



Dear Case Manager,

Below are some important updates and instructions relative to data migration from the legacy systems and member to case manager attribution, and an opportunity to learn more about how migrated data is appearing in the Care and Case Management (CCM) System.

Member attribution to case managers within agencies

The member to case manager attribution in the CCM System is based on the information that was recorded in the BUS on June 27, 2023.

If a case manager was listed as the “primary” and/or “secondary” case manager AND created the program area, members will appear multiple times in case managers’ caseload in the CCM System.

- To confirm a member’s assigned primary case manager, users are instructed to complete the following steps:
 - a. Navigate to the Care Team screen
 - b. Click on Staff Members
 - i. On the Card View, Primary will follow the case manager’s name
 - ii. On the Table View, a “Yes” will be indicated if the case manager is primary

Open, blank program cards

If a member program card is blank, case managers should fill in the missing information instead of attempting to create a new card.

Data Migrated as of July 5, 2023

- The following current information was migrated to the CCM System from legacy systems effective July 5, 2023:
 - Member Demographic
 - Member Contact
 - Health Coverage
 - Provider
 - Member Provider
 - Member Staff
 - Member Program

- Critical Incidents
- Care Plan (Personal Goal from the BUS service plan)

The BUS and DDDWeb are in read only format and can still be accessed for information that has not yet migrated. Additional information forthcoming about future data migration.

Post-System Demonstration Discussion – Additional Information on Data Migration

For more information relative to the topic of data migration, please plan to join an additional discussion which begins at 2:30 p.m. MT immediately following the System Demonstration today, Wednesday, July 5, 2023. Use this [Zoom link](#), and the passcode and Webinar ID below, to join the call.

Passcode: 598960

Webinar ID: 874 6038 2598

Contact the [CCM Call Center](#) with questions. **Callers are reminded to wait until the virtual agent asks for a Provider ID number before stating "Case Manager."** Callers are encouraged to provide detailed information regarding the issue(s) being experienced, and record the Contact Tracking Number (CTN) as provided by the Provider Services Call Center Agent at the end of the call.

Thank you,

Department of Health Care Policy & Financing