



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](mailto:commit_helpdesk@gainwelltechnologies.com) to request MEUPS password resets.

**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