Comagine Health

Comagine Health Provider Portal Community Support Services Training

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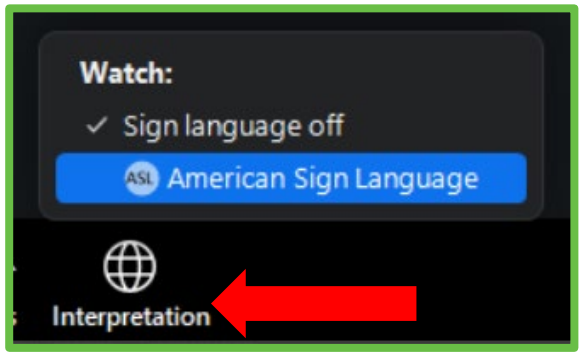
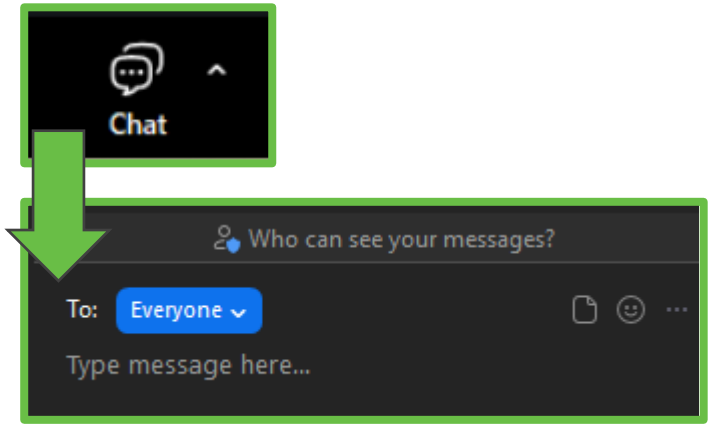
Housekeeping Items Before We Get Started

- This webinar has multiple accessibility options, including American Sign Language (ASL) interpretation.
- To access, please click on **Interpretation** and then select **American Sign Language**.
- Everyone will remain on mute during the presentation. If you have questions, feel free to type them in the chat. We will monitor chat throughout the presentation and answer questions at the end.





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Objectives

- Review the Comagine Health Provider Portal (CHPP)
- Review Log-on Information
- View Dashboard Features
- Community Support Prior Authorization Request: Step-by-Step Demonstration
- Review the Required Documents for Community Support
- Review Provider Resources – Quick Start Guides

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Community Support Services

- Community Support services are rehabilitation supports considered essential to assist the Consumer in achieving rehabilitation and recovery goals. Community Support services focus on building and maintaining a therapeutic relationship with the Consumer.

  - *Title 22-A DCMR, Chapter 34, § 3421.1*.

- Comagine Health began prior authorization (PA) reviews for CSS in October 2025. Recent changes mean there are updates to the process to submit PA request.

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Community Support Services

- Comagine Health will review Community Support services (CSS) for beneficiaries with DC Medicaid fee-for-service, Managed Care, Alliance, QMB, and D-SNP.
- Comagine Health will review CSS for up to 200 units within each 180-day period.
- Request dates must match the service dates listed on the treatment plan.
- The number of units requested must match the units listed on the treatment plan.

Required Documents for CSS

A **current Functional Assessment Tool** that is dated within 90 days, as indicated below:

1. Preschool and Early Childhood Functional Assessment Scale (PECFAS): For beneficiaries ages **three (3) through five (5)**, with a minimum score of twenty (20).
2. Child and Adolescent Functional Assessment Scale (CAFAS): For beneficiaries ages **six (6) through twenty (20)**, with a minimum score of twenty (20).
3. Daily Living Assessment-20 (DLA-20): For beneficiaries ages **eighteen (18) and older,** with a score of 6.0 or below.

Note: For beneficiaries ages 18-20, either the CAFAS or DLA-20 is acceptable.

Required Documents for CSS, cont.

- Current Individualized Recovery Plan (IRP) or Individualized Plan of Care (IPC) that is person-centered with specific goals, objectives, interventions, and a discharge/transition plan that is current (within 180 days of the request) and signed by a Qualified Practitioner (QP).

  QPs are Psychiatrists (MD or DO), Psychologists, LICSWs, APRN(NP), LPCs, RNs, LMFTs, LGSWs, LGPCs, Psychologist Associates, or Physician Assistants (PA).

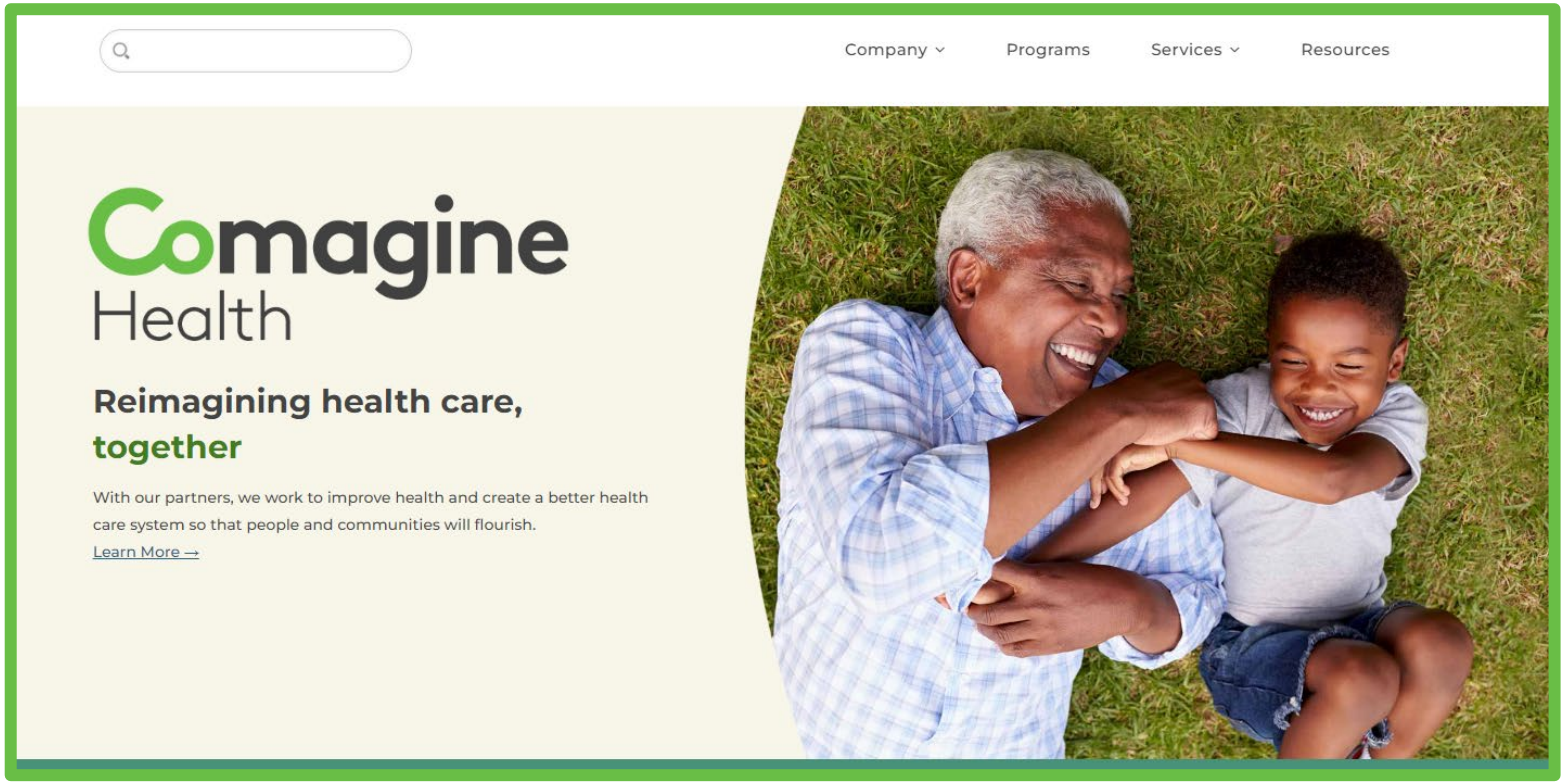
- Consent to Treat Form confirming enrollment with the provider and signed by the client.

Required Documents for CSS, cont.

- The provider must provide documentation of one of the following qualifying diagnoses made by a diagnosing QP *(psychiatrist [MD or DO], psychologist, LICSW, APRN [NP], LPC, LMFT, LGSW, LGPC, psychologist associate, or physician assistant [PA])*:
  - Schizophrenia or Other Psychotic Disorders
  - Delusional Disorders
  - Affective Disorders
  - Trauma-Related Disorders
  - Obsessive Compulsive Disorder
  - Personality Disorder
  - Anxiety-Related Disorders

Comagine Health Provider Portal (CHPP)

- Submit reviews within the CHPP
- Go to Comagine Health's website - http:www.comagine.org



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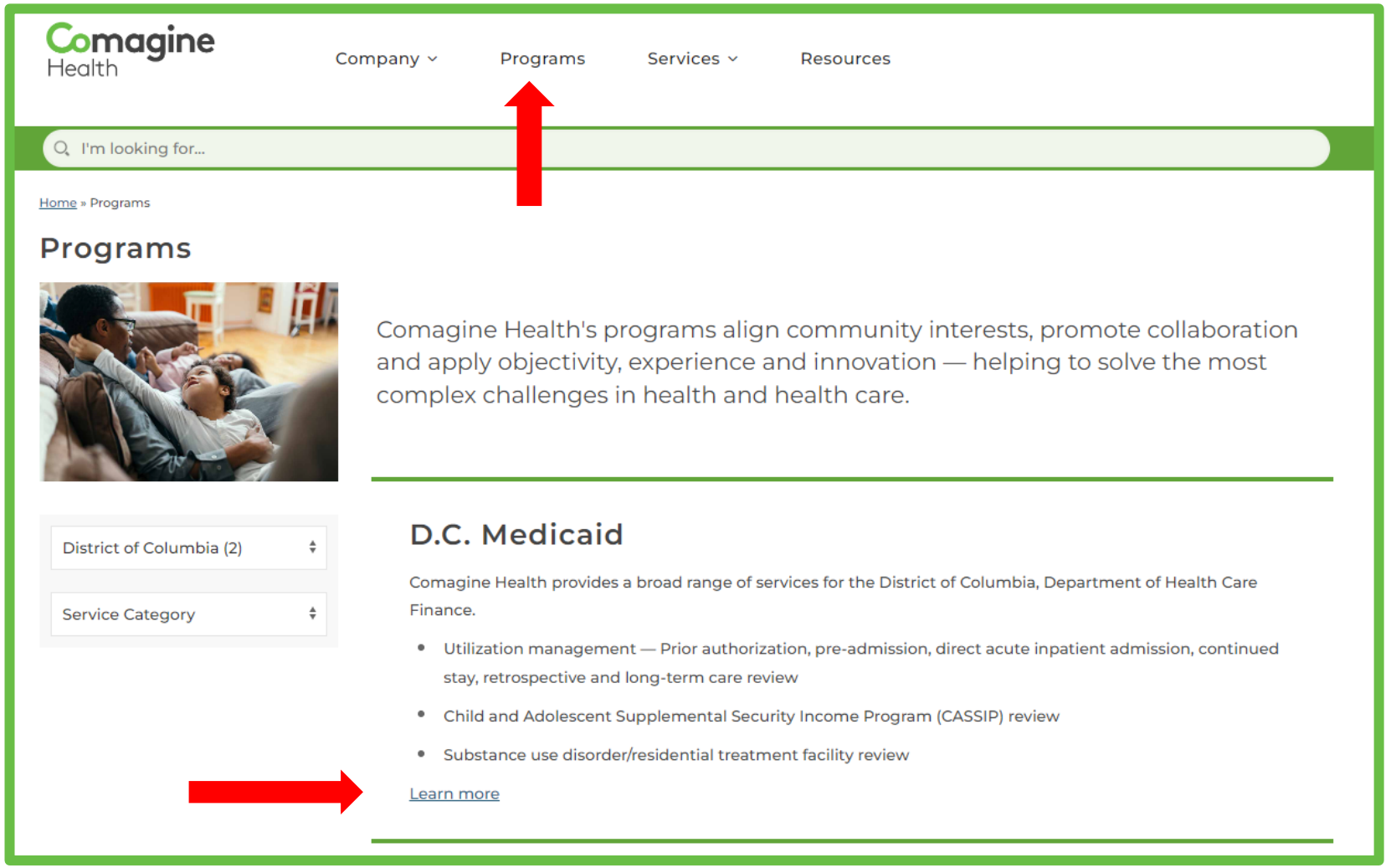
Comagine Health Website

- Click on Programs, find **D.C. Medicaid**, and select **Learn more**



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Provider Portal Access

- Select **Providers** on the right-side panel will display the Provider page

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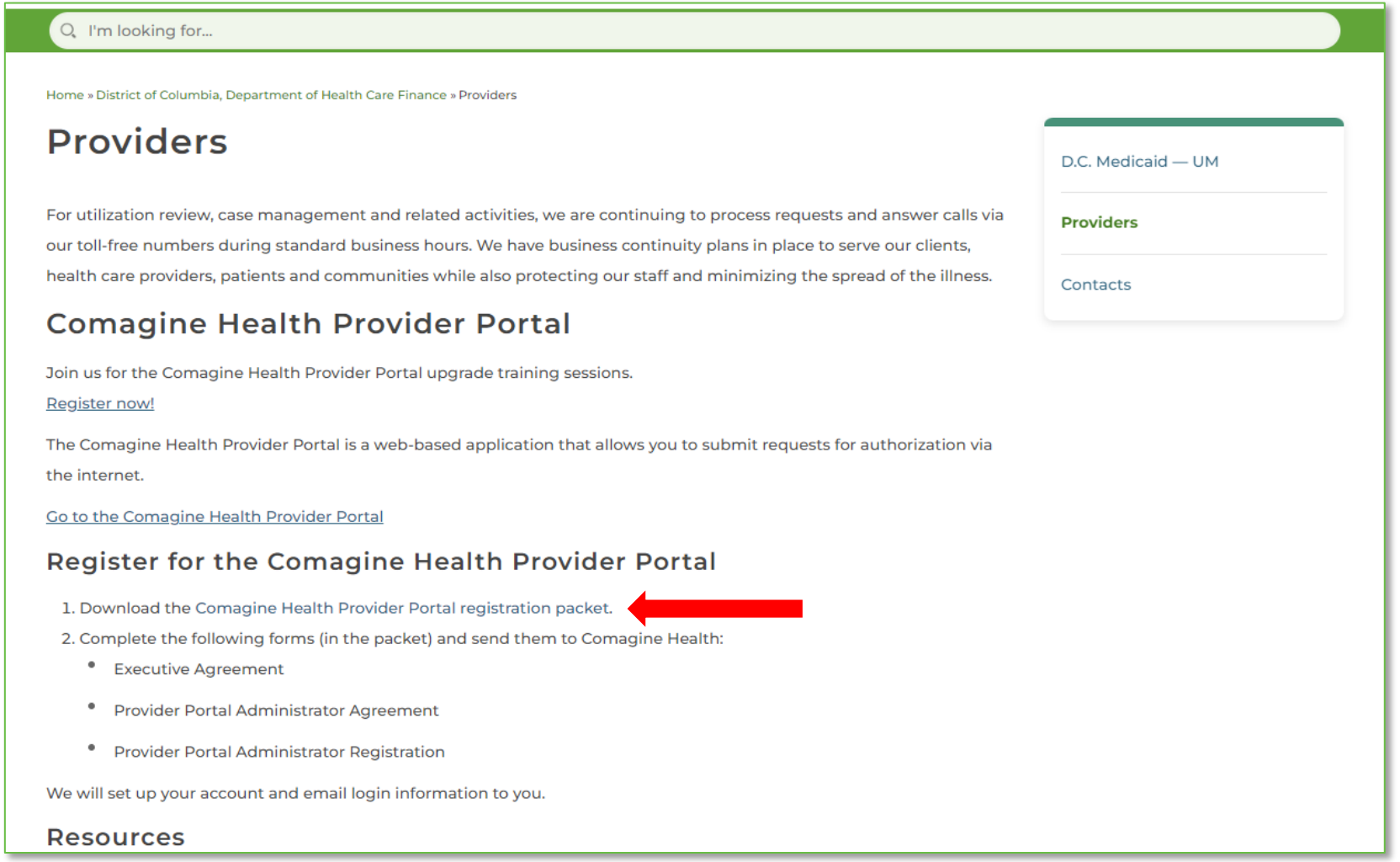
CHPP Registration Packet

On the Provider page, under the Comagine Health Provider Portal section, you will find the link to download the CHPP registration packet



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Submitting a Request for Portal Access

- **Submit via email:**
  - Email: dcmedicaid@comagine.org
- **Submit all completed forms:**
  - Executive Agreement
  - Provider Portal Administrator Agreement
  - Provider Portal Administrator Registration Form
  - Provider Portal User Agreement
  - Provider Portal User Registration Form
- Once Comagine Health processes your registration packet, you will receive an email with your CHPP access information.

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Provider Portal Administrators

- Administrators have additional system access and system tasks to perform
- Staff who need access to the CHPP are required to contact their Administrators
- Provider Portal Administrators are responsible for:
  - Adding all User accounts
  - Managing all User accounts
  - Keeping the User account registration information
  - Resetting the passwords for User accounts and
  - Deactivating User accounts

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Provider Portal Access

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How to Log Into the Provider Portal

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Provider Portal Log In

Jiva™

** USER WARNING **

This Provider User And Confidentiality Agreement
by and between Comagine Health.

In order to ensure the integrity, security and confidentiality of information maintained within this system, 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 System User Agreement (SUA) with Comagine Health. I hereby acknowledge having received notice of the potential criminal, administrative and/or civil penalties for violating any terms of my SUA. If I have questions about my obligations regarding the terms of my SUA, I understand that I may seek clarification from my organization's System Administrator.

If you agree then click on " I Agree "

I Agree I Disagree

Contact Us

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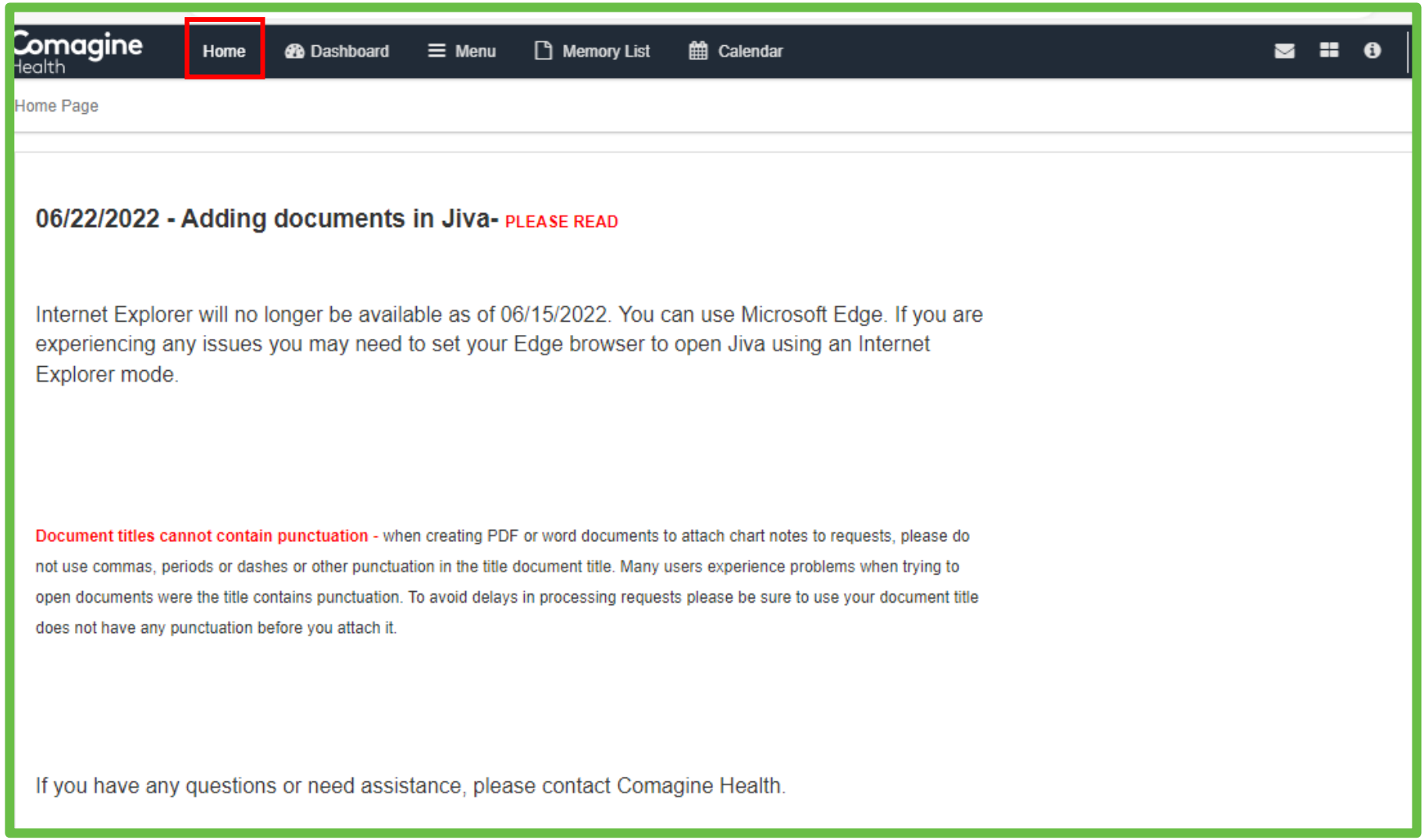
Provider Home Page – View Posted Announcements



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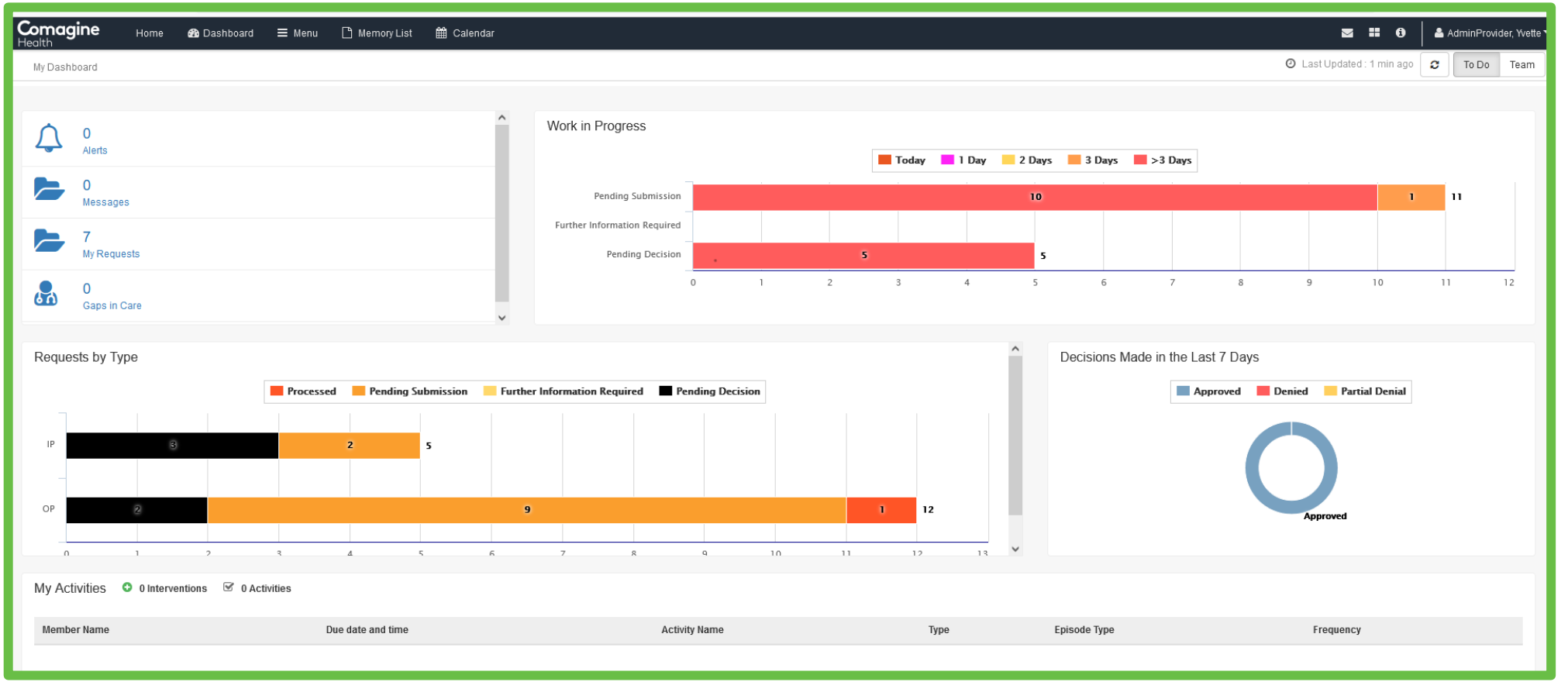
Provider Dashboard - To Do



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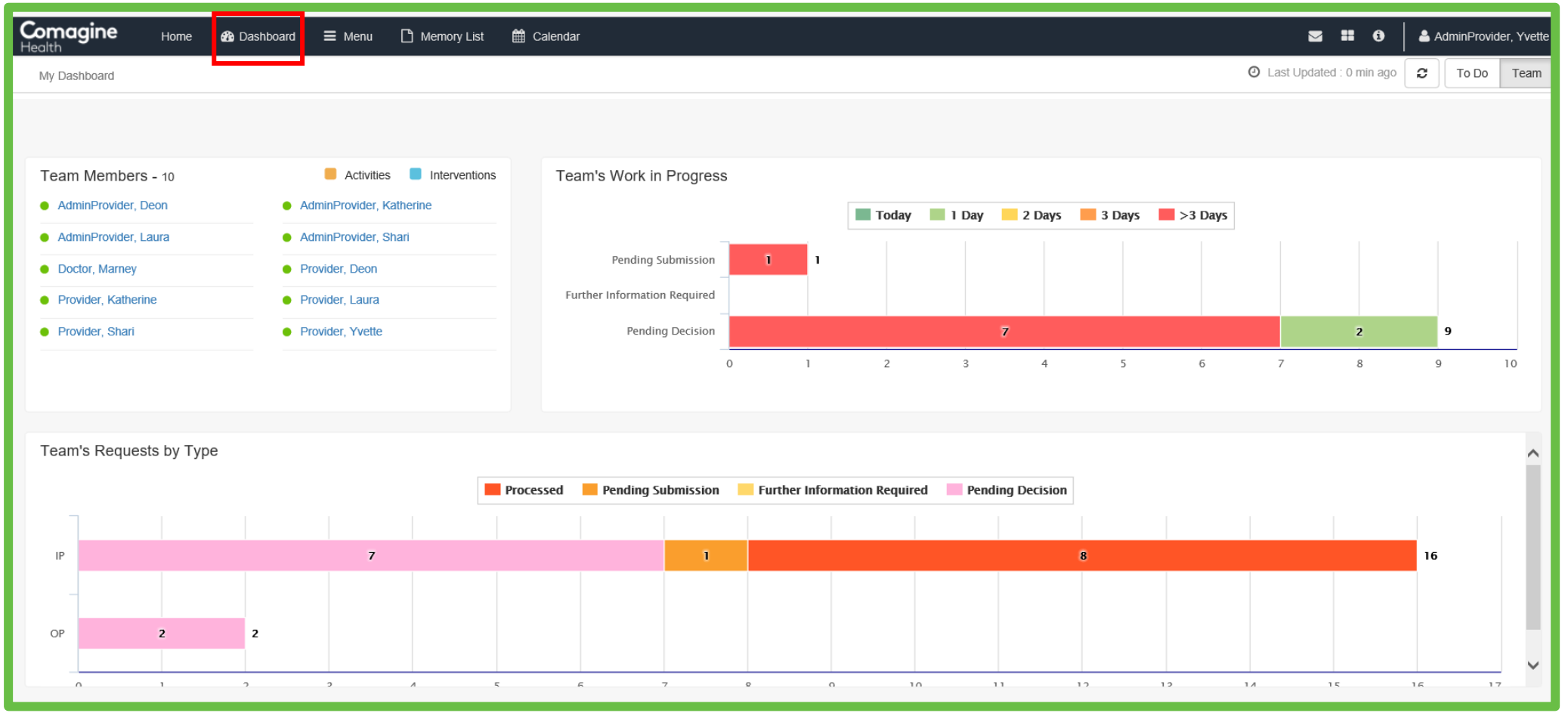
Provider Dashboard - Teams



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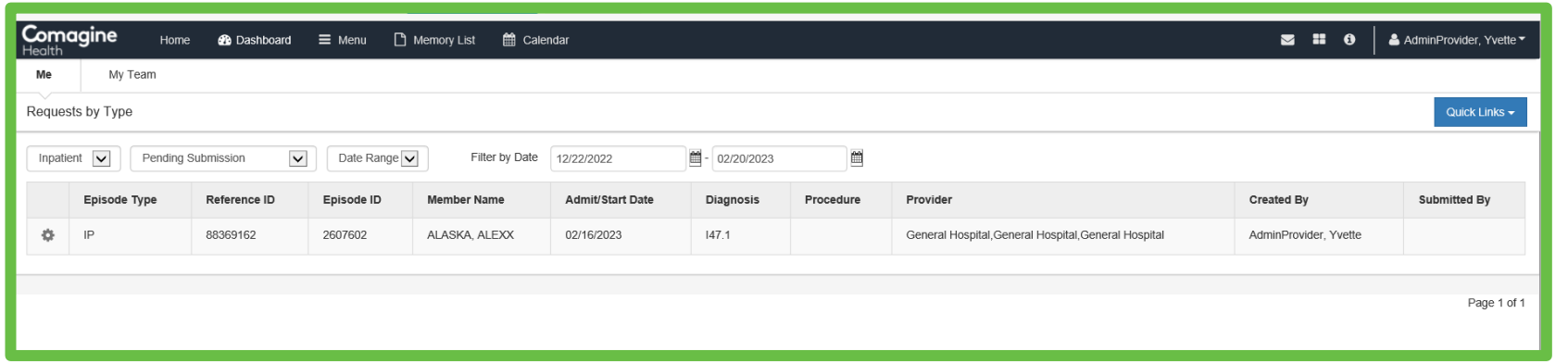
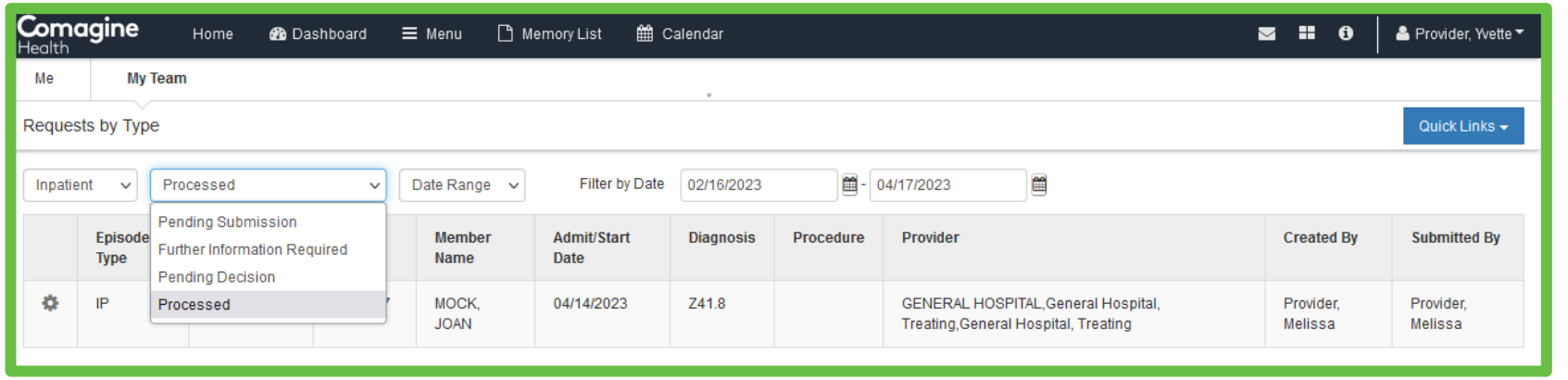
Provider Dashboard Links





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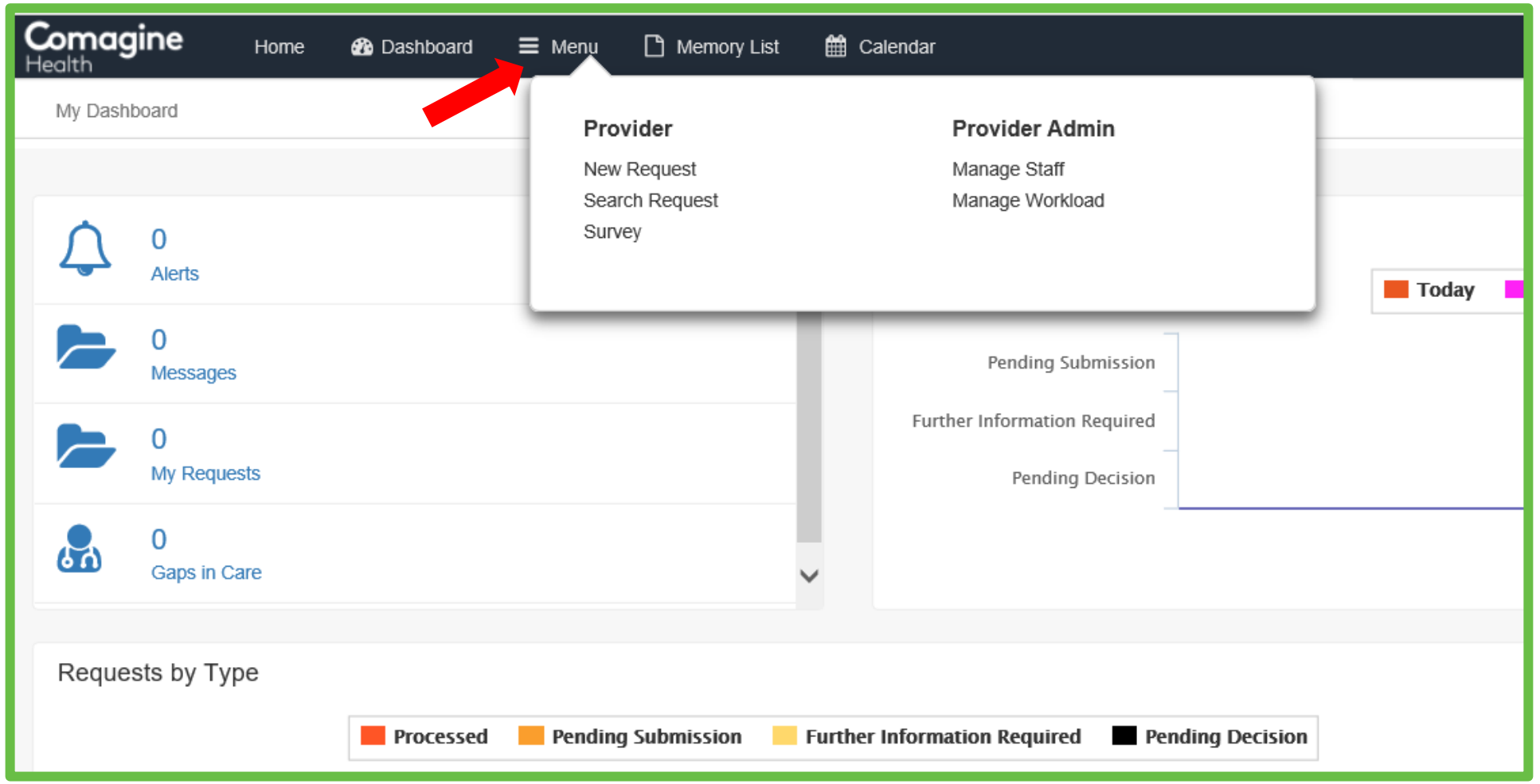
How to Search or Submit a New Request



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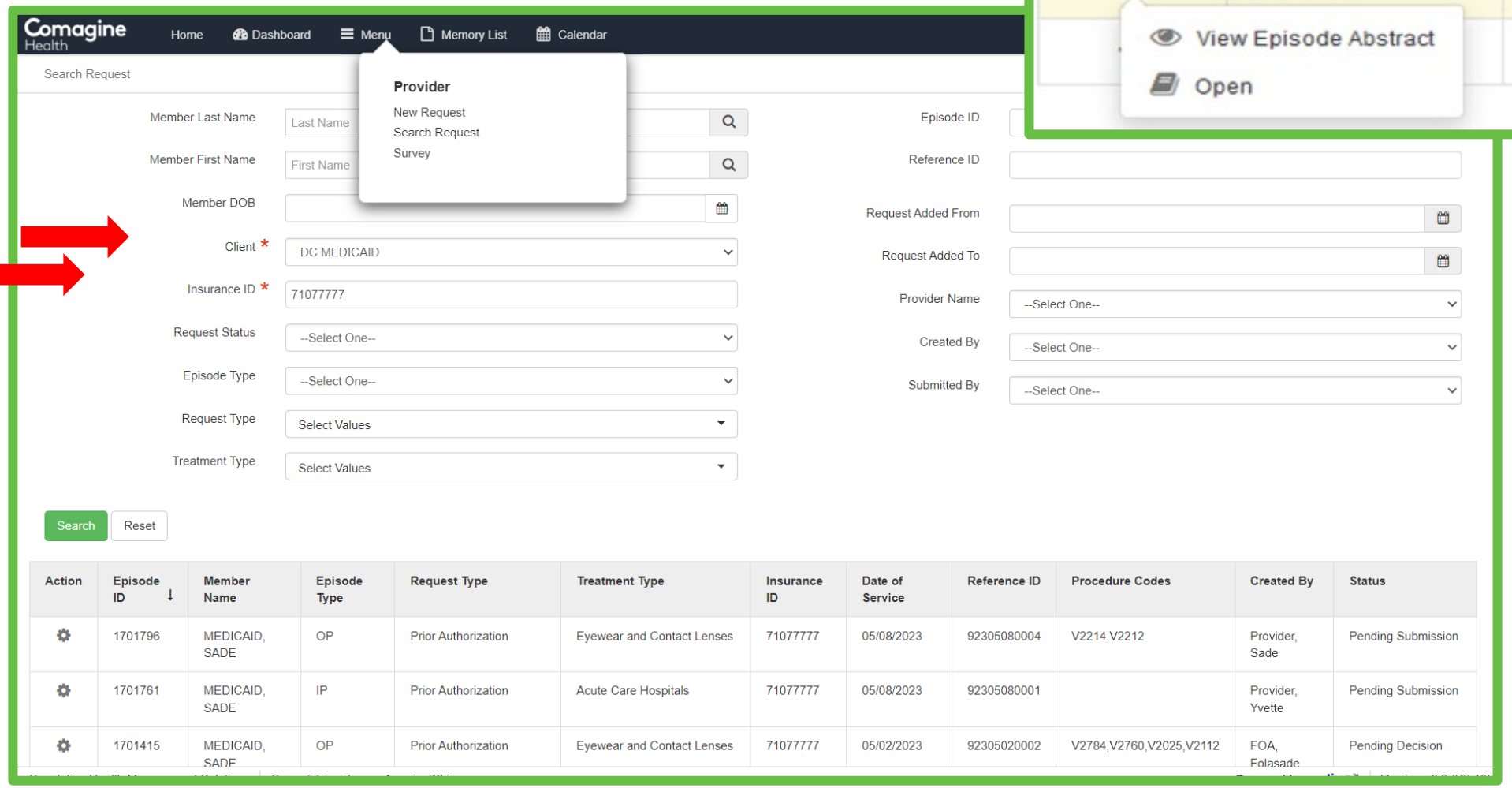
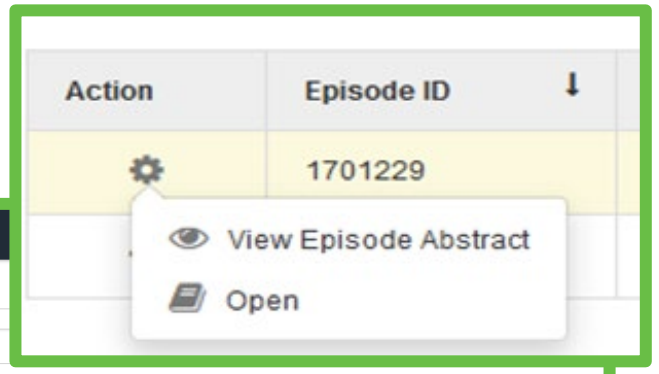
Search Request





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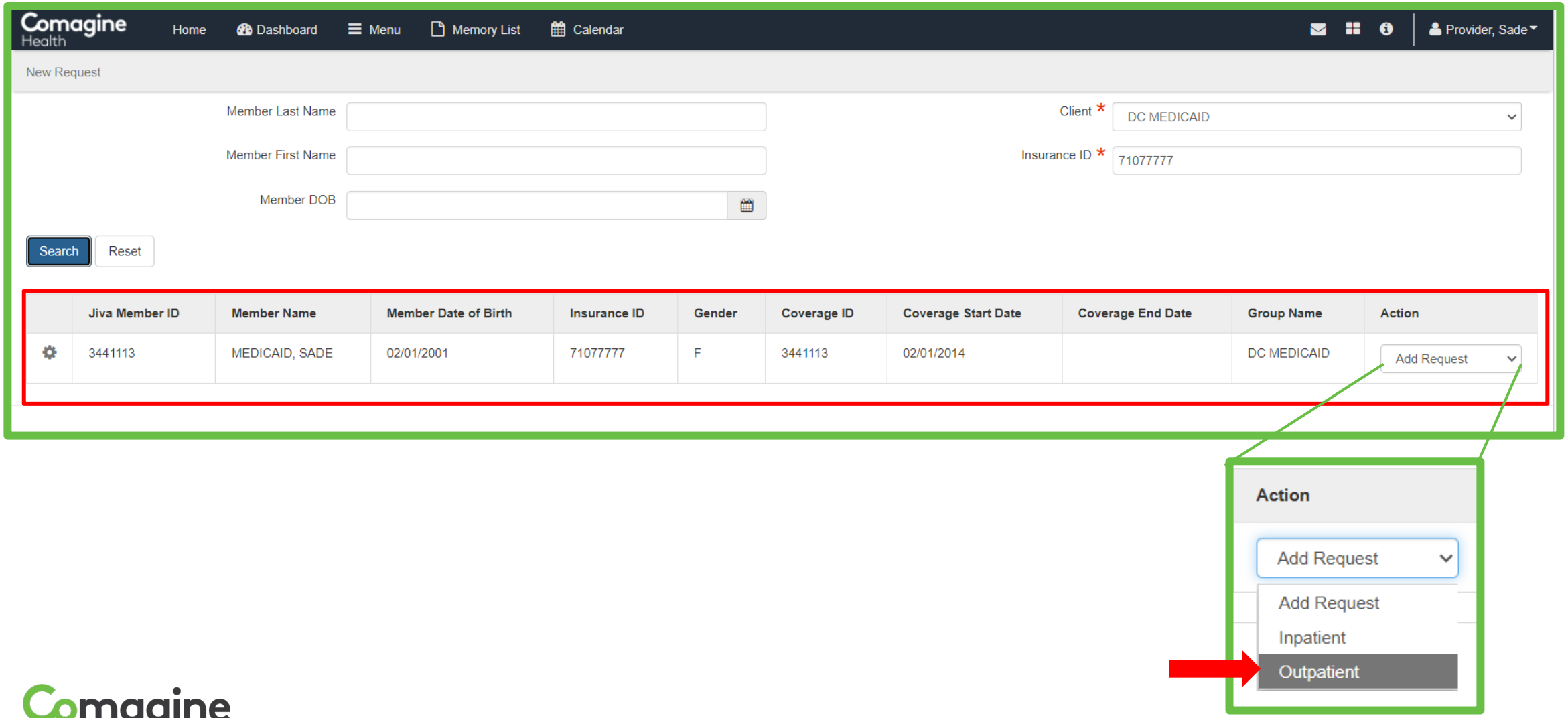
Submit a New Request



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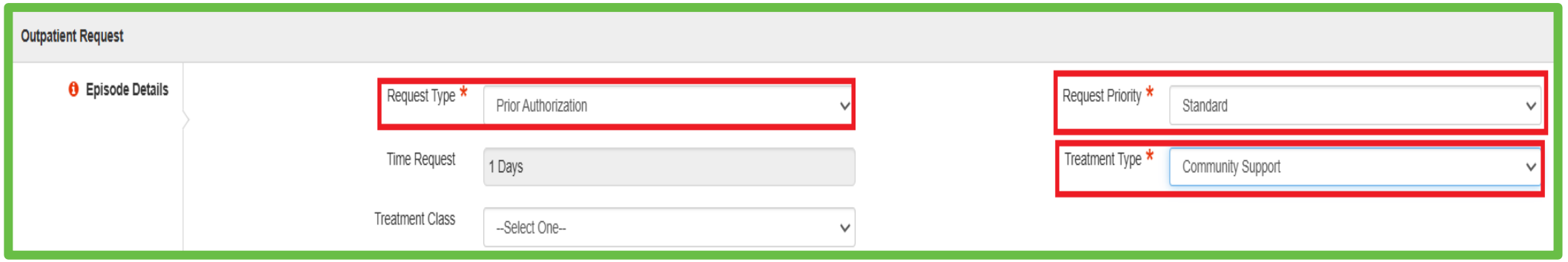
Submit a New Request

- Fill out the **Episode Details** with the red asterisks, including the Treatment Class. For **Outpatient** requests, complete:
    A. **Request Type***: Enter **Prior Authorization**.
    B. **Time Request**: Does not need to be filled in, automatically populates to 1 day.
    C. **Treatment Class**: Select **N/A** (this field MUST be completed even though an asterisk is not present).
    D. **Request Priority***: Will auto-populate with **Standard**.
    E. **Treatment Type***: Select **Community Support**



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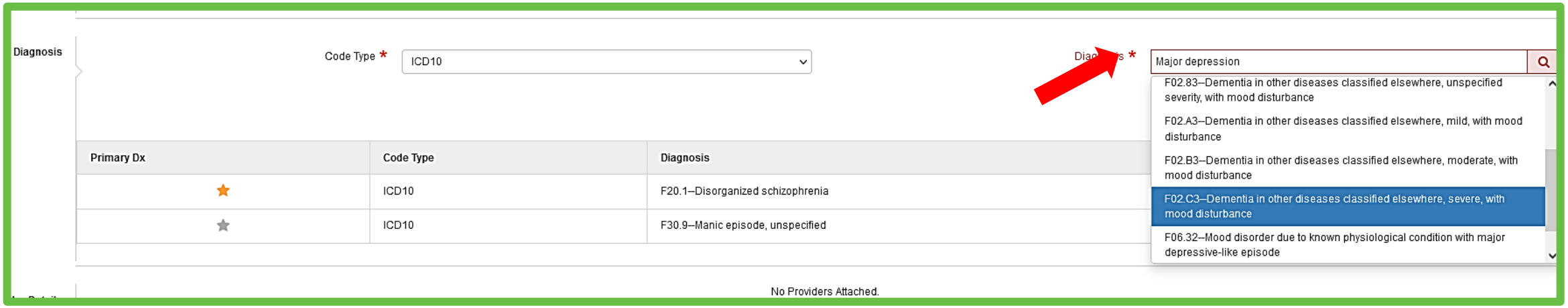
Submit a New Request, cont.

- Enter Diagnosis



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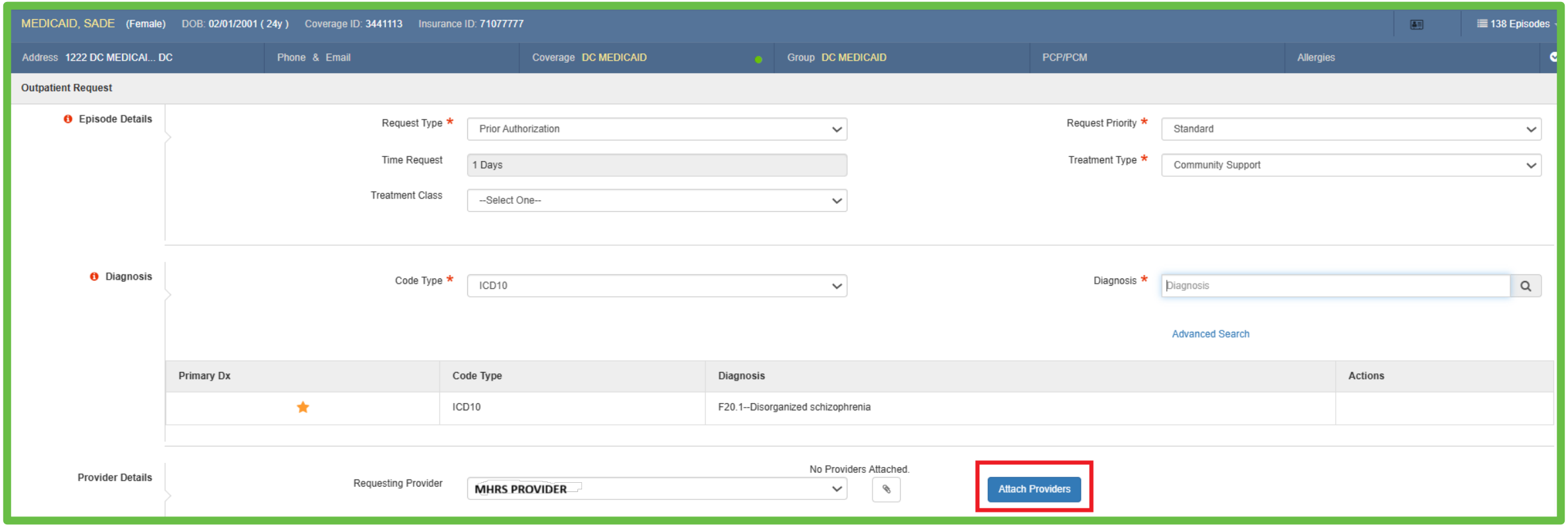
Submit a New Request, cont.

- Attach Providers to Episode



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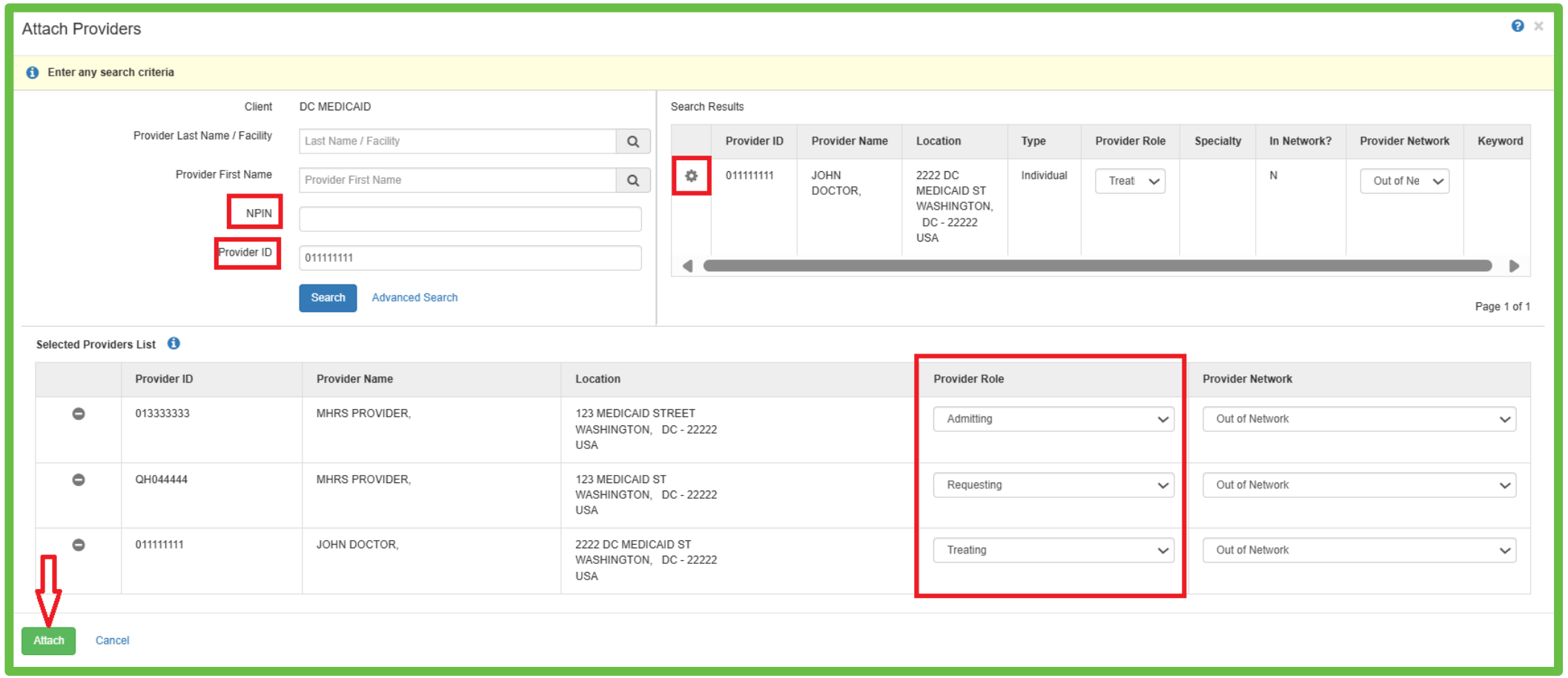
Steps to Add Providers

- Use Search or Advanced Search to find providers



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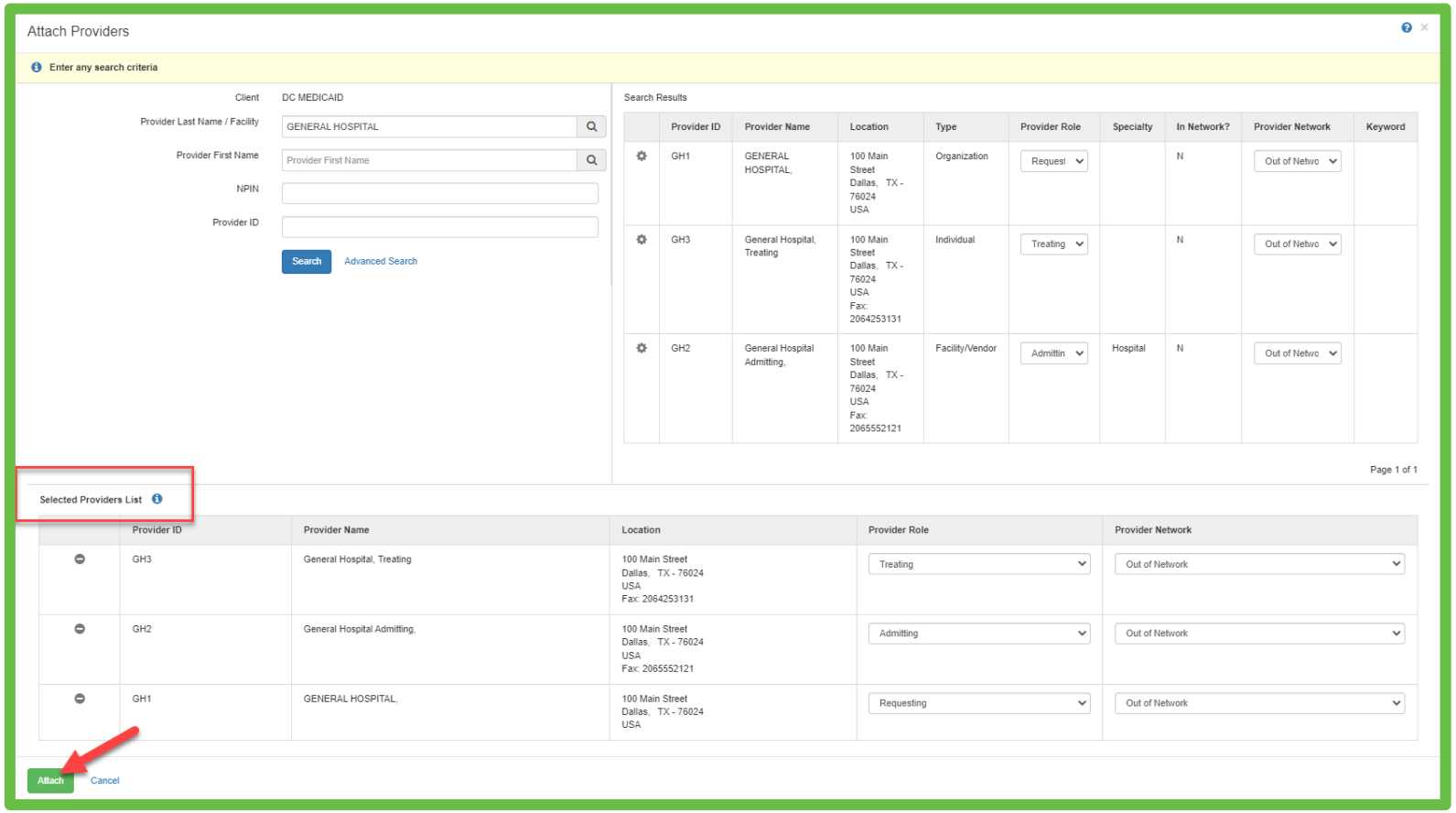
Steps to Add Provider, cont.

- Admitting, Treating, and Requesting providers must be attached



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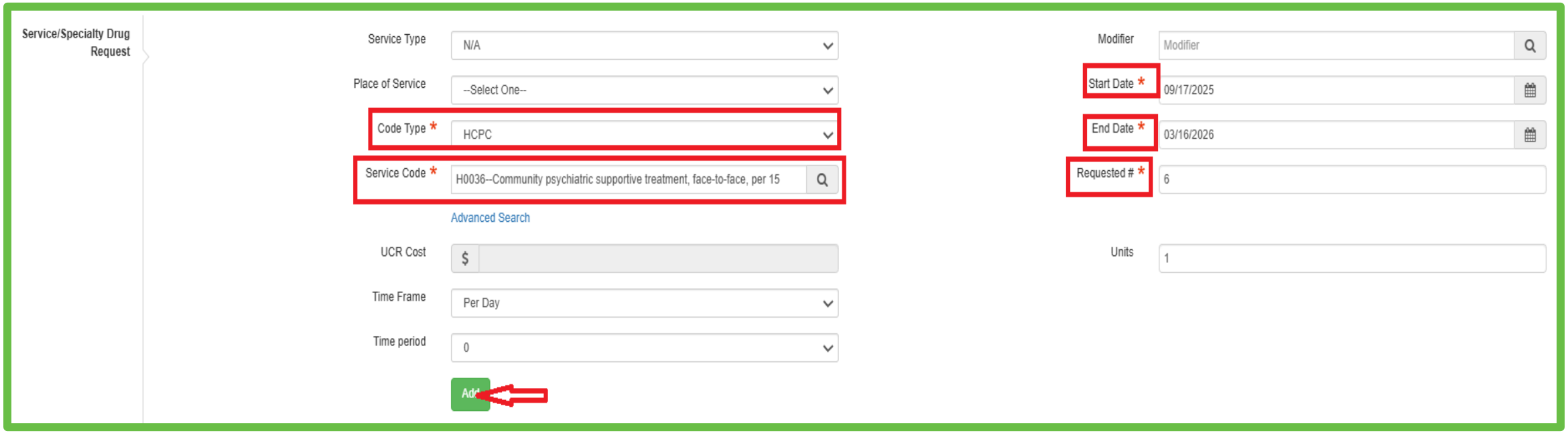
Add a Service Request



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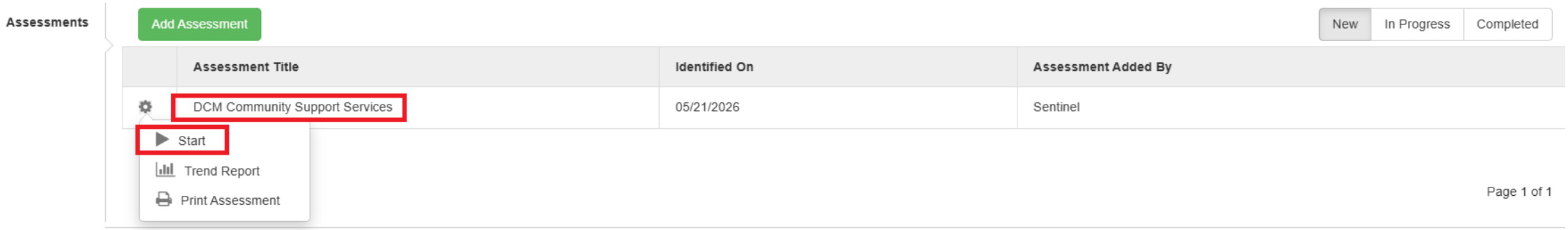
Assessments

- Select the gear and click **Start** to complete the **DCM Community Support Services (mandatory process to save and submit)**



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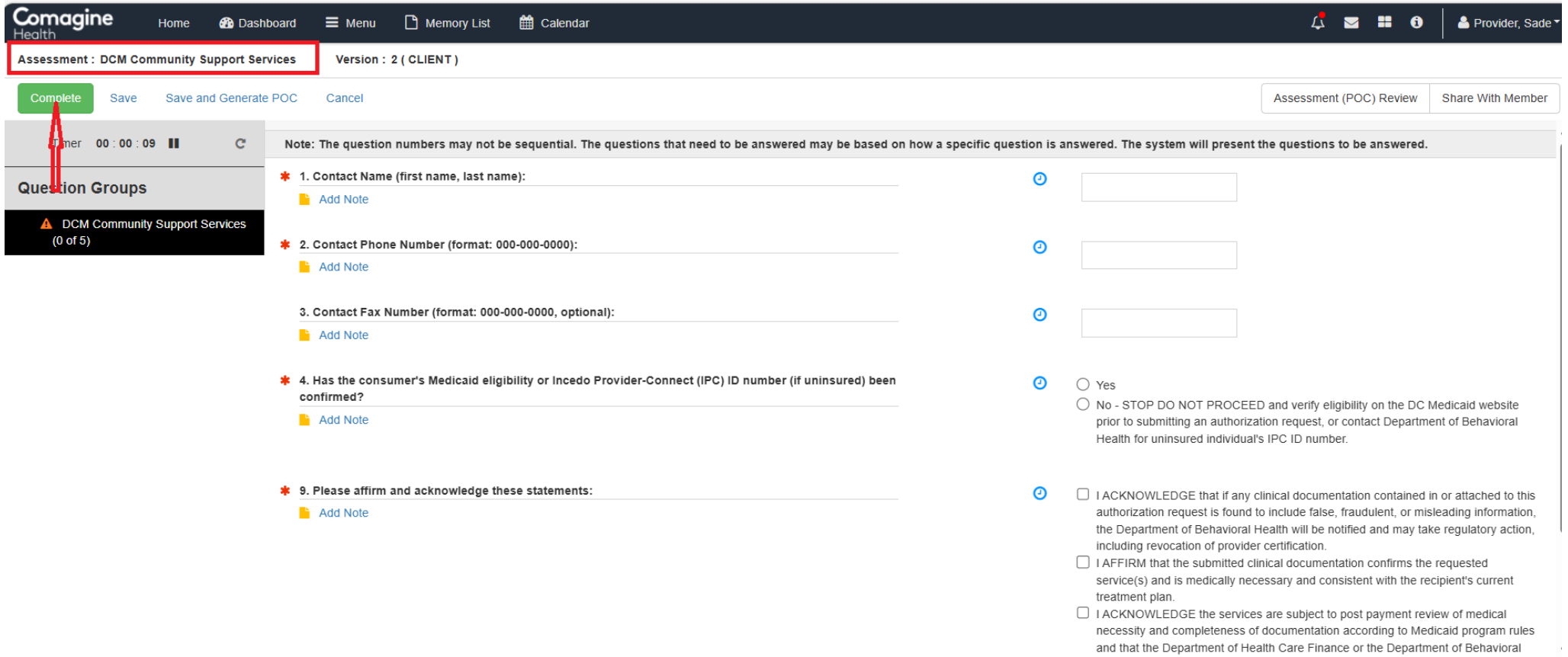
DCM Community Support Assessment

- Answer the assessment questions
- Always select **Complete** when finished with an assessment and not just Save



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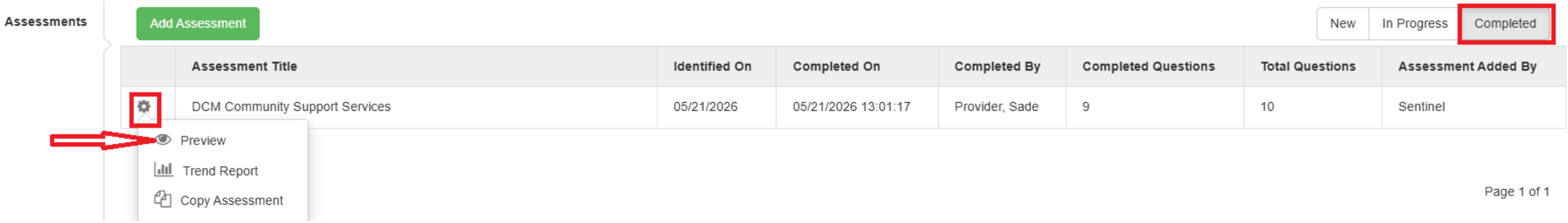
Preview Assessment

- You can review the completed or in progress assessments by clicking on the gear and selecting Preview.
- The tab on the right-hand side also needs to be selected – either **completed** or **in progress**.



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Adding Documents

- Click on the **Add Documents** button.
- Please only use PDF or DOC files; TIFF files will not be accepted

	Name	Type	Date Added	Added User	Description
⚙	DLA 20		07/09/2025	Provider, Sade	
⚙	Assessment		07/09/2025	Provider, Sade	

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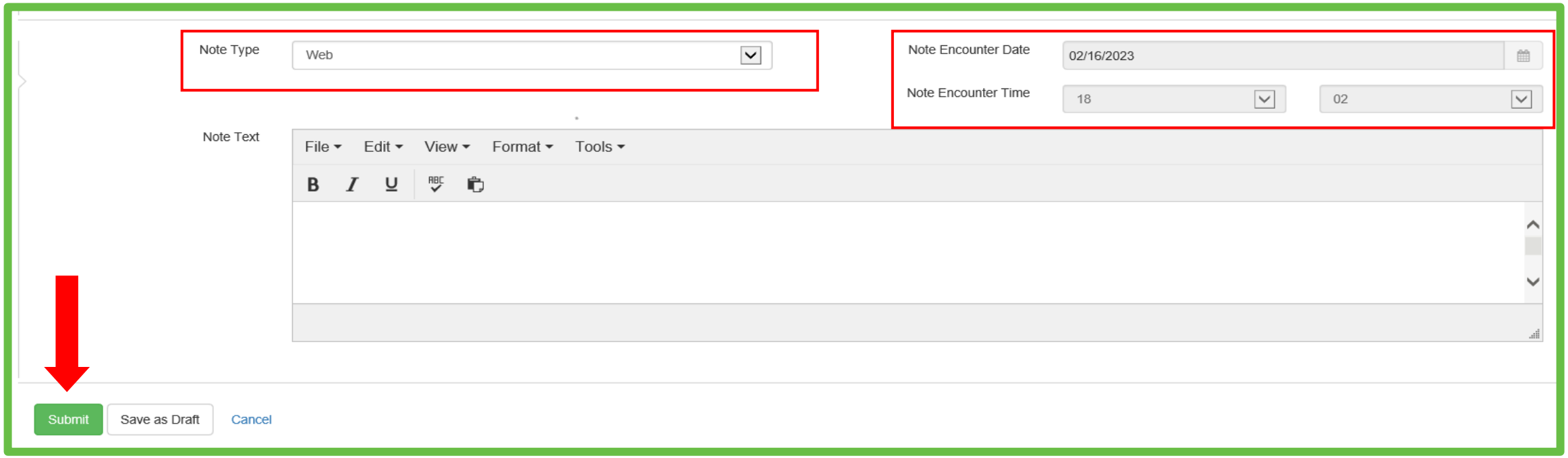
Notes

- Note Type: Auto Populates to **Web**
- Note Text: Add notes according to the request (i.e., additional information submitted)
- Note Encounter: Auto Populates the date
- Note Encounter Time: Auto-populates the time



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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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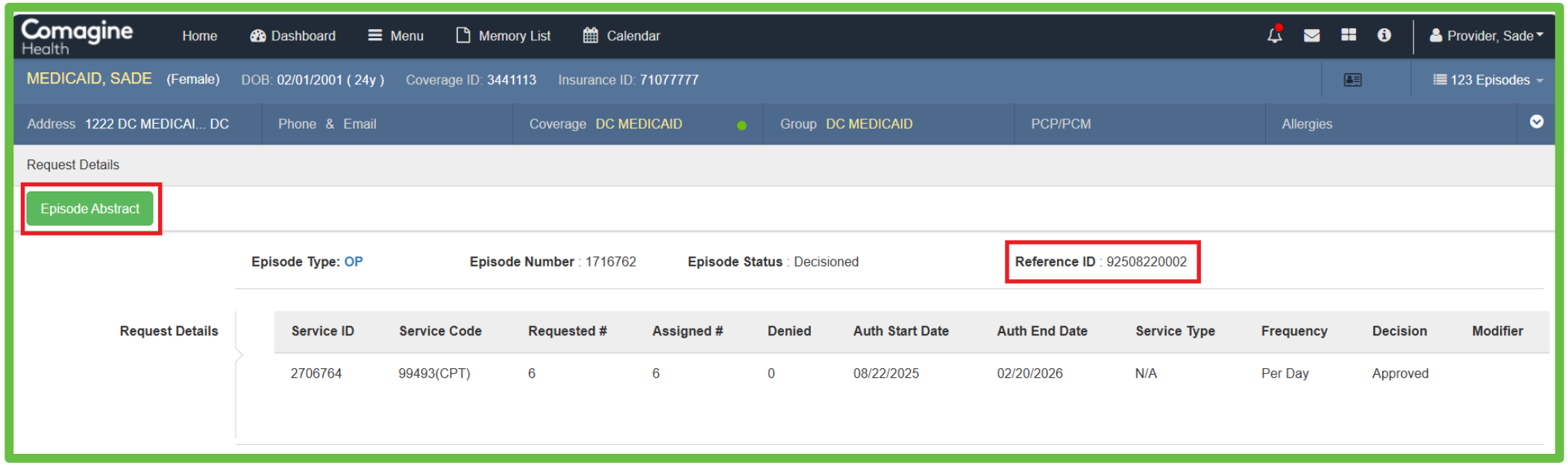
Reference ID

- Make a note of the CHPP Reference ID number for your records to locate the episode faster
- The reference ID will become a prior authorization number on an approved request
- Selecting **Episode Abstract** allows you to review what was submitted; however, you cannot edit from here



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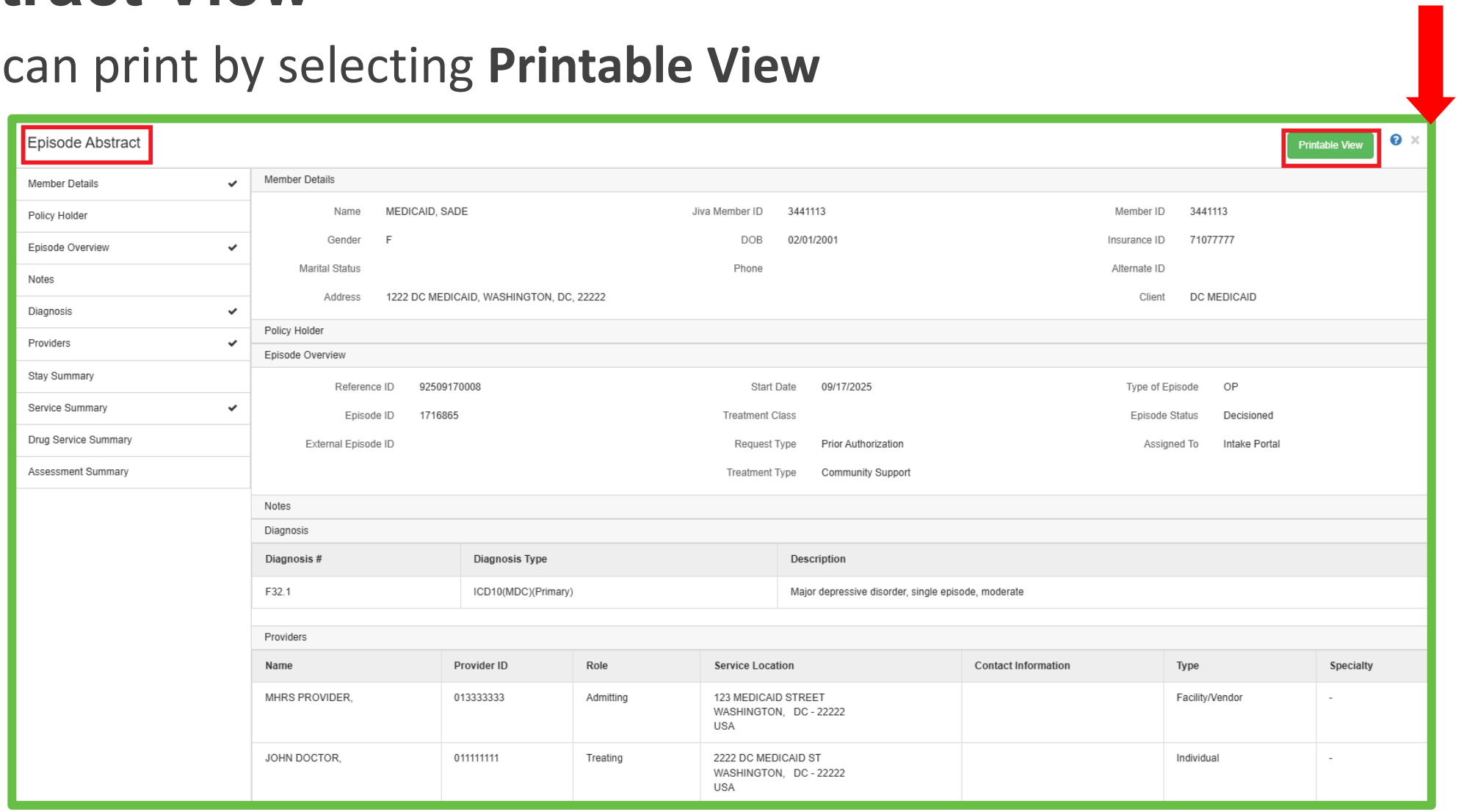
Abstract View

- You can print by selecting **Printable View**



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Provider Resources

- Comagine Health Provider Portal (CHPP) User Guide
- CHPP Administrator Guide
- CHPP Quick Start Guide – Community Support Services Review Authorizations
- CHPP System Upgrade Training Webinars (recording and slides)
- CHPP Registration Packet
- Copy of the CSS Review Assessment Form (viewable under Checklists & Forms)

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Questions

Type your questions in the chat

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Thank you!

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