Comagine Health

Comagine Health Provider Portal User Guide

District of Columbia Medicaid

June 2023

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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 District of Columbia Medicaid:

Phone: 1-800-251-8890

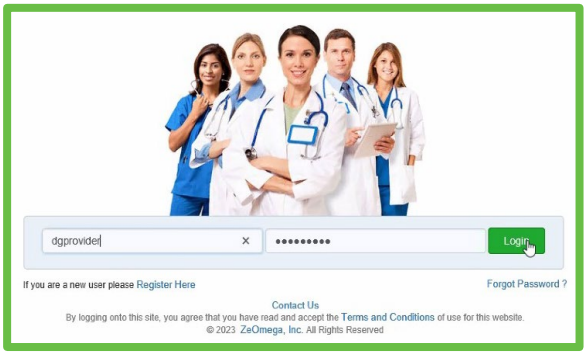
E-mail: dcmedicaid@comagine.org

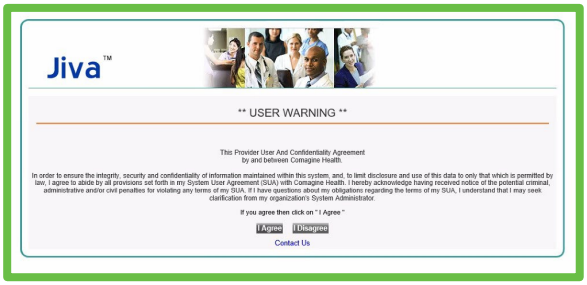
Accessing the Comagine Health Provider Portal

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 District of Columbia Medicaid website at https://comagine.org/program/dc-medicaid-um, click on Providers on the menu at the right side of the page, and the Comagine Health Provider Portal information is near the top of the page. Here you will find a link to the CHPP 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 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 temporary 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 need to change your password (you should be prompted to 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.

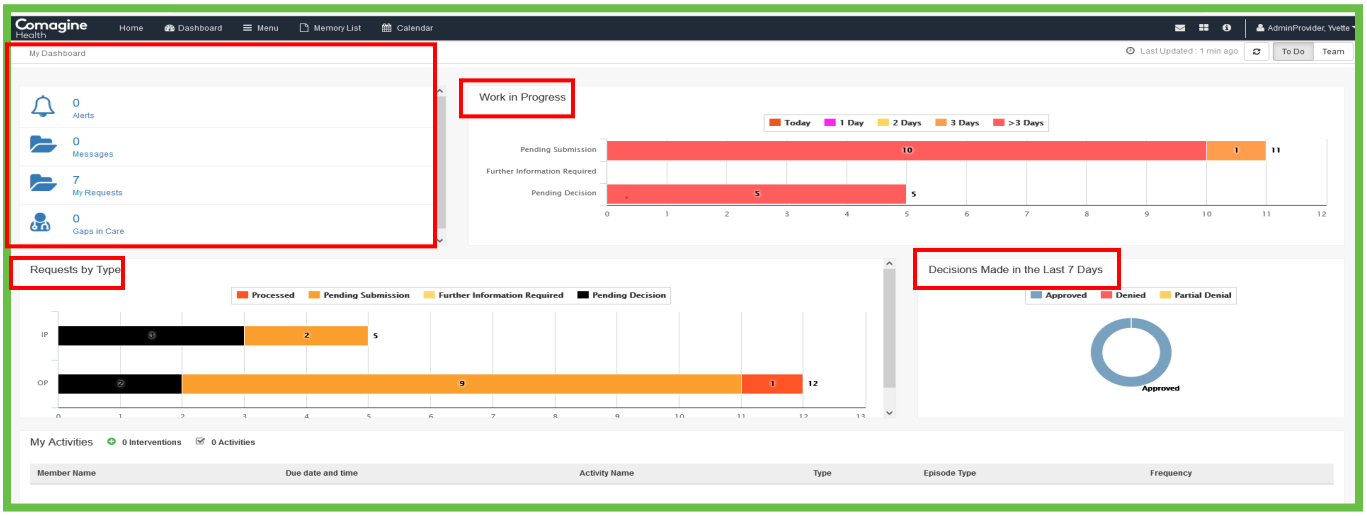




When you login to the CHPP, the first page you see is your homepage – this has important announcements about the contract that providers should be aware of and is updated by Comagine Health as necessary.

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. Clicking **My Requests,** top left box, will 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 - draft that has not 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
3. The Date Range can be selected or Filter by Date

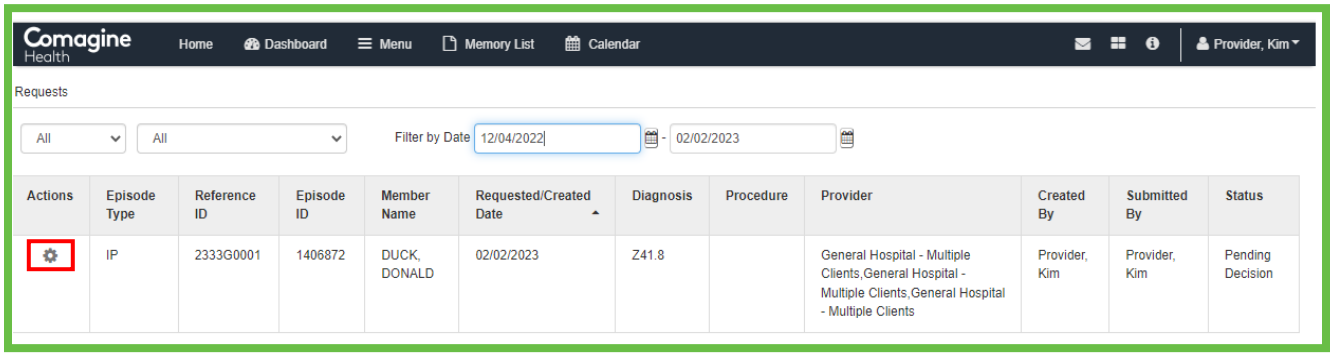
Request by Type – Classified as Inpatient (IP) and Outpatient (OP).

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

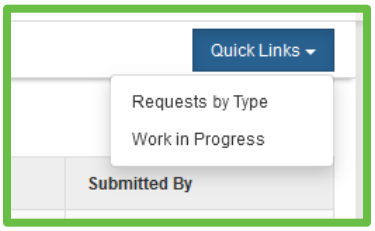
Decisions Made in the Last 7 Days provides a snapshot of decisions. **Decisions Made** can be filtered by:

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 pull up your Requests, more functionality is available.

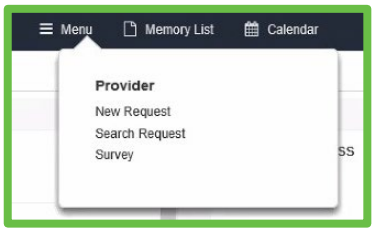


1. Clicking on the **gear ( )** icon under **Actions** will allow you to select the episode or select the **Abstract View** (which shows you an overview of information about the submitted request.
2. Quick links has a drop down that allows you to select the episode list (i.e., Requests by Type, Work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



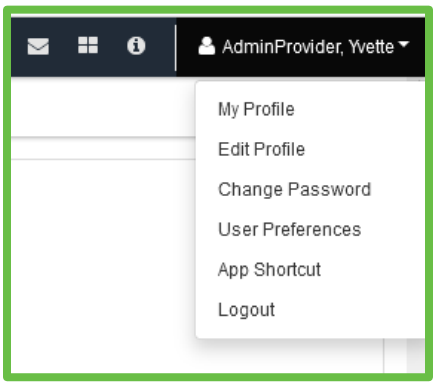
Provider Menu

The Provider Menu is where you go to 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.

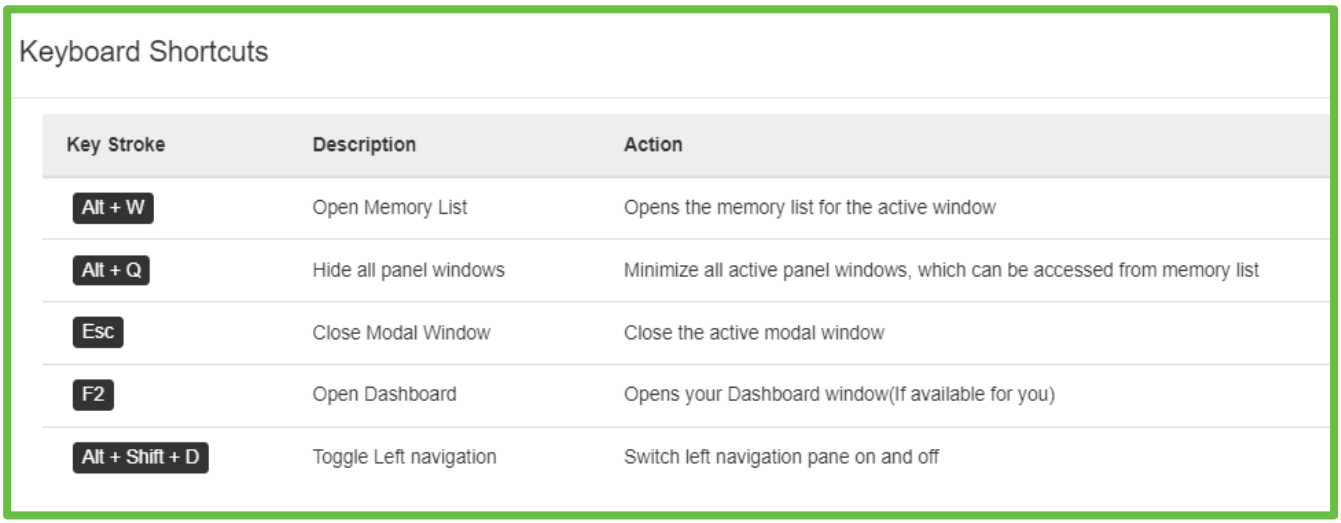
To change the password:

1. Click **Change Password** link in the User Profile drop-down list.
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.
   - After changing your password, you will be prompted to log in to the portal 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.



Keyboard Shortcuts

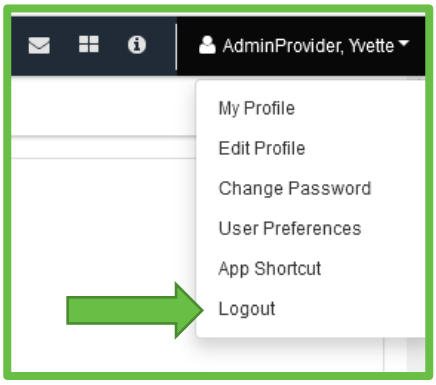
Key Stroke	Description	Action
Alt + W	Open Memory List	Opens the memory list for the active window
Alt + Q	Hide all panel windows	Minimize all active panel windows, which can be accessed from memory list
Esc	Close Modal Window	Close the active modal window
F2	Open Dashboard	Opens your Dashboard window(If available for you)
Alt + Shift + D	Toggle Left navigation	Switch left navigation pane on and off

Logging Out

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

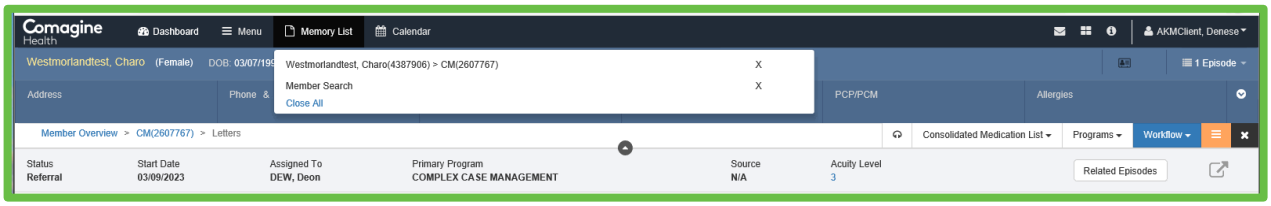
To log out of CHPP:

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.



Memory List

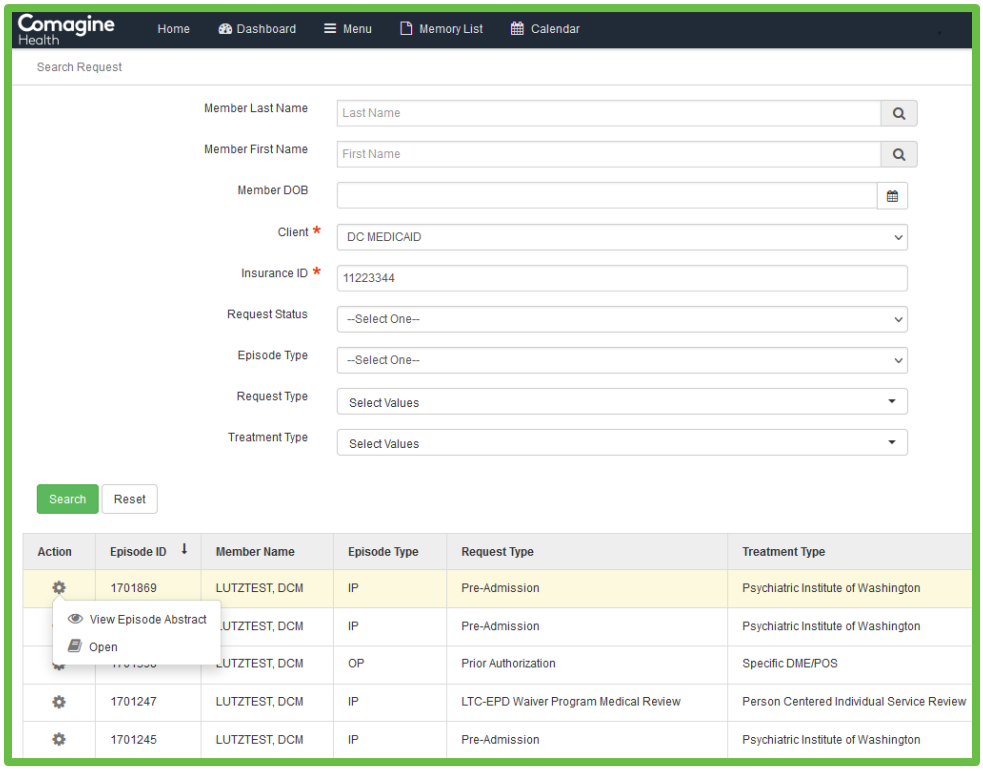
- By default, the **Memory List** displays a maximum of ten open records.
- Users should always go to their Memory Lists at the end of their CHPP sessions to close out the episodes they entered or viewed so that they can be worked on by others.
  - You can close a member episode by either selecting the "**X**" by the episode or by using the member link to enter the record and close the window once you have verified work is complete.
  - You can close all open records by selecting the Close All link that appears in the Memory List.
  - If your session times out or you log out, the Memory List will disappear.



Provider Portal Quick Start Guides

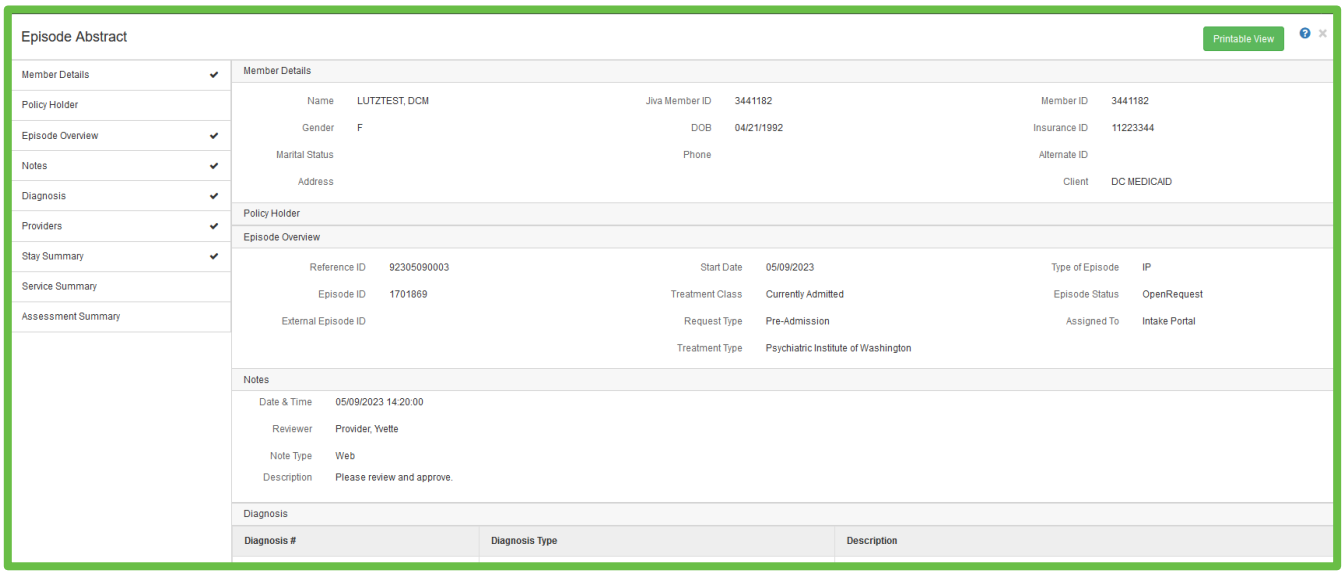
A series of Quick Start Guides (QSGs) are available on the Comagine Health D.C. Medicaid website on the Provider page at https://comagine.org/program/dc-medicaid-um/providers under the Comagine Health Provider Portal Quick Start Guides section. These QSGs give step-by-step instructions on how to submit requests through the CHPP for any of the review types performed for the D.C. Medicaid contract.

How to Print a Request



First find your request, either by using the Search Request screen or by finding it in the **My Task** bar of your Dashboard.

Click on the gear icon next to the Episode ID number of your request to open the request's "View Episode Abstract". The abstract will have a green printable view button at the top right-hand side. Click on this to print the abstract view of your request.



Review/Revision History

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

Version Number	Date Reviewed/ Revised	Description of Changes	Author
0.1	3/21/2023	Initial	Natalya Wayne