



State of New Mexico
Medical Assistance Program Manual
Supplement



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TO: ALL FEE FOR SERVICE (FFS) APPLIED BEHAVIOR ANALYSIS (ABA) PROVIDERS

FROM: LORELEI KELLOGG, ACTING DIRECTOR, MEDICAL ASSISTANCE DIVISION 

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

SUBJECT: FEE-FOR-SERVICE APPLIED BEHAVIOR ANALYSIS SUBMISSION PROCESS

The Third-Party Assessor (TPA) for the State of New Mexico, Human Services Department, Medical Assistance Division, Comagine Health, upgraded their management information system on June 5, 2023. Comagine Health's management information system is powered by Jiva and known as the Comagine Health Provider Portal. The upgrade to the system now allows fee-for-service (FFS) applied behavioral analysis (ABA) requests to be submitted electronically utilizing the Comagine Health Provider Portal.

Historically, ABA providers would submit and receive the FFS requests to Comagine Health via fax. Effective immediately, requests received via fax will **no longer be accepted.**

All ABA providers submitting FFS requests are now required to submit via the Comagine Health Provider Portal.

FFS ABA providers must register for access to the Comagine Health Provider Portal by submitting the registration packet found at <https://comagine.org/sites/default/files/resources/nm-medicaid-chpp-registration-packet.pdf>. Completed registration packets must be returned to nmproviders@comagine.org. Registration is required in order to access the Comagine Health Provider Portal. One registration packet is required per agency, not per individual. Registration packets are processed within three (3) business days of receipt.

A notification email will be sent with the username and temporary password once the registration packet has been processed. Each agency will have an internal user with Administrator access. The Administrator will have access to create and remove individual users for their agency.

Providers may view recorded trainings for the Comagine Health Provider Portal 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
- 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 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 agencies 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 ABA 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.