



Case Manager News & Resources

July 17, 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](#) became available to Case Managers on Wednesday, July 5, 2023.

The following information relates 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.

Reminders

CCM System - Verify Date Format

Users are reminded to utilize the Calendar Date Selector to enter date information into the Care and Case Management (CCM) System whenever it is available on any screen.

If the Calendar Date Selector is unavailable, manually enter the date using the following format: MMDDYYYY.

Verify that the proper format is entered before saving screen data. Invalid dates can cause data failures in processes, file and report creation.

Known Issues with Interim Solutions

Billable Units field on Time Tracking screen reverts to "0" when "All" option is selected

Some users see "0" when they select "All" from the Billable Units drop-down on the Time Tracking detail screen.

The screenshot shows the MedCompass interface for a patient named Moira Rose. The 'Time Tracking Detail' screen is active, displaying a summary report for CDASS Reissue. The 'Total Units' field is set to 4. The 'Billable Units' dropdown menu is open, showing options from 0 to 11, with 'All' highlighted. The 'Non-Billable Units' field is set to 0. The 'Program' field is set to '- Select -'. The 'Additional Comments' field is empty. The 'Save' button is visible at the bottom right.

Interim Solution: Users should not select "All" on the drop-down option for Billable Units. If all units in the Time Tracking record are considered billable, users may select the appropriate numeric value that matches the "Total Units" value.

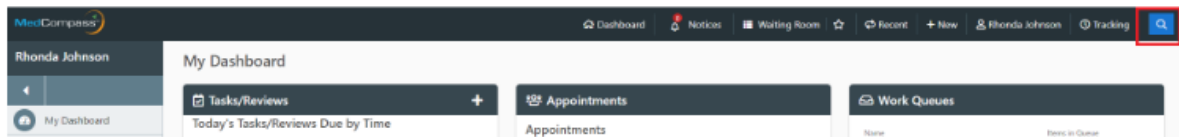
A resolution is in process.

Finding existing members within the Care and Case Management (CCM) System

Some users may create duplicate members in the CCM System by using the "+Search and Add" feature ahead of using the blue magnifying glass icon.

Member Search - Use Blue Magnifying Glass

The blue magnifying glass icon is located at the top right of every page. Use this method first when searching for a member.



+Search and Add

Only use this function when a member cannot be found using the Blue Magnifying Glass Option and it has been confirmed that the member does not have a valid Medicaid ID in any Department system.

- Do not use this screen if a member is simply assigned to another agency. It will create duplicate members in CCM.
- There is not a sync or a duplicate member merge feature available to correct this issue.

Contact HCPF_OCLSystemApplications@state.co.us for access to a member record that doesn't have a current agency assignment.

- Send only the member's Medicaid ID in an unencrypted email.
- Do not send the member's name, Social Security #, or Date of Birth.
- The case manager will be contacted if additional information is needed.

Failure to perform this validation work may result in duplicate member data in the CCM System, and possible, future re-entry of member information and data.
