



COLORADO
Department of Health Care
Policy & Financing

Dear Case Management Agency Staff,

Participation is requested in the upcoming training of Health First Colorado's (Colorado Medicaid's) new Care and Case Management (CCM) system. Registration instructions for the upcoming training sessions have previously been shared with Case Management Agencies. All training will be completed using the Zoom links provided through registration.

Helpful guidelines have been included to ensure that case management staff have access to the CCM training tools and systems and to ensure users gain the most value from the training sessions.

Case Management staff are encouraged to read the [Accessing the Care and Case Management](#) guide to ensure access to the CCM training platform.

The scheduled Zoom training sessions will be available 30 minutes early to provide staff with login assistance. In addition, the Department will hold office hours from 10:00 a.m. to 2:00 p.m., January 4 through March 3, 2023, to provide technical assistance to Case Management staff with logging into the CCM training platform. Staff needing assistance may join through [Google Meet](#). Case Management staff are **highly encouraged** to log into the CCM training platform next week and receive assistance through the Department office hours.

The MEUPS user ID has not changed for existing users. If you do not have access to your MEUPS user ID please contact the COMMIT Help Desk using the email link below. The password is Winter1228 for training purposes only.

The MEUPS user ID and link to create a user-assigned password were emailed to new users. The email was titled "New Account Information Colorado Non-Production MMIS".

Contact the COMMIT Helpdesk at COMMIT_Helpdesk@gainwelltechnologies.com for assistance.

Thank you,

Department of Health Care Policy & Financing
