Oregon Behavioral Health Support Program (OBHSP)

Provider Portal Program Alerts Quick Start Guide

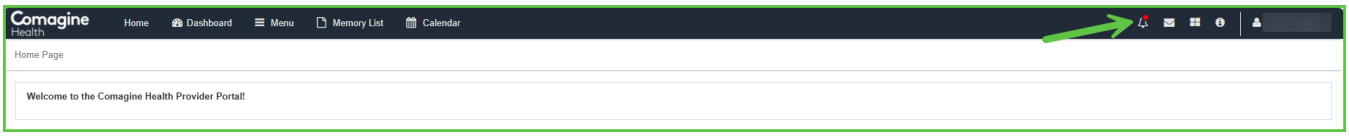
Roles	IP /OP	Related Guides
Provider		

Purpose

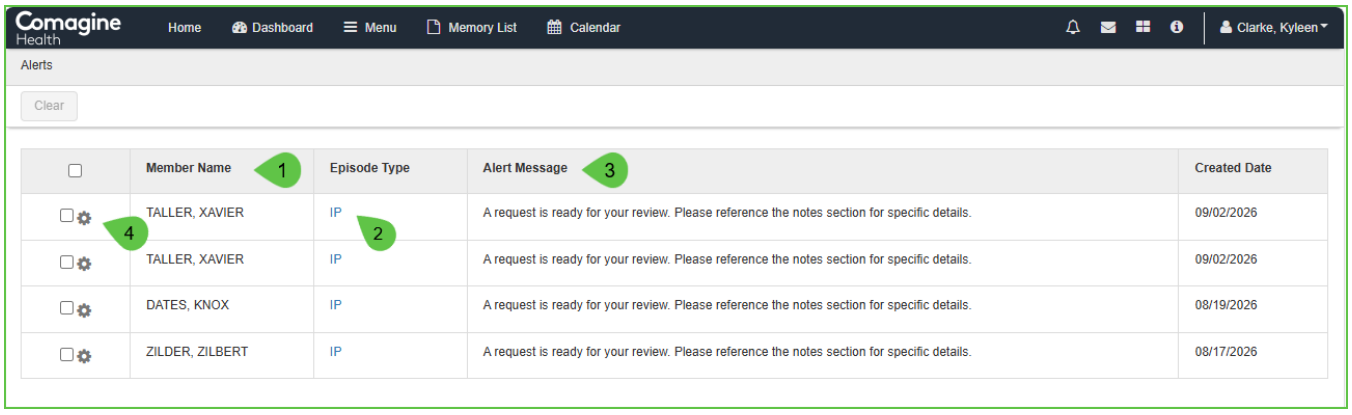
Alerts are utilized when viewing an episode after being added as a 'Requesting Provider' by Comagine Health. An alert indicates that there is web note communication within the episode.

Steps

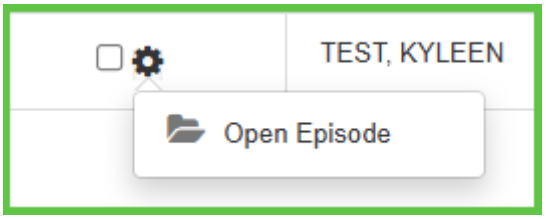
1. Sign into Provider Portal with your Username and Password.
    a. If you have not been issued a Username and Password, or if you need your password reset contact your program administrator.
2. Select 'Bell' for alerts (indicates action is needed for eligibility review/decision).



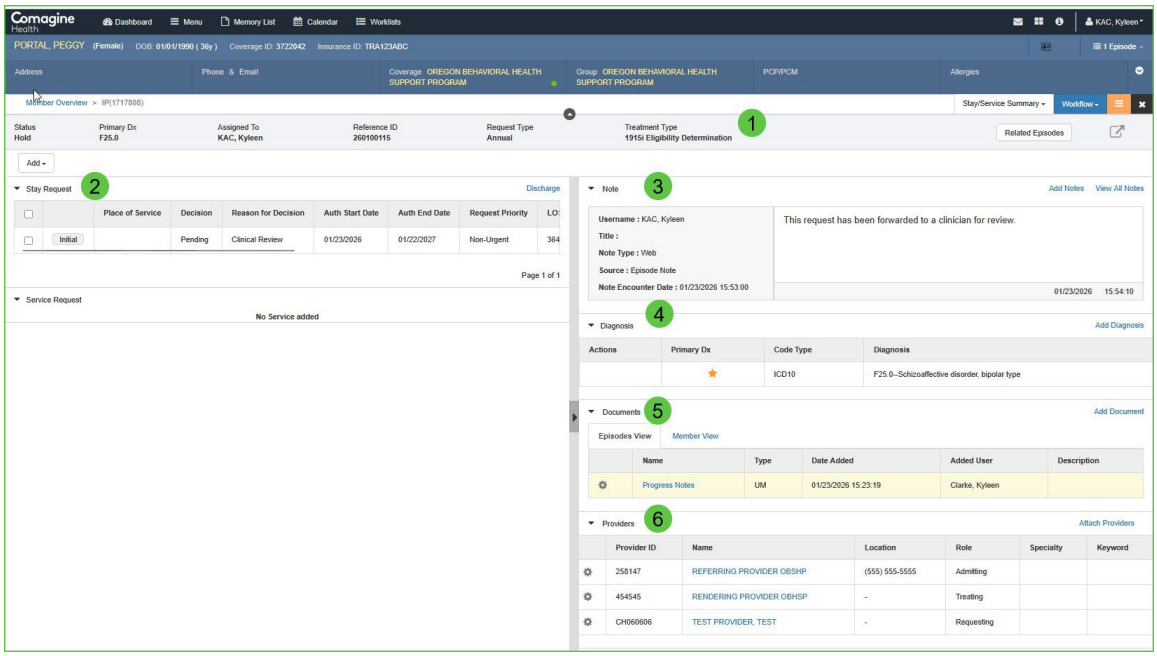
- Once the bell is selected, a list of episodes needing review will populate.



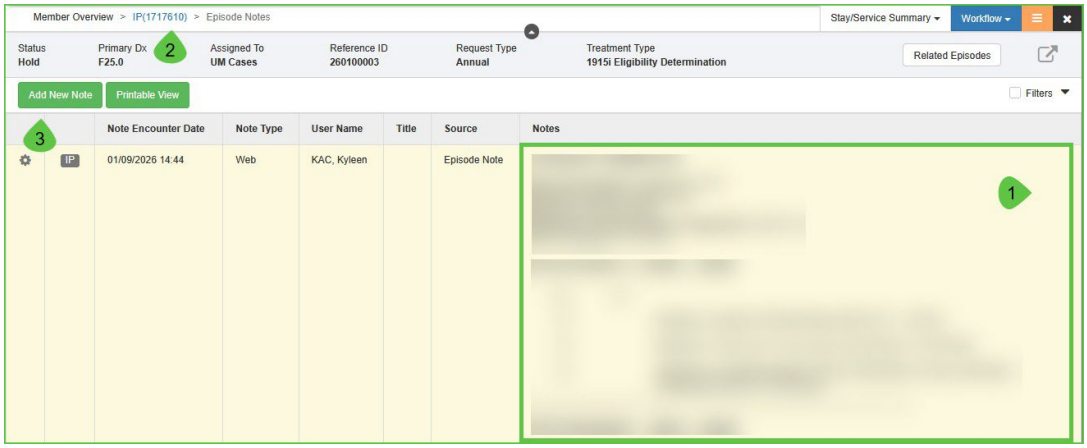
1. **Member Name –** Beneficiary name.
2. **Episode Type –** All episodes will be IP (inpatient). Selecting the IP next to a member name will bring user directly to the episode housing the alert.
3. **Alert Message –** Automated alert for step needed from provider.
4. **Gear icon –** Another way to access episode housing alert. Clicking on the gear will open the option to 'Open Episode' as seen below:



- Once in episode view:

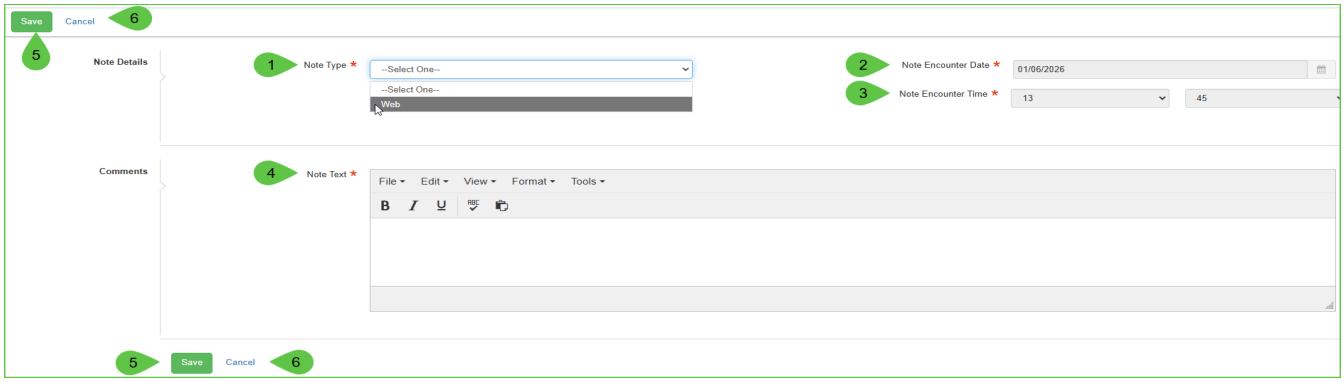


1. **Treatment Type –** Identifies which scope of work the episode is capturing. See below for list for facilities under the 1915i Eligibility Determination, BH Residential Non 1915i, BH Residential Non-Medicaid, and Secure Residential Treatment Facility Treatment Types.
2. **Stay Request –** Captures the authorization dates according to the scope of work. For prior authorizations, these dates should align with the requested dates in MMIS.
3. **Note –** Provides Web Notes that captures communication within Jiva between Comagine Health, Oregon Health Authority and Providers. Can also access 'View All Notes' to see all web note communications.
4. **Diagnosis –** Primary and secondary diagnoses are listed here. The primary diagnosis will be identified with a gold star.
5. **Documents –** Any submitted documents are uploaded to this section. These documents are episode specific and pertinent to eligibility/current plan of care.
6. **Providers –** Providers are designated by role of Admitting, Treating and Requesting. Requesting providers will have access to view the episode via Provider Portal.



1. All web notes will be visible from this view.
2. The 'bread crumb' trail – Selecting episode number will bring you back to the episode view page.
3. Add New Note – To communicate with Comagine Health. Once this is selected, a note page will auto-populate.

Once "Add New Note" is selected:

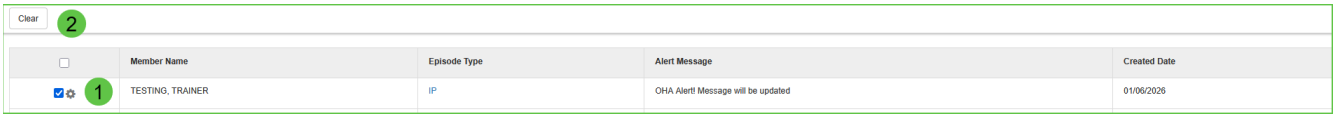


1. **Note Type –** Web Note will be the only option.
2. **Note Encounter Date –** Auto populates with today's date. Do not change.
3. **Note Encounter Time –** Auto populates. Do not change.
4. **Note Text –** Field to communicate with Comagine Health.
5. **Save –** Two options to save the note. Saving the note sends it forward to IQA.
6. **Cancel -** Two options to cancel the note. If 'Cancel' is selected, a new note will need to be created.

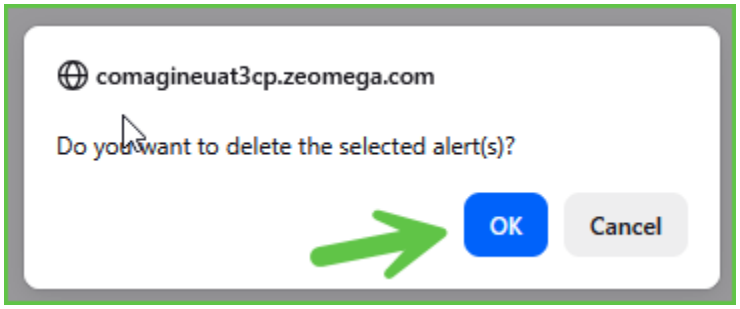
- Complete the following fields.
  a. Note type: **Web Note.**
  b. Note Text: Enter questions, updates, communication for Comagine Health.
  c. Select **Save.**

To remove review from Alert List:

- Select box next to completed review.
- Select 'Clear'.

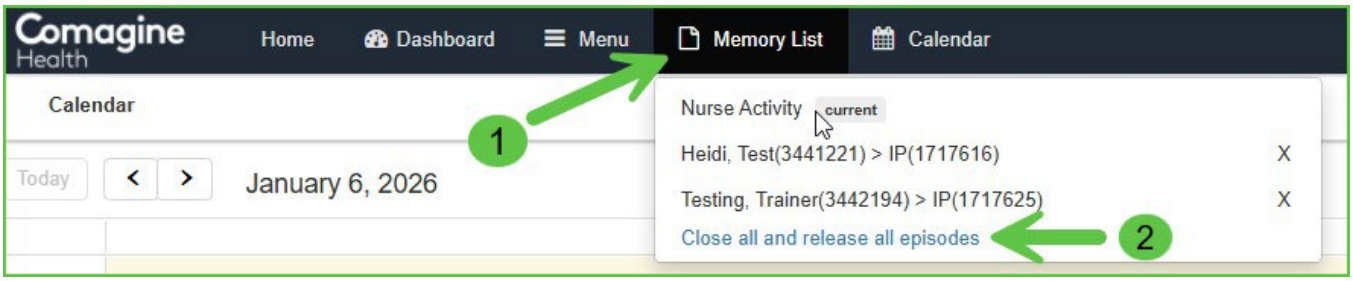


- Pop Up Box will appear. Select OK.



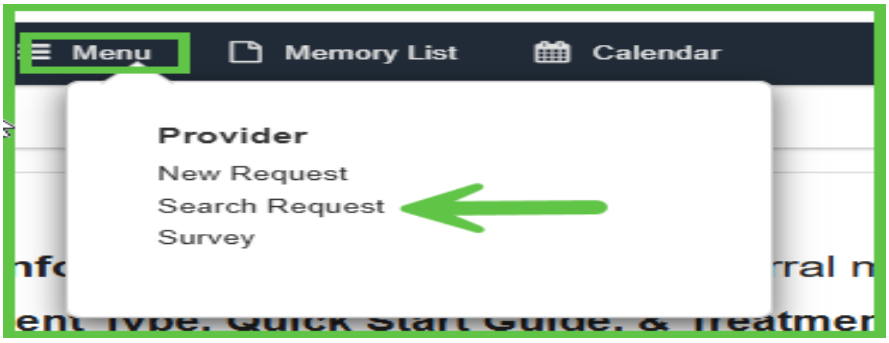
Clear Memory List.

- Select Memory List from web page header. This will trigger a drop-down list of any episodes the user has opened.
- Select 'Close all and release all episodes.



To Look Up an Individual:

Select Menu > Search Request.



Only fill in the fields marked with the red asterisk (*). Client will only be 'OREGON BEHAVIORAL HEALTH SUPPORT PROGRAM. Provider must enter the individual's Insurance ID #. This ID is a combination of 9 letters and numbers. Then select the green search button. DO NOT ENTER information in any other fields.



If the following notification(s) appear, ensure you've entered the information correctly and then reach out to Comagine Health for next steps.



Jiva Treatment Types

Jiva Treatment Type	Facility Level/Scope of Work
1915i Eligibility Determination	AFH, APD AFH, DD AFH, DD Group Home, RTF, RTH, ILP
BH Residential Non-1915i	SRTF, YAT, Individuals under 18 living in AFH, I/DD Group Home, I/DD AFH
BH Residential Non-Medicaid	AFH, APD AFH, DD AFH, DD Group Home, RTF, RTH, ILP, SRTF, YAT, Individuals under 18 living in AFH, I/DD Group Home, I/DD AFH
Secure Residential Treatment Facility	SRTF Medical Necessity

Version Number	Date Revised	Description	Author
1.0	01/09/2026	Initial	Kyleen Clarke
1.1	09/04/2026	Updated for Provider View	Kyleen Clarke

1.2	10/13/2026	Updates	Kyleen Clarke