Comagine HEALTH

Improving health and health care. Together.

Provider Portal Quick Start Guide – Delete Request Draft

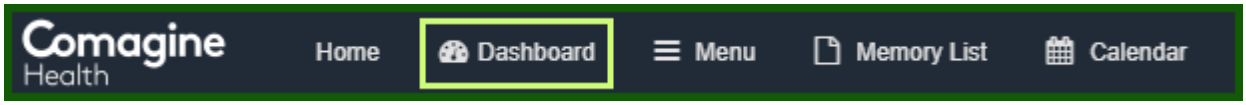
Oregon Independent and Qualified Agent (IQA) and Related Services

Purpose

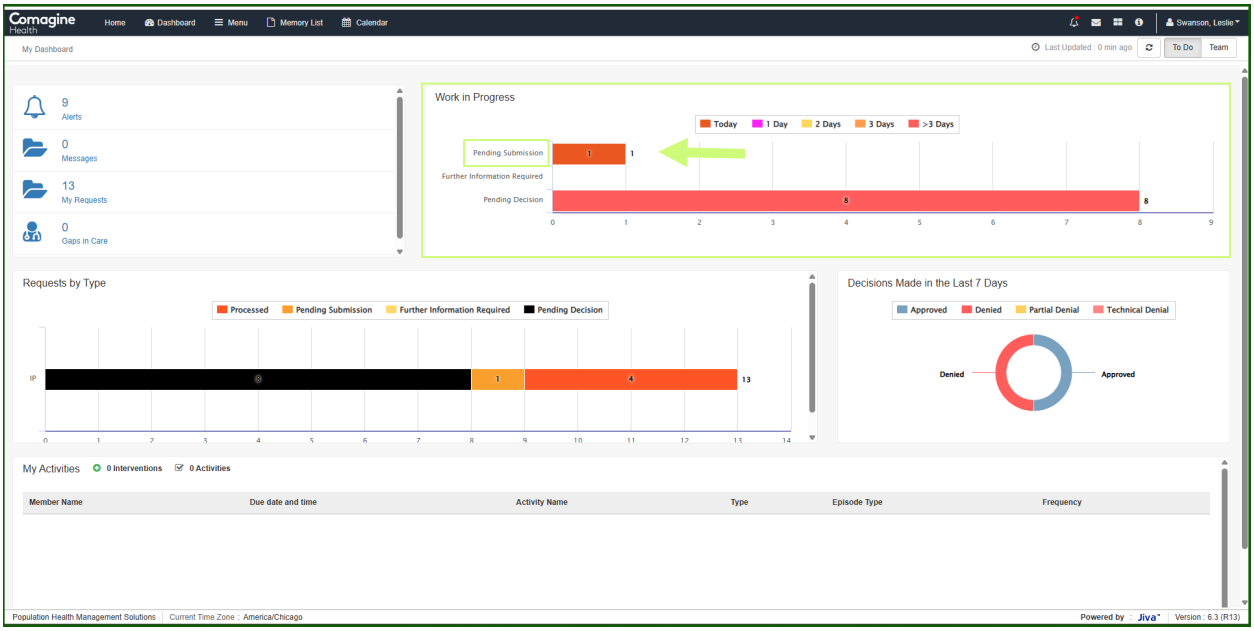
- A Quick Start Guide outlining steps for providers to delete a Pending Submission (also referred to as an Inpatient Request draft) in the Comagine Health Provider Portal (CHPP).
- What I Need to Know
  - A 'Pending Submission' on your 'Dashboard' is considered an Inpatient Request Draft.
  - Submitting Provider started a referral submission in the CHPP. The referral no longer needs to be completed or sent to Comagine Health for review.
  - It is recommended that drafts are deleted to minimize confusion. Deleting an Inpatient Request Draft is permanent.

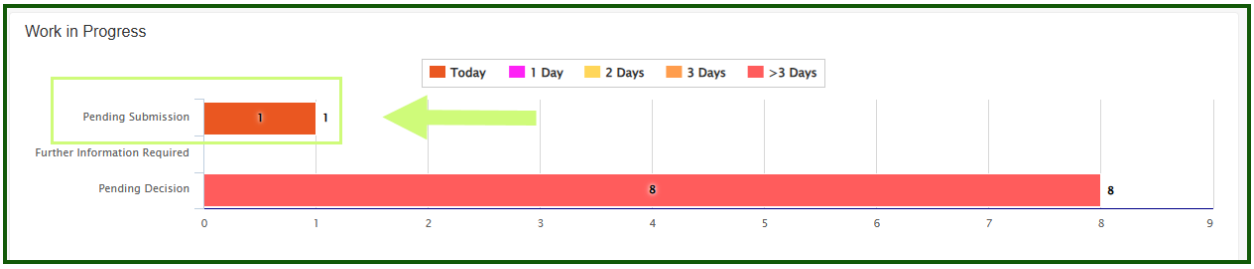
Steps to Delete Draft Referral

- Sign into the CHPP.
- Select 'Dashboard'.



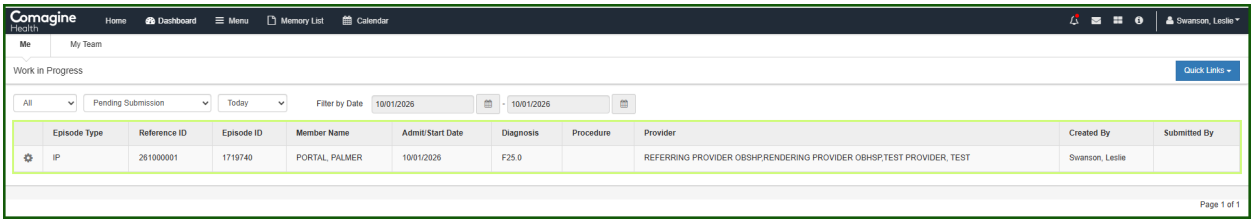
- From 'Dashboard' page, view the 'Work in Progress' graph.
  - Locate 'Pending Submission' bar at the top of the graph.





- Select the bar.

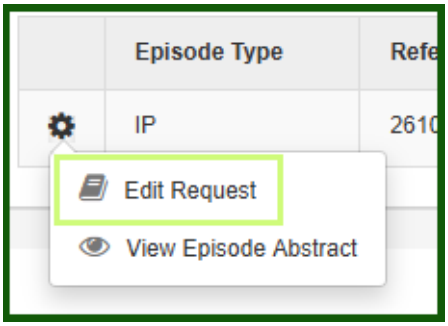
1) All ‘Pending Submission’ referrals that you created will be displayed.



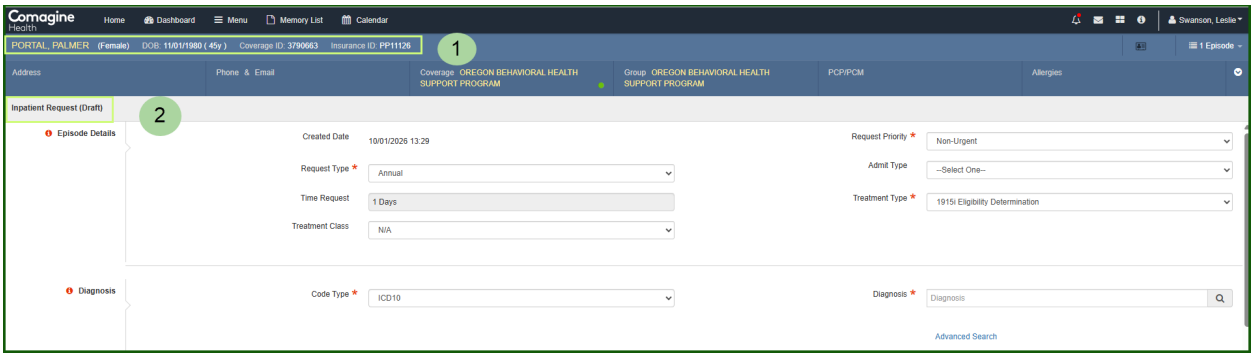
- Verify which Inpatient Request Draft needs deletion.
- Select the gear icon .



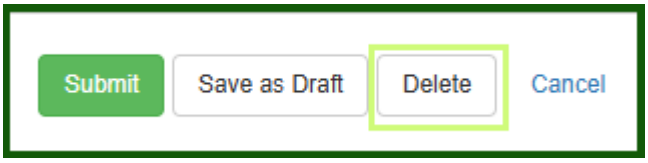
2) Select ‘Edit Request’.



- The 'Inpatient Request (Draft)' page will appear.
  1) Individual's name and information will be located at the top of the screen.
  2) Title 'Inpatient Request (Draft)' is listed.
     - Note: Any information previously entered will appear.

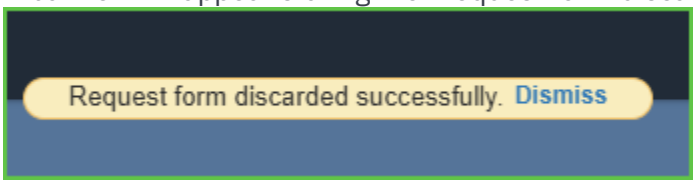


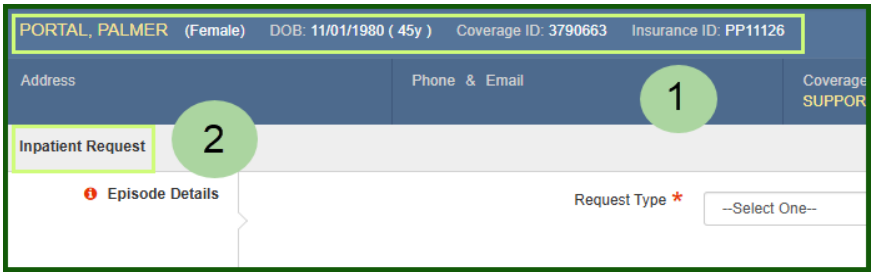
- Scroll to the bottom of the page.
  - Locate the following options, (under the 'Notes' section).



  - Select 'Delete'.

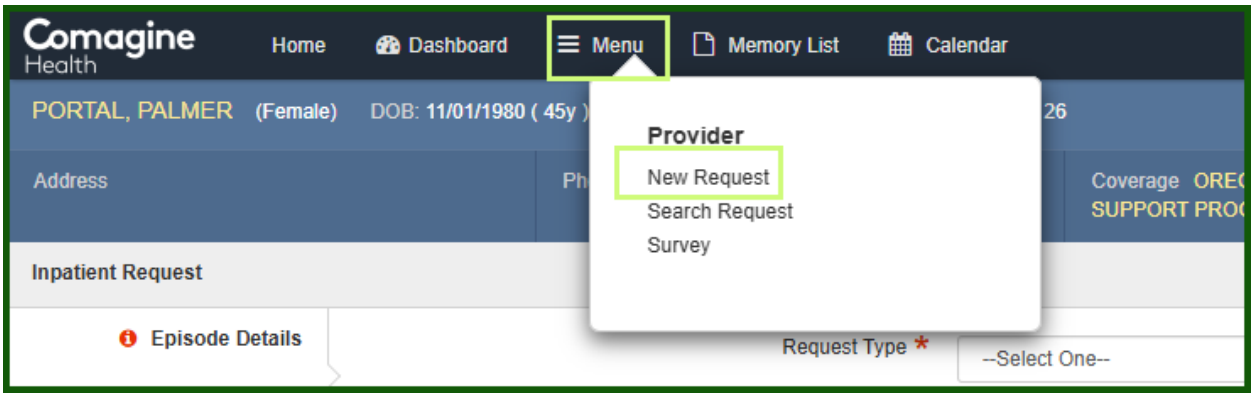
- The screen will refresh and revert to the top of the page.
- A banner will appear stating the 'Request form discarded successfully.'



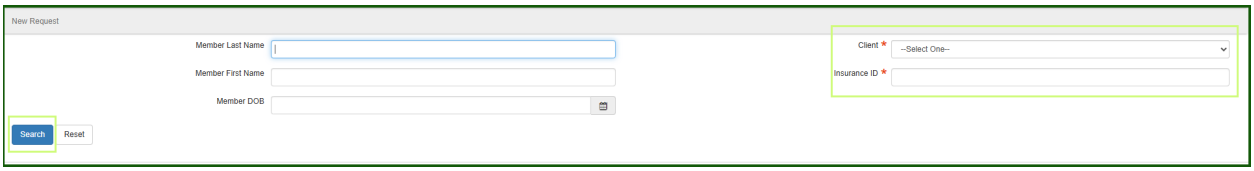


To begin a new referral for this individual:

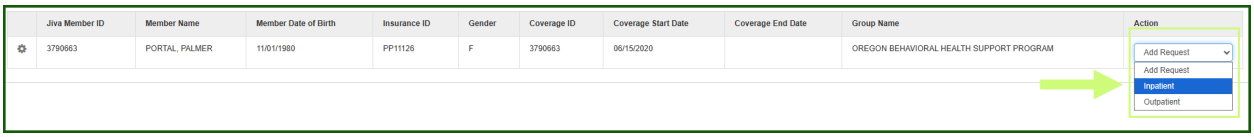
- Select ‘Menu’.
- ‘New Request’.



- Only complete the required fields marked with the *.
  - Client*: OREGON BEHAVIORAL SUPPORT PROGRAM.
  - Insurance ID*:



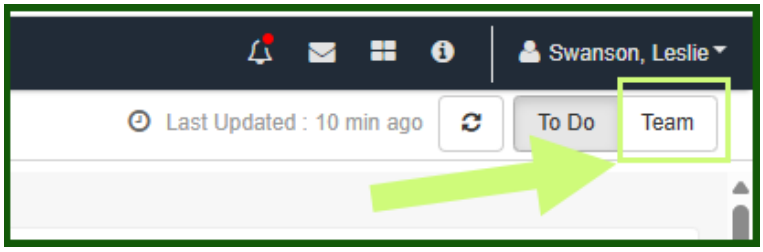
- Select ‘Add Request’ drop down menu to select ‘Inpatient’.



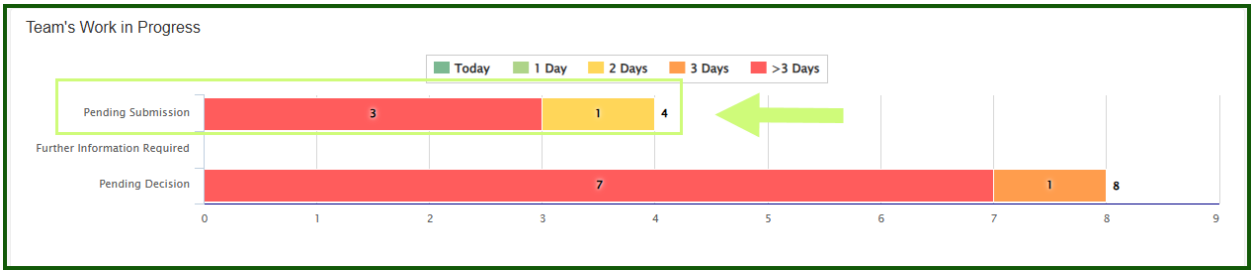
- The new ‘Inpatient Request’ page will appear.

Delete a Request Draft for a Team Member

- If you need to delete a referral ‘Request Draft’ a team member started, go to ‘Team’ on the Dashboard page.



- Select Pending Submission on the Team's Dashboard page and follow the same steps outlined above.



End of Quick Start Guide.

Revision History

Version Number	Date Revised	Description	Author
1.0	10.1.26	Delete Referral Request (Approved by NA)	Leslie Swanson