



COLORADO

Department of Health Care
Policy & Financing

Case Manager News & Resources

July 5, 2023

Resources:

[CCM System Login](#)

[CCM Web Page](#)

Visit the [Known Issues web page](#) to review screenshots and additional details about all known issues under the Case Manager drop-down.

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."**

Care and Case Management (CCM) System Known Issues

The [CCM System Production environment](#) is live and available to Case Managers as of Wednesday, July 5, 2023.

The following known issues relate to the user experience in the CCM System.

Known issues with interim solutions are provided below, followed by issues that are known but do not have a solution for users to follow at this time. As issues become resolved they will be posted in the "Resolved Known Issues" section.

Known Issues with Interim Solutions

CCM System features may disappear when the browser screen size is changed

Some users are experiencing the disappearance of system features when changing the size of the browser window.

Interim Solution: Adjust the zoom setting on the browser window (set to 100%) and change the browser window size.

A resolution is in process.

Provider "County" search result is empty

When a user attempts to locate a provider using "County" as a search criterion, the search result returns empty.

Interim Solution: Use any of the other search criterion excluding County, such as Org Details, Type, Intensive Supervision Program (ISP), Network, or Line of Business (LOB).

A resolution is in process.

Incident Reporting not generating results when clicking on search without any criteria

When a user attempts a general search with no specific criteria for Incident Reporting, the search result returns empty.

Interim Solution: Specify at least one criterion (e.g., Incident Number, Status, Severity, Incident Type, Provider/Facility, Victim Name, Internal Investigator).

A resolution is in process.

Search and Add Screen

Medicaid ID not generating results when using the Search and Add screen.

When a user attempts to search by Medicaid ID on the Search and Add screen, the search result returns empty.

Interim Solution: Search by Medicaid ID on the Member Search screen.

A resolution is in process.

Red box error occurs during member search due to time-out

Users receive a red box error that reads "MC401: An error has occurred while retrieving the data for the search criteria" if the system has been idle when searching for a new member.

Interim Solution: Manually log out and log back into the system to complete the search.

A resolution is in process.

Health 360 Screen

Allergy Code is not hidden for all Gainwell CCM security roles

This information should not be visible to vendor resources.

Interim Solution: Set Allergy Code field as a read-only.

A resolution is in process.

Health 360 Medications Field(s) are visible to inappropriate users

The Direction for Use, CMS Formatted Directions and Reconciliation Date fields should be hidden for all Gainwell CCM Security Roles.

Interim Solution: Disregard these fields.

A resolution is in process.

Incident Management tile is visible when no data is populated

This tile should not be visible if there is no critical incident information available.

Interim Solution: Disregard the Incident Management tile when visible with no data.

A resolution is in process.

Demographics Screen

Member Phone Screen: 'Phone#' field only accepts 7-digit numbers when the area code entered is "310"

Users should be able to enter a 10-digit number in the Phone# field regardless of the area code.

Interim Solution: Enter "310" for the area code regardless of the actual area code, the first four (4) digits of phone number in the Phone# field and the last three (3) digits of the phone number in the Phone Ext. field.

A resolution is in process.

Full name shown in First Name field of Demographics Contact screen

Both the first name and last name are displayed in the First Name field. The Last Name field is blank.

Interim Solution: Add the last name to the Last Name field. Delete the last name from the First Name field.

A resolution is in process.

Case Management Tab

Notification message for Level of Care Certification date is incorrect

The notification message "Level of Care Certification Spans cannot exceed one year" is incorrect when the Level of Care Certification information date span is less than or equal to one year and the system automatically sets the "End Date" to the last day of the previous month of the previous year (calculated from Start Date).

Interim Solution: Disregard error message.

A resolution is in process.

Referral Information is not hidden

Referral Information on the program summary screen is visible.

Interim Solution: Disregard Referral Information data.

A resolution is in process.

Physician Fax Number is required on Intake Assessment

The Physician Fax Number is a required field when it should be an optional field.

Interim Solution: Enter 000-000-0000 for Physician Fax Number.

A resolution is in process.

The "copy button" on the 100.2 assessment is available but does not copy data

Interim Solution: Do not use the "copy" function. Create a new 100.2 assessment and re-enter all assessment answers. Users may use the copy and paste function to move narrative text from the previous 100.2 to the current one.

A resolution is in process.

Service Plan screen offers the option to "Sign" from the three-dot menu

The functionality to "sign" Service Plans is not available.

Interim Solution: If this option is selected then the following message appears: "There is no active signature configuration available for this item." Close the message box, continue work and use the merge and send function to send the Support Plan Signature Page to collect signatures.

A resolution is in process.

Service Plan fields appear to be available to edit

On the Service Plan screen, Description and Total Cost fields should be read-only and appear grey.

Interim Solution: An error message will be generated and data will not be saved if an attempt is made to change data in the Description field. The data in the Total Cost of Services field will revert to the original amount if an attempt is made to change data.

A resolution is in process.

Staffing Date field within the Assessment/Support Plans: Service Plan Assessment should be labeled as the Service Plan start date

Interim Solution: Manually enter the Service Plan start date in the Staffing Date field.

A resolution is in process.

Rights Modification information is not available from legacy support plan

Interim Solution: Complete the Department-prescribed PDF outside of the CCM System and upload the PDF document onto the Service Plan under the Page Resources > Documents using the "+" button.

A resolution is in process.

Personal Goal field is not available on Care Plan Goals screen

Interim Solution: Change the "Member Set" toggle to "Yes" for personal goal information.

A resolution is in process.

Supervisory signature automatically merges on letters

Supervisors do not have the ability to review letter content before applying signature.

Interim Solution: Do not enter a name in the Manager field on the "Staff Profile" screen. This will prevent the supervisor's signature from automatically generating onto the letter. When sending an 803/NOA letter, save the letter as a draft and send a task to the supervisor requesting a signature. The supervisor can access the draft letter in the CCM System, review and sign it. The supervisor can upload the approved and signed letter and send a task back to the case manager to mail the signed NOA letter. Agencies can operationalize the process to meet their needs, as long as the notice, with both signatures present, is maintained in the system and other NOA requirements are met.

A resolution is in process.

Long Term Care (LTC) Waiting List English - Phone Number and Extension format is incorrect

Interim Solution: Type the number in the Phone Number field using the following format: 000-000-0000. In the Extension field, type number using following format: X 00000 or extension 00000.

Note: Users can enter phone number in 123-456-7890 or 1234567890 format and they will be merged properly on the letter. However, if other characters are used (alphabetic letters or other punctuation such as periods) it will interfere with phone number format.

A resolution is in process.

Long Term Care (LTC) Waiting List fields are not available to edit after saving

The Priority Enrollment Requested field, and the Placement Date & Time field are not available to edit after saving the screen.

Interim Solution: Use the three-dot menu to send a task to HCPF staff (Mary Stuckwisch – User Name stuckmar1) if a priority enrollment is requested, a review is needed or if any other update is needed to a read-only field.

A resolution is in process.

Waiting List – Behavior for duplicate waiting list(s) differs depending on whether the Priority Enrollment Requested field is populated or not

If the Priority Enrollment Requested field is not populated and a duplicate waiting list is entered and saved, the system will automatically void the waiting list entry. If the Priority Enrollment Requested field is populated, and the user creates and saves a duplicate waiting list record, the system will not allow it to be saved and a red box error is generated.

Interim Solution: No interim solution is needed. Be aware of the differences in system functions.

A resolution is in process.

Waiting List – Adjusting the due date of Waiting List Review Tasks does not change the due date of subsequent related tasks

Interim Solution: Manually enter the due date of every subsequent Waiting List Review Task to the desired date when the task appears in the work queue.

A resolution is in process.

Waiting List – A program automatically closes if no appeal is initiated 60 days after the Mailed Date on the associated “LTC Not Eligible” correspondence

Interim Solution: Populate the “Mailed Date” with the same value as the “Letter Date” to initiate the automated closure feature. If the “Mailed Date” is not entered at the time of the letter creation, a user should manually close programs 60 days after the “Letter Date” of an “LTC Not Eligible” if no appeal is filed.

A resolution is in process.

**Appeals/Critical Incident Reporting Systems (CIR)
Screen**

Multiple “Critical Incident Reporting Systems (CIRS)-Further Incident Information” Assessments

Multiple entries can be completed per incident.

Interim Solution: Include the first “CIRS-Further Incident Information” assessment in any report.

A resolution is in process.

HCPF Review Assessment can be reopened, modified and saved in error

Interim Solution: Do not reopen a HCPF Review Assessment. If a user reopens the assessment close it without modifying and saving.

A resolution is in process.

Known Issues - No Interim Solution

The following issues are known but do not have a solution for users to follow at this time.

Activity Log Screen

Incorrect access to confidential notes

Users should not be able to access a confidential note assigned to a different Case Manager.

A resolution is in process.

Demographics Screen

Communication preferences on the Profile Summary do not save

Users should be able to save their communication preferences options on the Profile Summary screen.

A resolution is in process.

Member Population field on Profile Summary should not display

The Member Population field on the Profile Summary screen should not be visible to users.

A resolution is in process.

Case Management Tab

Unable to print legacy assessments

Users should be able to generate printouts for legacy assessments on the Assessment screen.

A resolution is in process.

Future Review Date field does not save on the Waiting List

Users should be able to save a date in the Future Review Date field of the Waiting List.

A resolution is in process.

Care Team Screen

Past care providers are not stored on the Care Provider screen

Users should be able to store past care providers on the Care Provider screen.

A resolution is in process.

Resolved Known Issues

Resolved known issues will be published in this section for reference.
