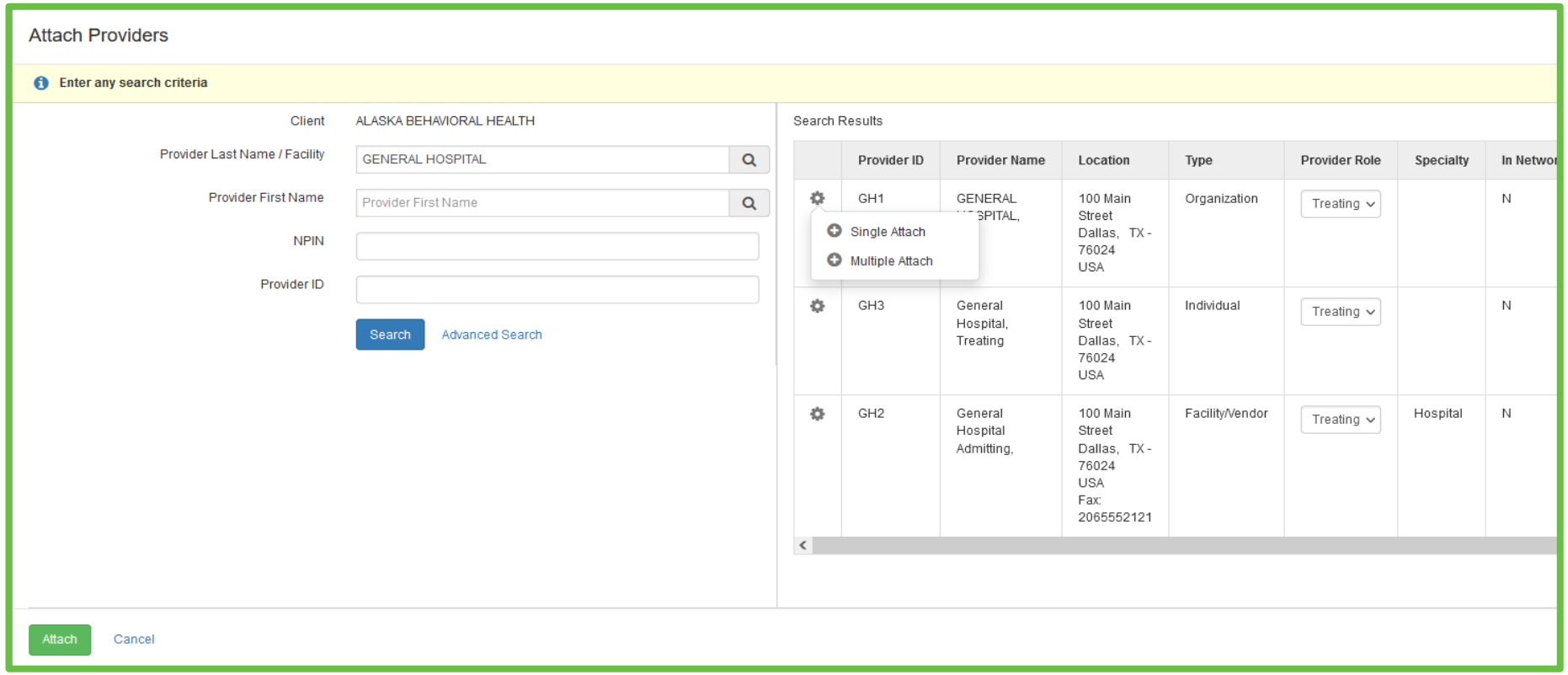
- Use Search or Advanced Search to find providers



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Steps to Add Providers, cont.

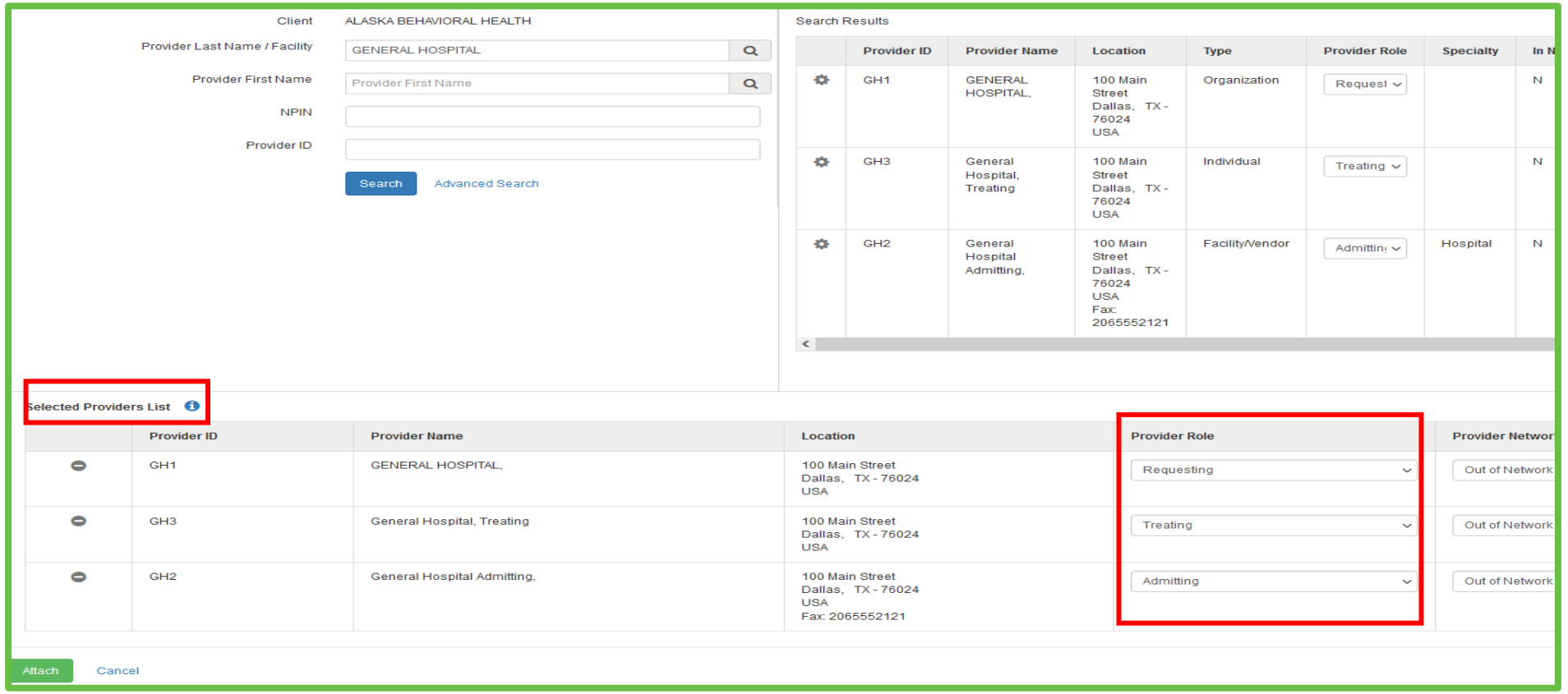
- Once you have selected the provider – click on the gear to select single attach or **multiple attach**



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Steps to Add Provider, cont.

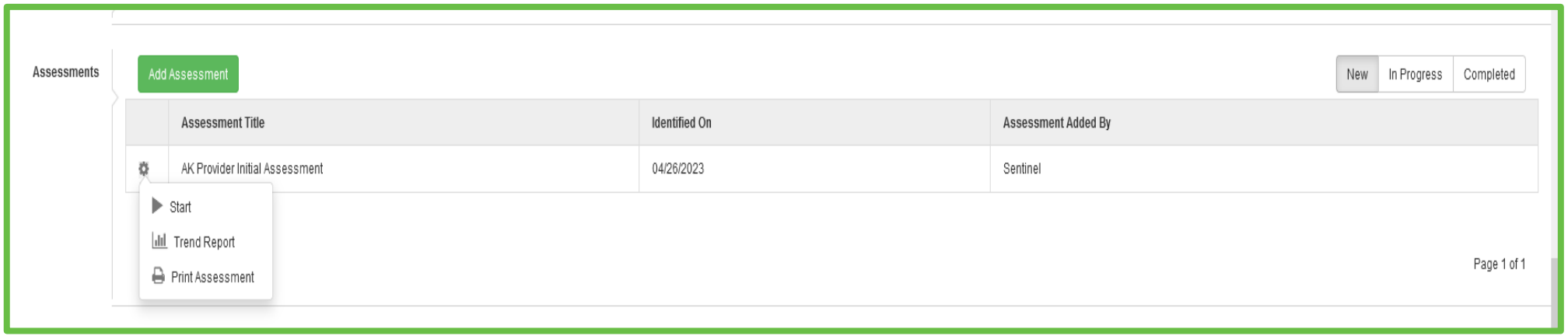
- Admitting, Treating, and Requesting providers must be attached



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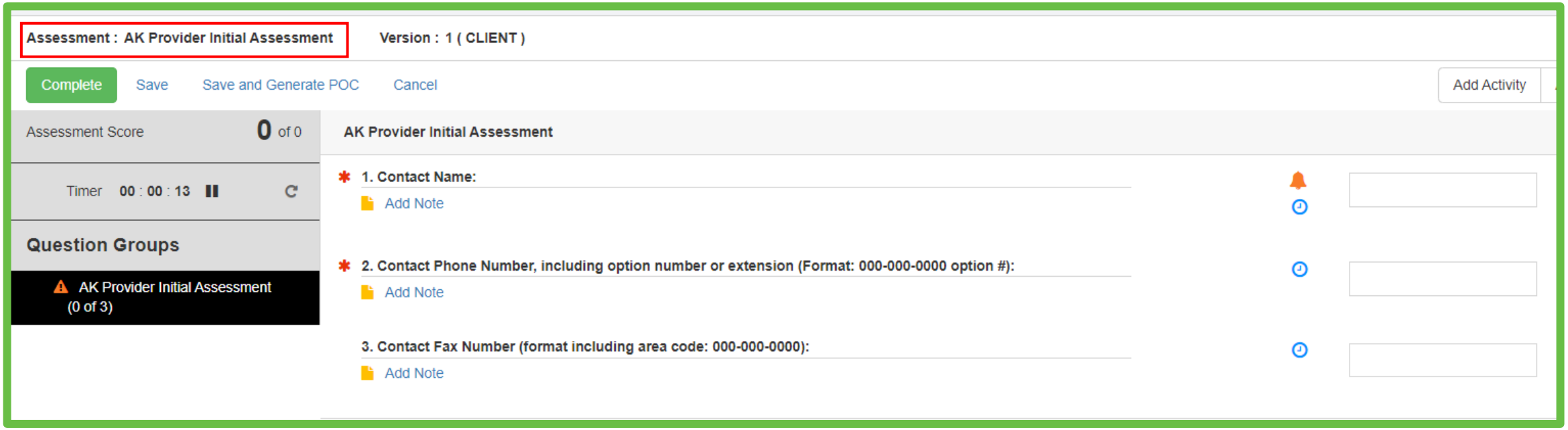
Assessments





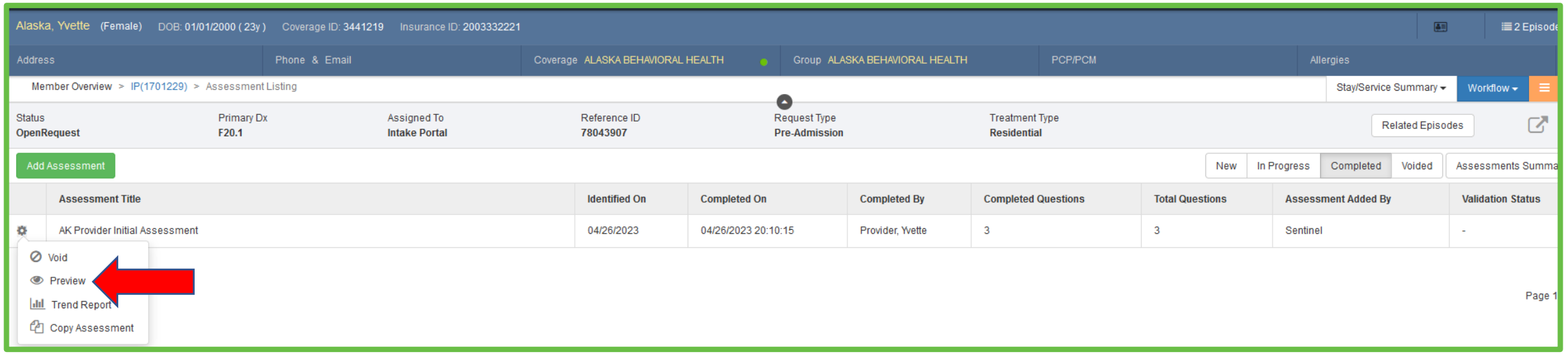
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AK Provider Initial Assessment



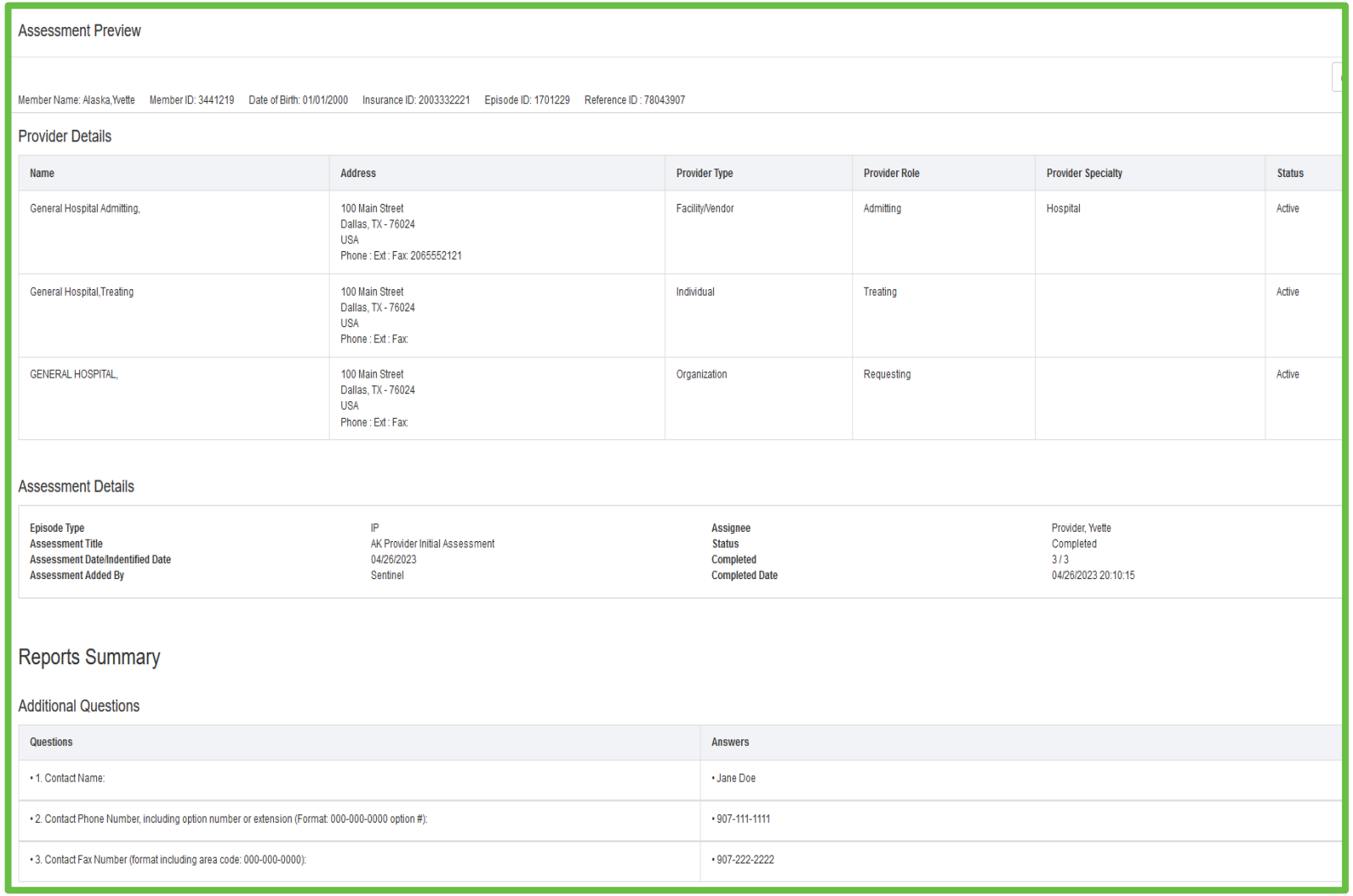
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Preview Assessment



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Assessment Preview



Assessment Preview

Member Name: Alaska,Yvette Member ID: 3441219 Date of Birth: 01/01/2000 Insurance ID: 2003332221 Episode ID: 1701229 Reference ID : 78043907

Provider Details

Name	Address	Provider Type	Provider Role	Provider Specialty	Status
General Hospital Admitting,	100 Main Street Dallas, TX - 76024 USA Phone : Ext : Fax: 2065552121	Facility/Vendor	Admitting	Hospital	Active
General Hospital,Treating	100 Main Street Dallas, TX - 76024 USA Phone : Ext : Fax:	Individual	Treating		Active
GENERAL HOSPITAL,	100 Main Street Dallas, TX - 76024 USA Phone : Ext : Fax:	Organization	Requesting		Active

Assessment Details

Episode Type	IP	**Assignee**	Provider, Yvette
Assessment Title	AK Provider Initial Assessment	**Status**	Completed
Assessment Date/Indentified Date	04/26/2023	**Completed**	3 / 3
Assessment Added By	Sentinel	**Completed Date**	04/26/2023 20:10:15

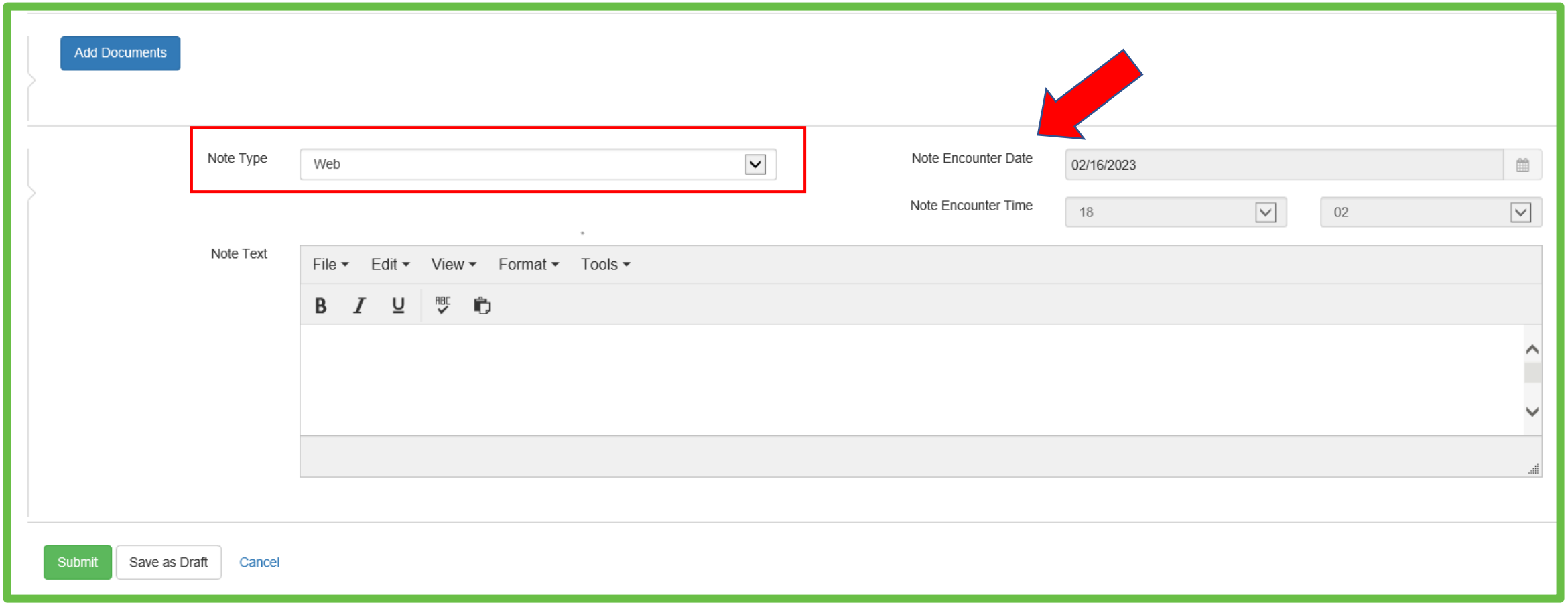
Reports Summary

Additional Questions

Questions	Answers
• 1. Contact Name:	• Jane Doe
• 2. Contact Phone Number, including option number or extension (Format: 000-000-0000 option #):	• 907-111-1111
• 3. Contact Fax Number (format including area code: 000-000-0000):	• 907-222-2222

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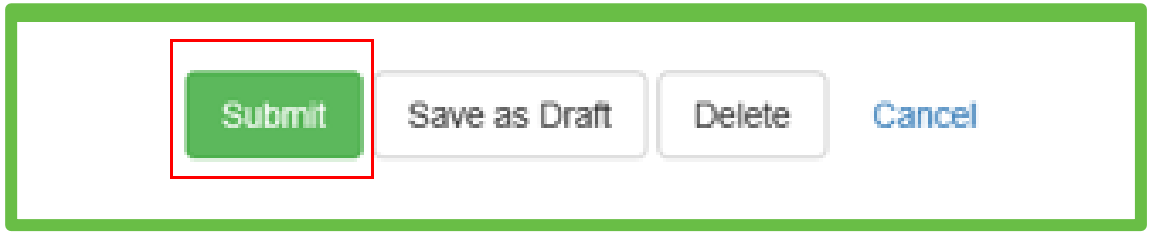
Notes



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Submit or Save as Draft

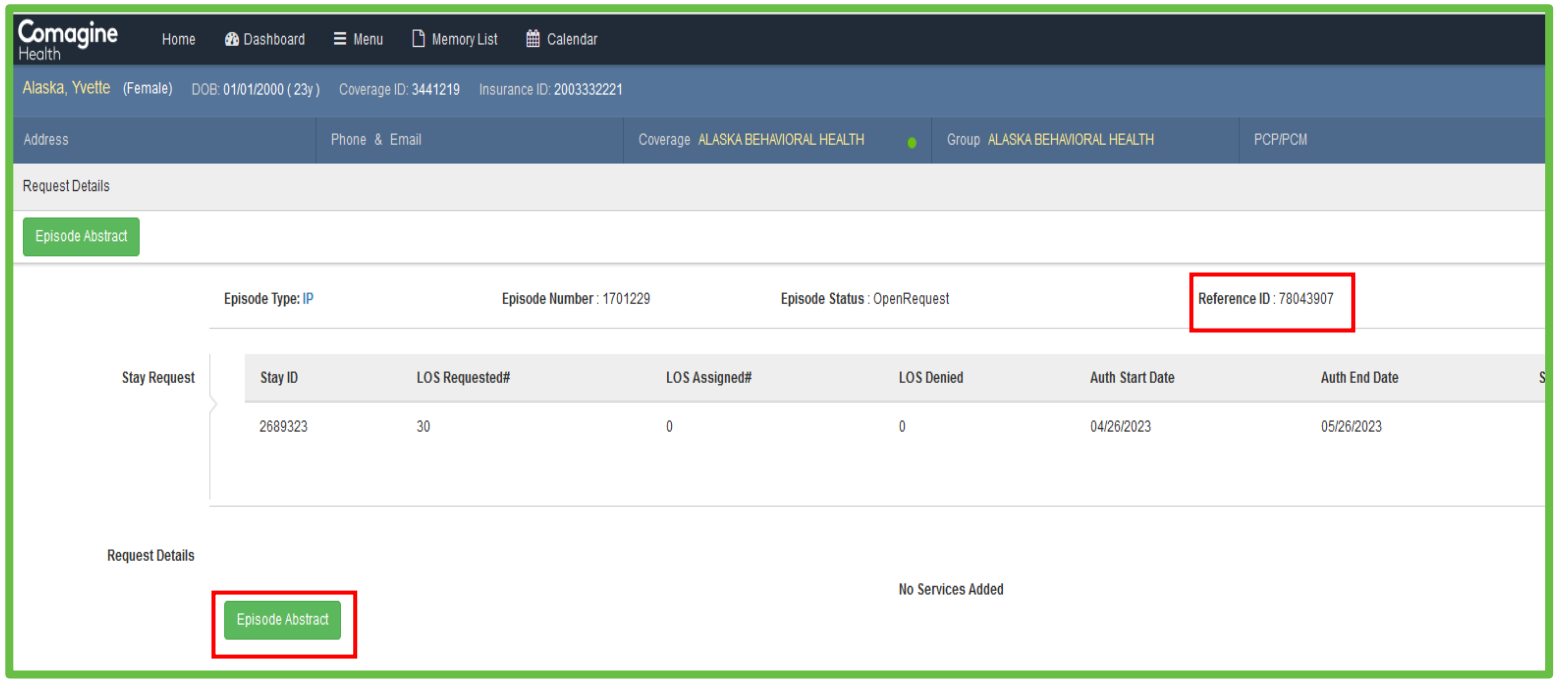
- **Submit**: Episode will be submitted to Comagine Health
- **Save as Draft**: Episode will not submit to Comagine Health; but will be saved for later submission and can be edited
- **Delete**: The request will be deleted



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Reference ID

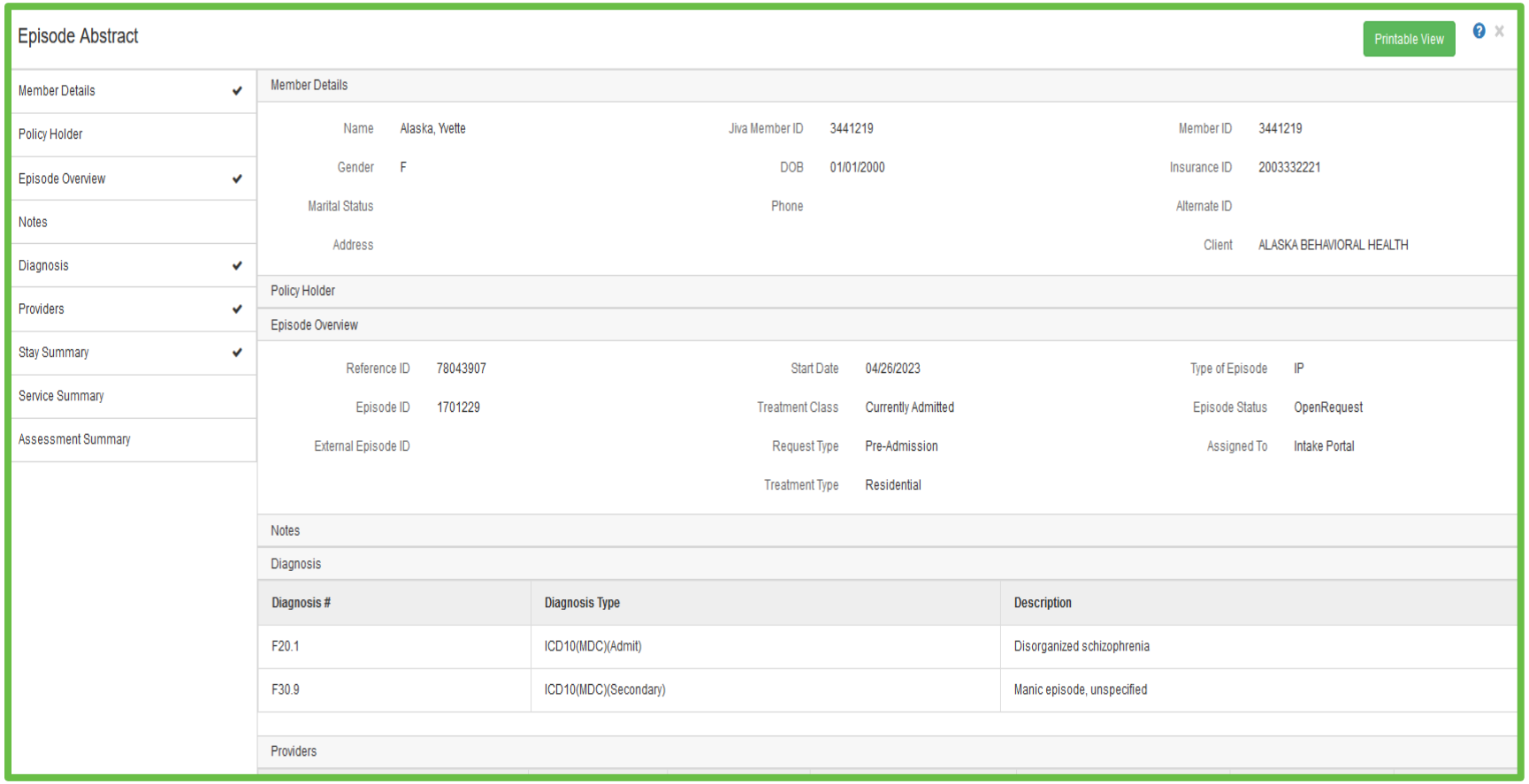
- Make a note of the CHPP Reference ID number for your records to locate the episode faster
- Selecting Episode Abstract allows you to review what was submitted; however, you cannot edit from here



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Abstract View

- You can print by selecting Printable View



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Utilization Management Questions



Please enter your questions in the chat and we will answer them

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Thank you!

Please contact us if you have questions

Labor & Industries: 800-541-2894 or 206-366-3360
Apple Health (Medicaid): 888-213-7513

wagovtproviders@comagine.org

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