



State of New Mexico
 Medical Assistance Program Manual
Supplement



DATE: March 31, 2023 **NUMBER:** 23-01

TO: 1. HOME AND COMMUNITY BASED-SERVICES WAIVER CASE MANAGERS, CONSULTANTS, AND COMMUNITY SUPPORTS COORDINATORS

2. PROGRAM OF ALL-INCLUSIVE CARE FOR THE ELDERLY (PACE)

3. INTERMEDIATE CARE FACILITIES FOR INDIVIDUALS WITH INTELLECTUAL DISABILITIES (ICF-IID)

4. FEE-FOR-SERVICE (FFS) PROVIDERS RENDERING SERVICES REQUIRING PRIOR AUTHORIZATION

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THROUGH: MELANIE BUENVIAJE, BUREAU CHIEF, EXEMPT SERVICES AND PROGRAMS BUREAU *MB*

SUBJECT: UPGRADE TO COMAGINE HEALTH PROVIDER PORTAL (CHPP).

The contractor for the State of New Mexico, Human Services Department, Medical Assistance Division, Comagine Health, is upgrading their current Comagine Health Provider Portal (CHPP). All Fee-for-Service (FFS) providers rendering services that require a prior authorization or level of care (LOC), and all Home and Community-Based Waiver case managers, consultants, and community supports coordinators are required to enroll in an updated training presentation of the CHPP. The training presentation will demonstrate how to submit prior authorization, budgets and level of care requests. Providers will also retrieve prior authorization, approved budgets and level of care correspondence documents through the CHPP. **This Supplement does not apply to Centennial Care.**

Fee-for-Service providers includes the following Medicaid provider types: Behavioral Health Agencies and providers, Ambulatory Surgical Centers, Optometrists, Dental providers, DME/Prosthetics/Orthotics and Nutritional service providers, Hospitals, Physicians, Home Health

Agencies, Therapists, Hearing Aid service providers, Nursing Agencies, Rehab (In/Out patient) providers, Transplant service providers (in state), Residential Treatment Centers, and Treatment Foster Care Agencies.

All affected providers must be registered for the training presentation by **Monday, May 1, 2023**. Providers are required to register for the appropriate training by utilizing the registration links. Each provider type listed will have an established date and time for the training. The upgraded system will be implemented on **June 5, 2023**.

Comagine Health Provider Portal User Types	Date	Time	Registration Link
Acute Psychiatric Care in Freestanding Psychiatric Hospital	5/15/2023	10:30 AM	https://comaginehealth.zoom.us/webinar/register/WN_o4Or6P8ISii9xF_r6Uckqw
Contact Lens	5/19/2023	1:30 PM	https://comaginehealth.zoom.us/webinar/register/WN_SpvxRZLdS7GUGIXDanNaqw
Dental	5/17/2023	10:30 AM	https://comaginehealth.zoom.us/webinar/register/WN_vVmJkD_GRVmHfcyDmg6r-A
Developmentally Disabled Waiver Case Managers	5/16/2023	10:30 AM	https://comaginehealth.zoom.us/webinar/register/WN_KFSSu783Q4WbcrlT8Hu1Zg
Durable Medical Equipment (DME) to include Prosthetics/Orthotics and Nutritional Services	5/19/2023	1:30 PM	https://comaginehealth.zoom.us/webinar/register/WN_SpvxRZLdS7GUGIXDanNaqw
Early and Periodic Screening Diagnostic and Treatment (EPSDT)	5/22/2023	1:30 PM	https://comaginehealth.zoom.us/webinar/register/WN_yE1J4CdOQhuMtSeUoI_iWA
Hearing Aids	5/19/2023	1:30 PM	https://comaginehealth.zoom.us/webinar/register/WN_SpvxRZLdS7GUGIXDanNaqw
Home Health	5/18/2023	1:30 PM	https://comaginehealth.zoom.us/webinar/register/WN_6yGjLf1STNi4byHU7Lh1-Q
Hospitals/Physicians	5/23/2023	10:30 AM	https://comaginehealth.zoom.us/webinar/register/WN_VW23KyaUSPCnvpAVSMUS7w
Intermediate Care Facilities (ICF/IID)	5/17/2023	1:30 PM	https://comaginehealth.zoom.us/webinar/register/WN_KSOTZJU0SseuRvBGvN67XQ

Medically Fragile Waiver Case Managers	5/16/2023	10:30 AM	https://comaginehealth.zoom.us/webinar/register/WN_KFSSu783Q4Wbcrit8Hu1Zg
Mi Via Waiver Consultants	5/16/2023	1:30 PM	https://comaginehealth.zoom.us/webinar/register/WN_FgZ-INChRKClmsR3YZvRsQ
Nursing Facilities (NF)	5/17/2023	1:30 PM	https://comaginehealth.zoom.us/webinar/register/WN_KSOTZJU0SseuRvBGvN67XQ
Private Duty Nursing Service	5/22/2023	1:30 PM	https://comaginehealth.zoom.us/webinar/register/WN_yE1J4CdOQhuMtSeUoI_iWA
Program of All-Inclusive Care for the Elderly (PACE)	5/15/2023	10:30 AM	https://comaginehealth.zoom.us/webinar/register/WN_WBjzQDU_SNWMHB_kqG3exg
Rehabilitation Services (In/Outpatient)	5/15/2023	1:30 PM	https://comaginehealth.zoom.us/webinar/register/WN_4Z-Su9PpTxux4Nyro4c63Q
Residential Accredited and Residential Non-Accredited Behavioral Health	5/18/2023	1:30 PM	https://comaginehealth.zoom.us/webinar/register/WN_JDhmdTBmQ3OW9SMoORe30g
Residential Substance Use Disorder (SUD) Treatment	5/15/2023	1:30 PM	https://comaginehealth.zoom.us/webinar/register/WN_VP9qRaAASliCO-jfUQY14Q
Supports Waiver - Agency Based Community Support Coordinators	5/16/2023	10:30 AM	https://comaginehealth.zoom.us/webinar/register/WN_KFSSu783Q4Wbcrit8Hu1Zg
Supports Waiver - Participant Directed Community Support Coordinators	5/16/2023	1:30 PM	https://comaginehealth.zoom.us/webinar/register/WN_FgZ-INChRKClmsR3YZvRsQ
Therapies	5/18/2023	10:30 AM	https://comaginehealth.zoom.us/webinar/register/WN_fGigom7iQAan0qJe87_AUg
Transplant Services (In State)	5/23/2023	10:30 AM	https://comaginehealth.zoom.us/webinar/register/WN_VW23KyaUSPCnvpAVSMUS7w
Treatment Foster Care	5/18/2023	10:30 AM	https://comaginehealth.zoom.us/webinar/register/WN_Wb7gnX0gRi-TKgl_uSNhyQ
UNM Outsider Reviewer	5/22/2023	10:30 AM	https://comaginehealth.zoom.us/webinar/register/WN_uSx9LCivSeaGG2BKtFhujQ

Recordings of the trainings will also be available on the Comagine Health website:

<https://comagine.org/program/new-mexico-medicaid/providers>

The website provides access and information to:

- The Comagine Health Provider Portal registration packet
- Available training dates by provider type
- Quick start guides and training videos with step by step instructions on how to successfully submit a request or retrieve correspondence documents
- Frequently Asked Questions

Onsite training may also be requested for your agency/facility by contacting Kimberley Scott, Comagine Health, at 1-888-962-2180.

Technical assistance is available by contacting Comagine Health at 1-866-962-2180. It is highly recommended that providers utilize the resources available on the website prior to calling for technical assistance.

The Human Services Department appreciates your cooperation and support to improve processes by increasing efficiencies using a secure electronic system for Medicaid FFS, budgets, LOC and prior authorization requests. Questions regarding this Supplement may be directed to La Risa Rodges, TPA UR Staff Manager, by phone: (505) 795-3713 or email LaRisa.Rodges@hsd.nm.gov.