Frequently Asked Questions

Comagine Health Community Support Administrative Process – Phase 1

Updated October 3, 2025

Beginning **October 6, 2025**, MHRS certified providers will begin to submit prior authorization requests for community support service for consumers via the Comagine Health portal. Providers | Comagine Health

For dates of service beginning **November 1, 2025**, providers must include a prior authorization on claims for community support services for the claim to be considered for reimbursement.

Providers will be required to upload the following documents:

1. A consumer choice form, signed and dated by CSA Supervising Clinician with their NPI number and consumers **OR** the agencies Consent for Treatment signed and dated by the consumers.
2. A DLA-20/CAFAS/PECFAS dated within 90 days.
3. A treatment plan signed by a qualified practitioner and the consumers dated within 180 days.
   **A complete DLA-20/CAFAS/PECFAS and treatment plan must be upload, summaries will not be accepted.*

Providers must submit the most recent consumer choice form and/or consent for treatment form for consumers. This will assist in the review process to identify shared consumers and multiple transfer requests received for consumers.

Q. Can the consent for treatment form be signed and dated for more than one year?

A. Yes, for the initial PA request process, Comagine Health will accept consents for treatment for older than 1 year

Q. Will providers have to submit a new Consumer Choice Form when renewing the PA?

A. Yes, only a consumer choice form signed by the consumers within 90 days will be accepted with a PA renewal.

Q. What dates should providers enter for community support service PAs?

A. PA requests should align with the consumer's treatment plan.

Q. How many CSS units can a provider request?

A. Requested units should be based on the plan of care, but the PA will not be approved for more than 200 units within 180-day treatment plan period.

Q. If a consumer transfers to a new agency, does the prior authorization transfer?

A. No, the accepting provider will need to request a new PA and submit a consumer choice form with both the releasing and accepting provider signatures on the form.

Q. Who is the admitting, requesting and treating provider on a CSS PA request?

A. The admitting and requesting provider is the CSA. The treating provider is a qualified practitioner; In most instances, this individual oversees the team of CSWs.

Q. Who can submit CSS PA requests in the portal?

A. Agencies can utilize administrative/clerical staff to submit requests in the portal; however, the staff person will be responsible for adding the QP and their NPI number, and the legally binding attestation on behalf of the agency before submitting the document into the portal.

Q. What if one of my agencies' QP is not listed in the Comagine Portal?

A. Please email list of QP's to dcmedicaid@comagine.org or call 800-251-8890.

Q. Where can agencies view approved and denied PA's?

A. Prior authorization status is available in the Comagine portal under each user's Dashboard. Providers can also search for an individual consumer's PA approvals and denials in the DHCF Portal under PA Inquiry. Department of Health Care Finance - User Logon.

Q. How can I request prior authorization for local consumers?

A. Providers must first submit a local dollar request through DBH's SharePoint: Local Dollar Eligibility - New Item

- If approved, Providers will receive an IPC number assigned to the consumers for a ***90-day*** eligibility coverage span.

- Providers will enter IPC number for Insurance ID in Comagine Portal.

Q. How long is the PA approval process?

A. If all required documentation is uploaded, attested and required fields are completed for the consumers, PA's are received immediately.

NOTE: *The transition of prior authorizations of the community support service to Comagine Health does not supersede all governing Federal and District laws, regulations and policies.*

REMINDER – A PRIOR AUTHORIZATION IS NOT A GUARANTEE OF PAYMENT

Q. Will the recording and slides be available?

A. The presentation slides and recording for the session on 10/02/2025 is available here: Providers | Comagine Health

Comagine Technical Assistance: dcmedicaid@comagine.org

1-800-251-8890