



Dear Case Management Agencies,

The Case Management Redesign (CMRD) has no open issues as of Tuesday, March 26, 2024. A separate communication will be sent to agency leadership through the CMA Transitions Inbox.

**RESOLVED ISSUE: Open Tasks and Appeals information not affiliated to the correct case manager the Care and Case Management System (CCM)**

Case Management Agency staff reported that Open Tasks and Appeals are not associated with the assigned Case Manager.

Impacted records are being identified by the Department's vendors in order to affiliate this data with the current assigned Case Manager.

This issue has been resolved.

Thank you,

The Department of Health Care Policy & Financing

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Dear Case Management Agencies,

Below are the most recent updates on issues related to Case Management Redesign (CMRD) as of Thursday, March 14, 2024. A separate communication will be sent to agency leadership through the CMA Transitions Inbox.

**ISSUE RESOLVED: The Care Provider Page under Care Team displaying inaccurate case manager affiliations in the Care and Case Management System (CCM)**

Case Management Agency staff reported that the case manager assignments that reflected CMRD clean-up efforts since February 29th, 2024, were displaying on the Care Provider Page under the Care Team tab.

The entries that documented the cleanup work have been removed. All entries should reflect the member's actual case manager affiliation history.

**OPEN ISSUE: Open Tasks and Appeals information not affiliated to the correct case manager the Care and Case Management System (CCM)**

Case Management Agency staff reported that Open Tasks and Appeals are not associated with the assigned Case Manager.

Impacted records are being identified by the Department's vendors in order to affiliate this data with the current assigned Case Manager.

Thank you,

The Department of Health Care Policy & Financing

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Dear Case Management Agencies,

The issue regarding Case Managers being unable to view long-standing members in the Bridge has been resolved.

**ISSUE RESOLVED: Case Managers unable to view long-standing members in the Bridge**

Case managers are still unable to view long-standing members in the Bridge, despite the interfaces having been run over the last 24 hours.

- The Department has identified that the removal of duplicate records in the CCM during script clean-up related to Case Management Redesign resulted in the inadvertent termination of these records' connection to the Bridge.
- These PARs exist, but may be with the incorrect agency.
- Impacted records are being identified by the Department's vendors in order to revert assignments back to the way they were on Thursday, February 29, 2024.

Thank you,

The Department of Health Care Policy & Financing

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Dear Case Management Agencies,

Prior updates on the Case Management Redesign issues reported to the Department are available for review in the Case Manager section under [Emails to Providers](#) on the [Provider News web page](#). Note that a separate communication was sent to agency leadership through the CMA Transitions Inbox.

**ISSUE: Case Managers unable to view long-standing members in the Bridge - UNRESOLVED**

Case managers are still unable to view long-standing members in the Bridge, despite the interfaces having been run over the last 24 hours.

- The Department has identified that the removal of duplicate records in the CCM during script clean-up related to Case Management Redesign resulted in the inadvertent termination of these records' connection to the Bridge.
- These PARs exist but may be with the incorrect agency.
- Impacted records are being identified by the Department's vendors in order to revert assignments to the way they were on Thursday, February 29, 2024.

Contact the CCM Helpdesk at [ccmhelpdesk@gainwelltechnologies.com](mailto:ccmhelpdesk@gainwelltechnologies.com) if immediate Bridge access is needed.

Do not send this to the CMA Transitions Inbox or to individual staff members within the Department to ensure timely handling of your request.

Addressing this issue quickly is a top priority for the Department and its vendors. Case managers are advised to only manually reassign caseloads in urgent cases. This issue is expected to be fixed very soon. The Department will be providing daily updates.

**ISSUE: Case Managers Reassigned in the Care and Case Management System (CCM) - UNRESOLVED**

- Case Management Agency staff reported that members previously assigned to case managers across State General Fund Programs and Home and Community Based Services Waivers before the Phase II Case Management Redesign transition effective Friday, March 1, 2024, are no longer associated with the expected case manager.

A fix is being developed with vendor partners to revert assignments back to the way they were on Thursday, February 29, 2024. Addressing this issue quickly is a top priority for the Department and its vendors. Case managers are advised to only manually reassign caseloads in urgent cases. This issue is expected to be fixed very soon.

Thank you,

The Department of Health Care Policy & Financing