COLORADO
Department of Health Care
Policy & Financing

Dear Case Management Agencies,

Case managers are reporting that they are unable to view long-standing members in the Bridge after logging in since the completion of the weekend downtime fixes for the Care and Case Management (CCM) System. These members will be viewable in the Bridge after the interfaces run tonight after business hours.

Contact the CCM Helpdesk at ccmhelpdesk@gainwelltechnologies.com for immediate access.

There are limited resources staffing this helpdesk, please reach out only if absolutely necessary.

Only the ccmhelpdesk@gainwelltechnologies.com email helpdesk will be able to assist with these members, not the CCM Support Center.

Thank you,

Department of Health Care Policy & Financing

Dear Case Management Agencies,

This communication confirms the work that was accomplished during this weekend's downtime for the Care and Case Management (CCM) System and provides updates on Case Management Redesign.

Weekend Downtime Fixes for the CCM: Complete
The weekend fixes for the CCM were successful. The fixes included re-linking Program Records to associated CCM features, e.g., Critical Incidents and Activity Logs for Waiver, Nursing Facility, PACE, and Hospital Backup programs. This was the final iteration of the program

record cleanup for those programs.

Users may access the CCM system at this time.

Case Management Redesign: Issues Resolved
The following issues were resolved this weekend during the downtime:

- Some members on the Phase I and II agencies' Case Management Redesign
- Exceptions Lists were moved away from agencies instead of staying with Phase I and II agencies as requested.
- Members associated with Phase III agencies were moved in error.

A separate communication about these issues has gone out to Agency leadership.

Continue to contact the CCM Support Center with questions or concerns about the use of the CCM.

Thank you,

Department of Health Care Policy & Financing

Dear Case Management Agencies,

This communication clarifies the work that will be accomplished during this weekend's downtime for the Care and Case Management (CCM) System and provides updates on Case Management Redesign.

Weekend Downtime Fixes for the CCM
The update being released this weekend will re-link Program Records to the associated CCM features such as Critical Incidents and Activity Logs for Waiver, Nursing Facility, PACE, and Hospital Backup programs.

This is the final iteration of the program record cleanup for those programs. Agencies are encouraged to run reports before logging off tonight to account for adjustments in caseload. Users must be out of the CCM at 7:00 p.m. MT today and the system will be available again at 8:00 a.m. MT, Monday, March 4, 2024.

Case Management Redesign

- Some members on Phase I and II agencies' Case Management Redesign Exceptions Lists were moved away from agencies instead of staying with Phase I and II agencies as requested.
- Members associated with Phase III agencies were moved in error.

For both Case Management Redesign issues in the bullets above, the Department is researching the impact and working with its vendor to correct the issue and return the members to the agencies. Agency leadership will be notified about the specifics of a timeline and will be provided a list of the impacted members. The Department anticipates these members will be assigned to your agency and available no later than Monday, March 4, 2024.

Thank you,

Department of Health Care Policy & Financing

Dear Home and Community-Based (HCBS) and Transition Coordination Agency Case Managers,

The Phase II member and data transitions for Case Management Redesign have been successfully completed. All members are now affiliated with the Phase II Case Management Agencies in the Care and Case Management System (CCM) as well as the Bridge. These transitions align with the Friday, March 1, 2024, start date for the agency contracts.

Refer to the revised Case Management Agency Directory if there are questions about which Case Management Agencies serve which counties. Refer to HCPF IM 23-024 and visit the Case Management Redesign web page for additional information.

The CCM System will be offline beginning at 7:00 p.m. MT on Friday, March 1, 2024, and continuing through the weekend of Saturday, March 2, 2024 and Sunday, March 3, 2024.

Email commit_helpdesk@gainwelltechnologies.com to request MEUPS password resets.
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Tip for New Users: When first given access, click on "Account Management" then "My Information" to set up a "Security Question & Answer" to minimize need for contact with support staff.

Thank you,

Department of Health Care Policy & Financing